



UPM

GUIDE FOR INTERNATIONAL STUDENTS

universidad politécnica de madrid

INTERNATIONAL CAMPUS OF EXCELLENCE

“Engineering future”



POLITÉCNICA

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GUIDE FOR INTERNATIONAL STUDENTS



It is our firm intent at the Technical University of Madrid (UPM) to be a university with a strong international outlook. We have taken this idea as a challenge and have, for many years, encouraged student exchanges at both graduate and postgraduate level.

International students are therefore particularly welcome at the UPM, regardless of where they are from and whether they are undergraduate and graduate students. We have set up many exchange programmes that the UPM upholds and promotes with other universities around the world. Through these exchanges, international students gain access to our education system and culture and enjoy a range of experiences they would undoubtedly miss out on without the opportunity to participate in a student exchange programme.

Since internationalization is about more than just student exchange, we offer international degrees for undergraduate and postgraduate students. These initiatives are run with our strategic international partners, training professionals for this constantly changing global environment.

We hope that the students who spend time at our university will be our best ambassadors and that their comments and suggestions will help us to provide the welcome and assistance we trust you will find if you do decide to study at the UPM.

This guide has been prepared to help you during your stay with us. It is intended to give you practical, useful information about our city and our university and to provide you with all the help you need to adapt to your new environment.

*Guillermo Cisneros
Rector of the Technical University of Madrid*

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1. INTRODUCTION

1.1. THE UNIVERSITY

Most of the Technical University of Madrid schools and faculties have a long and impressive history. Some began their teaching activity during the reign of Carlos III and are nearly 200 years old. It is therefore no exaggeration to say that a large part of the history of Spanish technology in the last 150 years has been written by the UPM's schools of architecture and engineering. And again most of the major figures in Spanish university lecturing and research have passed through our lecture halls as either students or lecturers or both. The Technical University of Madrid was established as such in 1971 with the merger of all the higher technical schools that had previously formed the Higher Technical Institute. The university schools joined in 1972.

The UPM now has 14 schools, 2 affiliated schools and 18 research centres and institutes.

1.2. SHORT DESCRIPTION OF THE UPM

The Technical University of Madrid is a leading university in architecture and engineering education in Spain. It is internationally renowned for the quality of its courses and the research undertaken at its schools, departments and institutes. The degree programmes that it offers cover all areas of architecture and engineering in today's society, on which technological advances have a decisive impact and for which scientists and engineers are taking on more and more responsibility. To guarantee the training of future generations, the Technical University of Madrid combines the four main roles of a modern higher education institution as an exponent of the global service that a university should offer in our society: teaching, knowledge generation, knowledge transfer to sectors of production and administration, and the popularisation of science and technology.

The Technical University of Madrid is classed as an International Campus of Excellence. The Spanish Ministry of Education has awarded this distinction to nine Spanish universities. It is confirmation of the UPM's quality in terms of teaching, research, and knowledge transfer to the community.

The UPM has approximately 40,000 students at present, enrolled in undergraduate, master's and doctorate programmes.

As a university with an international outlook, the UPM attaches great importance to international education. It has signed more than 900 agreements with European universities in respect of the courses it offers under the Erasmus programme. It also has understandings with Latin American universities under the Magalhaes programme and agreements with the USA and China.

Every academic year more than 1000 students go on an Erasmus exchange to a European university and approximately 700 international students come to the UPM under this programme.

2. STRUCTURE OF UNIVERSITY COURSES

The Spanish university system is part of the European Higher Education Area (EHEA).

Erasmus students who would like to spend time at our university may design their learning agreement by selecting subjects from any of the currently valid curriculums. They must ensure that the topics or subjects they have chosen will actually be taught as part of the current curriculum of a degree course.

Bachelor's degrees:

Bachelor's degree courses are designed to prepare students to undertake professional activities. Curriculums leading to a bachelor's degree have 240 credits to be earned over four years. These courses will conclude with the preparation and public defence of a final-year project worth from six to 30 credits.

Master's degrees:

Master's degree courses are designed to prepare graduates for advanced professional activities and target academic and professional specialisation and research. Curriculums leading to a master's degree will comprise from 60 to 120 ECTS credits divided over one or two years. Courses will conclude with the preparation and public defence of a master's final project worth from six to 30 ECTS credits.

Doctorate:

Doctoral programmes are designed to provide advanced training for students in research techniques. Doctoral programmes are research degrees and their duration is not determined by credits. They take between three and five years depending on whether the student enrolls on a full-time or part-time basis.

3. THE SPANISH CREDIT AND GRADING SYSTEM: EUROPEAN CREDITS

Technical University of Madrid curriculums are adapted to the European Higher Education Area (EHEA) and use European Credits Transfer System (ECTS) credits. ECTS credits are the standard adopted by all universities in the EHEA as a way to ensure academic recognition of courses studied abroad. They improve the quality of education and encourage student mobility among universities, as they measure higher education in Europe using common criteria.

The ECTS measures the total student workload required to pass a subject: lectures, practicals, self-study, assignments, etc. One ECTS credit is equivalent to a student workload of 25 to 30 hours.

The ECTS establishes a workload of 60 credits for a full-time student in one academic year. Therefore, a semester is equivalent to 30 credits. The minimum and the maximum number of hours per credit is 25 and 30, respectively.

The European Commission has published a user guide for the ECTS that is available at the following link:

http://ec.europa.eu/education/lifelong-learning-policy/doc/ects/guide_es.pdf.

GRADING SYSTEM

The Spanish grading system is a decimal system from 0 to 10. These grades are accompanied on the transcript by a non-numerical grade. A minimum grade of 5 is required to pass a subject. Students are required to pass a final written or oral exam in order to pass most subjects.

Students who fail an end-of-semester exam will have the chance to resit the exam in the July exam sessions.

- 0 – 4.9: *Suspense* (SS) - Fail
- 5.0 – 6.9: *Aprobado* (AP) - Pass
- 7.0 – 8.9: *Notable* (NT) - Very Good
- 9.0 – 10: *Sobresaliente* (SB) - Excellent

A distinction of *Matrícula de Honor* (With honours) may be awarded to the best students

who have attained the grade of *Sobresaliente* (Excellent). Students with this distinction are entitled to enrol free of charge in one subject in the following academic year for every *Matricula de Honor* distinction.

Under the ECTS credit system, a student's outcomes are accredited by a grade. In the EHEA, it is good practice to include a reference to the ECTS, where students are graded on a statistical basis.

