



Consumer guidelines for **tourists**



ENGLISH



MADRID



MADRID: ARRIVAL AND DEPARTURE

PRIVATE CAR



Tourists travelling abroad in their own car will need to check whether their driving licence is valid in that country and if it is not, have it officially recognised. All necessary information is available (in Spanish) at the website of the Spanish Ministry of the Interior, Directorate-General for Traffic (<https://sede.dgt.gob.es/es/tramites-y-multas/permiso-deconduccion/>)

Foreign nationals who visit Spain as tourists and wish to drive a car must have a valid driving licence. The holder must be at least the legal minimum age established in Spain for obtaining a driving licence (depending on the type of vehicle, but generally 18) and must not have been in the country

for more than six months. After that period, the regulations on obtaining a licence as an official resident of Spain will apply. It is advisable to get an international driving licence (which can only be obtained in the country of origin). If this licence is issued in a language other than Spanish, an official translation is required.

Licences issued by other countries in the European Union and European Economic Area (Iceland, Liechtenstein and Norway) are also valid for driving in Spain.

It is also important to verify that car insurance includes international coverage which can be used in the event of accident, theft or damage.

CAR RENTAL



In addition to the advice above, the standard precautions should be taken, such as requesting a quotation and choosing a well-known, widely established company. It is advisable to read all the clauses of the car rental contract carefully and examine the vehicle thoroughly before signing any document, in order to make sure that any visible damage is indicated in writing. It is also advisable to take photos of the vehicle and any possible damage, as well as the dashboard and fuel gauge. These precautions will pro-

vide the necessary proof in the event of a dispute arising when the car is returned.

An official complaint form should always be available at the offices of the car rental company.

If you have any problems with your car rental company, you can contact either the Madrid Municipal Consumer Information Office (OMIC) or the Community of Madrid Directorate-General for Commerce and Consumer Affairs.

BUS AND COACH



This is an affordable way to get around and explore the city. It is important to keep your ticket for the entire journey, because it may be requested by a ticket inspector and it is needed when making an insurance claim or lodging a claim against the bus or coach company in the event of an incident.

Any claim over an incident on a coach bound for Madrid from another location may be lodged against the coach company with the Madrid Regional Transport Consortium.

Complaint forms are also available for users on vehicles, and at stations, ticket offices and company offices.

You can also get information from transport companies about discounts for multijourney tickets and other special offers.

If the service is delayed or cancelled, passengers are entitled to be kept informed about the situation while they wait.

If a long-distance service (more than 250 km) is cancelled or if its departure is de-

layed by more than two hours, the company must offer passengers one of the following two options:

- Continuing their journey or being re-routed to their final destination as soon as possible and at no additional cost, on similar transport.
- Refunding of the ticket price within 14 days and, where applicable under the terms of the contract, a coach journey back to the point of departure as soon as possible and at no additional cost.

If a journey with an expected duration of over three hours is cancelled or its departure is delayed by over 90 minutes, the transport company must offer passengers food and drink, depending on the length of the wait or delay, and if applicable, up to two nights' lodging at a maximum cost of €80 per night for each passenger. The company is not required to provide lodging if the delay is due to extreme weather conditions or a natural catastrophe.

AEROPLANE



The rights of air passengers under current regulations apply in cases of delay, cancellation or overbooking which prevent boarding. These rights may be exercised provided that the journey originates at an airport located in the European Union, Iceland, Norway or Switzerland, or departs from an airport located in a third country and the destination is located within these territories, unless they benefit from compensation and assistance in that third country, when the airline is based in the European Union.

In the event of denied boarding due to overbooking or cancellation of the flight, the passenger is entitled to choose between the following:

- Transport to their final destination via comparable means of transport.
- Refund of the cost of the ticket (within seven days) and if applicable, a return journey to the initial point of departure at no extra charge. They may also be entitled to food and drink, depending on the length of the flight and the duration of the delay.

In addition, denied boarding, cancellation of the flight and arrival at the final destination with a delay of more than three hours entitles the passenger to the financial compensation set out below:

- Within the EU: up to 1,500 km - €250; over 1,500 km - €400.
- Between an airport in the EU and one outside the EU: up to 1,500 km - €250; between 1,500 and 3,500 km - €400; over 3,500 km - €600.

Loss, damage or delay of checked luggage may entitle the passenger to claim compensation of up to 1,131 SDR from the airline. The value of the SDR is currently based on an average of four major currencies. It can be found on the Bank of Spain website, www.bde.es

Consumers are advised to first contact the airline at the airport itself and to keep a copy of the claim form.

A claim may also be lodged with the consumer service agencies.

