Welcome to Advantere!!
Welcome to Madrid!!

Dear Resolutionary student,

Congratulations again on successfully reaching this step. We are very happy to have you on board and even more for sharing the Master’s degree experience with you. We ensure it will be very memorable and transformative on different levels! We also thank you for deciding to pursue your degree at Advantere School of Management. We have gathered the information you would need in this guide to ensure you a smooth settlement in Madrid and to swiftly launch your Advantere experience. Please save this document for future reference; You may need to consult it during your academic year.

The aim of this Student guide is to familiarize you with Advantere as well as the city Madrid.

Because of the nature of the information provided, this guide is a constant work in progress. Every effort has been made to check that the links are active and to verify the details, but some are subject to change. If you find any such changes, please notify us so that the information provided can be updated.

We look forward to meeting you in person in Madrid.

Best regards on behalf of the Advantere Team.

“The dictionary is the only place that success comes before work. Work is the key to success, and hard work can help you accomplish anything.”

Vince Lombardi Jr
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Preface

Advantere came to life when our parents Comillas, Deusto, and Georgetown came together to create our school. This was in 2021 after the pandemic. This period was known as a transformational phase in time, and it is when they saw a need for a socially oriented management curriculum that could make an unprecedented change in society through the training and development of re-solutionary leaders, and by now you must have guessed that it’s YOU we are speaking of! Therefore, at this point, we would like to congratulate you on being admitted to the school and we hope you have enjoyed the path so far. But ace yourself because the journey is just getting started!

In this guide, you will be walked into the Advantere life or as we like to refer to as being “resolutionary”. You will hear and see this word many times because we created it to best identify us, and it does really reflect how we do things at Advantere.

Advantere and its culture

To us, you are not only a student, and to you, we are not just another management school. Our team can be approached at any time as they are happy to help you not only with important things like your transcripts, but also to chat about your favorite dish or what sports you played in high school, when schedules allow. On-campus events are a great opportunity to talk to everyone from your master director to students from different classes. And these events are not the only time where you can socialize. Lunch breaks are generally scheduled the same for everyone in Advantere, so it is a chance to sit with different people over lunch. Oh, and if you are not from Spain, there is a high probability that you find it not so casual to have lunch at 2pm, but you can get used to it within the first trimester!

And mentioning this we might as well walk you through the Advantere melting pot as we like to describe it. We are very proud of how diverse, inclusive, and multicultural we are. In fact, for the first promotion, we had 21 different nationalities making us consist of 52% of international students with divergent languages, perspectives, practices, religions... And our international environment is probably one of the characteristics behind you choosing Advantere. That’s mainly the reason why we expect you to be open to other cultures and appreciate the differences that make us who we are! And we want to seize this opportunity and to take advantage of the mix and learn how others can do the same things yet so differently; All of this starts with communication. That is why English is the official language of the school. On the informal side, it is equally essential to speak English to be inclusive. We would also want you to be open to learn Spanish if you don’t already, so that you can make your life easier when in Madrid, and trust that your Spanish speaking colleagues would be happy to help you practice! Moreover, we strive to build a common ground for everyone to feel a sense of security as if you are at home.
Advantere Management Team

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Advantere’s Location

*Impact Hub Madrid: Your First Campus*

You will be welcomed into Advantere in our primary location at Impact Hub Picasso, before moving to our new and permanent campus in Chamartín, Madrid.

**Why a location as Impact Hub and what is it?**

“Impact Hub is the largest network of innovation communities and entrepreneurship with impact, rooted locally in collaborative and connected workspaces in the world. With more than 100 Impact Hubs hosting 17,000 professionals around the world and a team made up of more than 1,900 experts in connecting them, they have created a unique ecosystem that inspires, connects, and facilitates people, companies and organizations that generate positive impact through their economic activities.”

This campus includes several services to give you the perfect conditions to fully focus on both your studies and building relationships with your colleagues – study/coworking spaces, social areas, microwaves, coffee machine, water machines, dishwasher, fridge, free tea, bar/restaurant, among others!

**Our webpage:** [www.advantere.org](http://www.advantere.org)

**Address:** Plaza Pablo Ruiz Picasso, 1, 28020 Madrid (Spain)

**Neighborhood:** Cuatro Caminos, located on Paseo de La Castellana is the financial district of Madrid.

**Telephone:** 911 92 48 54

**How To Arrive**

We are near the main interchanges of the city.

**Subway:** line 6 (Circular), line 8 (Nuevos Ministerios–T4), line 10 (Hospital Infanta Sofia–Puerta Sur)

**Main bus lines:** 14, 27, 40, 147 and 150 on Paseo de la Castellana and C2 on Raimundo Fernández Villaverde street.

**Train station (Cercanías Renfe):** Nuevos Ministerios
New Campus

Towards the end of 2023, we plan to move into the new and permanent campus. It is in the heart of Madrid's business district in the Chamartin area. A 8,400 square meters dynamic space within an entrepreneurial and professional environment, perfectly equipped for learning and networking activities.

Address: Calle Mateo Inurria 39, 28036, Madrid (Spain)

HOW TO ARRIVE

Subway: line 9 (Duque de Pastrana)
Main bus lines: 14, 150, 16, 174, 29, 70
Train station (Cercanias Renfe): Charmatin

FIND US ON OUR SOCIAL MEDIA
Services at Impact Hub

You will have access to the Impact Hub with your mobile.

