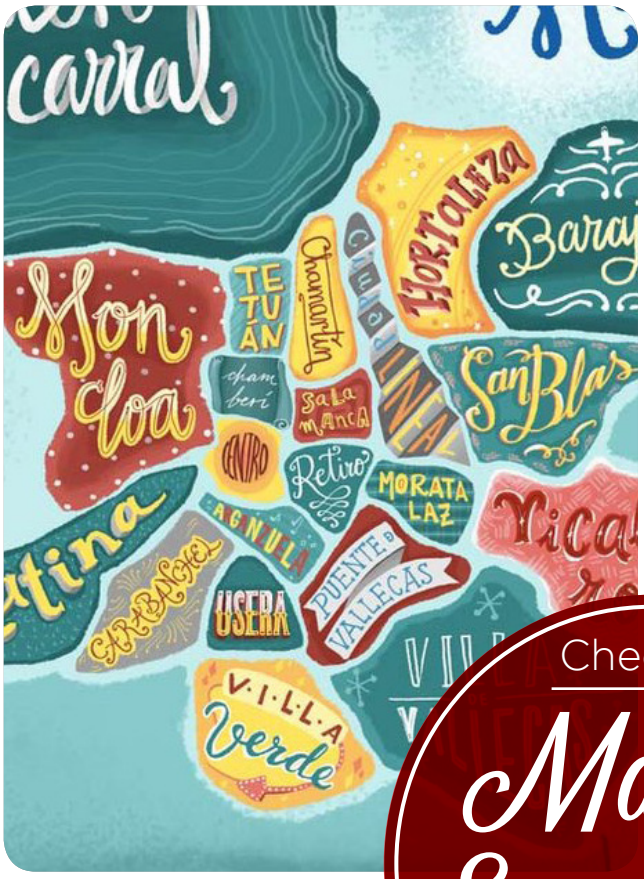
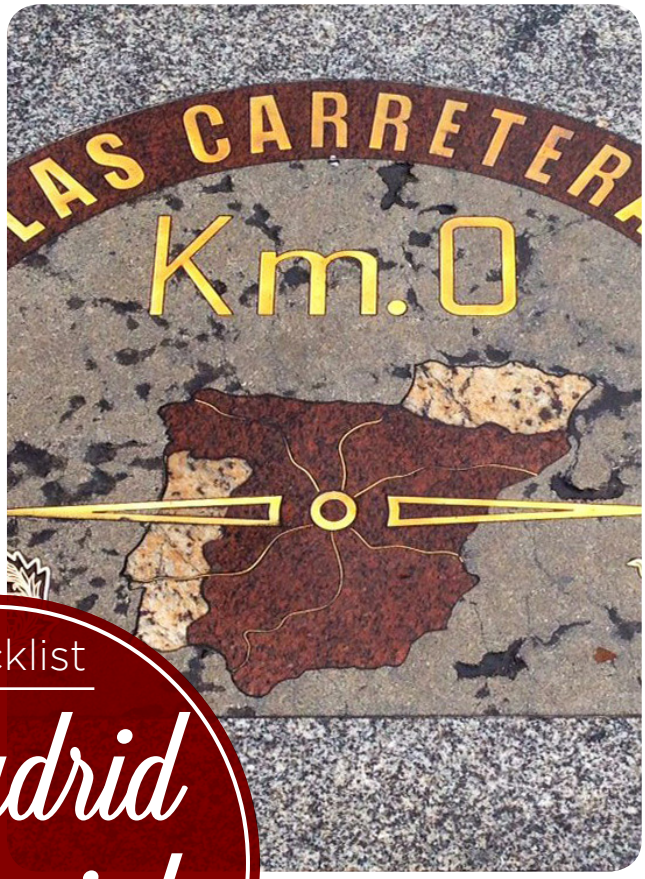
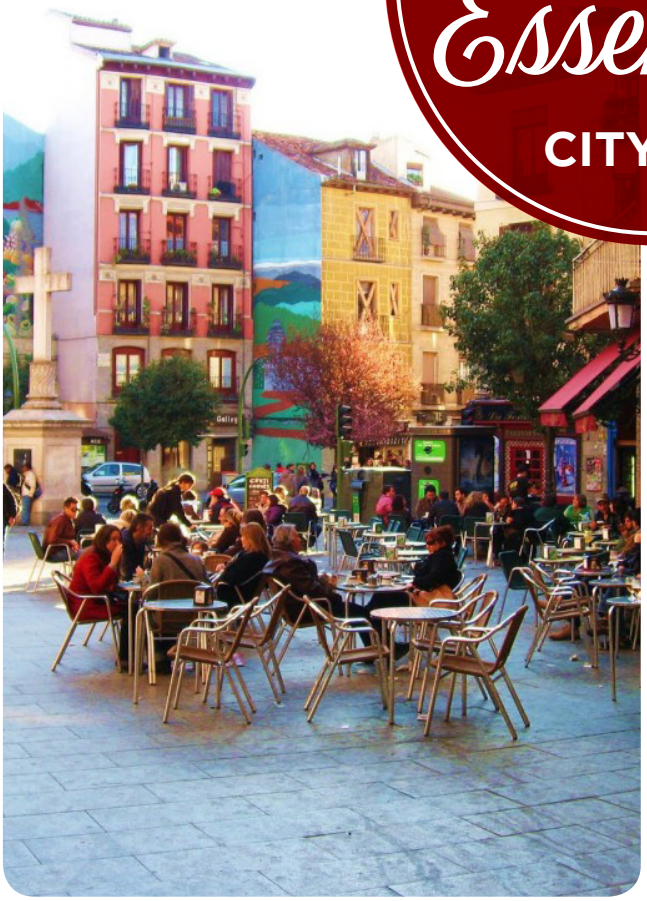




Checklist Madrid Essentials

CITYLIFE MADRID



Content Overview

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Are you ready to have the time of your life?

- About Citylife Madrid
- About Disfruta Madrid Más
- Madrid and its neighbourhoods

2 Settle in smoothly

Take a breath, all of your answers are here!

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- Important steps to do upon arrival
- Housing - Finding the perfect place to stay and avoiding pitfalls
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- Getting Connected - Cell phone plans & Internet
- Banking & money tips - How to open a free bank account in Spain & money transfer options
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3 Live & enjoy Madrid

Explore Madrid & Spain's culture while saving money!

Click Here

In addition to "**Madrid Essentials**", we have created more guides for you as part of the "**Welcome to Madrid**" kit that you can **download for FREE!**

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CITYLIFE MADRID

A brief introduction

CITYLIFE MADRID

Citylife Madrid is an organization founded by international people for international people. It was created with the idea of bringing the many cultures in the city together to establish one, united community for exchange students & young international people. It is our goal to help you integrate and enjoy your stay in Spain. We specialize in cultural & social activities, trips around Spain, Europe & Africa as well as helping you to get settled all while bringing people together from around the world!

For more information on our services please visit our webpage
www.citylifemadrid.com

DMM
disfrutamadridmas.com

Disfruta Madrid Más is a project that was created in collaboration with Madrid's universities and language schools, Madrid's official Tourism Office and the Instituto Cervantes. The main objective is to offer international students studying in Madrid the best services available during their stay in the Spanish capital. It is based on the idea of cultural integration between international students, opening doors to everything related to culture, art and leisure in the city.

For more information on our services please visit our webpage
www.disfrutamadridmas.com

Follow us:

Click Here

We believe you should have access to the best of the best Madrid has to offer to you to get the most out of your stay. So what are you waiting for?
Become a part of our community now!

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Welcome to Madrid - Are you ready to have the time of your life?

