

2019-2020

# Student Services

Landing in Madrid Guide



[ieustudentservices@ie.edu](mailto:ieustudentservices@ie.edu)  
+34 91 568 98 96  
C/ María de Molina 13  
Monday to Friday  
11am - 5pm





## ¡BIENVENIDOS!

Welcome to IE University

### OUR MISSION:

Our team is here to support you with your relocation to Spain and necessary immigration procedures so that you can focus on making the most of your university experience.

### WE CAN ASSIST YOU WITH:

- Student visa applications for Spain
- Student immigration procedures during your program
- Housing resources
- Health insurance
- Life in Madrid

You will receive detailed information regarding immigration and relocation processes during the **LANDING IN MADRID INFORMATION SESSION** that will take place during the Orientation Week. 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 a Spanish cell phone service, open a bank account and much more.



# IMMIGRATION

## Student Visa Applications

| Please contact the Spanish consulate for further information regarding the required documents and timeframes |

### WHO NEEDS A STUDENT VISA?

All **non-EU citizens** must apply for a **long-term student visa** prior to their arrival in Spain.

This also applies to **non-EU citizens** who have resident permits 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.

You must apply in person for your VISA.

### WHEN SHOULD I APPLY?

Spanish Consulates only accept applications within the **90 DAYS** prior to your move to Spain. It is important to do so as early 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. It can be a lengthy process!

### WHAT DOCUMENTATION

#### DO I NEED TO PRESENT AT THE APPLICATION?

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. IE will send you a set of certificates necessary for your application. To request these certificates, fill out the questionnaire included in your welcome email or contact us at [ieustudentservices@ie.edu](mailto:ieustudentservices@ie.edu) if you haven't received it.

### GENERIC LIST OF REQUIREMENTS

(All documents must be legalized and translated to Spanish. Contact your consulate for a detailed, up to date list)

- Visa Application Form and non-refundable visa fees
- Recent passport-sized photos
- Original and copy of passport which should be valid for at least 6 months at the time of submission (Some Consulates require even more validity, so be sure to contact them!)
- Enrolment & Academic Certificates (will be provided by IE)
- Proof of complete health insurance coverage in Spain including repatriation, (not included in your program fee). Travel insurance will not be accepted
- Criminal record reports from each country where you have resided for more than 6 months within the past 5 years
- Proof of economic means to undertake studies in Spain and to support you during your stay in Spain
- Medical Certificate
- If you are under-18, contact the Consulate to see what additional documents you will need