Check your email and get the following data:

1) The website to Access:  
   https://portal.theimpacthub.com/login
2) Username
3) Password
4) PIN

You can access the community website: hubconecta.net

You can also access your account, make reservations, and join the Picasso community with the Impact Hub App.

To do that you have to download it from:

Takeaway Restaurant

Advantere doesn’t have its own cafeteria services at Impact Hub, but you can have access to numerous restaurants both inside and outside.

**Impact Hub ground floor:** Mum's
**Opening hours:** 09:00–16:00 (Monday–Friday)

Gym

**Brand:** Altafit Torre Picasso
**Location:** Near Torre Picasso (lower level)
**Opening hours:** M–F 07:00–23:00; Sat. 09:00–20:00; Sun 10:00–14:00
Discount on monthly fees for students.

Security on Campus

Students are asked to follow these security measures:

- Lock classrooms and meeting rooms when you leave.
- Should you or another student need urgent medical attention, contact Reception at Impact Hub immediately.
- Never leave laptops or other electronic devices, bags, helmets, coats, or any other personal belongings unattended in the corridors or other public areas.
- Always close the windows and lock the doors of your car if you park on the street; remove valuables from sight.
- Always lock parked motorcycles and bicycles and secure helmets to the motorcycle or carry them with you.
- If you see someone on campus acting suspiciously, notify Reception.
- Back up all important documents and make a note of serial and IMEI numbers of your electronic devices.
- Don’t share your username and password with anyone.
What is PBL? How does it work? Do you have exams?

On the academic side (things get serious here!), one of Advantere’s core values is teamwork, and because we believe that each and every one of our students possesses differentiated skills and strengths, together you create talent-infused groups with synergetic results. So, each term you will be assigned a team to work with on company projects. You will have scheduled sessions on your calendar to work in teams. But if you want to take it further and work for longer hours, you can and at the same time, we want you to be willing to relax. It is true that everyone in Advantere is expected to perform their best with everything they do, however a healthy balance is essential! The next most important engine that drives us is learning by doing, because in times of rapid change, one must be agile and pro-active to be able to lead. Moreover, to be aligned with our vision we implement the Project-Based Learning methodology to enable students to practice the theoretical knowledge acquired in class and to have a hands-on approach on real extrapolations. This equips you as a future graduate with confidence in ambiguous projects and execution in rapidly changing environments.

The difference between a PBL course and a regular one is that with PBL the most important part is the Project. The lessons, the expert conferences, the cases... everything is connected to the project and is there to help the different teams tackle the challenge that the project presents. Also, you will dedicate a lot of time looking for information, finding solutions and presenting them, with your team, to either the professors or the company. So, there will be a lot of time when the course will not feel like a normal university subject, and more like working with your team for a company on an issue that is important for the company. On a PBL course, the goal is to learn the concepts and ideas through the project, and at the same time to intimately know a company and its challenges.
Advantere’s communication channels

Intranet / E-Mail

Advantere’s Virtual Campus, e-mail account, Office 365 and IT HELP can be accessed through www.advantere.org. The Program Management will send you your username and password, which will allow you to access THERE, a space you will use while studying at Advantere and which contains information about the academic program, such as:

- Course syllabuses and schedules
- Introductory Week information
- Campus bulletin board
- Certificate requests, exam dates and grades
- English and Spanish course dates

From now on you will be receiving correspondence at your Advantere email account, including all communication from program management. Once you receive your username and login code, be sure to redirect the Advantere email account to your preferred email address which you check regularly, so that you do not miss important information.

NOTE:
Your username is
x.xxxx@stu.advantere.org;
Your e-mail address is:
x.xxxx@stu.advantere.org

It is important that you check the virtual campus daily since that’s where announcements are made.

Moodle

You will receive information and class readings for the courses you are taking through your class Moodle, the online educational platform used at ADVANTERE.

Display Screens (Advantere’s News Board)

Daily activities on campus are posted on the display screens located at the entrance OF THE IMPACT HUB and other strategic points throughout the buildings.

Other Services

- Internet access to computerized catalogues
- Reference service and user assistance
- Bibliographic references
- Information on scholarships, grants, and competitive examinations for positions with EU agencies.
- Press clippings of EU affairs
- Photocopying
Advantere and student associations

We encourage students in our programs to participate in various activities through student associations in ICADE (our partner). You can find detailed information about Student Associations and their contact details [here](#).

For international students, we recommend you integrate with UNITY as they are specially established for the international student community of Comillas.

Travel requirements

Before Arriving In Spain

All citizens of the European Union, Norway, Iceland, Liechtenstein, and Switzerland do not need to apply for a student visa before your arrival in Spain.

In the case of non-EU citizens, it will be necessary to apply for a student visa. You shall start the process once your admission to Advantere has been formalized, you will receive the original documentation to present it at the corresponding Consular Office.

You can check your Consular Office Delegation in the following site:

- Select your country from the list.
- In the map, choose the closest location for you.
- Click the name of the consulate. It will display all the contact information and address of the correspondent office.