Madrid is a vibrant city with an array of fun things to do, both day and night. It's filled with lots of great neighbourhoods, mouth-watering cuisine and a great **nightlife scene**. It is the center of the entire Iberian Peninsula; drive 6 hours east and you're in Barcelona; drive 6 hours west and you are in Lisbon, Portugal. If you're worried about Madrid being landlocked, you can hop on a high-speed train to Valencia and be swimming in the sea within 2 hours. So open your eyes and pay close attention to everything that this cosmopolitan, friendly and fun capital city has to offer!

Website: www.madrid.es
City population: about 3,165,000
Elevation: 667m
Time zone: CET/CEST (UTC +1/+2)
Postal code: 28001/20080
Phone code: +34 (ES), + 90 (M)
Coordinates: 40°23N 3°43W
Districts & Wards: 21 & 128.

Climate of Madrid

The climate of Madrid is continental with an average temperature of 19,4°C (66.9 °F) during the day. Summers are characteristically hot and dry, whereas winters are fairly cold with frequent frosts during the night and occasional snowfall. Autumn and spring are mild and probably the best times to visit, especially during the months of April, May, June, September and October. To read more about Madrid's climate **click here**. If you would like to see our complete list of recommendations on preparing your trip to Spain, please **click here**.

Get more hints & tips as well as discounts here:

Travel & Flight Recommendations | **Hostel, Hotel & Touristic Appartments** | **Airport Transportation Services** | **Parcel & Luggage Shipment**

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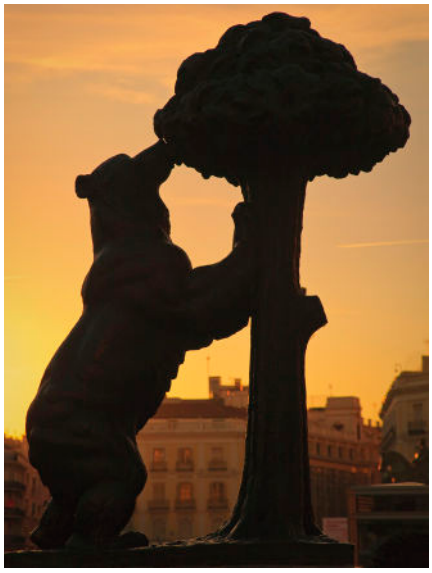
Madrid & its most popular neighbourhouds at a glance!



PUERTA DEL SOL

Puerta del Sol is the center and home to Madrid's most popular meeting-point; the "Bear Statue" or as it is called in Spanish, "El Oso y el Madroño". Sol also marks Kilometer Zero, meaning that all of Madrid's building numbers and highways stem from here. It's literally the middle-point of the entire Iberian Peninsula. Sol is also very central when it comes to transportation, shopping and tourist attractions. All of Madrid's most popular shops are located within walking distance of Sol, and there are plenty of restaurants, both new and old, to dine at. Plaza Mayor is only a hop skip away, and a 10 minute walk from Sol will conveniently bring you to the Prado Museum or the Royal Palace.

M

Sol, Sevilla, Ópera, Gran Vía, Santo Domingo, Callao, Tirso de Molina (Line 1, 2, 3 & 5).

MALASAÑA

Malasaña is known as the hippest part of town, mainly because of its history. Its main street, Fuencarral, runs parallel to Calle Hortaleza, making Malasaña and Chueca very friendly neighbours. Its main plaza, Plaza de Dos de Mayo, was home to the battle in 1802 when the Madrileños rose against Napoleon. Today the plaza is full of cafés and restaurant terraces. Malasaña was also home to Madrid's ground-breaking experimental movement known as "La Movida Madrileña", which came alive after the fall of Franco's dictatorship in the late 1970's. The highly drug-ridden and sexually-open movement took place in the 80's and went well into the 90's, leaving a heavy imprint on the neighbourhood. It also seeped into Chueca. Remnants of graffiti can be seen as you walk through its tiny streets. The seedier places have since been replaced with high-end tattoo parlors, vintage shops, and uber-trendy cafés, bars and restaurants. You could call it the East Village of Madrid.

M

Tribunal (Line 10 & 1), Bilbao (Line 1 & 4), Noviciado & San Bernardo (Line 2).

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CHUECA

Chueca is a stones throw away from Gran Vía and one of the best places to go out in Madrid. Its main street is Calle Hortaleza. Chueca is undoubtedly one of the trendiest nightlife destinations in the city. During the day, Chueca is home to fabulous restaurants, outdoor terraces and boutiques, as well as an entire street of shoe stores on Calle Agusto Figueroa. Also along this street is the Mercado de San Antón, a 3-story gourmet food market offering all types of delicious food and a fantastic rooftop bar. Chueca is the proud host of one of the world's largest **Gay Pride Parades** that attracts thousands of visitors every year. Due to its mix of edgy and high-end nightclubs, restaurants, bars, stores and ambience, Chueca is easy to fall in love with.

M

Chueca, Gran Vía & Alonso Martínez (Line 1 & 5) and Tribunal (Line 1 & 10).

HUERTAS

Huertas is colloquially named after its main street, Calle Huertas. More than just a neighbourhood, Huertas is considered to be the place to go out. It's five minutes walking from Sol, and the perfect place to start your night. Huertas is covered with all types of bars, some more upscale than others, and a lot of great restaurants. There are many other little streets to discover, such as Calle Leon which has fun bars, old-school delicatessens, boutiques and more. One of Huertas' highlights is Restaurante Meceira (amazing Galician food) and Bar Populart (often called Madrid's best jazz bar), although the list goes on. Huertas street turns into Castellana and later "Paseo del Prado", which is full of museums and sightseeing attractions.

M

Sol (Line 1, 2 & 3), Antón Martín (Line 1).

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BARRIO DE LAS LETRAS

Barrio de las Letras usually refers to the neighbourhood just above Calle Huertas and is named after the many writers who lived there, such as Cervantes, Quevedo and Lope de Vega. You can actually visit "**Lope de Vega's former house**", which is now a museum on c/ Cervantes, 11. Oddly enough c/ Lope de Vega is just one street over, and is the site where Cervantes is buried. This neighbourhood is slightly different from Huertas in that it is less of a nightlife area. Instead it houses many arts and crafts fairs, as well as cultural attractions.

M
Sol (Line 1, 2 & 3), Sevilla (Line 2), Atocha, Tirso de Molina, Antón Martín (Line 1).

LAVAPIÉS

Lavapiés with an underground and rugged feel, Lavapiés is fast becoming one of Madrid's trendiest neighbourhoods. It was home to an influx of immigrants for many years, mainly from Africa and Middle Eastern countries. Once considered the dodgier side of town, Lavapiés is now being embraced for its edgy culture, diverse cuisine and alternative (oft-artsy) nightlife. Just one stop from Sol, Lavapiés is the perfect place to check out Madrid's changing personality. Lavapiés is often called Curry Row because it is lined with fun and cheap Indian restaurants. The other famous street in Lavapiés, c/ Argumosa, is lined with hipster bars and tantalizing outdoor seating areas. It stretches right to Atocha street behind the "**Reina Sofia Museum**".

M
Lavapiés (Line 3) extending to Tirso de Molina, Antón Martín & Atocha (Line 1).

LA LATINA

La Latina boasts the city's oldest architecture (hence the name, the Latin Quarter) and some of its finest cuisine. Especially beautiful are the small alleyways nestled between 18th century buildings, as well as the tiny streets where restaurants set up summer patios. On Sundays La Latina's most famous street, La Cava Baja, turns into Madrid's "place to be." This charming street is lined with tiny bars serving up cañas (draft beer), wines and tapas. It's typical to go here on a Sunday afternoon after visiting the city's largest flea market, "**El Rastro**".

M
La Latina (Line 5).

