



STUDENT SERVICES

Landing in Madrid Guide

STUDENT.SERVICES@IE.EDU

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C/ MARÍA DE MOLINA 31

MONDAY TO FRIDAY: 9 AM - 6 PM



WELCOME

Welcome from Student Services

You will receive detailed information regarding immigration and relocation processes during the **Landing in Madrid Informative Session**. Students will be able to sign up for these highly recommended sessions through their Program's Welcome Sites. During this session we will explain what both EU and non-EU citizens need to do to register with the local immigration authorities, along with how to sign up for health insurance, get Spanish cell phone service, open a bank account and much more.



OUR MISSION

Our team is here to support you with your relocation to Spain and necessary immigration procedures so that you can focus on studying and enjoying the Master experience.



WE CAN ASSIST YOU WITH:

- Student visa applications for Spain
- Student immigration procedures during your program
- Housing resources
- Health insurance
- Living in Madrid (relocation, transportation, etc.)



IMMIGRATION

Student VISA applications

WHO NEEDS A STUDENT VISA?

All non-EU citizens must apply for a **Long-Term Student Visa** 90 to 180 days before the start of the program. This also applies to **NON-EU CITIZENS** who are residing in EU countries.

WHERE CAN I APPLY?

You must submit your student visa application at the **SPANISH CONSULATE** with jurisdiction in your place of legal residence, which includes:

- place of jurisdiction of your home country;
- place where you have been legally residing for more than 6 months.

You must present the application in person, nobody will be allowed to do so in your name.

WHEN SHOULD I APPLY?

It is never too early to start researching and preparing for your visa application. However, Spanish Consulates only accept applications within the **90 DAYS** prior to your move to Spain. It is important to do so as soon as possible within this timeframe. Visa Application appointments fill up quickly in the summer, so be sure to **BOOK AN APPOINTMENT** as soon as possible.



Approximately 6 months before your program start date you will receive a Welcome E-mail with a link to our Onboarding Process Platform (OPP). Here you will need to complete your personal visa information in order for Student Services to issue your set of visa documents.

WHAT DOCUMENTATION DO I NEED TO PRESENT?

Although most consulates ask for the same general set of documents, **many consulates have specific requirements, which can change from year to year.** Therefore, it is essential that you contact your **local consulate** to ask for an up to date list of requirements.

GENERIC LIST OF REQUIREMENTS

IMPORTANT: YOU MUST CONTACT YOUR CONSULATE TO ASK FOR A DETAILED LIST

1. Visa Application Form and non-refundable visa fees.
2. Recent passport-sized photos.
3. Criminal record reports from each country where you have resided for more than 6 months within the past 5 years.
4. Original and copy of passport which should be valid for at least 6 months after the time of submission (some Consulates require even more validity, so be sure to contact them!).
5. Enrolment & Academic Certificates (will be provided by IE).
6. Proof of complete health insurance coverage in Spain including repatriation. Travel insurance will not be accepted. (Health insurance not covered by tuition fees.)
7. Proof of economic means to undertake studies in Spain and to support you during your stay in Spain.
8. Proof of accommodation (IE will provide an "Accommodation certificate").
9. Medical Certificate.
10. If you are coming with your family members to Spain, kindly let us know.

IMMIGRATION

Registering at the City Hall (Empadronamiento)

Compulsory first step upon your arrival in Madrid and before processing your NIE Card

Once you have a permanent address in Spain, you should register with the City Hall in Madrid (“empadronarse”). There are several offices around the City.

An appointment is needed in order to register. It does not cost anything and the certificate is given on the spot. This City Hall Registration certificate (“VOLANTE DE EMPADRONAMIENTO”) is required for all students as you will have to prove to the local authorities that you are living at a specific address.

This document can only be issued once you have a permanent accommodation in Madrid and a rental contract of a minimum of 6 months.

Check the requirements and instructions in our Onboarding Process Platform (OPP).

Access Onboarding Process Platform (OPP) [HERE](#)



IMMIGRATION

Non EU Citizens

You will find all the instructions to obtain your NIE card in our Onboarding Process Platform (OPP). This NIE card will be your legal ID document for the remainder of your stay, once your student visa has expired.



Access Onboarding Process Platform (OPP) [HERE](#)

NOTE:

- The time to obtain a NIE appointment varies and depends on the time of the year.
- Check your IE email inbox on a daily basis so as not to miss any important updates.
- If your family members (spouse and/or children) are joining you in Madrid, kindly prepare the mentioned information for each of them.
- If you had a layover in another Schengen Area country prior to arriving in Madrid and therefore don't have a Spanish entry stamp, please bring your boarding pass, e-ticket or another proof from your arrival to Spain and a copy.

Onboarding Platform

Non-EU Citizens

In the "Visas" section of our Onboarding Platform, you will find all the necessary information for your relocation to Spain. It very important you access our Platfrom in order to follow our instructions and guidance.

The screenshot displays the user interface of the IE University Onboarding Platform. At the top, a dark blue header contains the IE University logo, language options for English and Spanish, and a 'CERRAR SESIÓN' (Log Out) button. A vertical sidebar on the left lists navigation categories: APPLICATION, FINANCIAL AID, CANDIDATE'S GUIDE, FINAL STEPS, and VISA. The main content area features a four-step process flow: 1. INFORMATION (beginning of the process), 2. DOCUMENTS FOR VISA APPLICATION (before travelling to Spain), 3. BOOK YOUR APPOINTMENTS (once in Spain), and 4. GIVE US YOUR NIE CARD DETAILS (end of the process). Below this flow is a large heading 'VISAS / NIE APPLICATION UNIVERSITY' and a photograph of a woman with long dark hair standing in a plaza, looking towards a large, ornate building with a clock tower.