Next, you can find a list of the common requirements for your study visa application:

1. **Admission Letter**
   - Official Advantere’s admissions letter and commitment fee payment receipt.
2. **National Visa Application Form**
3. **Photograph**
   - Recent photo, carnet size (3cm x 2.5cm), full color.
4. **Unexpired Passport**
   - Valid passport for at least to the end of your studies period.
5. **Health Insurance**
   - Authorized to operate in Spain, no co-payments or deductible.
6. **Apostilled Criminal record check certificate**
7. **Apostilled Medical**
   - Certificate, attesting that the applicant does not suffer from diseases that may have serious public health implications in accordance with the International Health Regulations 2005.
8. **Proof of financial means**
   - *2023: EUR 600 per month.*
9. **Payment of the visa fee**
The visa requirements and process may vary for each country or consular office. You must check the updated process in the correspondent Spanish embassy website.

You can check the requirements and process in the following site:

- Select your country from the list.
- In Service Category, choose: “Visados.”
- Choose your Delegation.
- In Consular Services, select: “Visados nacionales - Visado de Estudios.”
- Check the verification and click on Search. It will display the full list of requirements and process to follow for your country and delegation.

Please take in consideration the next points:

- The visa approval takes between 30 and 40 business days since you submit your application.
- Once your Visa is approved you will have to submit your flight details to withdraw your passport. Arriving to Spain with no more than 15 days prior to the start of your studies.
- Your visa application is a personal process and can be done following the instructions on the website of your consulate. We encourage you to apply from your country of origin.

After Arriving In Spain

STUDENTS FROM EU COUNTRIES

Residents from EU countries and citizens of Norway, Iceland, Liechtenstein, and Switzerland do NOT need a visa to enter Spain. The only documentation you need is your passport.

However, if you are staying for longer than 90 days, you will have to provide proof of medical insurance coverage, either the EHIC (European Health Insurance Card) or private coverage, as well as proof of financial means when applying for the Certificado de registro de residente de la union, which includes your NIE (Número de Identidad de Extranjero). If you do not have the EHIC, the documentation for your private insurance plan will need to be issued in Spanish by a company. Otherwise, you will need to have it translated by a sworn translator. It must provide complete medical coverage including hospitalization, with no copayments or deductible.

If you need help, please write to admissions@advantere.org
Medical Insurance

All international students are required to have adequate medical insurance coverage for the duration of their stay in Spain; For visa application purposes, €30,000 of coverage (no deductible; no co-payment) plus repatriation insurance is considered standard.

Students from EU–countries if you are covered by your country’s national health system, request a European Health Card (EHIC) in your home country. The EHIC allows you access to the Spanish national health system, but since agreements differ between countries, find out what coverage you have before arriving. As a minimum, emergency services are covered for EHIC cardholders. If you have private insurance, consult your insurance company about how your policy “works” here in Spain.

Students from Non–EU countries if you contract private insurance before arriving in Spain, be sure to consult your insurance company about the details and exact procedure to follow in case you need medical attention while in Spain. If your stay in Spain is longer than a year, bear in mind that the requirements regarding insurance when applying for your TIE renewal will likely be stricter than those needed for a visa. For example, you will need at least €100,000 of coverage and if the policy you submit is from another country, you will need to have it legalized by your country’s consulate in Spain or the Spanish consulate in your country. Also, all documentation submitted for the renewal process must be in Spanish and if you have it translated, it must be done by a sworn translator.

What to bring with you

Recommendation: Keep digital copies of all your important documents together with serial and IMEI (International Mobile Equipment Identity) numbers of electronic devices on a cloud or similar so that if you lose any of them, you have backup copies. Replacement or duplication may be easier if you have these documents on hand.

Don’t forget to bring:

- Your passport
- A student visa, if required
- All Advantere documents
- Copies of all the documentation you presented for the visa.
- Proof of medical insurance coverage: copy of your policy and insurance card original prescriptions if you need medication.
- International driver’s license (optional)
STUDENTS FROM NON-EU COUNTRIES
GET YOUR TIE

The TIE is a temporary permit that permits you to stay in the country for the period of your studies. The card is valid for a maximum of one academic year and can be renewed annually until you finish your studies. Your academic performance will be considered when renewing your permit. The document gives you the right to remain legally in the country while you study.

You will have a maximum of **30 days** after entering the European Union to begin the process of applying for the Student Residence Card (TIE). For this, you will need to present your flight ticket (boarding ticket) or the stamp on your passport showing the date when you entered the European Union.

**DOCUMENTS NEEDED**

- Printed Appointment Justification.
- Valid passport (original and copy) with the stamp of entry into Spain (or your boarding pass).
- Valid visa document approving your stay in Spain.
- 3 recent passport-sized photos.
- Advantere Acceptance letter (original and copy)
- Proof of valid private Health Insurance Policy and Health Insurance Card (original and copy)
- Proof of enough funds for the length of your stay in Spain, for example with a letter from your bank.
- Form EX-17 (original+2 photocopies)
- Valid “Empadronamiento” which matches the address indicated on the EX-17 form (original and copy).
- Application fee (FORM 790) payment receipt.

You will be issued a provisional document with your Student Residence Authorization details which will be valid until you receive the original card after 40 days. The period of validity will depend on the duration of your studies. To collect the TIE card in the police office, it will also be necessary to make an appointment through this link.