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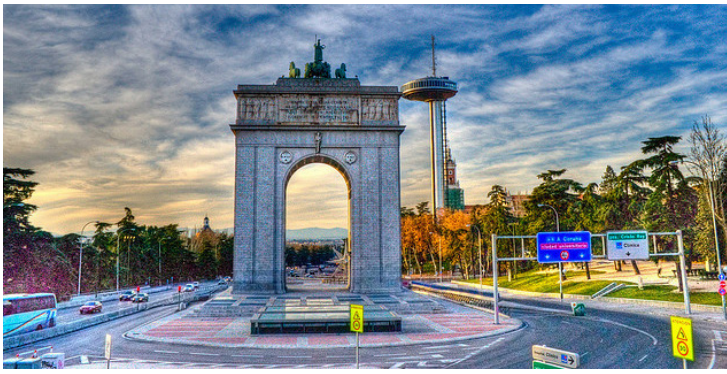
MONCLOA & ARGÜELLES

Moncloa & Argüelles are fantastic neighbourhoods to live in, especially for young people. Madrid's main university, La Complutense, is very close by. The area is packed with neighbourhood bars and shops. Its main street, Calle Princesa, is full of shops such as Zara and El Corte Inglés. In fact, Calle Princesa turns into the Gran Vía right after Plaza de España. It's also a relatively quick walk from Sol (anywhere from 10 to 20 minutes depending on where you start), and it is right next to the two most lively neighbourhoods, Malasaña and Chueca. It also borders Chamberí, a slightly more expensive residential neighbourhood.

Moncloa (Line 3 & 6) and Argüelles (Line 3, 4 & 6).



CHAMBERÍ

Chamberí is located just to the East of Moncloa and stretches to the Castellana, at which it becomes Salamanca. You could call it Moncloa's older brother, as it is a much prettier neighbourhood and caters to a slightly older crowd. Chamberí boasts beautiful architecture; some of its buildings are absolutely gorgeous, such as the "Museo Sorolla", Instituto Internacional and the British Council. It also has quaint plazas such as the Plaza de Chamberí and Plaza de Olavide; the latter being a popular place for tapas and beer on one of their various terraces. Chamberí is also a business district with many offices and plenty of restaurants and bars throughout the area. One of the best streets for wining and dining is Calle Ponzano, where you can find great restaurants and bars.

Bilbao, Iglesia and Rios Rosas, Alonso Martínez, Gregorio Marañón, Colón, Rubén Darío, San Bernardo, Quevedo, Canal (Line 1, 4, 5, 7 & 10).

RETIRO

Retiro is Madrid's most popular city park and also refers to the residential neighbourhood that borders the park's eastern side. It's a great neighbourhood to live in if you enjoy tranquility, as you can leave the city's hustle and bustle on the other side of the park. Inside Retiro you can enjoy plenty of beautiful attractions including the Glass Palace, rose gardens and green lawns. Many free activities are held regularly, from bootcamp and running clubs, to roller-skating and yoga lessons.

Retiro (Line 2), Príncipe de Vergara (Line 2 & 9), Ibiza and Sáinz de Baranda (Line 9).

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SALAMANCA

Salamanca is Madrid's most upscale neighbourhood. Let's call it Madrid's "Upper East Side". Located just above Retiro Park and to the East of the Castellana, this neighbourhood's two main streets are Serrano and Velázquez (as are the metro stops with the same name). It is much quieter than the other neighbourhoods mentioned on this list. As in most upscale neighbourhoods you will find the "high-end shoe stores", top-notch restaurants and prime real estate. Barrio Salamanca is no exception. However, chic nightclubs and lounges aside, you will also find hidden gems. Salamanca is a neighbourhood where many people live and they have mom and pop shops and friendly bars.

M

Retiro (Line 2), Príncipe de Vergara (Line 2 & 9), Ibiza and Sáinz de Baranda (Line 9).

Click here and download your free map of Madrid now!

Click Here

Get to know more about this beautiful city by checking out the Citylife Madrid blog as well as the blog of our friends of Naked Madrid!

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CITYLIFE MADRID

Settle in smoothly - Take a breath, all of your answers are here!

For many of you it will most likely be your first experience living independently abroad. **Citylife Madrid is here to guide you every step of the way on this amazing adventure!** Living in Madrid is not cheap, but it doesn't have to be expensive either! We will help you plan, organize and budget your time in Madrid. This monthly budget guide will show you a general estimation of typical student expenses. It will not include possible visa fees, tuition fees or flight bookings. In general, the average monthly costs as a student in Madrid can range from 800 to 1200€ depending on your budget and social habits.

Living Expenses - Plan your budget!

Housing In general, the cheapest and most common option for accommodation is renting an individual room in a shared apartment with other students. The average costs of these rooms range from 300 to 600€ per month. Find more information in the "Housing" chapter of this guide!

Public transportation Madrid has an excellent public transportation system (metro, buses and suburban trains) and a relatively cheap and abundant taxi service. There are monthly public transportation passes at affordable prices that allow for unlimited traveling using different modes of transportation within their zones. The typical monthly pass for the city center costs around 54€. If you are under 26 years old, you will get the abono "Jovén" for only 20€. This monthly transportation pass includes all zones. Read more on how to order your public transportation card and save money on single tickets in the "Public Transportation" chapter of this guide.

Cell phone & Internet Depending on your cell phone provider and how often you use your phone, your monthly cell phone fees will range from 10 to 40€. Lycamobile is one of the most popular cell phone companies in Spain and they offer a special prepaid fee to the Citylife Madrid community. It will save you a lot of money! Learn more and reserve your SIM card now by reading the "Cell phone plans & Internet" chapter of this guide!

Medical Insurance For students who need additional private insurance or who would like to have an additional private insurance alongside their basic insurance, we assume additional costs of 40€ per month. Read more about the Spanish healthcare system in the "Healthcare in Spain" chapter of this guide!

Food & leisure These expenses completely depend on your eating and social habits. The average monthly total for groceries will cost between 150€ and 250€. For leisure activities such as eating at restaurants and going out, the costs can widely vary, but will average around 200€.

Click Here

To help you save money during your time in Madrid we have created a great online discount resource containing discount codes & vouchers to save money on popular student needs such as restaurants, traveling, clubbing and much more! **Check it out now!**

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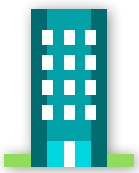
Important steps to do upon your arrival!

To make your arrival and first days in Madrid as smooth as possible, we have created a separate guide called "**Upon Arrival - Important steps to do upon landing in Madrid**" that we recommend you to **download for free** if you haven't done it yet. It contains helpful hints and tips that will get you ready to make the most out of your time in Madrid!

Once you've landed at Madrid Adolfo Suarez International Airport, there are **several options to get to the city center**. You could either go by taxi (flat fee of 30€ regardless of your destination in the centre), limousine service, airport bus or metro (**check here for discounts**). In case you haven't booked a place to stay for the first few nights yet, **click here** for a list of **recommended hostels & hotels with discounts!**

For those of you who have never been to Madrid before, the city can be a bit overwhelming at first. This is why we tell everybody to **stop by the Citylife Madrid office upon arrival!** In our office there is a nice lounge area with **free WIFI and a team that is looking forward to help you!** Feel at home in our office and relax. **All support is completely free of charge!**

Citylife Madrid
Calle Gran Vía 22 Dpdo, 2nd Floor
28013 Madrid
Hours: Mon-Fri 10h-19h



Click Here

The following chapters will describe in detail everything you need to know to settle in. In case you have any questions, feel free to join our **Questions & Answers forum** where our team will answer all your questions immediately!

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Housing - Finding the perfect place to stay & avoiding pitfalls!

One of the most important decisions you will have to make when coming to Madrid is deciding **where** and **how** you want to live**.** When it comes to finding a place to live in Madrid, most international students choose to **share an apartment with other students.** The average costs of these rooms range from **300 to 600€ per month**. The subsequent chapters will provide you with detailed information and recommendations on how to start your housing hunt and what you have to be aware of when it comes to expenses, contracts, etc.

