

We are delighted to have you in our city - your city and home for the next few days. Madrid is a city that gives a warm welcome to absolutely everyone. That's why we want you to feel like a *Madrileño*, to experience the city and its neighbourhoods like a true local.

Feel how Madrid embraces you. Because if there's one thing that defines Madrid, it's its unique ability to welcome everyone with open arms. No matter who you are or where you're from, no matter how long you're staying or why you've come. This welcoming nature has found its graphic expression in the form of an embrace, a symbol that you will find in lots of places. It's the hallmark of Madrid.

Looking after our environment is the best way to ensure that our city remains an example of friendly coexistence. Enjoy!



Madrid
embraces you.



MADRID

→ Welcome
to Madrid



SIMPLE TIPS FOR GETTING ALONG

Please keep these basic tips in mind during your stay in Madrid. The city will thank you.

01. We like living in a beautiful city. Please help to keep it clean. Use the bins.

02. If you smoke, don't throw your cigarette butts on the ground! All the bins have an ashtray. For everyone's health, smoking is banned inside public places.

03. Please respect the urban furniture and use the recycling containers located around the city.

04. When nature calls, please use the public toilets. You'll find them all over the city.

05. Don't bathe in the fountains. Remember that in the summertime, you can always cool off on the beach at Madrid Río where you'll find sheets of water, jets and clouds of mist. There are also several public and private swimming pools where you can enjoy a dip.

06. The city's streets are not the place to drink alcohol. There are wonderful outdoor cafés all over Madrid where you can enjoy a beer or a glass of your favourite tipple in the open air.



07. Even though you may have a lot to celebrate, noise disturbs the neighbours. Be respectful! Wherever you are staying, please abide by the rules of coexistence.

08. There is a tourist pass that makes it easy for you to move around the city, so make the most of our public transport system! It's convenient, efficient and clean. Most of the EMT buses are eco-friendly.

09. Use a bike. You'll find BiCiMad docking stations in many parts of Madrid.

10. Madrid is a safe city but, even so, remember to keep an eye on your things, particularly in crowded places. If you have a mishap, the Municipal Police is there to help you.

11. We hope you enjoy your stay without any upsets, but should you need it, Madrid has an excellent public health system.

12. Stay in legal establishments. This is essential if we are to protect the homes of Madrileños and ensure the city retains its charm.

13. The water in Madrid is among the best in the world, let's not waste it! It is a scarce resource and you'll be helping to improve the environment.

14. Madrid's gastronomy and its products are of a very high quality. Collaborate with balanced and sustainable development by consuming local products.

15. Madrid is a creative and innovative city. Renowned artists, artisans, musicians and writers have lived and continue to live here. Explore them and discover new perspectives that will enrich your life.

16. Madrid is a great city that has been built up over the centuries. Don't just stick to the city centre! We invite you to come and explore it all, from our most traditional and centrally located places to other neighbourhoods that hide genuine artistic treasures, traditional Madrid fiestas and incredible activities.

17. Here in Madrid, we love living in a diverse and inclusive society. People of different races, sexual orientations, religious beliefs and ways of being and feeling live side by side in our city. Respect that. And remember: being tolerant of others is the golden rule of education.

PRACTICAL INFORMATION

→ Plaza Mayor Tourist Information Centre

Plaza Mayor, 27
Metro: Sol, Ópera
Tel. 91 578 78 10
Monday-Sunday 9:30-20:30

→ SATE (Foreign Tourist Assistance Service)

Calle de Leganitos, 19.
Comisaría Centro (Police station)
TEL: 902 10 21 12
METRO: Plaza de España, Santo Domingo

A specialized service designed for tourists who experience some kind of difficulty that requires police support.

→ EMERGENCIES

TEL: 112