ECTS Grading Scale

A	Excellent	Outstanding performance with only minor errors
B	Very Good	Above average standard but with some errors
C	Good	Generally sound work with a number of notable errors
D	Satisfactory	Fair but with considerable shortcomings
E	Sufficient	Performance meets the minimum criteria
FX	Fail	Some more work required before the credit can be awarded
F	Fail	Considerable further work is required

The new ECTS grading scale is frequently used nowadays, as it facilitates comparisons between two or more cultures and grading systems. In other words, instead of trying to fit existing grading practices to a standard scale of distribution, universities only have to determine the real percentage of students who received each local grade.

The correspondence between the ECTS scale and the UPM grading scale will be entered by the Erasmus coordinator of the UPM school on the list of examination grades.

4. COURSES AND DEGREE PROGRAMMES

The Technical University of Madrid offers 48 bachelor's degrees, 84 official master's degrees and 43 doctoral programmes adapted to the EHEA.

Bachelor's degrees:

You can check out the official degree programmes at the following website:

http://www.upm.es/institucional/Estudiantes/Estudios_Titulaciones/EstudiosOficialesGrado

Official master's degrees:

You can check out the official master's degree programmes at the following website:

http://www.upm.es/institucional/Estudiantes/Estudios_Titulaciones/Estudios_Master/ProgramasMaster

Doctorate:

You can check out the official doctoral programmes at the following website:

http://www.upm.es/Estudiantes/Estudios_Titulaciones/Estudios_Doctorado/Programas_de_Doctorado

DOUBLE DEGREES

The Technical University of Madrid offers students the opportunity to study for an international degree through double degree agreements. Double degrees combine training in two engineering disciplines and provide better preparation for graduates starting out in their professional life. On completing their studies, graduates will be awarded the degree from the UPM in addition to the degree from the overseas university at which they completed the exchange of their choice. The UPM currently has 119 specific double degree agreements (80 for bachelor's and 39 for master's programmes) with centres of excellence at various European universities, open to students from the UPM and students from universities outside of Spain with which agreements have been signed.

<http://www.upm.es/institucional/Estudiantes/Movilidad/DoblesTitulaciones>

5. ACADEMIC CALENDAR

Lectures commence: first half of September

Lectures end: last week of May

- **First semester:**
 - Lectures: first half of September – first half of January
 - Exams: first half of January – mid February.
- **Second semester:**
 - Lectures: mid February – end of May
 - Exams: end of May and during June

Resit exams:

- Bachelor's degree programmes: first half of July

Holidays during the academic year:

- Christmas: two weeks
- Easter: one week

[Academic calendar](#)

6. ADMINISTRATION AND RECEPTION OF ERASMUS STUDENTS

The **Vice Rector's Office for Academic Strategy and Internationalization** (*Vicerrectorado de Estrategia Académica e Internacionalización*) administers the international Erasmus programme through its Erasmus International Mobility Office.

The objective of this office is to encourage UPM students to participate in mobility programmes and to help incoming exchange students with integration. Contact details:

Oficina Movilidad Internacional Erasmus
Rectorado, Edificio B
Paseo Juan XXIII, 11
28040 Madrid
Tel: +34 913367986/ +34 913366018
Fax: +34 913366136
e-mail: erasmus@upm.es

The **Vice Rector for Academic Strategy and Internationalization** is responsible for administering and signing bilateral agreements with universities under the Erasmus programme through the Deputy Vice Rector for Internationalisation and EU Programmes. Contact details:

Deputy Vice Rector for Internationalisation and EU Programmes
Rectorado, Edificio B
Paseo de Juan XXIII, 11
28040 Madrid
Tel: +34 91 3363660
Fax: +34 91 3363664
e-mail: international.europe@upm.es

The **Erasmus coordinator at each school** provides guidance for students and is responsible for academic matters relating to both UPM and incoming students. In



conjunction with the Deputy Vice Rector for Internationalisation and EU Programmes, the Erasmus coordinators are responsible for welcoming students from other universities.

Most UPM schools hold **New Student Orientation** during the first week of September. The Erasmus coordinator provides information about orientation.

6.1. UPM SCHOOLS AND ERASMUS COORDINATORS

SCHOOL	ERASMUS COORDINATOR
ETS ARQUITECTURA AVENIDA JUAN DE HERRERA, 4 CIUDAD UNIVERSITARIA 28040 MADRID	Prof. Javier García-Germán Tel: +34 91 336 5249 Fax: +34 91 336 6521 Email: intercambio.arquitectura@upm.es http://etsamadrid.aq.upm.es
ETS DE INGENIERÍA AERONÁUTICA Y DEL ESPACIO PZA. CARDENAL CISNEROS, S/N CIUDAD UNIVERSITARIA. 28040-MADRID-SPAIN CODE : 525 (AEROSPACE)	Prof. Gustavo Alonso Tel: +34 91 336 6356 Fax: +34 91 336 6356 Email: subdirector.re.aeronauticos@upm.es http://www.aero.upm.es/
ETSI INGENIERÍA AGRONÓMICA, ALIMENTARIA Y DE BIOSISTEMAS AVDA. COMPLUTENSE S/N, CIUDAD UNIVERSITARIA. 28040-MADRID-SPAIN CODE : 62 (AGRICULTURE)	Prof. M^a Jesús Villamide Tel: +34 91 336 3685 Fax: +34 91 543 4879 Email: subdirector.pei.etsiaab@upm.es http://www.etsiaab.upm.es
ETSI CAMINOS, CANALES Y PUERTOS C/ PROF. ARANGUREN, S/N 28040 MADRID-SPAIN CODE : 582 (CIVIL ENGINEERING) CODE : 543 (MATERIALS SCIENCE)	Prof. Manuel Romana Tel: +34 91 336 6734 Fax: +34 91 549 2289 Email: subdirector.ri.caminos@upm.es http://www.caminos.upm.es
ETSI INDUSTRIALES C/ JOSÉ GUTIÉRREZ ABASCAL, 2 28006 MADRID-SPAIN CODE : 52 (ENGINEERING, TECHNOLOGY)	Prof. Juan de Juanes Márquez Tel: +34 91 336 3047 Fax: +34 91 336 3279 Email: internacional.industriales@upm.es http://www.industriales.upm.es/
ETSI MINAS AND ENERGY c/ RÍOS ROSAS, 21 28003 MADRID-SPAIN CODE : 529 (ENGINEERING TRADES- MINING) CODE : 443 (EARTH SCIENCE)	Prof. Liliana Medic Pejic Tel: +34 91 336 7023 Fax: +34 91 336 7068 Email: liliana.medic@upm.es http://www.minasyenergia.upm.es/
ETS DE INGENIERÍA DE MONTES, FORESTAL Y DEL MEDIO NATURAL CIUDAD UNIVERSITARIA 28040-MADRID-SPAIN CODE : 623 (FORESTRY ENGINEERING) CODE : 443 (ENVIRONMENTAL SCIENCE)	Prof. M^a Paz Arraiza Tel: +34 91 336 7097 Fax: +34 91 336 7093 Email: subdirector.eu.montes@upm.es http://www.montesymedionatural.upm.es/ Prof. Leticia de Salas Tel: +34 91 336 5204 Fax: +34 91 336 7554 Email: subdirector.eure.forestales@upm.es http://www.montesymedionatural.upm.es/
ETSI NAVALES AVDA. DEL ARCO DE LA VICTORIA S/N 28040-MADRID-SPAIN CODE : 529 (ENGINEERING TRADES- MARINE)	Prof. Miguel Angel Herreros Tel: +34 91 336 7134 Fax: +34 91 544 2149 Email: subdirector.ore.navales@upm.es http://www.etsin.upm.es/
ETSI TELECOMUNICACIÓN CIUDAD UNIVERSITARIA 28040-MADRID-SPAIN CODE : 523 (ELECTRONICS AND AUTOMATION)	Prof. Luis Salgado Tel: +34 91 336 7299 Fax: +34 91 336 7299 Email: subdirector.alumnos.internacional@etsit.upm.es http://www.etsit.upm.es/

