



Student Services

Landing in Madrid Guide

¡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.

Student Visa applications

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. British students must contact the Spanish Consulate prior to their arrival in Spain, in order to confirm the visa procedures.

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 or 180 days prior to your move to Spain, depending on the [Spanish Consulate](#). It is important to check with them as soon as possible, and book an appointment (if necessary) as student visa appointments fill up quickly in the summer. 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 University will send you a set of certificates necessary for your application. To request these certificates, fill out the visa survey included in this email or contact us at 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!)
- Enrollment & Academic Certificates (will be provided by IE University).
- 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.

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

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 (TIE) only if your stay in Spain is more than 90 days

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 University representative.

For more information, contact us at ieustudentservices@ie.edu

You will have to book an appointment at the Immigration Office. Student Services will send you further information about this upon your arrival in Spain.

Note: The first available NIE card (TIE) appointments usually come out about 40 days after the time of booking.

HOW TO GET YOUR NIE CARD (TIE)

Arrival in Madrid with your **Student Visa valid for 90 days**

Book an appointment at the **Immigration Office**



Through **Student Services**

Fingerprinting for the NIE Card (TIE)



Appointment at **Foreigner's Office**

Pick up your NIE CARD (TIE)



in approx 30 to 45 days



6 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 card (TIE)) and serve as your legal residency document in Spain. Once you are on campus and received your NIE card (TIE), please send an email to ieustudentservices@ie.edu

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.

7 Foreign Identification Number

NIE (Número de Identidad de Extranjero)

Each EU passport holder is assigned a NIE or Foreign Identification Number if they move to Spain. This NIE (number) is needed for different processes like opening a bank account, getting a phone plan, etc, **but is not enough in order to legally stay in Spain after 90 days**. It is not a legal document, but rather an identification number.

The Foreign Identification Number can be requested at your corresponding Spanish Consulate, at the Foreigner's Office once you arrive in Spain or when you obtain your Certificate of Registration or Foreign Identification Card (if you apply for your actual TIE card, explained below, you automatically obtain a NIE number).

TIE (NIE card) - Tarjeta de Identidad de Extranjero (Foreign Identification Card).

As an EU passport holder, you must register with the Spanish Authorities during the first three months after your arrival and obtain your TIE or Foreign Identification Card. It is not optional, but a legal requirement in order to legally stay in Spain; it is for your own safety and it is an essential requirement to apply for internships, jobs and any contract with third parties.



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.

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 University Students to find their accommodation, assisted from start to finish. It was created by a team of IE MBA alumni who successfully indentified a real need for good, reliable and safe accommodation for a growing IE University 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. **With a philosophy of** "Taking care of our student community" our team currently working to offer the best services to our community.



Student residences by Beyond Campus

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 University.

For more information about the residences and/or how to reserve a spot, visit Beyond Campus' page [HERE](#).

For more information about all of IEU's recommend housing resources, please take a look at our website [HERE](#).

RESA



📍 Calle Claudio Coello 141, 28006

Hubr



📍 Calle Don Ramón de la Cruz 37, 28001

The Residence



📍 Calle Joaquín Costa 14, 28002

Mi Casa Inn Salamanca



📍 Calle Lagasca 45, 28001

Urban Madrid



📍 Calle Segre 5, 28002

RESA Paseo de la Habana



📍 Av. Comandante Franco 6, 28016

Funway Academic Resort



📍 Calle Alonso Castrillo 22, 28020

Oh My Place! by DoveVivo



📍 Calle de San Lorenzo, 11, 28004

La Inmaculada



📍 Calle Darro 21, 28002

Masterhome



📍 Calle Edgar Neville 24BIS, 28020

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 University has an agreement with the company [InnFamily](#), which pairs host families with university students.

Other resources

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

Check 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 University students:

- [DFLATHousing](#)
- [PYR](#)
- [Antorán Inmobiliaria](#)
- [Accommadrid](#)
- [MadridEasy](#)
- [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.

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.



Your health is important

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 University's tuition fees

You are free 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 University has agreements with [Adeslas](#), [Cigna](#) and [Sanitas](#). 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
"Adolfo Suárez Madrid-Barajas"
To IE University



**To IE Tower at
Paseo de la Castellana, 259E**

**8 Line 8
Aeropuerto T4 – Nuevos Ministerios**

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.

**10 Line 10
Aeropuerto T4 – Begoña**


From Nuevos Ministerios you can take line 10 (dark blue line) to Begoña

BY BUS


 To IE Tower at
Paseo de la Castellana, 259E

 **Line 200**
Aeropuerto T4 – Puente De Cea

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.

 **Line 70 – Plaza Castilla**

' ' From Puente De Cea take line 70 to Plaza Castilla .

 **Line 135 – Cuatro Torres**

From Plaza Castilla take line 135 to Cuatro Torres.

This stop brings you out further down the Paseo de la Castellana, and you simply cross this road to reach the IE Tower.

 **The Airport Express**

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. You can then get on the metro line 6 towards Laguna, get off at Nuevos Ministerios, and switch to the line 10 towards Tres Olivos. The tower is right outside the metro stop of Begoña.

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 TRANSFER SERVICES

· 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.

· LivingMad also launches its new “Arrival and Companion Service”, essentially a transfer service composed by a driver and a Living Mad staff member, who will guide and help install the student in their new home. Please contact them for further information.