Access Onboarding Process Platform (OPP) [HERE](#)

IMMIGRATION

EU Citizens

Students who will be living in Spain for a period of more than three months must apply for the Certificate of Registration within their first 90 days in Spain. This certificate will grant you a Spanish ID number (NIE) and serve as your legal residency document in Spain. The Student Services Department can help you with the instructions to book an appointment. If family members will be living with you in Madrid send an e-mail to Student.Services@ie.edu with copies of their personal documentation.

STUDENT SERVICES

will give you the instructions to book an appointment.

NOTE:

- The time to obtain a NIE appointment varies and depends on the time of the year. Kindly check your IE email inbox on a daily basis so as not to miss any important updates.

DO I REALLY NEED TO APPLY FOR THE CERTIFICATE OF REGISTRATION?

Yes - for a number of reasons. First of all, it is a legal requirement according to Spanish immigration law. EU/EEA/Swiss citizens living in Spain for more than three months without having started the Certificate of Registration application process would be in violation of this law.

Secondly, the Certificate of Registration provides some key practical benefits. If you ever have the opportunity to work, do an internship or carry out other activities in Spain, you will be asked for the NIE number, along with a valid Certificate of Registration. We would recommend applying as soon as possible so as to be ready for these potential situations.

WHAT HAPPENS IF MY INITIAL APPLICATION IS REJECTED?

If the authorities consider your documentation to be incomplete, they will either give you a deadline to come back with any missing documents or ask you to book a new appointment. To avoid having to make multiple trips to the immigration office, be sure to bring all of the required documents.

DO MINORS HAVE TO GO TO THEIR APPOINTMENTS IN PERSON?

Yes, all applicants have to go to their appointments in person, including minors. They will have to be accompanied by their legal guardian.

HOW LONG WILL MY CERTIFICATE BE CONSIDERED VALID?

Your Certificate of Registration will be valid for five years, starting on the date of your appointment. Remember that it will be issued at your initial appointment if all of the documentation is correct.

WHAT DO I DO IF I LOSE MY CERTIFICATE?

Unfortunately, it is not possible to ask for a simple replacement. You will need to book another appointment and submit the same set of documents as the first time, along with a police report which states that you lost your original Certificate of Registration. If you would like us to book you a new appointment, kindly send an email to Student.Services@ie.edu

ACCOMMODATION

You can also look for apartments and/or rooms available to rent through the SLACK platform. IE Students post in the #housing_roommates channel to share rental opportunities and to look for roommates. Your admissions advisor can share information on how to access Slack if you don't have it yet.



IE'S HOUSING SEARCH PLATFORM

Check out **BEYOND CAMPUS** for exclusive housing offers for IE students. The platform, created by MBA Alumni, connects landlords with IE students, directly and exclusively.



REAL ESTATE AGENCIES

These are also an option, but less advisable due to the high commission they charge (which is usually equivalent to one month's rent). However, there are some agencies IE has an agreement with, which offer special commission rates for IE students:

- **DFALT:** Tel: +34 914 45 19 37. **50% discount** of the commission for IE students.
- **PYR:** Tel: +34 914 10 99 80. **20% discount** on the commission for IE students.
- **Antorán Inmobiliaria:** Tel.: +34 629 63 68 68
- **Accommadrid:** Tel: +34 915 93 07 98
- **Madrid Easy:** Tel: +34 91 593 8352



LOOKING FOR AN APARTMENT

Here are some of the MOST POPULAR LINKS for finding housing in Spain:

- **Idealista**
- **Enalquiler**
- **Fotocasa**

Once you are in Madrid, you can walk around the neighborhoods that interest you and look for signs "**SE ALQUILA**". This means that the apartment is for rent, and it is a common way of advertising available flats in Madrid.



STUDENT RESIDENCES

Some students prefer to live in a student residence to leave logistical issues in the hands of specialists. That way they have more time to study and enjoy the experience in Madrid. Even though IE does not have an on-campus residence, Beyond Campus has agreements with residences located throughout Madrid. These are the most recommended ones:

- **MasterHome:** Tel: +34 91 192 00 92.
- **FunWay:** Tel: +34 91 579 81 16
- **The Residence:** Tel: +34 609 204 276
- **Resa - Claudio Coello:** Tel: +34 910 30008

BOOKING THE PROPERTY:

PRICES

You can expect to pay between 800€ and 1.200€ a month for a decent one or two bedroom apartment. If you plan to share your flat with other students, you can expect to pay quite a bit less per month.

BEFORE SIGNING A CONTRACT

If possible, visit the property before signing a contract. In order to avoid scams, we recommend not to pay the landlord prior to signing a contract.

CONTRACT

Rental contracts usually last one year, although you can sometimes negotiate with the landlord to rent for a shorter period. This will sometimes cause the price to increase. The landlords will usually ask for a security deposit ("fianza" in Spanish) which can be the equivalent of 1 to 6 months of rent. You can negotiate the terms with them. Important: always request a receipt of payment as well as a contract, which has been signed by both parties.

UTILITIES

Keep in mind that in Spain, expenses such as electricity, water, gas, etc. are not usually included in the cost of rent.

HOUSING RELATED SERVICES

As an IE student, you can also benefit from the agreements we have with Moving and Storage Companies.

These can be useful to you especially If you are in Madrid and you need to move out, or if you are abroad and you would like someone to pack all your things and send them to the destination of your choice.



PLEASE CONTACT THE COMPANIES DIRECTLY;
THEY OFFER FREE QUOTATIONS:



GRUPO AMYGO

For national/international door to door moving services.