Search & reserve your room online ***BEFORE ARRIVAL!***

Start the housing hunt ***UPON ARRIVAL!***

Besides the recommended online housing platforms outlined below, one of the best places to look for listings is at the **local universities in Madrid (blackboards)**. Also check with your university (international office), as they might have a service called bolsa de pisos where you can find apartment listings. Also ask them for a list of student residences (they are usually quite expensive). In case you prefer to look for your new room/apartment upon arrival in Madrid and you need a place to stay during your first few nights in Madrid, click here for **discounts in Madrid's most popular and central hostels & hotels!**

Click Here

Download our **free Housing Guide** now and be well informed!

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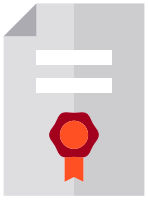
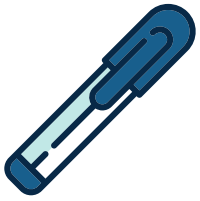
Understanding housing related expenses & contractual obligations!

Before renting your room/apartment, make sure you understand the details of the **contract** and the **obligations** that come along with it (e.g. cancellation period, refund of the deposit) as well as **housing related expenses** (e.g. additional fees like water, gas and electricity) that you might need to pay:



Contract

Before signing a contract make sure you understand all the details, especially the duration of the contract and what happens in case you leave before the contract ends. Furthermore, it is really important that it is clearly stated when and how to get back your initial deposit. Don't move into an apartment without having a signed document that clearly lays out these two important issues.



Deposit & Commission

You will most likely be asked to pay an upfront damage deposit (Fianza) of 1 to 2 months, which you will get back within 3 months of moving out. We recommend that you pay no such deposit before moving in if you are not going through a rental agency. With a rental agency, however, this is completely normal and your money will be safe. Always double check the percentage of commission you may have to pay when renting a room via an agency; some of them will charge you. Also always ask for a receipt.

Fees

It is very important to check if the rental price includes all expenses (gastos incluidos) such as gas, electricity (luz), water and community costs (gastos de comunidad). Most of the time when renting from landlords directly (not via agencies), these costs are not included. Average monthly fees in a 4 bedroom apartment will be around 40€ per person (fees are less in the summer, Internet not included).

Click Here

FREE contract reviews: Simply **contact us** or stop by our office in Calle Gran Vía 22Dpdo – 2nd floor!

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Finding the perfect place to stay – **Reliable websites & trustful agencies!**

We know that it can be confusing to see how to start your housing hunt as there are so many options. To make it easier for you, you can **start your search now by clicking on the buttons below. The Housing Request Form is a free service** that gives you access to some of the most reliable housing platforms in Madrid. Once you have submitted the form, you will receive housing offers via email that match your specific search criteria!

ROOMMATE & FLAT SEARCH | START YOUR SEARCH NOW | HOUSING REQUEST FORM

Recommended agencies & online platforms:

Some platforms are free, like Idealista, Fotocasa and Easypiso (but always be aware of misconduct/scam!). While others, like helpMadrid, Aluni, Mi Casa Inn, Oh my room!, Living Atmosphere and PyR Solutions, are rental agencies offering great and reliable service throughout your entire stay in Madrid. Other options to search are Spotahome, Uniplaces, and Study Abroad Apartments which are popular & secure platforms to search for rooms & flats online but a reservation fee* will be applied upon the booking of your room.

Recommended, trustful rental agencies:

help MADRID · aluni.net Alojamientos Universitarios · Mi Casa Inn · Oh my room! · Regina Alojamientos · Atmosphere Living · nexo Nexo Residencias · PyR solutions

Popular online platforms:

EasyPiso · id · fotocasa · Spotahome · Study Abroad Apartments · uniplaces

Our recommendation is to rent your room with a rental agency. This way, everything is official, organized and most importantly, you will have a reliable contact in Madrid in case you have any questions.

*You can obtain on all three platforms, Uniplaces (25%), Spotahome (15%) & Study Abroad Apartments (5%), a discount on the reservation fee indicating the **promotion code "CITYLIFEMADRID"**!

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Getting around - Madrid's public transportation and alternatives!

Madrid is not only a great walking city, but also has a fantastic and vast public transportation system. The city offers public buses, metro and regional trains (Cercanías), which are all fast, reliable and clean. While the metro can get you anywhere within the city, the Cercanías and buses can get you as far as Madrid's beautiful surrounding towns and mountains. If you plan on moving around by public transportation on a regular basis, we highly recommend getting an abono (monthly travel card) for unlimited trips. Since June 2014, Madrid also has public electric bikes that you can rent.

Metro

- **DAY-PASS:** If you come to visit Madrid for a few days you can get the tourist travel pass for 8,40€ (one day) which gives unlimited trips in metro, bus and the regional train system (Cercanías). Before you buy one, remember that the city center is not that big and you can walk almost everywhere.
- **SINGLE TRIP:** If you are here for a few days only and won't be using public transportation very often, you should buy the single trip ticket that costs 1,50€ (first 5 stops + 0,10€ every next stop, max 2). That way you will only pay for what you travel.
- **10-TRIP TICKET:** Another option is buying a metrobús, a 10 journey ticket that costs 12,20€, allowing you to take all metro lines and buses.
- **MONTHLY TICKET (Abono):** If you are planning on staying longer in Madrid e.g. to study, you should consider getting a a monthly travel card, called "Abono", in which case you will pay between 20-82€ per month for unlimited access to the metro, bus and Cercanías. For further information about this ticket, please read the chapter "How to get your transportation card & monthly abono" of this guide!

Madrid's transportation system is divided into different areas (A, B1, B2, etc.), which in turn leads to different metro fares. Most of the time you will travel within Zone A (city center). For a complete overview on different zones and prices, please **click here**. Before purchasing your monthly pass make sure you find out what zones you'll be traveling in based on where your accommodation and place of study are located!

Click here to download and print out your FREE map of Madrid's metro.

To find out how long it takes to travel from your new home to your university **click here.**

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Buses

Buses in Madrid don't come as often as the metro, and may take longer to get from point A to point B. However, taking a bus can sometimes be faster than the metro, and it gives you the opportunity to see the city. In addition, buses cover more city area than any other form of public transportation in Madrid. Along with the metro, it's the cheapest way to travel. There are three different ways to travel by bus: EMT Buses, Suburban and long distance buses:

• **EMT BUSES:** EMT buses are blue or red, and they cover all areas in Madrid. A single trip on the EMT bus costs 1,50€, but you can also use any of the public transportation tickets, i.e. metrobus (ten-trip ticket) or abono (monthly ticket). EMT buses run every day from 6.30am to 11.30pm. You should confirm the exact time of each line because it can vary. For more details, please check out the EMT Bus Map and Madrid's transportation website.

• **NIGHT BUSES:** In Madrid, there are also night buses called búhos or nocturnos. They all leave from Plaza Cibeles and go to various points throughout the city. They start running from Cibeles at 11.15pm and go until 5.30am. Check out the night buses map for further details.

• **SUBURBAN** ("Interurbanos") Interurbanos refer to suburban buses. These buses are green and connect Madrid with nearby towns and cities. The buses leave from the following stations: Plaza Conde de Casal, Avenida de América, Plaza Castilla, Moncloa, Príncipe Pío & Plaza Elíptica. Although you can't use your metrobus (ten-trip tickets), you can use the abono monthly ticket, making the interurbanos rates slightly cheaper. Ticket payment is done in the bus with the driver.