✉ info@livingmad.es

BY CAR

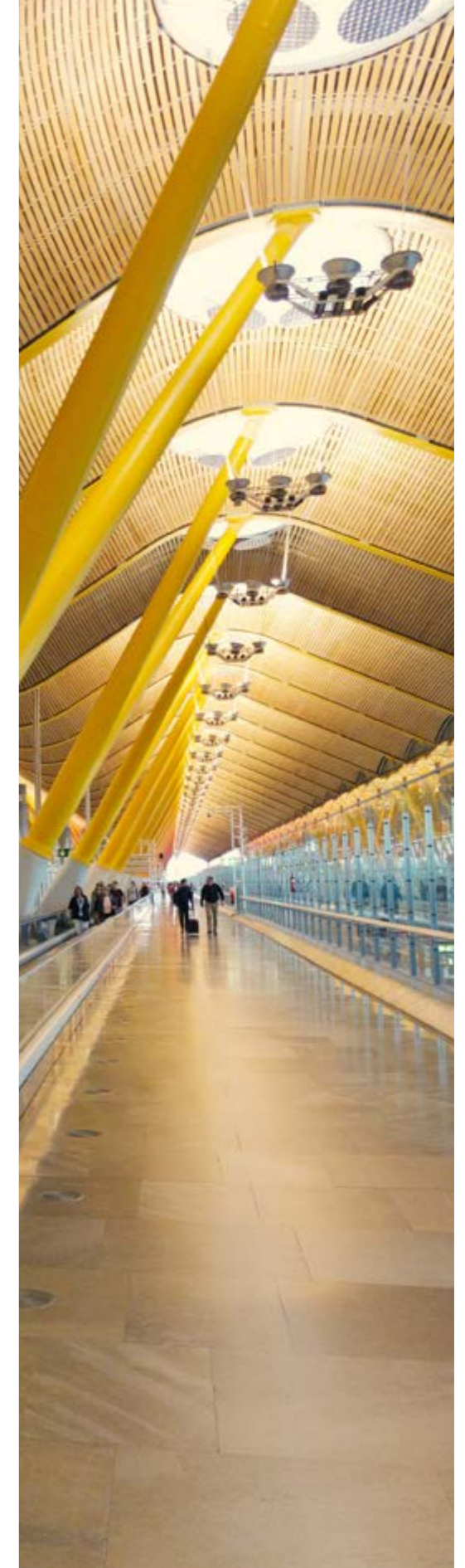
 To IE Tower at Paseo de la Castellana, 259E

Arriving from T4:

- Follow the signs for M-12 / Madrid / M-11 / M-40
- Take the exit for M-11 towards M-40 / R-2 / A-1 / M-607 / M-30 / Madrid
- Use the 2 left lanes to take exit 31A towards La Paz / P ° Castellana
- Continue along Paseo de la Castellana

Arriving from T1-T2-T3:

- Take exit M-11 towards Madrid City Center / Airport from Terminal T4
- Continue on M-11 towards Paseo de la Castellana. Take exit 31A from M-11.
- Follow Paseo de la Castellana to your destination.



At your own pace

PUBLIC TRANSPORTATION APP

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](#)

MUNICIPAL TRANSPORTATION COMPANY

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](#)

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](#)

TRANSPORTATION CARDS

You can load rides for public transportation onto two types of cards: the Multi Card and the Public Transport Personal Card. Click for more information regarding the [Public Transportation Personal 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€. Click for more information regarding the [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€.

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

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 Cercanías 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 range between €1.05 and €1.25

[Click here for more information](#)



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

Opening a bank account

Although it is not a legal requirement, most students choose to open a Spanish bank account. While you are welcome to try opening a bank account at the bank of your choice, many banks will request a valid NIE card before allowing a foreign student to open a bank account.

IE University has a deal with two branches of Banco Sabadell. The Sabadell branches that offer support to our students are located at:

B Sabadell

- ☎ (+34) 91 432 70 70
- 📍 Calle Serrano 71
- 🕒 Mondays to Fridays: 8:15am—2pm

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 University 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 / 915 298 210

Madrid City Council Information (if you are calling from outside of Madrid)

012 /91 580 42 60

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



Phone stores

IE University 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 University 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 get-ting a pre-paid SIM card and then later switching to a contract.



ORANGE

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

MOVISTAR

- Calle de Modesto Lafuente, 65
- Calle Jose Abascal, 23 Local
- Calle de José Ortega y Gasset, 49

VODAFONE

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

PHONE HOUSE

- Calle Orense, 12
- Calle Conde de Peñalver, 13

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.

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. Click here for more [information](#).

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 Post Offices (*Correos*) in every neighborhood of Madrid. 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 University, as valuable items can be lost in transit.

Where do I go if I need...

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).

Information upon my arrival & immigration?
Student Services Department
✉ ieustudentservices@ie.edu
📍 Paseo de la Castellana, 259E, 28046 Madrid
🕒 Monday to Fridays: 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?
✉ CarrerasOnline@ie.edu
📍 María de Molina 31BIS

Information about the official IE University 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.
Information about clubs or groups?
Campus Life
✉ Campus.Life@ie.edu

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

📍 María de Molina, 31
Information about textbooks, printing charge ?
Service & business cards
✉ IEeditorial@ie.edu

Information on agreements IE University 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

IE Covid support office
✉ covidsupport.segovia@ie.edu
📍 Segovia
✉ covidsupport.madrid@ie.edu
📍 Madrid



www.ie.edu/university/resources/student-services

CONTACT US

iestudentservices@ie.edu
+34 91 568 98 96
Paseo de la Castellana, 259E,
28046 Madrid

Monday to Friday 11 am — 5 pm