Students IE: 4% (+IVA) on prices for transportation of boxes by sea.



BLUESPACE

For storage in Madrid.

Students IE: 1 € the first month (for stays longer than 2 months); 5-20% discount on the 56.50 € monthly fee depending on the season, including IVA and 1000 € insurance.



DLF

For moving, packing and storing services.

Students IE: - 10% discount moving to countries in Europe.
- Total service (pick up, pack & store, boxes included) 150 €/m³ + 15 € storage/month (add 50 € for any extra m³)
- Delivery: 30 €/m³ (add 20 € for any extra m³)

Lodgerin

LODGERIN

For pick up, storage and delivery of smaller objects.

Students IE: special prices for IE students.



HEALTH INSURANCE

IE has agreements with four Spanish private health insurance providers. Feel free to contact them directly for further details. They all provide special discounts to IE students.



INSURANCE PROVIDERS

EUROPEAN HEALTH INSURANCE CARD



You need medical insurance coverage for the duration of your program, **which is not included in your program fees**. It can be an international insurance plan (be careful with deductibles as they can be very high) or a Spanish one. It must include full coverage (travel insurance is not accepted).

****For non-Europeans students, having health insurance is a requirement for your student visa appointment and for your legal stay in Spain. Please bear in mind that your health insurance policy must start one month before the start of classes at IE and end 15 days after your graduation date.**

Our Office has agreements with [ADESLAS](#), [CIGNA](#), [SANITAS](#) and Spanish companies that offer a discount to IE students. These companies give students the option of getting their insurance policies before arriving to Spain.

* [Click on the names of the health insurance companies for further information and contact details.](#)

The European Health Insurance Card (EHIC) makes it easier for people from the European Union's 27 Member States plus Iceland, Liechtenstein, Norway and Switzerland to access health care services during temporary visits abroad. It is a personal and non-transferable document that certifies the holder's entitlement to receive any necessary medically-related health care benefits during their temporary stay in the European Economic Area or Switzerland.

Make sure that you have obtained a card before leaving your country. It will help you save time, hassle and money if you fall ill or suffer an injury while abroad. You will need to provide a private insurance policy or the European health card for your immigration process.

Once in Spain, we would recommend checking in at your local public health center in order to request information regarding how to receive medical treatment with your EHIC. Keep in mind that your card won't cover you at private clinics and hospitals.

IN-PERSON SPANISH PRE-PROGRAMS FOR BEGINNERS

The Student Services department organizes a free & optional pre-program Spanish course aimed at foreign students (and their accompanying spouses/partners) who do not speak Spanish or whose level is so basic that they cannot interact with Spanish speakers.

These programs take place before the classes begin, and are only available to master students enrolled in certain full-time programs (including PhDs and incoming exchange students). Please bear in mind that, due to incompatible start dates, not all programs are eligible for these preprograms. They are only available once per intake and, if you register in these courses, **full attendance is compulsory. Please note that there is a limited number of spots available, and they will be assigned on a first-come-first-served basis.** Roughly 3-4 months before each intake starts, we send the exact details and instructions to all enrolled students from non-Spanish-speaking countries in each respective program (this email is sent to newly enrolled students every week until reaching the registration deadline, which is typically one week before the preprogram starts).

WINTER FORMAT (FOR PROGRAMS STARTING IN JANUARY)

We offer two formats: one month-long online preprogram during the month of December, and one 2- or 3-day intensive in-person preprogram on our María de Molina campus in January before the programs begin. Students may only join one of the two formats.

FALL FORMAT (FOR PROGRAMS STARTING IN AUGUST/SEPTEMBER):

We offer an in-person three-week-long preprogram on our María de Molina campus, divided by the programs' start dates. The first group (for programs starting before mid-September) lasts the last three weeks of August, and the second group (for programs starting after mid-September) lasts the first three weeks of September.

PLEASE FIND MORE INFORMATION ABOUT THE REGISTRATION PROCESS & SYLLABUS ON THE NEXT PAGE:



IN-PERSON SPANISH PRE-PROGRAMS FOR BEGINNERS:

Additional information

The aim of this course is to make daily life easier for foreign students and to help them form relationships with Spanish-speaking students.

The tentative syllabus for these programs is:

- Presentations and greetings
- “SER” plus professions, nationalities, adjectives (colors), time
- “ESTAR” plus adjectives
- Differences between “SER” & “ESTAR”
- “ESTAR” plus prepositions
- “ESTAR” plus gerunds
- Plurals
- “HABER” and differences between “ESTAR” & “HABER”
- Regular verbs
- Personal Pronouns
- Reflexive Verbs
- Possessive Adjectives
- Movement Verbs and Prepositions
- Present, Future and Past Tenses
- Imperative

REGISTRATION PROCESS:

3-4 months before the program starts, we send a mass email to all non-Spanish-speaking enrolled students in that given intake's programs. This email contains the link to a diagnostic quiz, which they must take in order to apply; if their score is sufficiently low (i.e. they do not have a high Spanish level) and there is remaining space in the class, we send them an email confirming their admission within the week. Registration is handled on a first come, first served basis. If a student cannot be admitted, we remind them that 1) they should consult with their academic team about the possibility of taking language courses during their programs (some programs organize Spanish classes throughout the year and others do not), and 2) that they can study in their own time at any of the **academies accredited by the Instituto Cervantes** or one of our recommended language schools **HERE**.

IMPORTANT NOTES:

- Please be aware that the test is NOT an exam. Participants do not receive any kind of certificate upon completion of the course.
- This Spanish program is designed and planned for every new intake, so new students who cannot participate during their pre-program will not be able to participate during the following intakes.
- The materials used throughout this course will be provided to students at the beginning of the classes.
- These preprograms are free of charge for spouses/partners as well.
- 100% attendance and punctuality are mandatory.