**Important:** you must apply for this authorization within a period of 30 days after entering the European Union. For this, you will need to present your flight ticket (boarding ticket) or the stamp on your passport showing the date when you entered the European Union.

Advantere’s Academic Administration Office will require you to present your original Student Residence Authorization Card and one photocopy to complete your enrollment process. You will have four months after your arrival to present your original card at the Academic Administration Office of your center. If you wish to obtain the N.I.E., you will find all the necessary information in Form 91.
Living in Madrid

In general, when compared to other European capitals, Madrid is not an expensive city. It is a vibrant city that offers a wide range of services to fit all budgets. Expenses will vary depending on the lifestyle you are looking for and the budget you have. We estimate that an average student could spend between 800€–1000€ per month. This budget includes rent and occasional outings in Madrid’s city center. Living outside the center and preparing food at home can reduce these costs significantly.

Accommodation and services for students in Madrid

Average Cost of a Shared Apartment (2022–2023): €300–€600 per person per month. Prices vary with the neighborhood, building, apartment, furnishings, and size of the bedroom as well as other expenses which may or may not be included in the rent.

Agency Fee: 1 month’s rent.

Deposit: typically, one–two months’ rent, returned when the keys are handed in prior to departure. You may have to wait 30 days for the bills to clear before you get the deposit back so be sure to clarify this point before deciding to avoid misunderstandings later. The deposit is not usually accepted as the last month’s rent and is usually indicated in the contract.

Lost Keys: There’s usually a heavy surcharge.

Damage: Damage to the apartment will be deducted from the deposit and you may be charged a fee for cleaning at the end of your contract if the apartment is not left in the same condition as the day you walked in, i.e., no food in the kitchen, no products in the bathroom, no trash etc. You should take pictures of the apartment before you move in and move out to pre-empt future disputes.

Length of Rental: Apartments are usually rented for full months and the rent is payable within the first 5 days of each month. Students who leave their rooms before the end of their contract may forfeit their deposit. Be sure to clarify these issues with the agency before signing a contract.

Signing of Contract: Be sure to read the entire document carefully. With a furnished apartment, the contract should list the contents of the apartment and its condition. If there is something that you do not understand in the contract, do not sign it until you can seek advice.

Extending Your Stay and Leaving Early: If you wish to extend your stay or break your contract, you should notify the landlord / rental agency at least one month in advance. Extensions are contingent on availability.
ISSUES

Dissatisfaction with Apartment upon Arrival: If you are not satisfied with the apartment or your room when you arrive, the agency will only offer you other accommodation if it is available. Demand far exceeds supply, so it is not unusual for the agency to say that no other accommodation is available.

Problems with Apartment: Contact the agency / landlord immediately if you need assistance.

ACCOMMODATION PROVIDERS

MadridEasy: madrideasy.com/es

MadridEasy provides all the usual types of accommodation for students: studios and individual apartments, rooms in shared/coliving apartments, family accommodation, etc. All the processes can be done from the place of origin, which generates a great tranquility to the students and what is more important, also to the families.

Note: Advantere has a direct agreement with MadridEasy and all Advantere students can enjoy a 50% discount on their service fees. If you want to get a room or an apartment with MadridEasy, please contact admissions@advantere.org for the discount code.

RESIDENCE HALLS

Galdós Residence Hall
Address: Calle Ramiro de Maeztu, 2, 28040 Madrid, Spain
Phone number: +34 911441654
Website (in English and Spanish): yugo.com
Utilities & Services

As part of your accommodation budget, you should allocate a portion of this amount to basic utilities and services: electricity, water, gas, and internet. Generally, bills arrive every two months and usually range between 80 and 100 euros. If you share a flat with two other people (the most common option), the expenses are divided among three roommates. As for cell phones, costs vary depending on the plan you choose; you can calculate from 5 to 25 euros per month.

Please bear in mind that there are a lot of scammers out there. When you contact another accommodation provider not from the suggested list above, please proceed carefully.

Vallehermoso Residence Hall
Address: Calle Melquiades Álvarez 21. 28003 Madrid, Spain.
Phone number: +34 917882200
Website (in English and Spanish)

Resa Moncloa
Address: Calle poeta ángela figuera 11 28003 Madrid, Spain.
Phone number: +34 931595464
Website (in English and Spanish)

C. M. Santa Maria del Estudiante Residence Hall Rooms
Address: Paseo de Juan XXIII 13. 28040 Madrid, Spain.
Phone number: +34 912134200
Website (in English and Spanish)
Supermarket & Food Expenses

After housing expenses, food expenses are the most important to budget. Spain has one of the richest and most complete gastronomies, with a lot to choose from. Eating at home will always be much cheaper, although you should not deprive yourself of getting to know bars and restaurants in Madrid and enjoying Spanish cuisine.

Grocery shopping for one person is between 150 euros and 200 euros per month. This calculation includes personal hygiene items and other products such as laundry detergent and cleaning supplies. As for eating out: there are very cheap bars that offer a drink and a tapa for 2.50 euros, restaurants with a menu at 12 euros and higher and places where meals can cost 50 euros or more.

Budget friendly shopping for groceries all-inclusive could range from 60–80 euros.

Sign up for market cards i.e., Carrefour Joven, Dia, Alcampo.

