

## GENERAL INFORMATION TO CUSTOMERS TRAVELING WITH RENFE

**IMPORTANT! PLEASE READ:** If you are traveling from/to Madrid airport your ticket(s) include free airport transfer when traveling on AVE and other long-distance trains. You are entitled to a **free train ticket from/to Madrid airport to/from Madrid Atocha or Madrid Chamartin using train line C1 departing from Madrid Airport Terminal 4**. More information on each connection and how to obtain your free airport-transfer ticket(s) can be found below. *If you need any assistance, please contact our client service department by email at [info@accesrail.com](mailto:info@accesrail.com) or by phone at 1 (514) 904-2611 or toll-free from USA & Canada at 1 (866) 817-6383.*

### **Connecting in Madrid**

**Madrid airport** and train stations **Atocha** and **Chamartín** are located in the city center.

**From the airport** by train take **Line C1** of Renfe Cercanías, it runs from **Terminal T4** of Madrid-Barajas airport to the **City Center**. Key locations include Chamartín, Nuevos Ministerios, Atocha and Principe Pío.

The **Airport T4 station** has wider turnstiles than usual to allow for luggage, and ticket machines selling all Renfe products.

**Estimated travel time: 11 minutes to or from Chamartín.**

If your flight does not already arrive at Terminal T4, please use the below map for your connection options:

Connections between terminals: <http://www.acprail.com/pdf/MAD-AIRPORT.pdf>

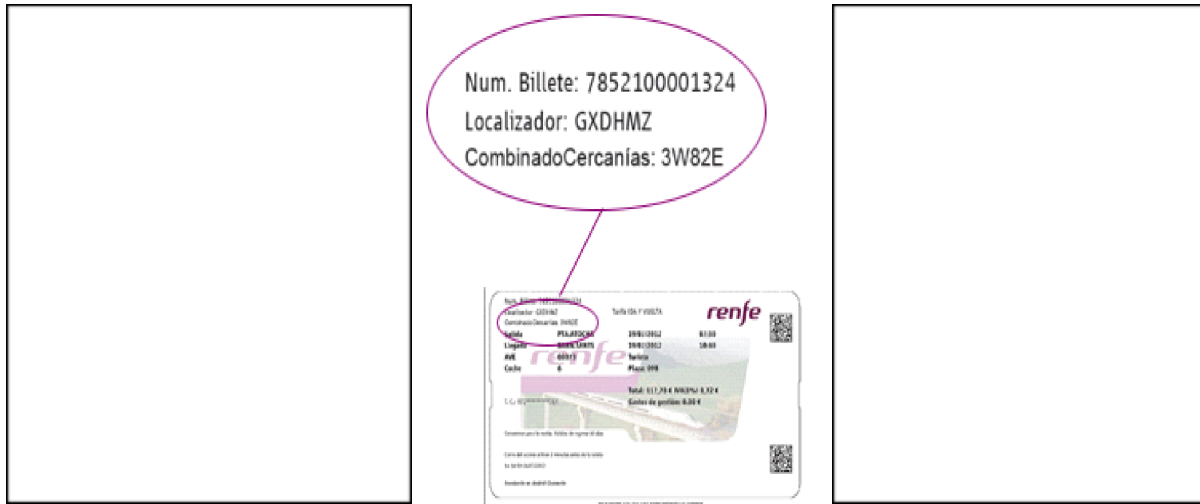
**By subway** take metro line 8 which runs from all the airport terminals to Nuevos Ministerios station in central Madrid.

**Estimated travel time: 12-15 minutes to Nuevos Ministerios.**

Please refer to the below map for your reference: Public transport map:

<http://www.acprail.com/pdf/mad2.pdf>

## How to obtain your free ticket:



Go to one of the Renfe train ticket vending machines. They can be found in both the airport station and the main rail stations. If you are unsure on how to use the vending machine, please look for an official staff member wearing a high-visibility jacket.

There is normally somebody manning the machines that can help.

You will need to enter in the 5-digit pass code called **“CombinadoCercanías”** which is located in the left upper corner of your PDF ticket (example below). You may also be able to scan the barcode to retrieve your ticket.

## Renfe conditions of travel:

- For the English subset of the General Terms and Conditions for Renfe, please visit:  
<http://www.acprail.com/blog/wp-content/uploads/Renfe-second-page-conditions-of-travel.docx>