6.2. MENTOR PROGRAMME

The aim of the UPM mentoring project is to set up a guidance and assistance programme for first-year and Erasmus students. Senior students are responsible for mentoring under the supervision of lecturers.

The Erasmus exchange office at the school where you are studying will tell you if the mentor programme is running and put you in touch with mentors who can help you adapt to life at the UPM.

The main aim of the mentor programme is to set up mechanisms to help new students (first-year and Erasmus students) with their academic and social integration at the university and ensure that they continue and succeed in higher education.

This is achieved through:

1. **Academic guidance:** Providing mentored students with the help they need to cope with the subjects that they are studying from the viewpoint of the mentor as a former student of these subjects.
2. **Social guidance:** Helping new students adapt to the university with particular attention to diversity.
3. **Administrative guidance:** Providing new students with guidance for general administrative procedures.

7. THE ERASMUS PROGRAMME

The Erasmus programme is the main international mobility programme at the UPM. During the 2015-2016 academic year, 970 students from our university took part in the programme and we received 630 incoming students.

The UPM has signed a total of 932 [bilateral agreements](#) for the Erasmus programme with 353 universities, including 93 double degrees.

See: <http://www.upm.es/institucional/Estudiantes/Movilidad/DoblesTitulaciones>.

7.1. PROCEDURES FOR COMPLETION BEFORE ARRIVAL ON EXCHANGE

Students who wish to do an Erasmus exchange at the Technical University of Madrid first need to contact the International Relations Office and the Erasmus coordinator at their home school or university for information about the procedures required in order to complete part of their degree programme at our university through the Erasmus programme.

Before you can apply, a bilateral agreement must have been signed between your home university and your host university.

Once you have been selected as an Erasmus student by your home university for a stay at the Technical University of Madrid, you will need to send the completed original of the [application form](#) to the tutor or coordinator responsible for Erasmus exchanges at the UPM school where you wish to study, accompanied by the following documents:

- Credentials or certificate from your school to show that you have been selected as an Erasmus student.
- The [learning agreement](#), signed by you and the Erasmus coordinator at your home university.
- Certificate showing that you have sufficient language proficiency.
- Any other document that may be required by the school for admission: transcript of records, language proficiency, interview, a report on your studies or the topic of your final-year project, etc.

Deadline for receipt of applications:

- 30 June for students wishing to study during a full academic year or in the first semester.

- 31 December for students arriving for the second semester.

If everything is in order, the tutor, coordinator or lecturer responsible for exchanges at the UPM school will send a letter of acceptance to either the student or the tutor, specifying which courses the student may take, as well as the signed learning agreement. Through these links, you will find information on the [curriculum](#) of each school, as well as accredited [bachelor's](#) and [master's](#) courses and accredited [doctorate](#) programmes.

For all other information or any changes that may be made to your exchange programme, see the UPM [Erasmus programme](#) web page.

7.2. PROCEDURES FOR COMPLETION DURING YOUR STAY AT THE UPM

7.2.1. REGISTRATION

It is a good idea to arrive at least 10 days before lectures start so you can look for accommodation and complete the required [academic procedures](#).

Once you are in Madrid, you will need to go the Rector's Office (*Rectorado*) at the UPM, where you will be given information about:

- How to find accommodation (if you have not already arranged any before your arrival): halls of residence, university residences, student apartments, etc.
- Cultural and sports activities
- Practical matters concerning life in and around Madrid. You will be given a pack containing tourist brochures about Madrid, maps for public transport in Madrid and information about the UPM.
- Assistance with any problems you may encounter during your time in Spain
- Your chosen school at the UPM.

You will need to go to the Erasmus Office at the **UPM school where you are to study** to register as an Erasmus student and apply for your UPM student ID card.

On arrival, you will be required to **show**:

- A photocopy of your passport or European Union student ID card
- Letter of acceptance from the UPM school
- The [learning agreement](#), signed by you and the Erasmus coordinator of your home university, if you did not send it before your arrival
- Two original passport-size photos.

At the host university's Erasmus office, you will also be given instructions on the enrolment procedure and how to organise your timetable. You will be given your enrolment certificate, which your home university will need to process your Erasmus exchange.

To ensure your health cover in Spain, you will need to bring with you a European Health Insurance Card or private health insurance valid for the entire time of your stay at the UPM if this is not covered by your European Health Insurance Card.

➔ Further information: [European Health Insurance Card](#).

7.2.2. ENROLMENT

Before enrolling it is a good idea to ask the Erasmus coordinator at the UPM for advice about the subjects shown on your learning agreement. You can then enrol with the help of the office responsible for the Erasmus programme at your school.

To process your enrolment you will need to attach the completed learning agreement showing the subjects that you intend to take. The learning agreement must be signed and stamped by the coordinators of your home and host universities (you may enrol only in the subjects listed in your learning agreement) and your enrolment must include a photocopy of your European Health Insurance Card or private medical insurance providing health cover in Spain. You should enrol at the administrative office of the school where you are to study.

Enrolment periods may vary from school to school. Enquire at your host school. The following periods are given as a guideline:

- Enrolment period: second half of July or during September
- First enrolment period for first-semester subjects: during September
- Second enrolment period for second-semester subjects and extension of enrolment for annual programme semester subjects: end of January and during February.

7.3. PROCEDURES FOR COMPLETION AT THE END OF YOUR STAY

When you finish your stay, you will need to complete the following procedures before returning home:

Request the following documents from the Erasmus coordinator of the UPM school where you have studied:

- Certificate of attendance showing the period of time that you have spent at the UPM
- Transcript of records.

You will need to submit the originals of these documents at your home university or school.