GETTING TO CAMPUS

From Madrid Airport (Barajas to IE (Calle María de Molina 13



BY METRO

Line 8 (the pink line) takes you straight from Barajas airport to the centre of Madrid. The airport metro stations are located in Terminal 2 and Terminal 4, and there are signs to help you find it throughout the airport. The metro stop in downtown Madrid is called **Nuevos Ministerios** and it is situated in the middle of the Paseo de la Castellana.

From Nuevos Ministerios you can take **line 10** (dark blue line) to Gregorio Marañón. This stop brings you out further down the Paseo de la Castellana, and you simply cross this road to reach Calle María de Molina. Or you can take **line 6** (grey line) to Avenida de América.



BY BUS

Bus number 200 provides a permanent bus service that goes direct from the airport —from all its terminals — stopping at the Avenida de América bus and metro station. It runs from 5:15am to 11:30pm, and has special racks for luggage. Take the bus all the way to the end of the line. The bus will drop you off at the Avenida de América bus station. From there you only have to walk down a couple of blocks to IE or take a cab a short distance to campus.

Another choice is to take the **Airport Express bus**, which provides service 24h, and offers different stops. Both have a flat rate fare, regardless of where you want to get off. The journey takes around 40 minutes, depending on the amount of traffic entering Madrid.



BY CAR

Arriving from T1-T2-T3:

- Follow the signs M-14/Madrid Centro Ciudad/ Avda. América / A-2 / M-40 / A-4/A-5/A-3 and merge onto M-14
- Take exit 1 to merge onto E-90/A-2 and keep left to continue on A-2
- Continue to Avenida de América and then onto Calle María de Molina

Arriving from T4:

- Take the M-12 ramp to Madrid/M-11/M-40
- Use the middle lane to continue toward M-13 and follow the signs M-13/M-111/BARAJAS/AEROPUERTO
- Continue to M-13 and then onto M-14
- Use the two right lanes to take exit 1 to merge onto E-90/A-2 towards Madrid
- Keep left to continue on A-2
- Continue on to Avenida de América and then to Calle María de Molina

TRANSPORTATION

With a large **metro** line, **bus** circuit and **train** service, Madrid's public transportation system is great. However, you will need to learn how to use it. Timetables, routes and etc.: [PUBLIC TRANSPORTATION APP](#)



METRO

This is the quickest means of transportation in Madrid. It's open from 6am to 2am (the last metro leaves at 1.30am). Bear in mind that some stations have more limited hours.

Metro stations close to IE Madrid campus:

- Gregorio Marañón (Lines 7 & 10)
- Avenida de América (Lines 4, 6, 7 and 9)
- Núñez de Balboa (Lines 5 & 9)

For the information regarding times, delays, maps, you can download

[METRO DE MADRID APP](#)

Also, check the [MADRID METRO MAP](#)

BUS

Regular bus routes are run by the Municipal Transportation Company (EMT- Empresa Municipal de Transportes). Most bus routes operate Monday to Friday between 6am and 11:30pm, every 4 to 15 minutes. There are also night buses known as "Owls" (Búhos) that run from PLAZA DE CIBELES, from midnight to 6 am. Fares are the same as during day hours, though the frequency is lower.

All night buses leave from:

- PLAZA DE CIBELES. Fares are the same as during day hours, however, the frequency is lower.
- A single trip ticket costs 2,50€. It can be bought when boarding the bus but is only valid for one trip. Be sure to keep it with you until the end of your trip.

All EMT buses are fully accessible for passengers with disabilities.

For more information check out their [website](#).

TRAIN "CERCANÍAS"

The local network of the Spanish train company, RENFE, runs between most towns in the Madrid area and the city centre. Fares for the local trains vary depending on the zone. The service runs from 5am to midnight. The frequency depends on the station.

Main train stations in Madrid: Nuevos Ministerios, Atocha, Chamartín, Sol, Méndez Álvaro and Príncipe Pío.

For more information check out their [website](#).

Also, check the [RENFE CERCANÍAS APP](#)

TAXI

TAXI fares:

- Monday- Friday from 6am to 9pm: minimum fare is 2,50€
- On holidays at night, weekend's minimum fare is 3,15€
- Fare for journeys between the airport and the city centre: 30€
- The price per kilometre ranges between 1,30€ and 1,50€

[MORE INFORMATION](#)

TRANSFER SERVICES

If you don't want to worry about anything on arrival but getting to your destination safely and on time, you can trust this service to professionals.



LIVINGMAD

Also launches its new “Arrival and Companion Service”, essentially a transfer service composed of a driver and a Living Mad staff member, who will guide and help install you in your new home.

Please [contact them](#) for further information.

BEYOND CAMPUS PRESENTS ITS NEW SERVICE CALLED VTCREGO

Which offers quality drivers with luxury class cars, guaranteeing maximum comfort.

- The drivers will be waiting for you at the airport, as the pick-ups are scheduled ahead of time.
- The prices are fixed, regardless of the time of arrival. Click on the link above to find out more.

Click on the link above to find out more.



PUBLIC TRANSPORTATION CARDS AND FARES

30 days / Only one zone								
Zone/Travel Pass	A	B1	B2	B3	C1	C2	E1	E2
Ordinary	21,80€	25,40€	28,80€	32,80€	32,80€	32,80€	44,20€	52,70€
Young (-26)	8,00€							
+65	Free							

Public transportation tickets must be loaded onto transportation cards. There are two types of cards: the Multi Card and the Public Transport Personal Card.

Can be used in metro and urban EMT buses.