# IMMIGRATION

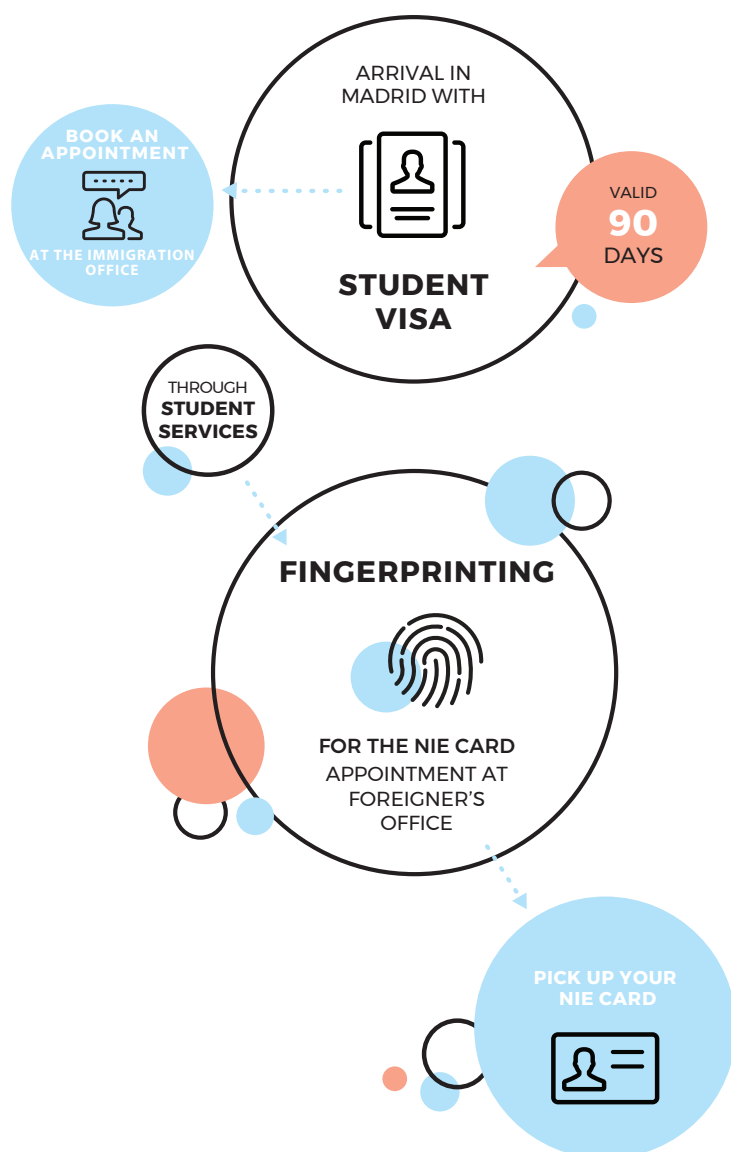
## Non-EU Citizens

Once you arrive in Madrid with your student visa (initially valid for 90 days), you will need to apply for a **NIE CARD**. It will be your legal ID document for the remainder of your stay, once your student visa has expired.

Once in Madrid, **check in at the student services office** as soon as possible with the following documents:

- Original passport and copy of the **main page**
- A copy of the **student visa**
- A copy of the **entry stamp** given at the Schengen Area airport upon arrival
- 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 further proof of your flight to Madrid and a copy.
- If you are under-18 when you arrive in Spain, you will need to go to your appointment with one of your legal guardians or an IE representative. For more information, contact us at [ieustudentservices@ie.edu](mailto:ieustudentservices@ie.edu)

### HOW TO GET YOUR NIE CARD



# IMMIGRATION

## Non-EU Citizens

**Student services** will book you an appointment at the Immigration Office.

Notes:

- The first available NIE appointments usually come out about a month after the time of booking
- Check your IE email inbox on a daily basis so as not to miss any important updates
- In case you want to book a NIE appointment on your own, please let us know



# IMMIGRATION

## EU Citizens (EU/EEA/Swiss)

All EU/EEA/Swiss students who will be living in Spain for a period of more than 90 days must apply for the Certificate of Registration residency document within this period. This certificate will grant you a Spanish ID number (**NIE**) and serve as your legal residency document in Spain. The Student Services Department will be happy to book your Certificate of Registration appointment. Once you are on campus and have found housing, please send an email to [ieustudentservices@ie.edu](mailto:ieustudentservices@ie.edu) with the following information:

- Full name as it appears on your passport
- Passport number
- Nationality
- Approximate date of arrival (if you aren't in Madrid yet)
- If you are still under 18 years old at your arrival in Spain, you will need to be accompanied to your appointment by your legal tutor. For more information, send an email to [ieustudentservices@ie.edu](mailto:ieustudentservices@ie.edu)

The first available NIE appointments usually come out about a month after the time of booking. Kindly check your IE email inbox on a daily basis so as not to miss any important updates.



# IMMIGRATION

## EU Citizens (EU/EEA/Swiss)

### 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 90 days 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 certain 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 (UNDER 18) HAVE TO GO TO THE IMMIGRATION OFFICE IN PERSON?

Yes, all applicants have to go to their appointments in person, including students who are under-18. Minors will have to be accompanied by one of their legal guardians.