Budget Friendly Supermarkets in ascending order include: Ahorramas, Dia, Alcampo, Carrefour and Mercadona.

Special Food Requirements: Halal & Kosher

As our international students enrich our diverse environment, we acknowledge the different needs when it also comes to food shopping and even culinary experiences.

For Halal options: you may find these recommendations useful:
* Muslim PRO app: provides you Halal restaurants according to your location.
* Around a 10-minute bus ride from Advantere you can find several Halal food shops in street San German.
* For community activities as well as gatherings Casa Arabe is an interesting experience.
* The popular fast foods like TGB also offer Halal foods upon request. Always do well to ask.
* Community locutorios mostly ran by Arabs also have Halal options.

For Kosher options: you may consult this link for specialized shops, cafes, and restaurants.
Transport

Madrid’s public transport system is considered one of the best in Europe. The monthly pass, which includes unlimited trips on the metro, trains, and buses costs just over 55 euros per month. If you are between the ages of 7-25 you are eligible for a monthly youth pass which costs 20 euros (standard price).

Climate

Madrid and its metropolitan area present a climate of transition between the Mediterranean climate and the cold semi-arid climate, with hot summers (35-40 °C) and cool winters (above 0 °C on average) and occasional snowfalls mostly in the mountains.

Other expenses: clothing, footwear, and leisure

Once your basic expenses are covered, you should budget some money for other purchases or leisure activities. An estimate: between 80 and 200 euros per month, depending on your interests and needs.

* If you are sustainability conscious, you could also consider second-hand clothing such as: Humana, Second Hand, Zapshop, Outlet.

* The massive Sales for most apparel purchases period is between February 1st - 28th February.

Facebook/WhatsApp

Classes usually create a closed Facebook or WhatsApp group where students get to know each other before arriving and where a lot of information is exchanged. It's a good place to look, whether you're looking for people to share an apartment with, you have questions or you want to inform your classmates of something.
Getting from the airport to the city center

You can get from Barajas Airport to Madrid by bus, train, metro, or taxi.

**Buses** will take you to different points of the city (depending on the route) in 40 minutes for 5 euros.

There are several municipal buses running from the airport to Madrid city center. Most of them depart from the first floor of Terminal 1 (you can get there by free airport shuttle). Each of Madrid Airport to Madrid buses follows its own route, so you can get almost to any corner of the city. The line 203 bus has some comfortable night-time journeys (departing every 35 minutes). On average, you'll spend 5 euros and 40 minutes getting to Madrid city center.

**A journey by metro** will take up to 20 minutes – the route is Madrid Airport–Nuevos Ministerios station (1.5–2 euros for a ticket).

If you’re thinking about how to go by metro from Madrid Airport to the city center or vice versa, then you should choose red line 8. The travel time is about 20 minutes. After arriving at Nuevos Ministerios station, you can continue your journey by lines 6 and 10 which lead to the historic center. It is recommended to have the Madrid metro map and some change for tickets with you. The ticket prices may vary depending on the destination. The Madrid metro operates from 6 am to 1.30 a.m. Tickets can be bought from special ticket machines. Metro stations can be found in each of the four Barajas Airport terminals.

There is a fare supplement to Aeropuerto T1–T2–T3 and Aeropuerto T4 stations. Passengers that have the Travel Pass, the Tourist Ticket and the AENA card do not need to pay this supplement fare.

**Metro single ticket + Supplement:** Valid for the trips between any MetroMadrid station of zone A, and the Aeropuerto T1–T2–T3 and Aeropuerto T4 stations.

**Combined single ticket + Supplement:** Valid for the trips between any station of MetroMadrid, MetroSur, MetroNorte, MetroEste and TFM; and Aeropuerto T1–T2–T3 and Aeropuerto T4 stations.

**Airport supplement ticket:** Valid to enter and exit the Aeropuerto T1–T2–T3 and Aeropuerto T4 stations for passengers that have a valid ticket for MetroMadrid (Single MetroMadrid ticket, 10–trip Metrobús and Combined one-trip ticket).
RENFE train will get you to the city in 25 minutes and for 2.6 euros. A good way to get to the city is to catch the Madrid Airport train – line C1 RENFE. To Atocha station. The train will take 25 minutes. The train ticket can be bought for 2.6 euros. Barajas Airport trains are quite comfortable, however there is also one drawback: there are no night-time journeys.

The taxi is the most comfortable way to reach from Madrid Airport to the city center or a private transfer. If you decide to take a taxi on the spot, get ready for the fact that its journey cost depends on night and holiday fares, urban and suburban areas, picking up at the airport, extra luggage, etc. And if you choose a pre-booked transfer (UBER, CABIFY or BOLT), the trip cost will be fixed – from EUR 37 for a 15-minute journey. The approximate direct distance between Airport and Madrid city center is 13 km, and about 18 km – by the route.

Public transport within the city

Public transport in the capital of Spain is available from early morning until late at night, but not 24/7, though this travel option is the cheapest. There is usually no problem buying tickets in case you speak English. Note that tickets can be bought from the driver on buses, and on metro you can buy a travel card only with the help of special machines. At nighttime, it is more comfortable to get to the city center by taxi.

The integrated travel card system allows you to travel on buses, the metro, and the two train services, Renfe and Light Rail of the Madrid Region.