All information regarding the Madrid public transportation cards can be found in [PUBLIC TRANSPORTATION CARD INFORMATION](#).

For your convenience, you may also download the [PUBLIC TRANSPORTATION CARD APP](#).

MULTI CARD

- Non-personal public transport card.
- May be loaded with two different types of tickets:
 - 1) Metro and Light Metro (Metro Ligero) network single tickets.
 - 2) 10 journeys tickets (metro and bono-bus)

CARD FARE: 2,50€.

WHERE TO GET IT?

- Metro ticket machines
- Network of tobacconists and other authorized points of sale

[MORE INFORMATION](#)



PUBLIC TRANSPORT PERSONAL CARD

Personal and non-transferable card

CARD FARE: 4€.

HOW TO GET IT?

There are two ways:

- In person (appointment required). You will get the card on the spot
- Order it [online](#). You will get the card in 7-15 days.

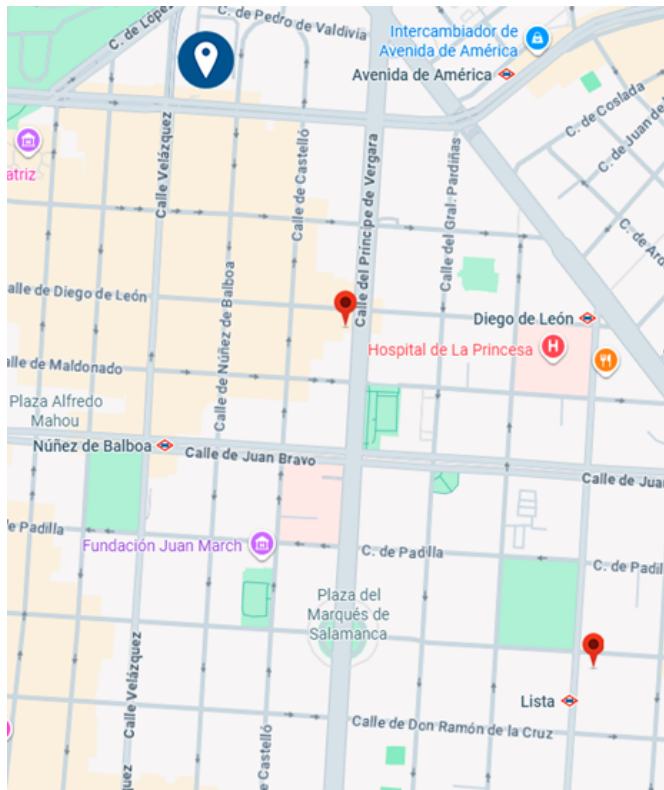
NEEDED DOCUMENTATION

- 1 Passport sized photo
- Original and copy of ID, Passport or NIE card.
- Application

[MORE INFORMATION](#)



OPENING A BANK ACCOUNT



Although it is not a requirement, many students open a Spanish bank account.

While students are welcome to try to open a bank account at the bank of their choice, banks have the right to ask foreigners for their NIE card (the Spanish ID number/card assigned to foreigners) to guarantee that they will be in Spain for extended stays.

IE has a deal with a branch of **Banco Santander and CaixaBank**.

To open an account with one of these two banks, you only need your passport and proof that you are an IE student (ex. a copy of your Enrollment Contract or an Enrollment Certificate in Spanish).

SANTANDER WORK CAFÉ C/Conde de Peñalver 46 Appointment required

Tel.: 692 938 715 (you can make The appointment by phone)
M-F: 8:30 AM– 2:00 PM

CAIXABANK

Calle Príncipe de Vergara, 71
José María de Alba
jmdealba@caixabank.com
+34 620 538 372

IMPORTANT: Due to European legislation, citizens of some countries may be asked to provide additional documentation.

SAFETY

Madrid is one of the safest cities in Europe. However, you should be aware of pickpockets. We would recommend keeping an eye on your belongings. It is also a good idea to make copies of your ID documents to carry with you and leave the originals in a safe place at home.

+34 SPAIN'S COUNTRY CODE



EMERGENCY NUMBERS

• **112: THE EUROPEAN EMERGENCY PHONE NUMBER AVAILABLE EVERYWHERE IN THE EU.**

You can call 112 from landlines and mobile phones to contact any emergency service: an ambulance, the fire brigade or the police.

- **091: SPANISH POLICE**
- **91 562 04 20: POISONINGS**



TRAVEL AND TRANSPORTATION

- **902 404 704** Adolfo Suárez Madrid - Barajas Airport
- **010** or **915 298 210** (if you are calling from outside of Madrid): **Madrid City Council Information**
- **012** or **915 804 260** (if you are calling from outside of Madrid): **Regional Madrid Information**

WHAT SHOULD I DO IN CASE OF LOSS OR THEFT IN MADRID?

