

# Welcome to Madrid

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On 17 June, the Plaza Mayor Tourist Information Centre and the city's five tourist information kiosks (Plaza de Callao, Royal Palace, Reina Sofía, Paseo del Prado and Bernabéu) were awarded the Safe Tourism Certified Seal (UNE 0066-10 de Mayo 2020). Madrid is the first major city whose tourist information centres have received the seal which is given by the Institute for Spanish Tourism Quality (ICTE).

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Open all year round offering everything visitors need to enjoy their stay.

Services:

- Face-to-Face Customer Service
- Audiovisual facilities
- Free Wi-Fi
- Hearing loop
- Tickets for the Madrid City Tour hop-on-hop-off bus (Credit card payments only).



## Accessibility

### Physical accesibility

It has an accessible counter.

### Visual accesibility

It has an Accessible Map of Madrid in braille with a downloadable QR for mobile devices to provide visually impaired people with all the tourist information they might need.

### Hearing accesibility

Equipped with a magnetic loop for people with impaired hearing.

## Services



Puntos de información



Wi-Fi gratis

### Interest data

**Address**

Plaza de Callao, s/n 28012

**Email**

turismo@esmadrid.com

**Metro**

Callao (L3, L5)

**Cercanías (Local train)**

Madrid-Sol

**Tourist area**

Sol / Gran Vía

**Web**

<http://www.esmadrid.com/centros-de-informacion-turistica/>

**Bus**

001, 1, 2, 3, 44, 46, 74, 75, 133, 146, 147, 148

**Opening times**

Mon - Sun 9.30am - 8.30pm



PÁGINA OFICIAL DE TURISMO DE LA CIUDAD DE MADRID



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