### 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 [ieutudentservices@ie.edu](mailto:ieutudentservices@ie.edu).



## REGISTERING AT THE CITY HALL / VOLANTE DE EMPADRONAMIENTO

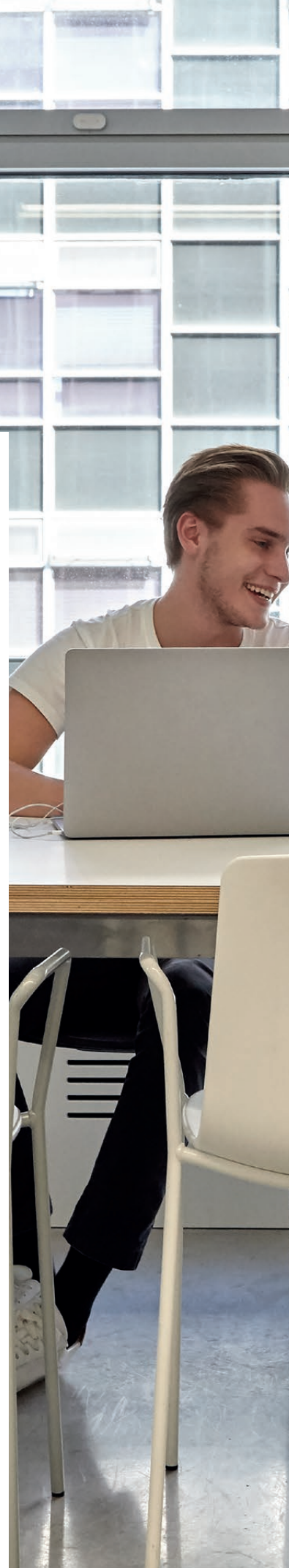
Once you have a permanent address in Spain, you are legally required to register your address with one of the City Hall offices in Madrid (“empadronamiento”).

The procedure is free of costs, and the certificate is given on the spot, as long as you carry all the necessary documents.

The City Hall Registration document (“**VOLANTE DE EMPADRONAMIENTO**”) is necessary in order to prove where you are living for official purposes:

- EU citizens, EEA citizens and Swiss citizens students for the Certificate of Registration appointment
- Non-EU citizens for immigration procedures
- Spanish citizens who want access to a local family doctor

You will receive instructions on how to register once on campus.





# ACCOMMODATION

## BEYOND CAMPUS MADRID

### “Curated apartments nearby your Campus”

More than 85% students are overseas students who have travelled thousands of miles from their homes to study, leaving behind their familiar comfort zone and landing in an unknown country where their biggest task is to find suitable accommodation.

Beyond Campus is the new platform for IE students to find their accommodation, assisted from start to finish. It was created by a team of IE MBA alumni who successfully identified a real need for good, reliable and safe accommodation for the growing IE community.

Not only do we have the best-curated apartments nearby your campus but we strive to improve the experience offering contracts in English, 24/7 service, quality control of apartments, amongst other benefits!

The team of Beyond Campus is working to become your trusted partner within your housing issues. Offering our services in Madrid, our philosophy “Taking care of our student community” is making our team currently working to offer the best services to our community.



# ACCOMMODATION

## Student Residences



### RESA

Phone:  
(+34) 91 038 00 08  
Address: Calle  
Claudio Coello 141  
(on the corner of  
Calle General  
Oráa), 28006



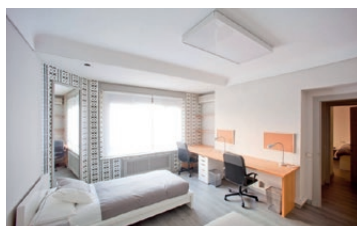
### HUBR

Phone:  
(+34) 687 368 664  
Address: Don  
Ramón de la Cruz,  
37, 28001



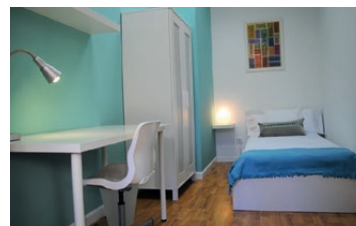
### TAGASTE

Phone:  
(+34) 91 435 41 80  
Address: Calle  
General Pardiñas  
34 BIS, 28001  
Madrid



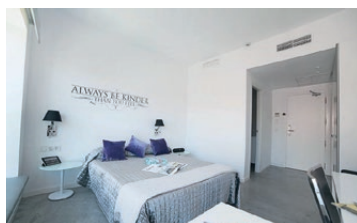
### THE RESIDENCE

Phone:  
(+34) 609 204 276  
Address: Calle María  
de Molina, 1, 28006  
/ Calle Joaquín  
Costa 14, 28002