If your transcript of records is not available when you leave, the Erasmus office at your host school will forward it to your home university or school.

8. UPM SERVICES

8.1. ACCOMMODATION

The best way to find accommodation is to check out the [accommodation](#) options and book temporary accommodation in Madrid before you arrive. Once you are in Madrid, you will be able to look for accommodation that is better suited to your needs. This service is exclusively for the purposes of providing information about available accommodation and does not arrange accommodation for students.

If you do not find accommodation before you arrive, you should arrange to be in Madrid 10 to 15 days before lectures start. This will give you time to find a place to stay. You will find information about the types of accommodation available at the Student Accommodation Office (*Oficina de Alojamiento de Estudiantes*) and may receive advice from the Student Mobility Office (*Oficina de Movilidad de Estudiantes*) or International Relations Office at your UPM host school.

The Student Services and University Extension Office provides information about the different types of accommodation available: apartments to rent or share, halls of residence, youth hostels, the *Vive y Convive* Programme and so on. Contact details:

Servicio de Atención al Alumno y Extensión Universitaria Rectorado. Edificio B
Paseo Juan XXIII nº 11
28040 Madrid

e-mail: extension.universitaria@upm.es Tel: 91 336 62 54 / 91 336 79 84

➔ Further information: <http://www.upm.es/FuturosEstudiantes/AtencionAlumno/Alojamiento>

Other useful addresses:

Community of Madrid Housing website (*Portal Vivienda*)

This website provides information about housing and rentals in the Community of Madrid.

➔ Further information: <http://www.madrid.org/vivienda>

Oficina Vivienda de Madrid

Avenida de Asturias 28

28029 Madrid

Tel: 91 7285299

e-mail: oficinavivienda@madrid.org.

Through the Directorate General for Universities and Research, the Community of Madrid provides the [Vivienda Virtual Universitaria](#) Service, where you can find all types of accommodation for university students (shared rooms, homestays, apartments to rent, etc.) in the Community of Madrid.

Other useful links:

<http://www.aluni.net/>

<http://accommadrid.com/> http://www.provivienda.org/index_a-php

<http://www.madrideosy.com/> <https://housinganywhere.com/>

8.2. PSYCHOLOGICAL SUPPORT AND COUNSELLING

Technical assistance to provide psychological support and counselling for students at the UPM. This service offers students support and counselling to help improve their academic performance by acting on the psychological factors that may have a negative impact during their academic training.

Appointments are held at UPM schools after the student has arranged a day and time through the following addresses: psicologia@medycsa.com or angellison@cop.es.

8.3. ASSISTANCE FOR THE DISABLED

The Vice-Rectorate for Student Affairs has a Disabled Care Unit to assist disabled students with everything they need, providing as much help as possible so they are able to study.

Tel: 91 336 59 24

e-mail: discapacidad.alumnos@upm.es

➔ Further information:

<http://www.upm.es/UPM/CompromisoSocial/UnidadAtencionDiscapacidad>

8.4. SPANISH LANGUAGE COURSES

The Technical University of Madrid provides a number of language courses, including:

- Intensive courses in Spanish language and culture
- Intensive courses in Spanish language and culture for international relations
- Spanish courses applied to science and technology.

Courses for Erasmus students start in September for students arriving in the first term and in February for those arriving in the second term. Online and summer courses are also available.

➔ Further information:

<http://www.upm.es/Estudiantes/Movilidad/LenguasInternacionalizacion>

8.5. STUDENT CLUBS

Clubs play a major role at the UPM. There are currently 195 clubs in operation, including activities ranging from all kinds of cultural pursuits such as cinema, theatre, *tunas* (traditional student musical groups) and photography to professionally-oriented clubs for exchange and research. If you would like join a club or take part in club activities, enquire at your school or make an appointment to see the Deputy Director of University Extension, the Student Council at your School, or the Student Services and University Extension Office.

e-mail: extension.universitaria@upm.es

➔ Further information: <http://www.upm.es/Estudiantes/Asociaciones>

8.6. CULTURAL ACTIVITIES

The Technical University of Madrid organises numerous reasonably priced cultural activities for all UPM students, including Erasmus or other exchange students.

The Cultural Service (*Aula de Cultura*) organises courses of all kinds: photography, diction and public speaking, astronomy, visits to museums, guided tours of Madrid, ballroom dancing, Latin dancing, Sevillian dancing, salsa line dancing, improvisation, drawing and painting, reading club and so on. Courses are held twice during the academic year from October to December and from March to June.

Every year the UPM holds its highly successful Theatre Festival, when the university's 11 theatre groups put on more than 20 plays, including comedy, drama, theatre of the absurd and musicals. Performances are attended by more than 6500 spectators and all interested students may take part.

Another annual event is the UPM Cinema Showcase (*Jornadas de Cine*), which has a different theme every year: gender equality, crime in cinema, etc. Students who attend the Showcase will be awarded ECTS credits.

International students who would like to take part in any of these activities should enquire at the Student Services and University Extension Office:

Servicio de Atención al Alumno y Extensión Universitaria

Rectorado. Edificio B. Paseo Juan XXIII, nº 11. 28040-Madrid.

Tel: 91 336222 or 91 3366254

e-mail: extension.univerisitaria@upm.es

➔ Further information: http://www.upm.es/UPM/Actividades_Culturales/Aula_Cultura

8.7. SPORTS

The Technical University of Madrid promotes and encourages sports activities by organising its own competitions, participating in championships with other Spanish universities. The university also runs a variety of activities at its sports facilities.

For students interested in taking part in sports, the UPM provides the following activities: chess, athletics, skiing, badminton, basketball, handball, cycling, fencing, judo, karate, kenzo, swimming, tennis, archery, lower body workout, keep fit, yoga, Pilates, kick boxing, body building (without instructor), paddle tennis and more.



Further information:

Deportes

Paseo Juan XXIII, nº 11 28040 Madrid

Tel: 91 336 62 34/91 336 62 28

➔ Further information: <http://www.upm.es/UPM/Deportes>

8.8. TRAVEL GRANTS

[Travel grants](#) provide financial assistance for which UPM students may apply to help with travel expenses in Spain and abroad for activities related to their studies.

8.9. LIBRARIES AND COMPUTER LOANS

The Technical University of Madrid has a large library network, comprising the 17 school libraries and the European Documentation Centre (CEYDE).

University libraries are busy resource centres housing scientific, technical and cultural information. Their purpose is to help library members with the process of learning, research and ongoing education and to help raise the level of quality provided by the UPM's model of integral education.

All UPM students may request a computer loan. They must have a UPM email account and computers may only be used on library premises.

Library hours are Monday to Friday, 9 am to 9 pm. During exam periods some libraries extend their opening hours.