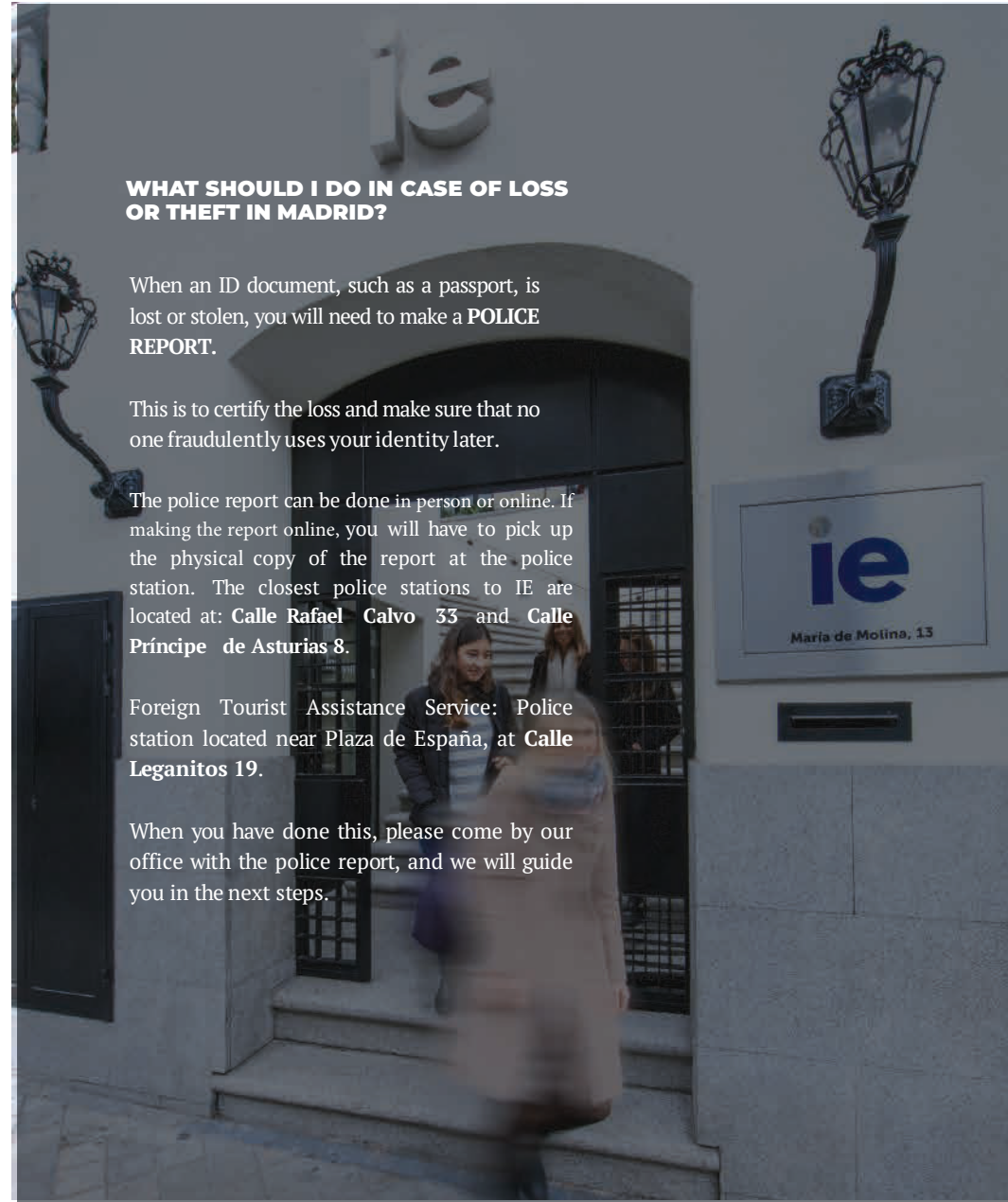
When an ID document, such as a passport, is lost or stolen, you will need to make a **POLICE REPORT**.

This is to certify the loss and make sure that no one fraudulently uses your identity later.

The police report can be done in person or online. If making the report online, you will have to pick up the physical copy of the report at the police station. The closest police stations to IE are located at: **Calle Rafael Calvo 33** and **Calle Príncipe de Asturias 8**.

Foreign Tourist Assistance Service: Police station located near Plaza de España, at **Calle Leganitos 19**.

When you have done this, please come by our office with the police report, and we will guide you in the next steps.



PHONE & WIFI STORES NEAR IE

IE has an agreement with the company Go!red.

You will not need to show your NIE card (Student Permit/ Certificate of Registration) if you want to get a phone or Wi-Fi contract. Contact them and let them know that you are an IE student in order to get the Special Offer.

Start the contract process [HERE](#).
Find the activation guide [HERE](#).



UNLIMITED PHONE DEAL

- Unlimited national calls and data*
- eSIM card available
- Maximum speed 5G

€24/
month*

*TAXES INCLUDED



FIBRE BROADBAND

- 600MB full fibre plan

€26/
month*

*TAXES INCLUDED



PACK PHONE + FIBRE

€46/
month*

*TAXES INCLUDED

NIE ID NOT REQUIRED

Start the contract process now



VISIT OUR WEBSITE



Another common option is to sign a contract with one of the most popular telephone providers in Spain.

These companies can also give you the option to get internet service at your house.

As these companies often ask for students to show their NIE card/Certificate of Registration in order to sign a contract, many students start off by getting a pre-paid SIM card and then later switch to a contract.

ORANGE

- C/ Raimundo Fdez. Villaverde 79 (El Corte Inglés Mall)
- C/ Orense 9
- C/ Diego De León 57
- C/ Alcalá 149
- C/ Conde de Peñalver 2
- C/ Fuencarral 132

VODAFONE

- Paseo de la Castellana 85 (El Corte Inglés Mall)
- C/ Orense 7
- C/ Goya 45
- C/ Eloy Gonzalo 15

PHONE HOUSE

- C/ Orense 12
- C/ Conde de Peñalver 13

MOVISTAR

- C/ Modesto Lafuente 65
- C/ José Abascal 23
- C/ José Ortega y Gasset 49

WIFIWAY

(WIFI HOTSPOT)

Your first days in Spain are when you most need internet. You need it both on your smartphone (to move around without getting lost using Google Maps, check your email, or communicate with your new contacts) as well as on your laptop (to find a flat, browse online, fill out initial paperwork, or study). Book [WifiAway](#), a mobile 4G Wifi Hotspot that fits in your pocket, to connect your smartphone and computer through Wifi, and not have to worry about internet access during your first few weeks.