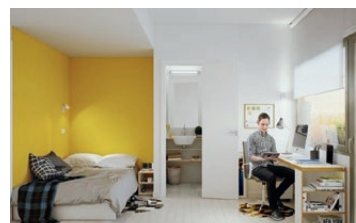
### ESTUDIOMAD6

Phone:  
(+34) 656 805 109  
Address: Plaza de  
Alonso Martínez 6,  
28004



### MI CASA INN

Phone:  
(+34) 657 831 190  
Address: Calle  
Lagasca 45, 28001



### MASTERHOME

Phone:  
(+34) 91 192 00 92  
Address: Calle  
Edgar Neville 24BIS  
28020



### LA INMACULADA PERRE TARRÉS

Phone:  
(+34) 91 563 97 16  
Address:  
C/ Darro 21, 28002

We always recommend that our first-year and exchange students opt for student residences. Student residences take care of time-consuming logistical issues such as utility bills and internet contracts so that you can focus on the important things! Although we don't have on campus housing on our Madrid campus, here are some student residences recommended by IE.

# ACCOMMODATION

## Host Families

If you prefer living in a family environment where you can practice your Spanish and enjoy delicious home cooked meals, then a home stay is the perfect option for you! IE has an agreement with the company [InnFamily](#), which pairs host families with university students.



# ACCOMMODATION

## Renting a Flat

Check transport connections with IE; the apartment may be fairly close but poorly connected to IE.

Check [www.metromadrid.es/en](http://www.metromadrid.es/en) for more information.

Real Estate Agencies can be a convenient option when it comes to searching for a flat. The following offer special rates to IE students:

- [DFLATHousing](mailto:info@dflatmadrid.com): info@dflatmadrid.com

- [PYR](mailto:info@pyr-solutions.es): info@pyr-solutions.es

- [Antorán Inmobiliaria](mailto:info@antorandinmobiliaria.com):

info@antorandinmobiliaria.com

- [Accommadrid](mailto:info@accommadrid.com): info@accommadrid.com

- [MadridEasy](mailto:info@madrideasy.com): info@madrideasy.com

- [Uniplaces](#)

Here are some of the **most popular websites** 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.





# ACCOMMODATION

## Booking the Property

### PRICES

You can expect to pay between 800€ and 1.200€ a month for a 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, we recommend visiting 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.

# HOTLINE SERVICES

To help you adapt to your new life, in your first year at university we offer you a free Hotline Services package to assist you whenever you need it.

These services are offered by Alares, a company with more than 25 years' experience in people care.

You can ask for any service 24/365 and be sure and confident that you will always be helped.

## EMERGENCY SERVICE

This service is designed to help you in emergency situations, giving you help with the language, for instance if you have had an accident or have a health problem, etc. In these cases, an Alares professional will come to wherever you are in under one and a half hour.\* (Within 20 km of Madrid or Segovia).

For the service to be as personalised as possible, we recommend you provide all relevant information such as medications, allergies, contacts, etc. beforehand. You can complete the following form (<https://www.alares.es/ie/>)

You can also configure a button on your mobile to speed up the whole process and to make contact very easy at all times.







## PERSONAL ASSISTANT

And much more...

**Call the doctor.**

To clear up any medical doubts.

**Call the lawyer.**

To clear up any legal doubts.

**Medicine Home Delivery.**

If you fall ill, we can send your medication to your home.

**Medical, dental & beauty network.**

You have discounts of between 10% and 15% on dentists and specific medical tests.

Contact us whenever you need

**910 75 42 08**

[ieuserviceshotline@alares.es](mailto:ieuserviceshotline@alares.es)

# HEALTH INSURANCE

## HEALTH INSURANCE

It is essential that all of our students have complete medical insurance coverage throughout their stays in Spain. Keep in mind that medical insurance is **not included in IE's tuition fees**. You are free to sign up with either a Spanish or international company, as long as it provides full coverage in Spain and includes repatriation (a requirement for immigration procedures). IE has agreements with [Cigna](#), [Sanitas](#) and [Adeslas](#), Spanish insurance companies that offer discounted policies to our students. These companies allow you to sign up prior to your arrival in Spain.

## EUROPEAN HEALTH INSURANCE CARD

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.

- You need to apply for it in your home country.
- The card has to be valid throughout your stay in Spain
- This card does not cover health care costs abroad if you had an existing illness or injury, nor does it cover private sector health care providers

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 this card will not cover your treatments in private clinics or hospitals.