Further information:

Servicio de Coordinación de Bibliotecas

Rectorado. Edificio A. Avenida Ramiro de Maeztu, 7. 28040-Madrid

Tel: 91 336 61 93

➔ Further information: <http://www.upm.es/UPM/Biblioteca/NuestraBiblioteca>

8.10. WI-FI ON CAMPUS

The wireless network was devised as an alternative connection to the university's wired network as a way to provide mobility and allow access to the network from any point within range.

The Wi-Fi network is available at all UPM schools and at the Rector's Office. This means that users from any school can connect to the network in the specified areas, regardless of the school at which they are studying.



To access the wireless network, you will need to set up an email account at the Rector's Office and have a portable computer with a wireless network card.

8.11. COIE: CAREER GUIDANCE AND INFORMATION CENTRE – (CENTRO DE ORIENTACIÓN E INFORMACIÓN DE EMPLEO)

The UPM Career Guidance and Information Centre provides information and guidance to students to help them enter the workforce, particularly in terms of work experience and finding their first job.

For further information:

COIE

Rectorado. Edificio B Pº Juan XXIII, 11

28040 Madrid

Tel: 91 336 62 32/20

Opening hours: 9 am to 2 pm, Monday to Friday. e-mail: coie@upm.es

➔ Further information: <http://www.upm.es/Estudiantes/EmpleoPracticas/COIE>

8.12. STUDENT COUNCIL (*DELEGACIÓN DE ALUMNOS*)

The Student Council represents students and defends their interests, providing advice and assistance about academic matters and other spheres of university life. The Student Council also promotes cultural and sports activities and supports activities undertaken by students at each school. Each school has a Student Council office.

The **Student Council** is located in:

Rectorado de la UPM, Edificio A

Avenida Ramiro de Maeztu, 7 Sótano 1

28040 Madrid

Tel: 91 336 60 11/12

E-mail: da@upm.es

➔ Further information: <https://daupm.es>

8.13. UNIVERSITY OMBUDSMAN (*DEFENSOR UNIVERSITARIO*)

The University Ombudsman helps to ensure that the rights and freedoms of teaching staff, students and administration and staff services are respected. At the UPM, the objective of the Ombudsman is to perform this function effectively and sympathetically, with particular emphasis on improving the quality of the university through every task undertaken. Contact details:

Defensor Universitario Rectorado. Edificio A Avenida Ramiro de Maeztu, 7 28040 Madrid

Tel: 91 336 36 50

defensor.universitario@upm.es

➔ Further information: <http://www.upm.es/UPM/DefensorUniversitario>

9. PRACTICAL INFORMATION

9.1. MADRID

Madrid, the capital of Spain and of the Community of Madrid, is in the geographical centre of the country. With a population of almost 6.5 million in the metropolitan area, it is considered to be Spain's largest city and the third largest urban area in the European Union. As the capital of the country, Madrid is the seat of the country's government and parliament and accommodates the main departments of the central public administration. It is also the official place of residence of the Spanish royal family.

In terms of the economy, Madrid is noted for being a major financial and industrial centre, home to the head offices of numerous Spanish companies and several of the world's largest corporations. Madrid is known for its high level of cultural and artistic activity. Its internationally renowned museums include the Prado Art Museum, the Thyssen Bornemisza Art Museum and the Queen Sofia National Art Museum.



Madrid is now a multicultural city that welcomes tourists, students and visitors of all nationalities who are interested in learning about the history, customs and traditions of the Spanish capital.

9.2. ENTRY INTO SPAIN

- **Citizens of the European Union, Norway, Iceland, Liechtenstein and Switzerland**

Citizens of European member states may enter Spain with a valid passport or identity card.

Ministry of the Interior

Tel: 900 150 000

- **Citizens of non-EU countries**

Citizens from non-EU countries will need to enquire before departure at the Spanish embassy or consulate whether they need a visa to enter Spain.

[Spanish embassies and consulates](#)

9.3. HEALTH INSURANCE

State-provided healthcare

If you are from a country within the European Union, all you need to do is apply for a European Health Insurance Card in your own country. This will allow you to use state-provided healthcare during your stay in Spain.

Once you are in Madrid, you will need to find out which is your designated health centre. This will depend on where you live in the Community of Madrid. For information about your designated health centre or any other aspect of the state-provided healthcare in Spain, call 900166565 or visit the following web page:

<http://www.centrossanitarios.sanidadmadrid.org/>

If you are from outside the European Union but your country has signed a healthcare agreement with Spain, you will need to enquire about the necessary procedures in your own country.

To receive health care in Madrid, you will be required to show your European Health Insurance Card or a current replacement certificate at your designated health centre in the area where you live. You will be treated by the emergency service or, if necessary, you will receive ongoing care (primary health care or specialised care).

In addition to the European Health Insurance Card or replacement certificate, students who have a chronic disease and are already receiving ongoing health care must provide an E112 or S2 from their country of origin.

[European Health Insurance Card](#)

Private health insurance

If your country does not have a social security system and has not signed a healthcare agreement with Spain, you will need to take out private health insurance. Your policy must in all cases provide full health cover for the entire duration of your stay at the UPM. You may take out a policy in your country of origin or when you arrive in Spain.

The UPM has an agreement with the On-Campus insurance company, for which international students are eligible.

➔ Further information:

<http://www.upm.es/institucional/Estudiantes/Atencion/SeguroAsistencia>

9.4. GETTING TO MADRID



• **By plane:**

There are daily flights between Adolfo Suárez Madrid-Barajas Airport and the main European capitals and to other major cities around the world, as well as daily flights to other major airports in Spain.

Adolfo Suárez Madrid-Barajas Airport is 13 km from the centre of Madrid off the A-2 (Madrid-Barcelona). It has four terminals: T1, T2, T3 and T4. Transport to the city centre is by bus, with departures every 10 minutes, Metro (line 8), or taxi.

Adolfo Suárez Madrid - Barajas Airport Information: +34 91 305 83 43
+34 91 305 83 44
+34 91 305 83 45

AENA (Spanish Airports Authority) Information: +34 902 404 704

<http://www.aena.es/csee/Satellite/Aeropuerto-Madrid-Barajas/es>



• **By train:**

Madrid has two train stations:

Chamartín: Located in the north of the city, this station has services to and from Albacete, Alicante, Ávila, Bilbao, Cadiz, Cartagena, Ciudad Real, Cordova, Galicia, Irún, León, Malaga, Palencia, Salamanca, Santander, Segovia, Seville, Soria, Valladolid, Vitoria and Saragossa, and is also the station for trains to and from France.

Address:

Calle Agustín de Foxá, s/n

Metro station: Chamartín.

Atocha: Located in the south of the city, this station has services to and from Andalusia, Barcelona, Valencia, Extremadura and Portugal. Spanish high-speed trains (AVE) arrive and depart from Atocha, and it is also the central station for local trains in the Madrid area. It is connected by underground train to the Chamartín train station.

