



Airport

Madrid Barajas International Airport - MAD - 13 km from city centre

:: **Bus** - the Plaza de Colón-Airport bus line (yellow buses) is a fast, safe and easy way to get into Madrid. Buses can hold passengers' luggage. Fare is appx €2.5, including 2 suitcases. Extra fee of appx €2.5 per extra suitcase

:: **Airport information desk** - Phone 090 235 3570

On your best behavior...

Business - Dress smartly. English is widely spoken but any interest in or effort for speaking Spanish will certainly be appreciated. Exchange of business cards is a matter of courtesy. Appointments should be made.

Social - Handshaking is customary. Normal courtesies should be observed and hospitality, chivalry and courtesy remain important. A small gift is appreciated when invited to a private home. Conservative casual wear is widely accepted.

Tipping - Service charges and tips are usually included in bills. An additional tip should be left for the chambermaid and porters are tipped per bag. It is customary to tip waiters. At restaurants, tips are mostly discretionary but 10-15% is the usual fee. Same fee for metered taxis.

Communication & Power

Mobile - GSM 900/1800 networks available

Internet - internet cafés are available in most urban areas

Phone - country code **+34** - Outgoing International **00** - Emergencies **112**

Electricity - 220 volts AC, 50Hz - 2-pin round plugs are standard

Time Zone

GMT+1 for mainland Spain and Balearic Islands :: GMT +2 from last Sunday in March to last Sunday in October.

Local Information

Officina de Turismo - Plaza Mayor 3, 28012 Madrid - Open Mon-Sat 1000-2000, Sun 1000-1500

Phone: (91) 588 1636 or (902) 100 007

www.munimadrid.es/ayuntamiento

Local Office

American Express Travel Service

Plaza De Las Cortes 2

Madrid 28014 - Phone +34 (91) 7437740

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Cut out the Factsheet and fold it into a wallet card



Disclaimer - this factsheet is to be used for informational purposes only. For up-to-date information regarding your travel and your passport, visa and health requirements, please contact your dedicated amex office.



**Corporate
Travel**

Emergency Service
+44 20 8253 8490
outside normal office hours only