# GETTING TO CAMPUS

## FROM MADRID AIRPORT (BARAJAS) TO IE (MARÍA DE MOLINA, 31BIS)

### BY METRO

**Line 8** (the pink line) takes you straight from the 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 them 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 and IE's campus.



### BY BUS

Bus number 200 provides a permanent service that goes directly from the airport –from all its terminals – to the Avenida de América bus and metro station. It runs from 5:15 a.m. to 11:30 p.m., and has special racks for luggage. The Airport Express provides 24h service.

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 a couple of blocks or take a short cab ride to IE.

There is a flat rate bus 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 toward Madrid
- Keep left to continue on A-2
- Continue on to Avenida de América and then to Calle María de Molina

With extensive Metro, bus and train networks, Madrid's public transportation system can get you wherever you need to go. You will just need to learn how to use it! This app is a great resource for timetables, routes, etc.: [PUBLIC TRANSPORTATION APP](#)

### 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 midnight to 6 am with lower frequency.

- Single trip ticket costs 1,50€. It can be bought when boarding the bus.
- The ticket is valid for one trip on the bus where it's bought and it has to be kept until after the exit. All EMT buses are accessible to disabled passengers. For more information check out their [website](#).

# TRANSPORT

## TRANSPORTATION CARDS

You can load rides for public transportation onto two types of cards: the Multi Card and the Public Transport Personal Card.

For more information regarding the Public Transportation Personal Card: [PUBLIC TRANSPORT CARD](#). You can obtain the card [online](#) or in person with a previous appointment. It is a personal and non-transferable card. Cost of the card: 4€.

For more information regarding the Multi Card: [MULTI CARD](#). You can obtain your card at any Metro ticket machines or at some **tobacconists and other authorized points of sale**. Cost of the card: 2.50€.

## 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 schedules.

For the information regarding times, delays, maps, you can download [METRO DE MADRID APP](#). Also, check the [MADRID METRO MAP](#)

## YOUTH TRAVEL PASS (<26 years old)

- Can be used in metro, cercanías and EMT buses. Cost of the card: 4€.
- Valid for 30 days from the day of purchase from zone A - E2
- Monthly fare of 20€

## PERSONAL CARD MONTHLY FARES (>26 years old)

Zona/ Abono	A	B1	B2	B3	C1	C2	E1	E2
Normal	54,60€	63,70€	72,00€	82,00€	89,50€	99,30€	110,60€	131,80€
Joven	20,00€							
Tercera Edad	12,30€						-	
Beneficiarios PAE	10,00€						-	

## TRAIN "Cercanías"

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

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

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

## TAXI

- Monday- Friday from 6am to 9pm: minimum fare is €2.40;
- On holidays at night, weekends minimum fare is €2.90.
- Fare for journeys between the airport and the city centre: €30
- The price per kilometre ranges between €1.05 and €1.25

[MORE INFORMATION](#)



# 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 and making sure to scan your ID documents just in case they are lost.

+34 Spain's country code

## WHAT SHOULD I DO IN CASE OF LOSS OR THEFT OF ID DOCUMENTS 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 over the phone by calling **902 102 112**. There are English-speaking assistants.

24-hours a day, so it is best to make the report over the phone. After filing the report, you will have to pick up the physical copy of the report at the police station. The closest police station to IE is located at: **Calle Príncipe de Asturias, 8**.

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

## IMPORTANT PHONE NUMBERS

### 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 fighters 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 91 580 42 60

(if you are calling from outside of Madrid) Regional Madrid Information

# PHONE STORES NEAR IE

IE has agreement with Go!red. You will not need to show you NIE card in order to sign a phone or Wi-Fi contract. When you contact them, be sure to let them know that you are an IE student.

Paseo de la Castellana 137  
Planta 13, Puerta C  
28020

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 in order to sign a contract, many students who choose these companies start off by getting a pre-paid SIM card and then later switching to a contract.