• **LONG DISTANCE BUSES:** A vast range of bus lines connect Madrid with many cities in the country. All of them depart from two main stations: Estación del Sur in Méndez Álvaro (this is the main station) and Estación de Avenida de América. The two largest bus companies are Alsa and Avanza, and you will have to book your tickets through their websites. You can also purchase tickets through Internet travel agencies such as Go Euro. Here are the links where you can book a long-distance bus trip: • Alsa Continental • Avanza Group • Go Euro

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Taxi

Madrid has an abundance of white taxis running 24/7, all year round, so there's no need to call a taxi ahead of time. If their light is green, just stick your arm out and they'll pick you up. Click here to learn about Madrid's current taxi rates. Not all taxis accept credit/debit cards, so it's better to have cash on you. Do not expect your taxi driver to speak English, although you may be pleasantly surprised. A taxi ride to and from the airport to anywhere in the city center is 30€ (flat rate). If you would like to make a complaint or report a lost item, you can **call Customer Attention / Lost & Found at 0034 91 527 95 90.**

Trains

For many years Spain has been investing in rail infrastructure all over the country. As a result, Spain has one of the largest train and high-speed train systems in the world. Madrid has an inner-city commuter train called the Cercanías, which covers medium distances and is extremely reliable. There is also the AVE, which is a high-speed train that travels across the country, taking you conveniently from city-center to city-center. In addition to air travel, train is Spain's fastest form of transportation. Please find all the information you need regarding trains in Spain below:

Suburban train services - Cercanías

The suburban train system (Cercanías) goes across the city connecting the main stations of Madrid with other cities near the capital. The service runs from 5am or 6am (depending on the line) until 12am. There are 10 different lines and some of them are connected to the normal metro system. You can combine them to make your trip even faster. For more information on schedules etc., please click here.

High speed train - AVE

AVE is the Spanish high-speed-train system. These trains travel to some of Spain's largest cities in just a few hours or less. Although prices aren't cheap, there are always options to purchase cheaper tickets. For example, by booking early and taking the 4-seat option (you'll be seated at a table), you'll save between 40-50%. The train stations are in the city center, so you won't waste money and time getting to and from the airport. Spain's official train company is Renfe. To check prices and buy your tickets click on the following links:
AVE website in English / Renfe Official Website

Instead of taking a taxi, you can use one of the many private transportation services in Madrid that are available at discount, so your first ride will be way cheaper than taking a traditional taxi: Cabify | myDriver | Uber

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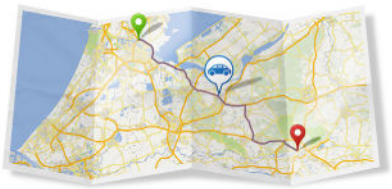
Car rental & sharing

In addition to Madrid's public transportation, you can find all the major car rental companies. Unless you're picking up the car directly from the airport, it is advisable to go to the Atocha train station because most of the companies have offices there. Ask around for the best deal and pick up the car right on the spot. There is also the option of booking online. The top 5 based on popularity are Hertz, Europcar, Sixt, Pepecar.com and Avis.



A cheap alternative to renting your own car is to share one via the platform **blablacar!**

Rent a bike

Below you'll find all the information you need to know about renting Madrid's public electric bikes and participating in Madrid's rising bike scene. Although far from Amsterdam, Madrid is in the midst of a fast transition towards becoming bike-friendly. In recent years, bike lanes have appeared on main streets such as Calle Alcalá and Calle Mayor. The new electric city bikes, **BiciMAD**, are a fun way to explore, avoid traffic, and tackle those relentless hills of the city! BiciMAD is an initiative launched by Madrid's Ayuntamiento (City Hall) to provide affordable, public rental of electric-powered bikes, allowing city-dwellers to move around Madrid on eco-friendly wheels 24/7. "Electric-powered" means that there's a small engine that helps you pedal, especially when starting your journey or going up hills. The engine automatically shuts off when you reach a speed of 16 km/h. The first phase of the initiative consists of 1,580 bikes and 123 stations in the following neighborhoods: Center, Retiro, Salamanca, Arganzuela and Moncloa.

Check out the links below for more information:

BiciMAD's website

Madrid city's official info on BiciMAD

Pick-up stations

Interactive map of Madrid for bikers

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How to get your public transportation card and monthly abono!

Almost all students in Madrid use the public transportation system on a daily basis. The cheapest and most convenient way is to get your monthly transportation pass, which gives you full access to all Madrid public transportation. The first step is to order your **transportation card**. Once you have your card, you can top it up with a **monthly credit called abono (valid for 30 days).**

The price of your monthly abono depends on your age and the zone of Madrid where you'll be traveling within. You will be required to choose between the Abono Jóven (less than 26 years of age) and the Abono Normal (between 26 and 65 years of age). The Zones are: A, B1, B2, B3, C1, C2. Zone A includes the city's central areas. Please click here for more details on abono fares per zone.

SAVE TIME, MONEY AND HASSLE

To avoid lengthy waiting times at the beginning of each semester, we recommend one of the following options:

Order your transportation card **now online** and indicate our office address as the shipment address!

Stop by our office upon arrival to process your card quickly without requesting the online appointment!

We recommend to **apply for your transportation card online about 4 weeks before you come to Madrid!** You can indicate our office address as shipment address, we will **store your transportation card for free** so that you can **pick it up upon your arrival!**

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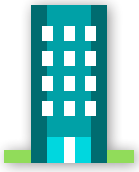
Order your public transportation card now and pick it up upon arrival!

You simply need to fill out the request form online, upload a standard passport sized photo, and attach a copy of your passport or ID. Once your request has been processed by the Consorcio de Transporte, your card will be sent to the indicated shipping address within 5 to 10 days (you can indicate our office as the shipping address for no additional charge):

1. Please access: www.tarjetatransportepublico.es and select option "Quiero obtener una Tarjeta Transporte Público". Click "Aceptar".
2. Select the correct value according to your age. Click "Aceptar".
3. On the next screen you have to choose between "Pasaporte" (if you have a passport) or "DNI no español". Proceed by clicking "Aceptar". In order to continue the request of your transportation card online, select "iniciar solicitud online".
4. Alternatively you can request an appointment in person for the time of your arrival at one of the offices of the Consorcio de Transporte. In this case please follow the instructions provided online.
5. If you choose iniciar solicitud online, on the next screen, you will need to fill out all mandatory personal data. You can use our office address as the pick-up location. We will store the card for you for free until you arrive. (Once you've ordered your card online you can add us on Facebook so we can let you know once it has arrived in our offices). On the same page, select "Primera solicitud nueva Tarjeta" as the value and click on "Siguiente" to proceed.
6. You will be asked to upload a standard passport sized photo in color, as well as a scanned copy of your passport or ID card.
7. Once uploaded, you need to accept the terms and conditions at the bottom and continue by clicking on "Siguiente".
8. Last but not least, you will be asked to review and confirm the information you just provided. You will also have to pay the mandatory fee of 4€ to the Consorcio de Transporte for issuing your transportation card.

Citylife Madrid
Calle Gran Vía 22 Dpdo, 2nd Floor
28013 Madrid
Hours: Mon-Fri 10h-19h



*In the event that you don't have a Spanish cell phone number yet, you can use the Citylife Madrid phone number in the request form: 622 565 583.
(If you would like a free Spanish SIM card now, **click here!**).

If you are having any problems while requesting your transportation card online, **stop by our office upon your arrival to obtain your card instantly!**

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CITYLIFE MADRID

Getting connected – Cell phone plans & internet!

The first step to having a cell phone in Spain is deciding if you will use your current phone from home or get a new one once arriving. If you decide to use your current phone, you should **make sure it is unlocked before leaving the country.** An unlocked phone means that it is compatible with any SIM card around the world. You will be charged a fee for unlocking your phone, but it is something you must do in order to put a working Spanish SIM into your current phone. For information on unlocking your phone, please contact your cell phone provider. Once in Spain, choosing a new phone is relatively easy. You can either buy a used phone from small tech shops located throughout the city, or visit one of the many cell phone companies and pick one up. **Click here** for more information!