DRIVING IN SPAIN

An International Driving Permit allows you to drive in Spain for six months. A foreign drivers license is no longer valid if you have resided in Spain for over six months. However, there are driver's license exchange agreements between Spain and some countries, which allow the license holder to exchange their license for the equivalent Spanish license. Licenses from the European Union and other European countries such as Andorra, Norway, Switzerland, Iceland and Liechtenstein may be exchanged. Due to additional agreements, foreigners legally residing in Spain may also exchange those issued in the following countries: Algeria, Japan, South Korea, Argentina, Bolivia, Chile, Colombia, Ecuador, Morocco, Peru, Dominican Republic, Paraguay, Uruguay and Venezuela. Please note that this list of countries sharing exchange agreements is subject to change.

Anyone who has a license from a country not listed above will need to take the full Spanish driving test. **Keep in mind that your non-resident status only gives you driving permission for the first three months in Spain.**

BRINGING YOUR CAR TO MADRID

The many procedures related to importing and registering a foreign vehicle are complex. If you are determined to bring your vehicle to Spain, we recommend that you check out the [DGT website](#) for specific information

As far as insurance is concerned, your non-resident status only gives you driving permission for the first three months in Spain. Therefore, it is imperative to check with your insurance company if you decide to bring your car from abroad.

CYCLING IN SPAIN

Madrid has a small but growing cycling culture. Please be aware that you will not find designated cycling lanes throughout the entire city, and thus, will often need to ride in traffic.

BiciMadrid: The public bike rental service in Madrid. [More information](#)

MADRID BIKE MAP

Buying Bikes: There are a number of places where you can buy new bikes. Check out stores such as Decathlon, Mammoth, El Caballo de Acero, Karacol Sport.

For second-hand bikes, check out stores such as:

- [Vibbo](#)
- [Wallapop](#)
- [Cash Converters](#) (multiple locations around Madrid)



TIPS FOR CYCLING IN MADRID



Bike theft happens, we recommend buying a good lock.



Do not cycle in pedestrian areas or on pavements unless they are designated as cycling lanes.



Always make sure to check the flow of traffic.



FREQUENTLY ASKED QUESTIONS

WHEN I ARRIVE IN MADRID, SHOULD I ALWAYS CARRY MY PASSPORT WITH ME?

Keep in mind that in Spain you are required to have an official ID document with you at all times. Examples of official IDs include passports or driver's licenses from your home country.

We understand that it may not be opportune to always carry your passport with you. In cases where this is not possible—for example if you are playing football—we strongly recommend that you keep a copy of your official ID document with you. This way, if the police happens to stop you, you can show them the copy of the document, and they will give you 24 hours to bring the original document to a police station.

WHAT ARE THE ESTIMATED LIVING COSTS IN MADRID?

Click on this [link](#) to find a list of approximate living expenses in Madrid. Please note that this only includes basic costs. It doesn't include leisure or educational expenses.

I'D LIKE TO TAKE SPANISH CLASSES BEFORE ARRIVAL, AND THEN CONTINUE TAKING CLASSES AFTER I'M IN MADRID.

Student Services organizes an Intensive Spanish course aimed at those foreign students who do not speak Spanish or who have a low level. Students will have the option to take this course on-campus or online. You will receive more information in your Student Portal.

Some programs at IE offer Spanish classes during their duration. Make sure to check your schedule details once you receive more information.

If you would like to continue with Spanish online courses, IE has an agreement with Busuu.

For more options, see the [List of accredited Spanish language centers](#) by Instituto Cervantes. If you want to start Spanish classes before you come to Spain, Instituto Cervantes also has centers all around the world. You can see a list of their locations [HERE](#).

I WOULD LIKE TO KNOW WHETHER THERE IS THE POSSIBILITY OF HAVING ACCESS TO A GYM, TAKING LANGUAGE CLASSES, ETC. WITH SPECIAL PRICES FOR IE STUDENTS

We suggest looking at the many discounts available to those in the IE community. Once your academic team sends you the log-in details (a few months before your program begins), go to [IE Benefits](#).

CAN I SHIP MY DIPLOMA/BOXES/OTHER BELONGINGS TO IE?

We do not recommend sending packages to IE, as valuable items can be lost in transit. We are also unable to keep packages for students due to limited space. As an alternative, we would recommend looking into the possibility of sending items to your neighborhood Post Office (Correos), or to the nearby DHL office located C/ María de molina 1.

IS THERE A POST OFFICE NEAR CAMPUS?

Yes, you can find a Post Office (Correos) located at Avenida de América 3, which is opposite the Avenida de América bus and metro station. This is a great option for sending letters and small items. If you need to ship or receive large items, we recommend checking DHL, located in C/ María de Molina 1.

I HEARD THAT I CAN WORK UP TO 30 HOURS A WEEK ON MY STUDENT VISA. IS THIS CORRECT?

A long-term student visa allows you to work part time up to 30 hours per week. Please note that your Master program is very intense and time consuming, so we strongly recommend our students to disregard this option and focus on their classes.

HOW CAN I GET IN TOUCH WITH MY CLASSMATES BEFORE ARRIVAL?

Kindly note that, due to Data Protection laws, our office is unable to supply students with lists of their classmates. Here are two alternative suggestions:

- Although there is not an official Facebook group for students at this time, IE students often create unofficial Facebook groups in order to connect with classmates.
- Upon completion of your enrolment process, you will receive access to Slack, an interactive platform that will allow you to connect with all IE master students. Contact your admissions advisor if you haven't received access yet.