Travelling Around the Metro Network

Combined one-trip ticket: Valid for one trip on the day of your purchase in the entire Metro network and Light Rail of the Madrid Region.

Combined 10-trip ticket: Valid for 10 trips in the entire Metro network and Light Rail of the Madrid Region.

Where do you buy the tickets?
The charging points network are the following:

- Automatic ticket machines located in the station entrance halls and certain platforms of Metro de Madrid
- Automatic ticket machines located in the station entrance halls of Light Rail (ML1, ML2 and ML3)
- Tobacco/stamp shops and any other licensed selling point (only Travel Pass and Metrobus)

For more detailed information, you can visit the official website of the Madrid transport system: [www.crtm.es/?lang=en](http://www.crtm.es/?lang=en)
PAY ATTENTION

• You must have a valid travel card or ticket whenever using public transportation. If you are stopped by an inspector without having one, the minimum fine is €100.
• Integrated tickets cannot be replaced or refunded if lost or stolen.
Banking In Madrid

You can either open a bank account here or work with your bank account at home through a bank card or credit card. Using ATMs is probably the most convenient. You can find ATMs at most banks, but they normally charge a commission if you’re not a client of theirs. Also, be sure to check with your home bank before you leave so you know how to use your card in Spain, and under what conditions. Cirrus and PLUS are the networks linked to Master Card/Maestro and VISA. Some machines don’t accept PINs of more than 4 digits, for example, and the keypads may not have letters on them, so learn your numeric code before coming.

Use your credit/debit card to get the best exchange rate for purchases, including your hotel stays and meals, at better establishments. Visa and MasterCard are accepted almost everywhere; American Express runs a close second in usability.

Foreign currency exchange booths are conveniently located in the center of Madrid but may charge high commissions as well as give a poor exchange rate, so you’re better off using ATMs.

OPENING A BANK ACCOUNT

Opening a bank account in Spain is simple but may be different from where you are from. You will need to show your passport and banks are required by law to ask for your NIE to open an account. However, you can find banks which temporarily forego this requirement until you have a Spanish NIE. You may also be required to show your passport in order to carry out transactions by a teller. It is a good idea to check with your home bank about the possibility of opening an account with a corresponding bank in Madrid. Many foreign banks such as BNP Paribas and Deutsche Bank have local branches in Madrid. Banking hours here in Spain are extremely inconvenient. Most banks are open 8:15–14:00, Monday–Friday; some savings banks are open Thursday afternoon, October–March.

It is very important to change your account from non-resident to resident status as soon as you receive your NIE to save on service charges and to save yourself considerable inconvenience when receiving a money transfer. You should also consider that most banks only accept larger money transfers from your own bank account abroad or from a family member. The amount of the deposits should be in relation to your expenses.

Non-EU nationals who stay for longer than 1 year will have to renew their TIE; in which case they will have to provide proof of financial means in a Spanish bank.
INTERNATIONAL FUND TRANSFERS

Transferring funds to Spain from another country presents no problem. However, it is important to have the bank code information (IBAN/SWIFT) for both banks to facilitate the transaction. IBAN (International Bank Account Numbers) in Spain begin with ES and are followed by 22 digits. Be sure to ask about the fees involved on both sides of the transaction, the originating foreign bank, and the receiving Spanish bank, especially when converting currency.

Students have sometimes been surprised by the fact that even though they paid the transaction fees in their home country, they had to pay additional fees to the Spanish bank to receive the transfer.

CREDIT CARDS

All major credit cards are accepted in stores and restaurants in Spain, often indicated by a sticker on the window. If you are here for only a few months, no bank will issue you a credit card, although you can get a debit card when you open an account. You can, of course, use your existing foreign credit cards such as VISA, MasterCard and American Express.

The phone numbers to cancel credit cards (in English) are:
- VISA International: 900 991 216
- MasterCard: 900 971 231
- American Express: 917 437 000

Telephoning

The country code for Spain is 34 and all landline phone numbers in the Madrid area begin with 91. Landline phone numbers in Spain have 9 digits. To call abroad, dial 00 + country code + area code + phone number. Numbers beginning with 800 and 900 are toll free but 803, 806 and 807 are premium rate numbers while numbers beginning with 901 are shared-cost numbers and 902 are fixed cost numbers.
Mobile Phones

The rate of change and the level of new competition in mobile phones make it difficult to say anything apart from, shop around once you get here. Movistar, Orange, and Vodafone are the biggest mobile phone companies, but there are several lower cost operators which are also popular, such as Masmovil, Lowi, PepePhone, Virgintelco, Yoigo, Simyo and Lebara.

Many of the companies have their own retail outlets where you can buy their SIM cards, but you can also purchase the cards at other retailers such as El Corte Inglés or FNAC, to buy a SIM card for a mobile phone. If you choose a contract, you should make sure you understand all the conditions before committing to it. Check the duration of the contract, the total price (including tax) per month, and what the contract does and does not include.

You may also want to consult this website set up by a consumers' organization, which allows you to compare different plans. You need to indicate your province (Madrid) whether you prefer a prepaid card or a contract, and what kind of use you would be making of the card in terms of voice and data. They then do a search of operators and plans and make suggestions based on your information.