The next step is getting your Spanish SIM card. You can either sign up for a contract, or pay- as-you-go (i.e. a prepaid SIM card is called prepago in Spanish) with any service provider in Spain.

1. Contracts are ideal if you plan on living in Spain for 12 months or more. If you are interested in signing a contract with a phone company, you will need both your NIE and a bank account.

2. Prepaid SIM cards are extremely common and flexible. They are very popular among the international student community in Madrid as there are no papers to sign and you add money to your phone at your own discretion. However, the different charges with prepaid cards are usually not very easy to understand and information is often misleading – for example, it is very common in Spain that you will need to pay an additional fee for each call you make, regardless of length. This fee is called “establecimiento de llamada” and is often not well explained. It is also common that there are additional costs concealed in the fine print.

If you would like to unlock your phone or buy a second hand phone in Madrid, **check here** for your options and discounts!

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To avoid misunderstandings and subsequent frustration when choosing the ideal cell phone plan, our recommendation for the new academic term is Lycamobile!

Lycamobile is one of the biggest cell phone providers in Europe offering different, cheap bundles that you can choose from.

Get your new SIM card for free and on top a brand new portable power bank charger for your cell phone as a welcome present by Lycamobile to the Citylife Madrid community!

If you choose e.g. the Lycamobile **Mundo 120 bundle** in combination with a **1 GB data pack**, it will **only cost you 11€!**

- Free, unlimited calls within the community (to all people who also have a Spanish Lycamobile SIM card) and no fee to establish the call (establicimiento de la línea). Spread the news among your friends, it will save you a lot of money!
- 120 minutes of free national and international calls*
- 1 GB of Internet that you can use for social networks such as Whatsapp and Facebook and to browse the Internet.
- Traditional text messages (SMS)**

If the Mundo 120 bundle doesn't suit your needs or isn't available for your country, check out the other options offered by Lycamobile by **clicking here**. As Lycamobile can change offers, we recommend to always check their webpage!

Please note: * ** explained at the bottom of the next page.

Avoid frustration due to hidden costs and fees!

The SIM card provided by Lycamobile is one of the cheapest and best offers you can get in the market today. All prices already include IVA (value added tax in Spanish is called IVA), so there are no hidden costs.

Be connected already on your first day in Madrid!

Once you have reserved your SIM card online, you will immediately receive your new Spanish cell phone number that you can share with your family and friends back home. You will immediately be connected to the world on your first day in Madrid once you have activated your SIM card in our office. Also take advantage of this visit by getting to know us, ask us any questions you might have, get your free "Madri Starter Pack" and pick up your public transportation card in case you have also ordered it online.

Reserve your Sim Card now conveniently online!

1. Fill out the **request form** with your personal information and submit it.

2. We will process your SIM card reservation and store your SIM card in our office. In case you would like to know your number immediately, please send us a short email to **info@citylifemadrid.com.**

3. When you arrive in Madrid, please visit our office as soon as possible to pick up your new SIM card. To activate your card, you must bring a piece of ID (passport or drivers license). We provide this service for free to our community, so please ensure when reserving your card that you pick it up or let us know if you dont need it anymore, so Citylife and Lycamobile can continue offering this wonderful service.

Cancelation

Once your departure is getting closer, you don't have to worry about any type of required cancellation. Make sure to consume your remaining credit. Your SIM card will be deactivated automatically after some months without usage.

Any questions? We are happy to help you wherever we can. Don't hesitate to contact us by sending us an email to **info@ citylifemadrid.com.**

After reserving your SIM card online, spread the news to all your friends planning on traveling to Madrid. This prepaid offer by Lycamobile is and will be widely popular among the international student community, which means that you will save a lot of money when making calls! Be connected on your first day in Madrid and take another step towards enjoying your time in this great city!

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Internet

Much like cell phones the Internet is a must-have for most people. There are many free wifi spots to be found in Madrid including some plazas, cafes, McDonalds, Costa Coffee, Starbucks and many other large chains. **You are also welcome to enjoy free Internet in our office.** If you need wifi at home, its recommendable to look for flats with Internet already included.

However, if you have found a flat that you like but Internet is not included, there is a **very practical & economic solution offered by WifiAway which will save you money, hassle and complicated paper work** (e.g. no NIE or Spanish bank account are required to obtain Internet for your new home)! Be connected on your first day in Spain with WifiAway wherever you are. There is no minimum contract duration! To read more, **click here!**

Besides WifiAway there are many more well-known Internet companies like Movistar, Orange, Vodafone, Ono & Jazztell who have unique offers and services, so you will need to do some research on what suits best your needs. All of them offer the basic Internet & phone packages, as well as packages for Internet only. Contracts usually last from 12-24 months, so make sure you or someone you live with will be living in the flat for the duration of the contract. To sign up for any type of Internet contract you will need your NIE, as well as a Spanish bank account. It is likely that most flats will already have Internet installed so you will not have to worry about setting it up yourself.

* Includes landline and cell phone numbers as well as also international calls to the following countries: Austria, Belgium, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, India, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, Thailand, United King- dom, United States. ** SMS: National – 19,9 Cents / International 24,9 Cents / Lyca to Lyca within Spain 13,3 Cents / Lyca to Lyca international 19,4 Cents.

Click Here

Now that you have internet.....we recommend you to **check out our blog** & **subscribe to our weekly newsletter** to get the most out of your time in Madrid & Spain!

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Banking & Money tips - How to open a FREE bank account in Spain & money transfer options!

Optimizing your spending during your time in Madrid is a bit tricky. You can be facing a different form of currency, different exchange rates and different fees associated with the use of ATM's and credit cards abroad.

Choosing a bank

Opening a bank account in Spain can take a while; there are a lot of required documents and steps. In addition, only a few banks allow you to open a bank account for free and offer an easy process designed for foreign exchange students. When choosing a bank, make sure it is widely recognized in both Madrid and Spain, so you have no issues accessing money via an ATM. It is also important to review the costs of withdrawals and other transactions with your current cards from home. Once you have opened your Spanish bank account, you will be able to send money from home and receive payments, e.g. from a job or internship. Some Internet and cell phone companies require your banking information in order to sign a contract with you.

Get your FREE account with Banco Sabadell!

Citylife Madrid has chosen Banco Sabadell to make the process of opening a Spanish bank account a smooth and less stressful experience for those who are new to Spain. If you choose to bank with Banco Sabadell you will be able to open, maintain and use your account for free. Banco Sabadell offers its services in English as well as online, so you can open your account even before arriving in Madrid! The free bank account is called "Cuenta Expansión" and it includes:

- No maintenance or start-up costs
- Free withdrawals from any Sabadell Group ATM as well as ServiRed ATM
  (in case of withdrawals at any ServiRed ATM, you will need to withdraw a minimum of 60€ to avoid fees otherwise 60 cents will apply)
- Free, secure online banking in English and Spanish
- No fees on international transfers within the Euro-Zone or the UK in €
- Customer service in English and Spanish
- Free debit card and credit card
- Return of 1% of your direct debited bills (up to 20€ per month)

Sabadell

Please read in detail the Terms & Conditions!

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Easy process and bank ready at the moment of your arrival!

Unlike most banks in Spain, Banco Sabadell does not require your proof of residency (Empadronamiento). This applies to all nationalities (EU and non EU residents) and is currently the easiest, cheapest and most convenient way to open your bank account in Madrid. Banco Sabadell is the 4th largest bank in Spain and specializes in offering banking services to foreigners. **In order to open your bank account, you just need to follow these quick and easy steps:**

• Download the form "Application Form for Bank Account CityLife SIBC" and fill it out. Click Here in order to fill it out in Spanish.