TRAIN



Spain has an extensive and efficient rail network, and its hub is the city of Madrid. In the event of any incident occurring on a journey to or from Madrid, the corresponding claim against the rail operator (RENFE) may be lodged with the consumer organisations. If the claim is related to infrastructure rather than the transport service, the claim must be lodged against the state-owned enterprise ADIF, which operates under the Ministry of Public Works.

A journey is delayed or cancelled, passengers are entitled to be kept informed about the situation while they wait.

Unless the delay is due to events beyond the control of the operator, the stipulations set out in the Railway Act regulations on compensation for delay will be applied. RENFE has made a voluntary commitment to punctuality, which applies to various services and exceeds the compensation conditions covered by these regulations.

If passengers are informed before departure that the train's arrival at its destination will be delayed by at least one hour, they may choose one of the following options:

- Cancelling the journey and requesting an immediate refund of the ticket price (either the full amount or the cost of the unused part of the ticket, as applicable). They may also be entitled to a return journey to the original point of departure if the delay prevents them from fulfilling the purpose of their trip.
- Transport to the final destination as soon as possible (or at a later date, at the consumer's discretion). This may also involve alternative means of transport when the train has been blocked or the service is suspended.

If the delay is more than 60 minutes, the operator must provide the passenger with food and drink, depending on the length of the wait or delay. Lodging must be provided if the delay extends to the following day.

If the consumer decides to continue the journey as planned or accept the alterna-

tive means of transport to their final destination, they are entitled to financial compensation equivalent to:

- 50% of the ticket price if the train reaches its destination over one hour late;
- 100% of the ticket price if the delay is longer than one hour and thirty minutes.

All the above does not preclude RENFE offering additional compensation for certain routes or types of train.

In the case of loss or damage to registered luggage, the traveller will be entitled to compensation, unless the luggage was packed improperly, was not suitable for transport, or is considered a special case due to its nature.

The amount of this compensation will be:

- Up to €1,300 per item of registered luggage, with proof of the value of the contents;
- €330 per item of registered luggage, without proof of the value of the contents.





TOURISTS IN MADRID

As a major city and national capital, Madrid offers an enormous variety of services for both tourists and residents.

ACCOMMODATION



The hotel industry is regulated by Decree 159/2003 of 10 July on Hotel Regulations for the Community of Madrid, which sets out the legal characteristics for each type and category of hotel and tourist apartment. It also regulates the system for checking in and out of the establishment, payment, cancellation of reservations and billing.

Other regional regulations govern the Community of Madrid's guest houses (Decree 65/2013 of 1 August) and tourist apartments and residences let out to tourists (Decree 79/2014 of 10 July).

IMPORTANT INFORMATION:

- Tourist accommodation **must have fixed maximum prices** for lodging and dining services. These must be publicised as widely as possible and be on public display in a visible location in the reception area.
- Unless otherwise agreed, the cost of accommodation will be calculated per day or period ending at noon.
- The system for **reservations and cancellations** will be determined by the contract between the parties, including a statement of the customer's express acceptance of the agreed terms and conditions.

LEISURE

Madrid offers a wide range of cultural and leisure activities for both residents and visitors.

The rights of consumers attending performances or using leisure facilities are spe-

cifically regulated by the Community of Madrid's Law on Public Performance and Recreational Activities.

IMPORTANT INFORMATION:

- The impresario's/owner's right to refuse admission must not be arbitrary or discriminatory, and must be aimed at maintaining order at the event or recreational activity, as well as the safety and peace of mind of consumers.
- Information provided before purchasing tickets must be clear, truthful and adequate.
- Non-fulfilment by the organiser of the event will result in the refund of the amount paid.
- As a guarantee for consumers, street vending and resale of tickets, seats and season tickets are prohibited.



SHOPPING



Shopping is another major attraction due to the large number and variety of shops in the city.

If after making a purchase, you believe that your consumer rights have been breached, you are entitled to lodge a claim. It is important to clarify certain issues relating to purchases of new products with a two-year warranty. Within the first six months, any defects that appear are considered original, but in any case involving a warranty claim, you must first lodge a claim with the seller and second with the manufacturer.

It should also be remembered that if the product fails to meet expectations (and it is

free of defects and/or damage), you are not entitled to exchange the product purchased or hired from the commercial establishment, unless the owner has explicitly agreed to this. It is therefore important to be aware of the exchange and return policy at the shops where you make your purchases.

When shopping at street markets, it is important to remember that consumers have the same rights as in shops and should also request a receipt.





SAFETY



For reasons of safety, it is advisable to remain vigilant, especially in crowded areas, and keep an eye on your belongings.

In the event of attack, theft or robbery, you should call the national police on 091 or the Madrid municipal police on 112. They will make a report about the incident.

If you have an accident or are injured due to the poor condition of the facilities at a given location, you should contact emergency services on 112. The report issued by this service can be used to make any corresponding claims.