## ORANGE

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

## PHONE HOUSE

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

## MOVISTAR

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

## VODAFONE

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

# DRIVING IN SPAIN

An International Driving Permit allows you to drive in Spain for six months. A foreign driver's 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 of a Spanish license. Licenses from the European Union and other European countries such as Andorra, Norway, Switzerland, Iceland, Croatia and Liechtenstein may be exchanged. Due to additional agreements, foreigners residing legally 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 A CAR TO MADRID

The many procedures relating to importing and registering a foreign vehicle are complex. If you are determined to bring your vehicle to Spain, we recommend that you check this Spanish government website for more information: <http://www.dgt.es>.

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

**BiciMadrid:** The public bike rental service in Madrid.

More information:

<https://www.bicimad.com/>  
[MADRID BIKE MAP](#)

### BUYING A BIKE

There are a number of places 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
- Cash Converters (multiple locations around Madrid)

### TIPS FOR CYCLING IN MADRID

- Buy a good lock
- Do not cycle in pedestrian areas or on sidewalks unless they are designated as cycling lanes
- Be careful if you ride on busy streets!

# 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.

We understand that it may not be ideal to always carry your passport with you. If it isn't possible to carry your passport with you at some point, we would strongly recommend that you keep at least a copy of your official ID document with you. If the police stops you, you can show a photocopy of your identity document, and they will give you 24 hours to bring the original to a police station so you can officially identify yourself.

## IS THERE A POST OFFICE NEAR CAMPUS?

Yes, you can find a Post Office (Correos) at Avenida de América, 3 (opposite from 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 out DHL, located at Calle María de Molina 1. We do not recommend sending packages to IE, as valuable items can be lost in transit.

## I'M BRINGING SEVERAL ELECTRICAL DEVICES - HOW CAN I TELL IF THEY WILL BE COMPATIBLE WITH SPANISH ELECTRICAL OUTLETS?

In Spain, voltage is 220-240V, 50 Hz (cycles). You need to use a transformer (converter) if your device is set to a different voltage.

Electric outlets in Spain have two round pins. You will need an adapter plug if your appliance comes from a place where flat pins or more than two pins are used.

You can compare your electrical plug to Spain's (Type C).

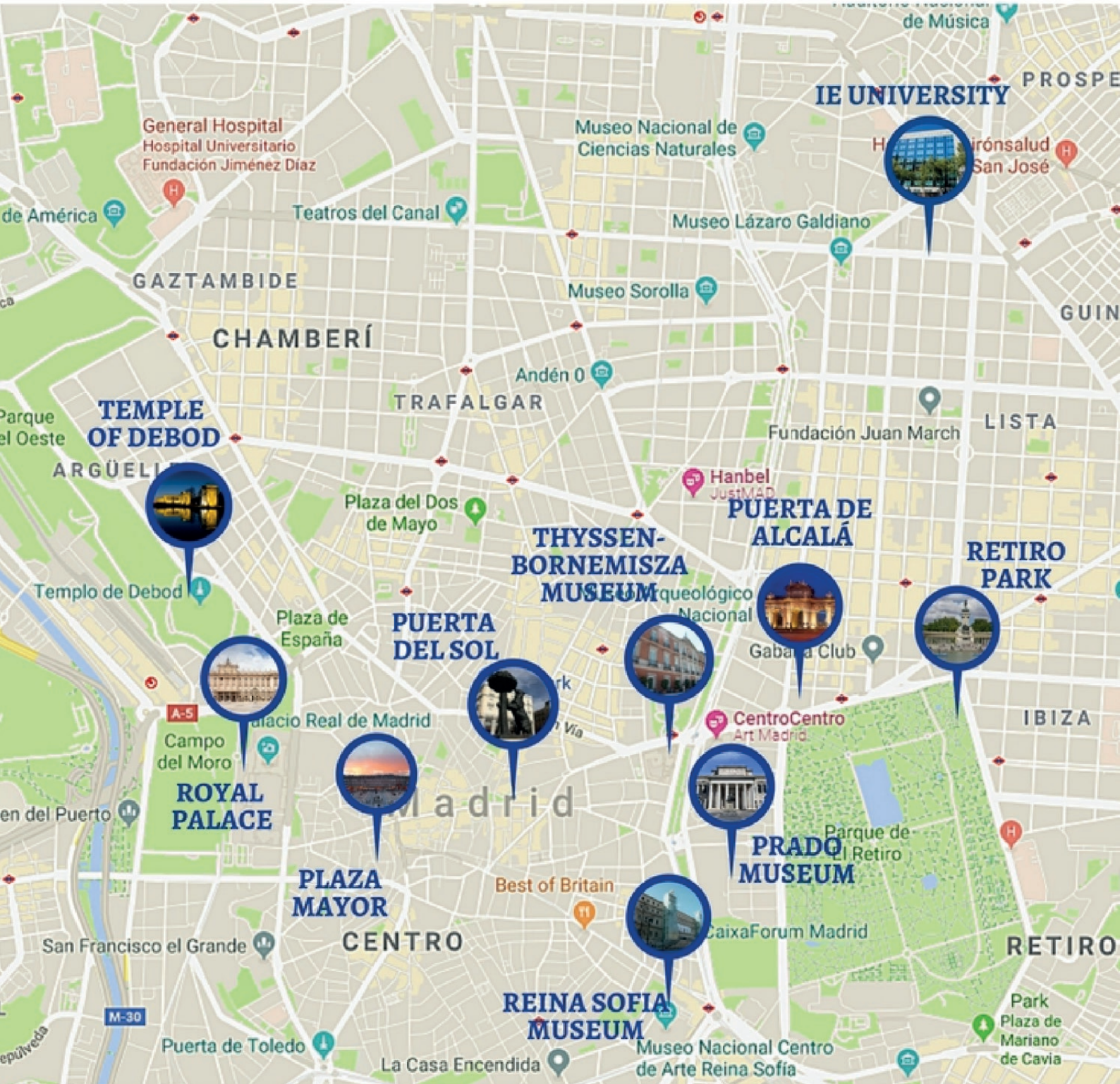
## HOW CAN I FIND A FLAT MATE?