Also, remember that mobile phones are easily lost or stolen, and while Madrid is a relatively safe city, it is all too easy to be pickpocketed. If you have a top-of-the-line expensive phone, consider buying or bringing a smartphone that would be less attractive to pickpockets for your use during your stay here. Take into account the advice and precautions suggested in webpages such as this one from ASURION, this one from Consumer Reports. To begin, make sure you know your phone's IMEI number by typing *#06# into your phone's keypad, and then upload the number to a cloud drive so you can access it from anywhere.

To get a contract with a telephone company, the only thing that you might need is to take your passport or TIE for them to add your personal information to their profile. Take into consideration that if you change your number, your WhatsApp number will be changed as well.

If you don't want to lose your information from your former number, create a copy of your conversations in the WhatsApp storage and then change your SIM card. You can also let your contacts and groups know that you changed your number while doing this process, you just need to allow WhatsApp to do this change while doing the change process.
Postal Service

As most postal services, the Spanish Post Office has its pros and cons and for anyone having more than a letter sent from outside the EU, one of the biggest disadvantages is that you will have to pay duty, handling fees and possibly VAT on whatever is shipped, whether it’s personal effects or merchandise that you have purchased. Since students have had to pay more than the value of what was in the package, and the paperwork required to clear customs can sometimes be an insurmountable obstacle, it will almost certainly be less expensive and more convenient to pay for extra luggage and bring what you need with you rather than have it shipped later. Buying from Spanish retailers will ultimately be cheaper than ordering from outside the EU.

If you do have a package sent from outside the EU, make sure that the address is clear and correct, including the name of the street, the number, the floor, and the door, all in the correct order. Having it sent through a private courier (e.g., DHL, UPS, or FedEx) might simplify the process somewhat: it will still have to clear customs in Madrid and so you will also have to pay duty, handling fees and possibly VAT, but the company will likely have their own agent to handle the paperwork. However, you should confirm this with the company before having the package sent.

If your package is sent using the public postal system, once you are notified of its arrival you will have to register your NIE with the tax office and then create an account on the ADT Postales website, uploading various documents, including the arrival notice, a list of contents and value as well as purchase receipts for new merchandise. If you do not have an NIE you can use a friend’s if it’s registered with the tax office. Whether sending through a private courier or the post office order to avoid problems, include a list of contents in the package and keep a duplicate list yourself.

Also, if you prefer to still have your old phone number on your device, you can choose to use an eSIM card. eSIM cards will allow you to have more than one phone number on your device without replacing your old phone number. This could also be easier to get as you don't need to be in the country to get one and it could allow you to not go to a store to purchase it. For more info about that, get into this link: www.t-mobile.com/resources/what-is-an-esim-card
Breakfast, Lunch Or Dinner In Madrid

Have breakfast, lunch or dinner in Madrid is not just a way of covering a basic need; it is also an art. In fact, it is one of the highest hobbies of the people of Madrid and, around the table, you can have the most interesting conversations. We invite you to join this delicious custom and to enjoy the best of our gastronomy in the wide catalog of restaurants in Madrid. The schedule is quite different from the neighboring countries. Food (lunch) between 13:00 p.m. and 16:00 p.m.; and the dinners, between 20:00 and 23:00 p.m., although there are many restaurants that open their kitchens until midnight and even more.

In the most touristic areas of the city, many restaurants offer long opening hours. Madrid restaurants offer the possibility of “eating from menu” at an affordable price. Usually, you can choose between several starter, main course options and dessert, including drink and bread. The tapas: it is one of the cheapest (and fun) way to enjoy.

Madrid and Spanish gastronomy traditional and modern. Consisting of going from bar to bar asking for small portions of food, hot or cold, accompanied by beer, wine, vermouth, or soft drinks. The bar areas of most typical tapas are found in the surroundings of the Plaza Mayor, La Latina, Lavapies and Plaza de Santa Ana.
Enjoying Madrid

Madrid is the capital and most populous city of Spain. The city has almost 3.2 million inhabitants and a metropolitan area population of approximately 6.7 million. It is the second-largest city in the European Union (EU), and its monocentric metropolitan area is the second largest in the EU. The municipality covers 604.3 km² (233.3 sq mi) geographical area. Madrid lies on the river Manzanares in the central part of the Iberian Peninsula. Capital city of both Spain (almost without interruption since 1561) and the surrounding autonomous community of Madrid (since 1983). It is also the political, economic, and cultural center of the country. The city is situated on an elevated plain about 300 km (190 mi) from the closest seaside location. The climate of Madrid features hot summers and cool winters.

The Madrid urban agglomeration has the second-largest GDP in the European Union and its influence in politics, education, entertainment, environment, media, fashion, science, culture, and the arts all contribute to its status as one of the world’s major global cities. Due to its economic output, high standard of living, and market size, Madrid is considered the major financial center and the leading economic hub of the Iberian Peninsula and of Southern Europe.

Safety And Security

Spain, in general, and Madrid in particular, are relatively safe, but you should of course take precautions to protect yourself and your possessions. Although violent crime is relatively rare, Madrid is an attractive destination for tourists, and that in turn makes it attractive to petty thieves and notoriously expert pickpockets. Lonely Planet and other guidebooks offer useful safety advice for visitors to Madrid.

