

Welcome to Madrid



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).

Open all year round, it offers everything visitors need to enjoy their stay.

Services:

-Face-to-face Customer Service

-Audiovisual facilities

-Magnetic loop

This tourist information point is co-financed by the European Regional Development Fund.



UNIÓN EUROPEA

Una manera de hacer Europa



Accessibility

Physical accesibility

It has an accessible counter.

Visual accessibility

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 accessibility

Equipped with a magnetic loop for people with impaired hearing.

Services



Puntos de información



Wi-Fi gratis

Interest data

Address

Calle de Bailén, esquina con Calle Requena
28013

Email

turismo@esmadrid.com

Bus

3, 25, 39, 46, 62, 75, 138, 148, C1, C2, SE712

Tourist area

Austrias

Metro

Ópera (L2, L5, R), Plaza de España (L2, L3, L10)

Opening times

Mon - Sun: 9:30-20:30 h

Special Christmas timetables:

- 24 December: opens during normal opening hours / closes to the public at 17:00.
- 25 December: opens at 11:00 am / closes at the usual time.
- 31 December: opens during normal opening hours / closes to the public at 17:00.
- 1 January: opens at 11:00 am / closes at the usual time.