• Sign the document and scan it. If you are already in Madrid, simply fill out the form. If applying online*, send an email with the scanned document, attached with a copy of your passport to Banco Sabadell: SIBC@sabadellatlantico.com. In the "subject" of the email, please put "Cuenta Expansión – Citylife Madrid" (please note: there is no need to write any text in the email). Banco Sabadell will contact you prior to processing your request with further instructions. Once you have received your confirmation letter, you will have to activate the account by bringing your passport and an original confirmation from the university in Madrid where you will be studying (e.g. acceptance letter) to the Banco Sabadell office on Calle Gran Vía 6, zip code 28013, Madrid. They will arrange an appointment with the local branch, requiring a confirmation of seven days notice (opening hours: Monday–Friday: 8:15am to 2:00pm).

* If applying in person, please take the same documents listed above and bring them to the Banco Sabadell office at Calle Gran Vía 6, zip code 28013, Madrid. Banco Sabadell will activate your bank account immediately.

Requirements and cancelations

In order to be eligible for the free bank account at Banco Sabadell you need to fulfill the following requirements:

• Age 18-29: If you are older than 29 years old, you will need to deposit 700€ per month in order to avoid fees.
• If you have already reserved your account online, but no longer wish to activate the bank account, you simply need to send an email to SIBC@sabadellatlantico.com to inform them that you are no longer interested in proceeding further (no charges will apply).
• The future cancellation of your bank account is also a simple process. Please stop by the Banco Sabadell office at Gran Vía 6 and request the cancellation of your bank account. Your request will be processed and no charges will apply.
• Non-resident accounts will incur the following non-resident fees**:
• Non-resident fee of 25€ + VAT per holder when the account is set up, renewable every two years.
• Non-residence authorization charge of 6,82€ per holder when the account is set up, renewable every two years.

** Please note: These fees are mandatory by law to inform Spanish authorities when a non-resident account is set up. For more information on the "Cuenta Expansión" and other products, please get in touch with Banco Sabadell directly either via email SIBC@sabadellatlantico.com or calling:**+44 (0) 845 872 2012** if you are living in the United Kingdom **+34 902 627 267** for all other countries.

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Compare your options to transfer money to minimize fees!

To transfer your money to your new bank account there are several options that you can choose from. It is important to assess the costs and benefits of these different transfer options to ensure that you get the best deal on your international money transfers. You can either:

1. Send money through your current bank (always ask for the related fees; some banks charge a lot for international money transfers)

2. Transfer money through specialized transfer operators such as **Western Union** and **MoneyGram** (also in this case please ask for the related fees)

3. Use online money transfer services such as **Transferwise** (your first transfer of up to 3000€ is for free!) and **Paypal**. If you choose to use Paypal the recipient and the sender will need to have a PayPal account as well. In this case it is possible to transfer money between international accounts. However, the fees for such transfers are usually set to a minimum fee, which could lead to expensive transfer fees for larger transactions.

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Getting legal – How to apply for your NIE/TIE and Empadronamiento!

The Empadronamiento and NIE/TIE documents can create a lot of confusion for international students here in Madrid. In this chapter we will outline the basic information to help you in the application process for these legal papers. However, as requirements vary throughout the government offices, we strongly recommend that you keep up to date on all of this information. You can do this by getting in touch with your international student office in Madrid, as well as the respective Spanish authorities to see exactly what you will need for your appointments.

NIE, TIE & Empadronamiento

The **NIE** is a 'Foreign Identification Number' (Número de Identificación de Extranjeros). This number is used to identify any foreign person carrying out any kind of administrative paperwork. It's mandatory for those who are going to stay in Spain morethanthreeconsecutive months (90 days), who want to implement any economic or professional transaction or in order to use certain social services within Spain (e.g. people who would like to do an internship will need the NIE).

The **TIE** is a 'Foreign Identification Card' ('Tarjeta de Identificación de Extranjeros') and it works as a national ID card. It's a card that contains data including your photo, the associated NIE, and the type of resident you are. This document is only for people from outside the EU.

The **Empadronamiento** is a 'List of Registered Inhabitants' that live in the city, regardless of having legal paperwork or not. In order to request the NIE/TIE, to get the medical card, or to have any other administrative paperwork done, you will need to have an empadronamiento.

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There are two ways to obtain your NIE

- At the Department of Immigration offices, in person or by a legal representative
- At the Spanish Embassy or Spanish Consulate in the origin country of the applicant

Applying for the NIE in Spain depends on wether or not you are an EU citizen:

EU Citizens

Every single EU citizen who stays in Spain for more than 3 months must request the NIE number within the first 90 days of his or her stay. To request it you need to set up an appointment through this **link**.

Inside the form, you need to choose "Madrid" as the province and "Certificados UE" as the procedure. Once you have properly completed the form, you will get an appointment to go to the office located in Av. Padre Piquer, 18 (hours: 9 am to 2 pm), with the following documentation:

- 'Impreso de solicitud en modelo official EX-18' (EX-18 Form): you need to have 2 copies, both of them properly filled out and signed by you as an EU citizen. You can download the form by **clicking here**.
- Valid passport or national ID. If it's expired, you'll have to present the renovation request form.
- Valid EU Medical Card or an equivalent medical insurance card.
- A notarized document that proves that you have the proper economic support to stay in Spain. If you are a student, you will need to belong to a EU student exchange program for students and teachers (Erasmus, Erasmus+, Leonardo, etc.).
- Pay the 790 tax (cod. 12): You can pay this at any bank at the amount of 10,60€ (2016 tax). The form for this procedure can be downloaded **here**. Complete the form and check the first box under the Tarjetas de identidad de extranjeros (TIE) section. If you don't pay this tax before going to your appointment, you will not be allowed to apply for it.

Non-EU Citizens

We recommend that you start the procedure for obtaining the NIE/TIE in your country before arriving in Spain. In order to do that you need to go to the Spanish Embassy or ask for further information at your university.* If you are not an EU resident, you can only apply for the NIE/TIE if your situation in Spain is completely regulated that is, if your visa/ green card is valid and if you're applying for the NIE/TIE during the first 30 days of your stay. Applying for the NIE/TIE is mandatory for everyone who doesn't belong to the EU and stays in Spain for a period longer than 6 months.

When applying from Madrid you must set up an appointment first. To request it you need to set up an appointment through this **link**. Inside the form, you need to choose "Madrid" as the province and "Toma de Huellas (expedicion de tarjeta) y Renovacion de Tarjeta de Larga Duracion" as the procedure. Once you have properly completed the form, you will get an appointment to go to the office located in Av. de los Poblados 51, (Metro Aluche - L5), with the documentation listed below.

If you have arrived during a busy season and there are no available appointments for the foreseeable future you will need to go to the same office located in Avenida de los Poblados 51, (Metro: Aluche-L5), with your passport. There you can set up an appointment in person and will be informed about the required documentation. Opening hours: Monday to Friday, 9 am to 1 pm.

Documentation for Appointment:

- The EX-17 form: You need to have 2 copies, both of them properly filled out and signed by you as an EU citizen. You can download the form by **clicking here**.
- Your passport and a copy.
- Your passport stamped with the date of entry into Spain or the tickets of the method of transportation used to enter the country.
- The reason for your stay in Spain (school acceptance letter, work/ internship contract, proof of marriage or relation to an EU citizen).
- 3 ID-sized pictures.
- Legal Registration Card aka Empandronmaniento (see how to get it below).
- Pay the 790 tax (cod. 012): you can pay this at any bank at the amount of 15,45€ (2016 tax). The form for this procedure can be downloaded **here**. Complete the form and check the box labled ".TIE que documenta la primera concesión de la autorización de residencia temporal, de estancia o para trabajadores transfronterizos." If you don't pay this tax before going to your appointment, you will not be allowed to apply for it.