Some vendors or service providers may seek to profit unlawfully from tourists by charging excessive amounts, so it is highly advisable to compare the quality and price of products at different establishments before making a purchase.

Lastly, as common sense dictates, it is advisable to keep a record of all purchases and services acquired in the form of a receipt and/or invoice, which can be used to lodge a claim in the event of any fault, error or defect in the item purchased.

HEALTH



In any health-related situation, consider any insurance policies you have taken out and be fully aware of the locations indicated in these policies for obtaining medical and, if necessary, hospital care. In cases of serious emergency, call the emergency services number 112.

Citizens of the European Union (EU), Switzerland, Norway, Iceland and Liechtenstein are entitled to free medical and hospital care, provided they carry a European Health Insurance Card (EHIC). This care will

be provided by a doctor at a health centre or at the location where they are staying, if they are unable to move. If a specialist or transfer to a hospital is required, the doctor will issue the appropriate certificate (or referral note).

Private doctors and hospitals in Spain do not accept the EHIC. If you wish to receive medical care at facilities of this kind, you will need to pay the expenses incurred or take out an insurance policy which covers these expenses.



TRANSPORT IN MADRID

GETTING AROUND MADRID: BUS, TRAIN, METRO



There are a number of means of transport available. Public transport in the region is managed and coordinated by the Madrid Regional Transport Consortium. <http://www.crtm.es/>

Complaints and claims must be lodged either with consumer organisations or with

the Consortium's customer service department, in person or via the website.

The Consortium's offices are located at:
Consorcio de Transportes de Madrid,
Plaza del Descubridor Diego de Ordás,
nº 3, planta baja.
28003 Madrid.

MADRID CARD



This card gives the holder access to major museums and monuments in Madrid, and discounts at shops, restaurants, bars, cafés,

etc. To purchase the card or for additional information, visit www.madridcard.com, or one of these offices:

I-NEO Madrid Calle Mayor.

C/ Mayor, 42

Oriente Square Wamos

Plaza de Oriente, 8

I-NEO Madrid - Barajas

Airport T2

*Terminal 2 - Arrivals,
entrance to the Aeropuerto*

Terminal 2 Metro station.

Atocha - Renfe: Viajes Reina - Grupo Vilar

Glorieta de Carlos V.

Atocha Renfe (L-1 Metro).

AVE Arrivals Hall.

MADRID TOURIST TICKET



The Tourist Ticket includes all the journeys you will need to make during your stay in the city, within a given area determined by the type of card.

The Tourist Ticket can be purchased at the same locations as the Madrid Card and at <http://www.esmadrid.com/abonoturistico-de-transporte-madrid>

ZONA A	ZONA T
<ul style="list-style-type: none"> • Madrid Metro. Allows travel on all lines within this area (City of Madrid) and includes the airport surcharge. 	<ul style="list-style-type: none"> • Madrid Metro. Allows travel on the Metro service throughout the Community of Madrid and includes the airport surcharge.
<ul style="list-style-type: none"> • Buses. Allows travel on all city lines, except for the Airport Express. 	<ul style="list-style-type: none"> • Buses. Allows travel on all city lines, except for the Airport Express.
	<ul style="list-style-type: none"> • Intercity coaches. Includes travel on all regular road services within the Community of Madrid, and various services in Toledo, Cuenca and Guadalajara.
<ul style="list-style-type: none"> • Cercanías (RENFE local trains). Enables fast travel between the stations included in this zone. 	<ul style="list-style-type: none"> • Cercanías (RENFE local trains). Allows travel across the entire Cercanías de Madrid network, but does not include the AVE to Toledo.
<ul style="list-style-type: none"> • Metro Ligero (light rail). Enables use of the ML1 line services. 	<ul style="list-style-type: none"> • Metro Ligero (light rail). enables use of lines ML1, ML2 and ML3, and the Parla tram.

MUNICIPAL CONSUMER SERVICES INFORMATION AND CLAIMS

All commercial establishments open to the public are legally required to make official complaint forms available to their customers so that they may lodge a complaint when they feel their consumer rights have been breached.

Completed complaint forms must be sent to the consumer service agency. They can be submitted at Correos (post office), at any official City Council registry or other government registry, or at the main **Municipal Consumer Information Office (OMIC) at calle Príncipe de Vergara, 140.**

Consumer complaints can also be lodged either through the Madrid Council website at <https://sede.madrid.es> using the forms available for this purpose, or by writing to the address above, providing the complainant's details, information on the company against which the complaint is lodged, a brief description of the events and the desired outcome. It is essential to **INCLUDE** all documentation supporting the claim (invoices, receipts, contracts, advertisements, etc.).

Madrid also has 21 OMIC offices, located in each district of the city. Their addresses and telephone numbers can be found on the Madrid Council website www.madrid.es/consumo. You can also call the consumer support line 010 to request information about Madrid Council's consumer services.