Address:

Glorieta del Emperador Carlos V

Metro station: Atocha-Renfe.

Further information: www.renfe.es

Information and bookings: 902 32 03 20

International information: 902 24 34 02

Internet sales information: 902 10 94 20

The following international passes provide discounts for train travel:

- **InterRail**

This pass allows first- or second-class train travel in more than 30 European countries over several days. Further information is available at: <http://www.interrail.eu/>

- **Eurail**

This is an international pass for unlimited travel depending on the chosen class of pass, which may be purchased by people whose permanent residence is outside Europe in the Russian Federation or Turkey. It is an individual, non-transferable pass requiring ID. Further information is available at: <http://www.eurail.com/home>.

- **Rail Plus**

This is an individual, non-transferable card which allows holders to purchase train tickets at special prices from participating companies. Further information is available at: <http://www.railplus.com.au>.



• **By bus:**

Estación Sur de Autobuses (Madrid South Coach Station) is the largest coach station in Madrid. From here you can take a coach to most Spanish and European cities. Check the information in your own country due to possible timetable changes.

Address:

Calle Méndez Álvaro, 83
28045 Madrid

Tel: +34 91 468 42 00

e-mail: info@estaciondeautobuses.com

➔ Further information is available at:

<http://www.estacionautobusesmadrid.com/frameset.html>



• **By road**

Entry into Spain by road is through France or Portugal.

If you are travelling from France, you can take one of the following expressways:

A1: Irun-Burgos-Madrid

A2: La Junquera-Barcelona-Saragossa-Madrid

A7: French border-Barcelona; A2: Barcelona-Madrid

From Portugal:

A5 Badajoz-Madrid

Provincial Traffic Headquarters (*Jefatura Provincial de Tráfico*) Information: +34 91 3018500 / +34 91 5104470

Travel times to Madrid: From Barcelona - 6 hours 30 minutes; from Seville - 6 hours; from Lisbon - 6 hours 30 minutes.

Expressways (*autovías*) are labelled with the letter A; motorways (*autopistas*) are labelled with the letters AP; national roads with more than one carriageway between cities and towns are labelled with the letter N; and the Madrid ring roads are labelled by the letter M. Expressways, motorways and the main national roads are labelled by a letter followed by either one, two or three digits. Many of the motorways are toll roads.

Driving in Spain is on the right and no one under the age of 18 may hire or drive a vehicle of more than 75 cc. Seatbelts must be used in all seats of any type of vehicle in which they are fitted. The use of helmets is compulsory on motorcycles. The speed limits for cars and motorcycles are 120 km/h on expressways, 100 km/h on dual carriageways, 90 km/h on roads outside built-up areas, 50 km/h in cities or towns and 20 km/h in residential areas. Driving or riding a bicycle is not permitted with a blood alcohol limit of more than 0.5 grams per litre or a breath alcohol content of more than 0.25 grams per litre. The use of mobile telephones or any other system or method of communication while driving is prohibited. A points system operates in Spain, which awards an initial credit of 12 points to all drivers. Points are lost for certain driving offences.

Foreign visitors require a driving licence that is valid for Spain. Driving licences from all European Union countries are accepted, although citizens of countries such as the USA, Canada and Australia must obtain an international licence. Every car on the road in Spain is required by law to have civil liability insurance that covers all possible third party damage in the case of accident and must also carry documentation at all times to prove it is insured. A Green Card (*Tarjeta Verde*) is also recommended, although this is only compulsory for drivers from countries outside the European Union.

Drivers in difficulty can contact **Roadside Assistance** (*Ayuda en Carretera*), a service operated by the Civil Guard, from the SOS phones located along the roadsides.

9.5. TRANSPORT IN MADRID

- Metro:

This is the quickest way to move around Madrid, with services running at frequent intervals from 6.00 am to 1.30 am every day of the week. There are single and 10-trip tickets, as well as monthly passes entitling users to travel as often as they like during the month. The price of a monthly ticket varies depending on the zone and on the age of the passenger and is valid for travel on both metro and buses.

A map of the metro and check fares is available at:

www.metromadrid.es

Tel: 902 44 44 03



- Urban buses (EMT):

Madrid has more than 216 regular bus routes run by the Municipal Transport Company (EMT - *Empresa Municipal de Transportes*) that go to all parts of the city from 6 am to midnight. You can buy a single or 10-trip ticket, which is valid for both the metro and buses.

Buses are usually red or blue. There are also night buses known as "Owls" (*Búhos*) that run from midnight to 6 am, leaving from Plaza de Cibeles.

Information about routes and fares is available at:

www.emtmadrid.es



Customer Services Office

Tel: 902 50 78 50

E-mail atencioncliente@emtmadrid.es

- **Local Trains (Cercanías):**

Local Trains: The local network of the Spanish train company, RENFE, runs between most towns in the Madrid area and the city centre. Fares for local trains vary depending on the zone.

A variety of ticket types and fares are available.

Information: <http://www.renfe.com/viajeros/cercanias/madrid/>

Information and bookings: 902 24 02 02



For further information about transport in Madrid, see: www.ctm-madrid.es

- **Taxis:**

Madrid taxis are white with a diagonal red-coloured stripe and the city shield showing on the side. A green light or a sign saying *libre* shows when taxis are not carrying passengers. The fare consists of a minimum fare, which is added to every kilometre of the journey. Additional charges apply for journeys to and from bus or train stations, for carrying suitcases and journeys at night or on public holidays. There is a flat rate of 30 euros for rides from or to the airport within the M-30 ring road and a minimum rate of 20 euros for rides of 10 km or less. All taxis must display a sticker with information on the minimum rate and additional charges. Contact numbers for taxi companies:

Radio-Taxi Asociación Gremial: 91 447 51 80 / 91 447 32 32

<http://www.radiotaxigremial.com/>

Tele-Taxi: 91 371 21 31 / 902 501 130

<http://www.tele-taxi.es/>

Radio-Taxi Independiente: 91 405 12 13

<http://www.radiotaxiindependiente.com/rti/>

Radio-Taxi de Madrid: 91 547 82 00

<http://www.radiotelefono-taxi.com/>

Taxiflot: 91 539 04 00

www.taxiflot.com

[Fare information](#) is available on the Madrid City Council web page.

9.6 DISCOUNT CARDS

9.6.1. UPM STUDENT ID CARD

The Technical University of Madrid provides all its students, including exchange students, with student ID cards. Cardholders are entitled to use all the services and facilities available at the UPM. It is also valid for discounts at a number of locations, such as shops, cinemas, theatres, etc.