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NIE/TIE renewal

The NIE for EU residents does not need to be renewed, however, the TIE has to be. It can be renewed only for the time that the visa/green card lasts. For its renewal, you need to provide:

- EX-00 form
- Your passport and a copy
- Your medical insurance
- Your expired TIE and a copy
- The documentation that proves you are able to pay the expenses related to your life in Spain and the trip to return to your country
- Three ID-sized pictures 790 (mod. 052) tax already paid. You can pay it at any bank and the amount is 18,54€ (price of 2016)

Empadronamiento (Proof of residency)

The Empadronamiento is a simple procedure. To get it you need to prove where you are living in Madrid (by showing e.g. your lease/contract). If there is someone older than 18, this person should authorize your registration. In order to be able to register, you will need to set up an appointment ('cita previa'). You can make it by using **this link**.

- Where it says "Tipo de Servicio" you have to choose the option "Atención al ciudadano".
- In "Gestión" you have to choose "Padrón".
- In "Office", the one that belongs to your district (where you're currently living in).

The request form for the registration can be downloaded by **clicking here**.
Besides filling out this form, you will need to bring the following documentation:

- Your passport/national ID.
- The original copy of your contract.
- A copy of this contract may be required.

You must renew your Empadronamiento every two years if you don't have a permanent resident status. It's simple; only repeat the same steps.

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SaludMadrid

hm hospitales

Healthcare in Spain - Be safe!

Spain has an excellent healthcare system with a wide network of care centers and hospitals. The national healthcare system (Seguridad Social) includes a network of healthcare centers for Primary Health Care (PHC) and minor emergencies. These centers are called Centros de Salud and are usually your first stop when in need of a doctor. Specialist and emergency services are provided in both public and private hospitals.

In Spain, prescription and over-the-counter medicine is sold only in pharmacies and is relatively inexpensive. In case you get sick and you need to see a doctor, your first stop should be the closest Centro de Salud. If you have private insurance we highly recommend you go straight to HM Hospitales, **the leading Hospital Group in Madrid** covering all medical and surgical specialties! They will **liaise with your insurance directly carrying out all the necessary procedures** on your behalf so you do not have to do any paperwork. With their team of interpreters, HM Hospitales ensures that you will be **attended in your own language!**

Health coverage in Spain

It is a basic requirement to have health coverage in Spain, be it through reciprocity agreements between the different National Health Services, or through private insurance:

European Students (EEA country citizens)

To receive the same medical services as Spanish nationals you will have to apply for the European Health Insurance Card prior to your arrival. This will provide you with all basic medical treatment during the course of your stay.
Important – the European Health Insurance Card:

- is not an alternative to a private travel insurance. It does not cover any private healthcare or costs such as a return flight to your home country or lost/stolen property,
- does not guarantee free services. As each country's healthcare system is different, services that cost nothing at home might not be free in another country.

In the Spanish healthcare system, PHC services are typically provided at Healthcare centers where family doctors have their offices. These centers refer patients, if required, to spe- cialists whose offices are usually in public hospitals. You can apply for a student healthcare card by going to your local health care center and providing them with your ID card or your passport and your European Health Insurance Card. Once you have found your new home, simply check for the nearest health care center by clicking here.

Non European Students

As a Non-EU citizen you will always be required to purchase insurance for your intended stay abroad in order to be eligible for any kind of visa. Always educate yourself on every detail of your insurance plan – how the plan works and what the limitations and conditions are before you leave home. It also is very important that you purchase medical health insurance that will cover the entire duration of your stay abroad.

Click Here

Take a look at this useful list of English speaking doctors & clinics and our "Quick Guide" to the Spanish medical system!

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Recommended private insurance plan for Spain

In the unlikely case that you arrive in Madrid without medical coverage or you would like to get an additional private insurance, you can get in touch with STM Nummos Life SL.

STM Nummos Life SL are registered intermediaries for Bupa Global and Sanitas, the world's leading medical insurance companies. The different insurance plans offered serve as additional coverage to the European Heath Insurance card, as well as full private insurance coverage. It will cover important private services like hospitalization, home transportation, lost luggage, robbery and much more. They are available to call 24/7 throughout the entire year. Get more information here!

Dental treatment

In case you need to see a **dentist in Spain**, simply stop by the Citylife Madrid office (Calle Gran Vía 22Dpdo – 2nd floor) and **get your free CareDENT membership card! To reserve your free membership card now, please** click here! With your CareDENT membership card you receive lots of dental services for free (e.g. comprehensive examination, cleaning of your teeth, x-ray pictures, etc.). CareDENT offers first class dental care in various locations in the heart of Madrid as well as all over Spain.

To see an overview of other dentists in Madrid, simply click here!

Pharmacies/drugstores

Unlike other countries, when you want to buy something like Aspirin, Alka-Seltzer or any other kind of medication you have to go to one of the many local pharmacies in Madrid (green cross) or buy it online. Farmacias TREBOL is one of the biggest pharmacy chains in Spain with locations all over the city offering a **free membership card (5% discount)** and a great online shop with lots of **discounted drugs with free & quick shipment** within Spain!

Click here to find pharmacies that are open 24h within your neighbourhood!

STM NUMMOS LIFE · hm hospitales · trébol farmacias · Care DENT Clínica Dental

In case you ever get sick during your time in Madrid and if you have private insurance we highly recommend you go straight to HM Hospitales:
• Leading hospital group in Madrid • No paperwork needed with your insurance
• Attention in your own language • Automatic payment

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Emergency numbers & useful contacts!

As emergencies do happen, it is important to have a list of numbers on hand:

112
Emergency telephone number in Madrid as well as Spain (all kinds of services)

092
Telephone number for the Local Police in Madrid (called "municipal"), as well as SAMUR ambulances

091
Telephone number for the Spanish National Police

089
24h Pharmacy and Yellow Pages: **Pharmacies Madrid**

080/085
In case of a fire (Community of Madrid)

Robbery and other incidents:

We always recommend that you report any robbery or any other kind of incident to the police! If you need to report a robbery or assault, go to the nearest police station or do it by phone (902 102 112) or via Internet.

Lost & Found:

In case you have lost something, we recommend you get in touch with the Lost & Found office (Paseo del Molino 7 – Metro: Legazpi – 91 527 95 90)
Madrid Tourism Center: Plaza Mayor 27 (Casa de la Panadería) – Metro: Sol or Ópera

Taxi Services:

- Tele Taxi Madrid: 91 371 21 31
- Radio Teléfono Taxi Madrid: 91 547 82 00

Centros de Salud:

In case you need a doctor, your first point of contact is the closest Centro de Salud. Specialist and emergency services are provided in both public and private hospitals.

Haven't found what you were looking for? **General information can be obtained at the Madrid City Hall by calling 010!**

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Be part of it!

Follow us:

Live & enjoy Madrid - Explore Madrid & Spain's culture while saving money!

Subscribe to our newsletter & check out our blog!

Madrid is a vibrant city and more that boasts tons of fun things to do day and night. Citylife Madrid wants to give you access to all of them! That's why we created the Live & Enjoy Madrid guide which is also available to **download here!**

It will be your must-have companion during your stay in Spain and aims to help you experience this amazing city to the fullest! You will learn about:

- Top must-sees, hidden treasures & recommendations for exploring the city in detail
- Fun leisure and nightlife activities where you can meet young people and make friends
- Useful tips on saving money while enjoying this amazing city
- Spain & Europe's hotspots that you shouldn't miss while living in Madrid
- Sports facilities in Madrid to stay in shape
- Ways to learn, practice and improve your Spanish... and much more! :)

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Explore. Dream. Discover.

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