CAN YOU REVIEW MY RENT CONTRACT WITH ME?

As we are not experts on housing law, unfortunately, our office cannot give you legal counsel on this matter. If you would like to hire a lawyer, we recommend the following legal services:

RESIFY LAWYERS

Mr. Gonzalo Astolfi. Senior Partner
Avenida Alberto Alcocer nº 41.
28016, Madrid
Phone: 0034 663 836 867
Email: ie@resify.es
Website: <https://resify.es/en/>
Free introductory call

MR. GUSTAVO DUGUECH

Senior Partner
C/ Fernández de la Hoz, 27.
Bajo Izquierda, 28010 Madrid
Phone: 0034 91 825 9253
Email: g.duguech@duguechdip.com
Website: www.duguechdip.com
Free introductory call



WHERE DO I GO IF I NEED...



INFORMATION REGARDING MY ARRIVAL & IMMIGRATION PROCESSES?

STUDENT SERVICES OFFICE

Student.Services@ie.edu
María de Molina 31, room 700



ACADEMIC CERTIFICATE OR HAVE ACADEMIC QUERIES? ACADEMIC MANAGEMENT TEAM OF PROGRAM



INFORMATION ABOUT LOANS AND SCHOLARSHIPS? FINANCIAL AID OFFICE

c/María de Molina 31



INFORMATION RELATED TO PAYMENTS?

ADMINISTRATION DEPARTMENT c/María de Molina 31 Bis



A PLACE TO STUDY OR BORROW A BOOK? IE LIBRARY

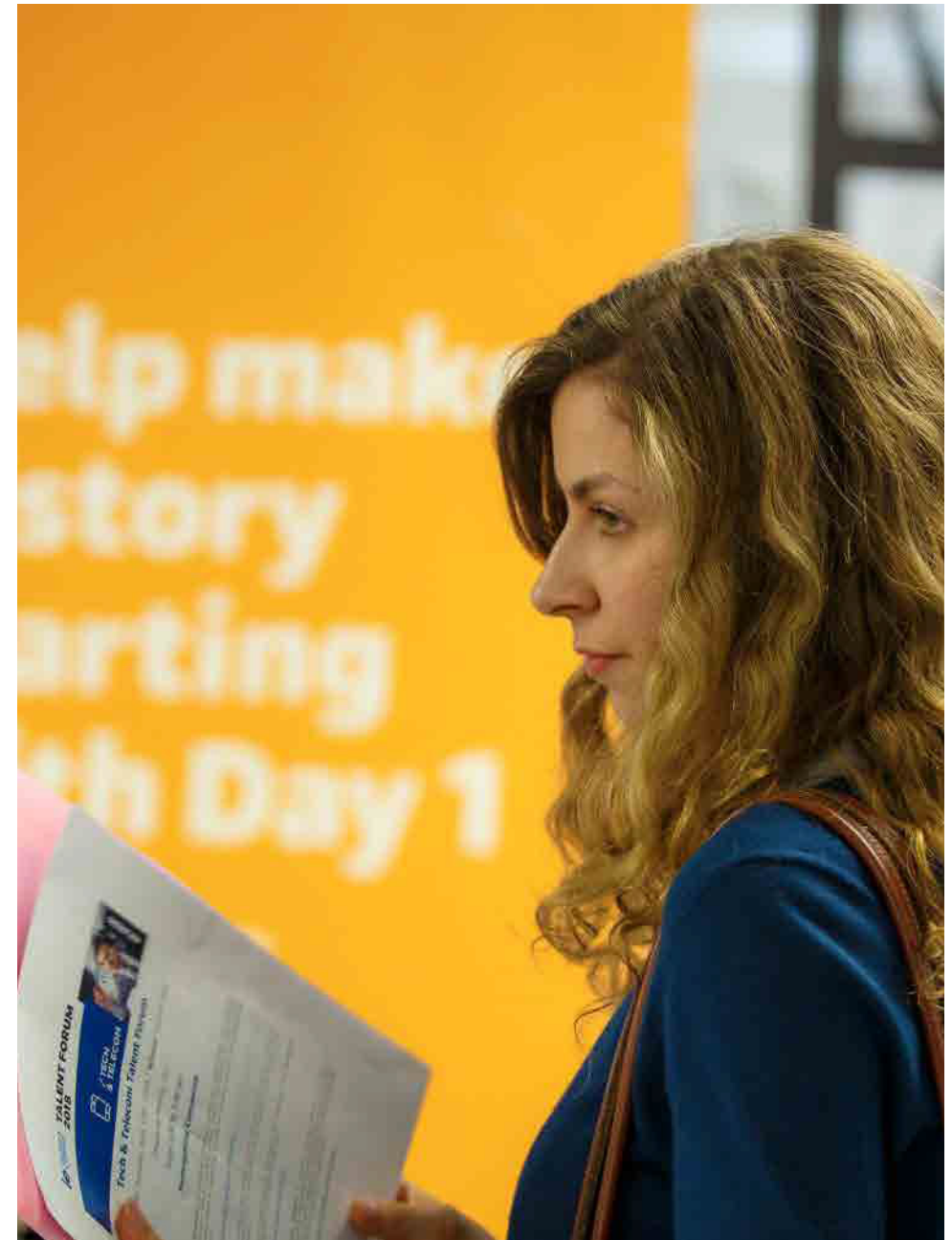
c/María de Molina 31 Bis



INFORMATION ABOUT IE CLUBS OR GROUPS?

CAMPUS LIFE

Campus.Life@ie.edu
C/ María de Molina 31





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C/MARÍA DE MOLINA 31
MONDAY TO FRIDAY: 9 AM - 6 PM