➔ [Guide to establishments offering discounts](#)

9.6.2. YOUTH CARD (CARNE JOVEN)

This card is part of the European Network aimed at young people aged from 14 to 30 years. Cardholders benefit from the discounts and services offered to young people throughout Europe for transport, shopping, sports, gifts, computers and much more. It is valid from the

date of issue until the holder reaches the age of 31 and is equivalent to other cards in the Spanish Autonomous Communities and the 41 countries in Europe that belong to the programme. The card includes travel insurance that covers cardholders around the world. The insurance comes into effect automatically from the time you acquire the Youth Card.

➔ Further information: <http://www.carnejovenmadrid.com/>

9.6.3. ISIC: INTERNATIONAL STUDENT IDENTITY CARD

This card identifies the holder as a student from outside Spain who is entitled to discounts on transport, accommodation, admission to museums and so on. You must provide proof of student status to be eligible for this card, and the minimum age is 12. The card is valid from September of the current year until December of the following year, starting from the date of issue.

➔ Further information: <http://www.isic.org/>

9.6.4. YTO (Federation of International Youth Travel Organisations)

This organisation is responsible for the International Youth Card, which entitles holders to the same services as the International Student Card, although they do not need to be students. It is valid for young people aged from 14 to 25 and runs from September of the current year until December of the following year, starting from the date of issue.

9.6.5. YOUTH HOSTELS (REAJ and IYHF)

This card entitles holders to use the 206 youth hostels in Spain (Spanish Youth Hostels Network - *Red Española de Albergues Juveniles*) and gives them access to more than 4200 youth hostels in other countries participating in the International Youth Hostel Federation (IYHF).

Anyone can apply for an IYHF card, of which there are different types: Youth under 25 (14 to 24); Youth over 25 (25 to 29); Adult (30 plus); Family (parents with children under 14) and Group (minimum of 10 persons, mostly young people).

➔ Further information: <http://www.reaj.com/>

These cards are issued at:

Oficina Joven de la Comunidad de Madrid – TIVE (Youth Tourism Office)

Calle Fernando el Católico 88 28015-Madrid

Tel: 91 5437412

E-mail: tive.juventud@madrid.org

Open Monday to Friday, 9 am to 2 pm.

Regional Youth Information and Documentation Centre (*Centro Regional de Información y Documentación Juvenil*)

Paseo de Recoletos, 7-9 28004 Madrid

Open Monday to Friday, 9 am to 2 pm and 5 pm to 8 pm. Tel: 901 510 610 or 912 767 563

Email: correo.cridj@madrid.org

➔ Further information: www.madrid.org/inforjoven

9.7. LIVING IN MADRID

9.7.1. CURRENCY

The official currency in Spain is the euro (€).

9.7.2. COST OF LIVING

The approximate monthly cost of living in Madrid ranges from 600 to 900 euros (accommodation and food), taking into account that this will depend on the cost of your accommodation. As an example, sharing a rented apartment will cost around 400 euros (accommodation only).

The following list of items and prices is included as a guideline:

- A ticket for a one-way bus or metro journey: €1.50
- 10-trip metrobus ticket: €12.20
- Cinema ticket: approximately €8.00
- Bread stick: approximately €0.70
- Soft drink or beer: €2.00
- Newspaper: €1.20

9.7.3. POSTAL SERVICE

Post offices are normally open from 8:30 am to 2:30 pm or 8:30 pm depending on the branch, from Monday to Friday. The on-campus post office is in Ciudad Universitaria, at Avenida de la Complutense number 99, and is open from 8:30 am to 2:30 pm.

For further information call 902 197 197.

www.correos.es

9.7.4. BANKS AND SAVINGS BANKS

Usual opening hours for banks and savings banks are from 8:30 am to 2:00 pm. Savings banks also open on Thursday afternoons in the winter months.

Regardless of your nationality, you will need to provide evidence of your resident or non-resident status to be able to open a bank account in Spain.

If you have already organised your residence status and you have a residency card, all you will need to do is present this card at the bank when you open an account.

If you are a non-resident, you will normally have two choices:

- a) The first option is take your passport, including a photocopy, to the Directorate General for Police (*Dirección General de la Policía*), Calle General Pardiñas, number 90, Madrid, and apply for a “non-resident certificate”. Approximately 10 days later, you will need to go back to collect the certificate.

You can then take your passport and the certificate to any bank and open an account, which will be immediately operational. Funds deposited in the account will also be available as soon as it is opened.

- b) The second option is to go directly to the bank with your passport and ask to open an account. In this case, the bank will apply for the non-resident certificate, using an authorisation you will be required to sign. An account opened in this way will not be operational until the certificate is received, and any funds deposited in the account will be blocked.

An administration fee of around €15 applies in this case.

No minimum amount applies for opening an account in euros, but a minimum does apply for some currencies.

9.7.5. WEATHER

Winter in Madrid is mild, with a minimum temperature of around 2°C and a maximum of 15°C. Spring and autumn are very pleasant, with a maximum temperature of 20.5°C and a minimum of 7.5°C. Summer in Madrid is usually hot, with maximum temperatures ranging from 30°C to 40°C. Madrid enjoys a high number of hours of sunshine throughout the year.

9.8 CULTURAL AND TOURISM ACTIVITIES

The city of Madrid has many cultural attractions that students should take the time to discover. Its many museums include: the Sorolla Museum, the Museum of Contemporary Art, the Archaeological Museum, the Museum of Natural Sciences, the Army Museum, the Museum of the Americas, the Wax Museum, the Costume Museum, and the museums of Real Madrid and Atlético de Madrid football teams. The principal museums in Madrid are:

- **Museo del Prado (El Prado Art Museum):** This is one of the world's major art museums. Address: Paseo del Prado. It is open from Monday to Saturday from 10 am to 8 pm and on Sundays and public holidays, from 9 am to 7 pm. Metro station: Banco de España or Atocha. Visitor information centre: 902 107 077 <https://www.museodelprado.es/>
- **Museo Thyssen-Bornemisza:** Exhibition of paintings with a wide range of masters and schools, from Early Netherlandish to contemporary avant-garde. Address: Palacio de Villahermosa. Paseo del Prado, 8. Open from Tuesday to Sunday from 10 am to 7 pm and Mondays 12 am to 4 pm. Metro station: Banco de España. Tel: 91 7911370 www.museothyssen.org
- **Museo Nacional Centro de Arte Reina Sofía (Queen Sofia National Art Museum):** Modern and contemporary painting and sculpture. Address: Calle Santa Isabel, 52. Open on Mondays, and from Wednesday to Saturday, from 10 am to 9 pm. Open on Sundays from 10 am to 2.15 pm and some collections to 7 pm. Closed on Tuesdays. Metro station: Atocha. Tel: 91 7741000 www.museoreinasofia.es

Other tourist attractions you might like to visit include:

The Royal Palace: The Spanish royal palace is one of the best in Europe. Address: Calle Bailén. Open from Monday to Sunday from 10 am to 7 pm from October to March and 10 am to 8 pm from April to September. The palace closes for official state events. Metro station: Ópera. Tel: 91 4548803 <http://www.patrimoniacionacional.es/real-sitio/palacios/6039>

- **Plaza Mayor:** This is a large square with balconied buildings, whose construction dates from 1617 to 1619. The most emblematic buildings are the *Casa de la Panadería* (the bakery house) and the *Casa de la Carnicería* (the butcher's house). Metro station: Sol.
- **Puerta del Sol:** This square has acquired many symbols over time: the clock that gives the last 12 chimes every year on 31 December, the statue of the Bear and the

Strawberry Tree, kilometre zero of the Spanish road network, and the Tío Pepe sign, the last surviving example of the many neon advertising signs that once adorned the surrounding rooftops.