Kindly note that, due to Data Protection laws, our office is unable to supply students with lists and details of their classmates or other IE students.

We would recommend joining the **IEU Housing Madrid** Facebook group if you are trying to find flatmates.

# MUST VISIT

Madrid hosts some of the best museums, parks and monuments in Europe. There is something for everyone! These are just some of the locations that we recommend visiting:



# WHERE DO I GO IF I NEED...

## **INFORMATION UPON MY ARRIVAL & IMMIGRATION?**

### **STUDENT SERVICES DEPARTMENT**

**ieustudentservices@ie.edu**

María de Molina, 13

M-F, 11 am- 5 pm

## **A PLACE TO STUDY OR BORROW A BOOK?**

### **IE LIBRARY**

**Biblioteca@ie.edu**

María de Molina 31BIS

## **INFORMATION ABOUT CAREER POSSIBILITIES?**

**Carreras.Online@ie.edu**

María de Molina 31BIS

## **INFORMATION ABOUT THE OFFICIAL IE DEGREE?**

**Registrar.university@ie.edu**

María de Molina, 31BIS

## **INFORMATION ABOUT LOANS AND SCHOLARSHIPS?**

### **FINANCIAL AID DEPARTMENT**

**financialaid.ieu@ie.edu**

María de Molina, 31BIS

## **ACADEMIC CERTIFICATES OR HAVE ACADEMIC QUERIES?**

### **ASSISTANTS OF PROGRAM**

Check ONLINE CAMPUS  
for details.

## **INFORMACIÓN SOBRE CLUBS Y GRUPOS IE?**

### **CAMPUS LIFE**

**Campus.Life@ie.edu**

María de Molina, 31

## **INFORMATION ABOUT TEXTBOOKS, PRINTING CHARGE ?**

### **SERVICE & BUSINESS CARDS**

**IEeditorial@ie.edu**

## **INFORMATION ON AGREEMENTS IE HAS WITH COMPANIES OR ABOUT THE ALUMNI ASSOCIATION?**

**Alumni@ie.edu**

María de Molina, 6

## **INFORMATION RELATED TO PAYMENTS?**

### **ADMINISTRATION DEPARTMENT**

**Administracionclientes@ie.edu**

María de Molina, 4

## **TO PICK UP PRINTED COURSE MATERIALS?**

**Pod@ie.edu**

Garden of María de Molina, 31 BIS

## **IT SUPPORT**

**Soporte.Informatico@ie.edu**

María de Molina, 4

## **IE MERCHANDISING**

**LaTienda@ie.edu**

Garden of María de Molina, 31 BIS