Bear in mind that thieves and pickpockets often work in groups and create or take advantage of distractions. Try to be aware of who is around you and keep a close eye on your belongings when using public transport or on the street and in other public places, such as the beach or restaurants, bars and cafés, and shops, especially in crowded situations. Limit the amount of cash and number of credit cards you carry on you, and don’t carry your keys and your NIE or TIE in the same place. We also recommend you to double-lock your doors (even when at home) and exercise caution when using automatic cash machines.
In any emergency, call 112 (free 24-hour hotline) and they will notify the appropriate service (police, fire department, ambulance, etc.). In case of robbery, always file a report with the local police as soon as possible and notify Program Management. If you need to replace your TIE, you will need a copy of the police report.

International student cards

**Studentfy** provides a large variety of services to students:

- **Student card**: discounts and other benefits in Madrid.
- **Events**: football tournaments, trips, and business networking activities in Madrid.
- **Landing Services**: guides, housing, banking, legal help, internships, medical insurance.

The **ISIC Student Card** offers many discounts all over the world. It also gives you access to contract their own insurance policy.

Citylife Madrid

**CityLife Madrid** is an international community that helps you prepare for your trip, settle in smoothly and enjoy your time in Spain to the fullest.

They work hand in hand with Madrid's government, universities and various organizations to provide you with the best services available while making things simple and easy. Whether you are looking for a place to live, setting up all the essentials (like opening a Spanish bank account or getting your public transportation card) or just want to meet new people, they've got you covered!

Check them out: [www.citylifemadrid.com](http://www.citylifemadrid.com)
Annex 1 – Empadronamiento

What is “el Empadronamiento”?
It’s the official register of people who live in Spain and includes their corresponding addresses. All residents of a municipal area, whether Spanish or foreign, must register on the Padrón, no matter what their legal status is.

Registering is a right and a requirement.
The right to register allows access to public healthcare. Registering is also a way to legally justify your residence in a specific municipality. The process is simple: you sign for an appointment online and when the day comes make sure you are present on the spot with the application form that is available at any OAC (Oficina de Atención a la Ciudadanía) and the certificate of empadronamiento is issued free of charge, on the spot.

Documentation required.
Identity document: passport, Spanish residence permit, or official ID card from home country.

Your original rental contract, for a duration of at least 6 months.

If you do not have a rental contract, you can provide signed authorization from the owner of the apartment or whoever does have a current contract, along with an original copy of their proof of ownership or their contract, and a photocopy of their ID card, passport, or other official identification.

What happens if I move?
You must inform the council office of your change of address. If you renew your Student Residence Card and have had a change of address, this will have to be documented with a certificate of empadronamiento.

Citizen Information Offices in Madrid – consult OACS MADRID for additional offices and opening hours.
Annex 2 – Glossary of Spanish paperwork

**COMISARÍA** — Police station.

**DNI** — Documento nacional de identidad – National ID card for Spaniards.

**Estancia vs Residencia** — In Spain, a differentiation is made between short-term or temporary residence, estancia, and longer-term, more permanent residence, residencia. The residence permit for non-EU students is considered estancia, never residencia. This distinction is important when applying for and renewing your student ‘Residence’ Card.

**NIE** — Número de identificación de extranjero – the national ID number for foreigners. EU citizens who spend more than 30 days in Spain are required to apply for a certificado de registro de residente de la unión; which includes the NIE. The application fee is about €12 and the document, which is a plasticized piece of paper, is issued upon receipt of payment. The NIE must be accompanied by a passport for identification purposes. In Spain everyone is required to carry identification, so you are advised to carry, at least, a photocopy of your passport and the NIE.

**NIF** — Número de identificación fiscal – Fiscal/VAT number. For all foreigners, it is the same as the NIE.

**NUSS** Spanish Social Security Number — required document for anyone working in Spain. The following documents must be presented:

- passport + photocopy
- NIE/TIE + photocopy of each side
- completed Modelo TA1 form.
- empadronamiento + photocopy (at certain offices)

It can take up to 45 days for a social security number to be assigned, but it’s usually at the time of application.

**Student Residence Card** — Tarjeta de Estancia Para Estudios; Tarjeta de Estudiante – often referred to as the TIE. Non-EU students who are going to spend longer than 6 months in Spain are required to apply for the TIE within 30 days of arriving in Spain.

**TIE** — Tarjeta de identidad de extranjero – AKA student residence card (for non-EU citizens) which is to be applied for within 30 days of arriving in Spain for students staying for longer than 180 days. Credit card sized; it includes the NIE under the photo.
Annex 3 – Useful Apps

**My 112** allows you to communicate with the 112 Emergency Center, by sending your current geo-position. It helps the operator find your location. In addition, the app receives emergency alerts about incidents near your location and updated information about those incidents in real-time. Available at Google Play and the App Store.

**European Health Insurance Card**: the official EU app, which includes a guide on how to use the European Health Insurance Card in the 28 EU countries, Iceland, Lichtenstein, Norway, and Switzerland, along with general information about the card, emergency phone numbers, covered treatments and costs, how to claim reimbursement and who to contact in case you have lost your card. Available in 25 languages, at Google Play, the App Store, and the Windows Phone Store.

**Moovit** is a useful public transport information app which helps you plan trips and receive alerts about changes in service. Available at Google Play, the App Store, and the Windows Phone S.