Metro and train: Sol.

- **Gran Vía:** Planned in the 19th century and started in the early 20th century, the Gran Vía was the major city construction project designed to modernise the city and join the historic centre onto the new districts that grew up in the surrounding area. Today it is one of the city's busiest streets due to its thriving shopping area and the theatres that have made it Madrid's Broadway.
Metro station: Gran Vía.
- **Plaza de Cibeles:** This is one of Madrid's principal icons. Here you will find the Cibeles fountain, the former Ministry of Telecommunications (*Palacio de Comunicaciones*), now home to the city hall, the Bank of Spain, the House of the Americas (*Casa de América*) and the magnificent building of the Palacio de Buenavista. The Cibeles fountain features a figure of the goddess of nature and abundance and was designed by Ventura Rodríguez to decorate the Paseo del Prado.
Metro station: Banco de España.
- **Plaza de Toros de Las Ventas – Las Ventas Bull Ring:** Built in the Neo-Mudejar style and with a capacity for 25,000 spectators, Las Ventas Bull Ring was opened in 1931. Bull fights are held every Sunday from March to October, although the highlight is during the Feria de San Isidro (festivities in honour of Saint Isidore) in May. The Bullfighting Museum is housed inside the complex. Guided tours are conducted every day except Monday. Address:
Calle Alcalá, 237. Metro station: Ventas
- **Debod Temple:** This Egyptian building dating from the time of Ptolemy is dedicated to the goddesses Amon and Isis. It is more than 2000 years old and was brought to Spain stone by stone from the south of Egypt when the Aswan dam was built. It was reconstructed in Madrid at Calle Ferraz, 1 and opened to the public in 1972. The temple is well worth a visit in the early evening to watch the sunset. Metro station: Plaza de España.
- **Parque del Retiro (Retiro Park):** This is the most important historic and artistic park in Madrid and is located at Plaza de la Independencia. Metro station: Retiro or Menéndez Pelayo.
- **Rastro de Madrid:** The Rastro is a street market that sprawls over several streets of Madrid: Plaza de Cascorro, La Latina, Calle de Embajadores and the surrounding area. It is held on Sunday from 9 am to 3 pm.
Metro station: La Latina.
- **Parque de Atracciones de Madrid (Amusement Park):** This amusement park is located in the natural setting of Casa de Campo. Transport: Metro station: Batán. Bus number 33 or 65. Phone: 91 4632900 www.parquedeatracciones.es
- **Other places to visit:** Puerta de Alcalá (*Alcalá Gate*), Biblioteca Nacional (*National Library of Spain*), Catedral de Nuestra Señora de la Almudena (*Our Lady of Almudena Cathedral*), Iglesia de San Francisco El Grande (*Church of St Francis the Great*), Ermita de San Antonio de la Florida (*Chapel of St Anthony of La Florida*), Faro de Moncloa (*Moncloa observation tower*), Monasterio de las Descalzas Reales

(*Convent of the Royal Barefoot Nuns*), Monasterio de la Encarnación (*Monastery of the Incarnation*), Real Fábrica de Tapices (*Royal Tapestry Factory*), art galleries and Parque del Capricho.

- **Nearby tourist attractions:** Alcalá de Henares (30 km from Madrid); Aranjuez (47 km); Chinchón (45 km); El Escorial (50 km); Toledo (71 km); Segovia (91 km); Ávila (113 km) and Cuenca (167 km).

Madrid also has a large number of cinemas, theatres and shows. For information on shows currently playing, see the newspapers or the *Guía del Ocio* (What's On Guide) on sale at newsstands.

On your arrival, you will be given tourist brochures at the Student Services and University Extension Office.

Tourism information: www.spain.info
www.descubremadrid.com
www.esmadrid.com

9.9. USEFUL ADDRESSES AND TELEPHONE NUMBERS

Information on procedures for entering Spain: Ministry of Internal Affairs	+34 900 150 000
Citizens' Information (City Council)	010
Citizens' Information (Community of Madrid)	012
Information on General State Administration	060 / www.060.es
Telephone Directory Service	11818
International Directory Service	11825
Civil Guard	900 101 062
National Police Force	091
Municipal Police Force	092
Fire	080
Emergency Services in the Community of Madrid, Fire Service, National Police Force, Municipal Police	112
Medical Emergencies (INSALUD – Spanish Health Service)	061
Red Cross	902 22 22 92
Emergency Pharmacy	010
Traffic	011
Lost Property	91 527 95 90
Radio Taxi	91 447 51 80 / 91 371 21 31 91 405 12 13 / 91 547 82 00
Transport Information Service	91 580 19 80
Adolfo Suárez Madrid-Barajas Airport	91 305 83 43 / 44 / 45
Train Information (RENFE)	902 320 320
Bus Information (EMT)	902 507 850
Madrid South Coach Station (Estación Sur de Autobuses)	91 468 42 00
Metro	902 44 44 03

Instituto de la Juventud – INJUVE (Youth Institute)

Calle José Ortega y Gasset, 71 28006-Madrid

Tel: 91 3637700

<http://www.injuve.mtas.es>

Centro Regional de Información y Documentación Juvenil (Regional Youth Information and Documentation Centre)

Paseo de Recoletos 7-9, planta baja 28004-Madrid www.madrid.org/inforjuven

correo.cridj@madrid.org

Tel: 901 510 610

Oficina de Información Juvenil de Sol (*Youth Information Office – Plaza del Sol*)

Sol metro station (main hall)

Open from Monday to Friday, non-stop from 8 am to 8 pm. Tel: 91 5219511

Embassies

Information about embassies, available from Monday to Friday from 9 am to 2 pm. This service provides information about diplomatic representation in Spain and about Spanish diplomatic representation abroad.

Tel: 91 379 96 00

www.embajada-online.com