

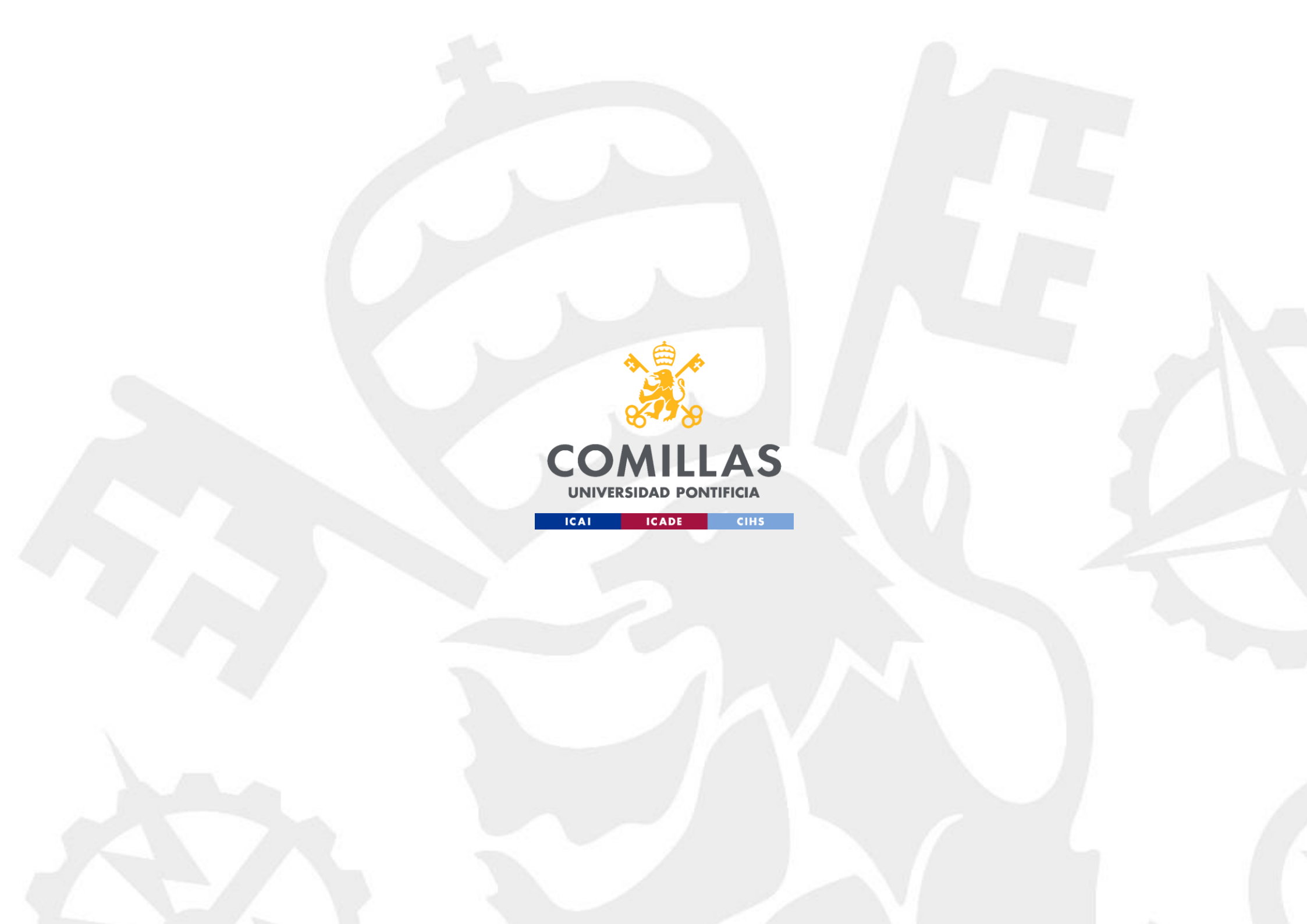
MADRID

COMILLAS
UNIVERSIDAD PONTIFICIA
ICADE
Faculty of Economics
and Business Administration

WELCOME

to Madrid and to Universidad Pontificia Comillas

C. Alberto Aguilera 23 Madrid-28015 | Tel.:(+34) 91 542 28 00 | www.icade.comillas.edu/es/facultad-de-empresariales | www.facebook.com/ICADEeconomics


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Introduction

The Universidad Pontificia Comillas welcomes you and thanks you for the trust you place in our educational institution. We hope that this new stage of university studies will be a positive and enriching experience for you. We present you this brief guide with useful information that could help you during your stay in Madrid. We want to share facts, suggestions, and advises. Feel completely welcome to Madrid and to Universidad Pontificia Comillas!

Madrid

What is it like?

Madrid is the capital of Spain and an impressive city. Madrid is the largest Spanish city with a population of almost 3.2 million inhabitants. The city is located in the geographic center of the Iberian Peninsula at an altitude of 646 meters above sea level. Madrid is also the capital of the Community of Madrid, bordered by the communities of Castille and León and Castille-La Mancha.

Madrid is known internationally as a beacon of culture and fun. It is a cosmopolitan metropolis with modern infrastructures and with a large artistic heritage, a legacy of centuries of exciting history. The cultural, leisure and sports offering is rich and varied, with a large number of theaters and museums, such as the Prado National Art Museum. Monuments, exhibits, and concert halls dot the city. Moreover, in Madrid, you can find over 43 well-known parks and green areas, such as the Retiro Park, "*Casa de Campo*" Recreational Park or the Sabatini Gardens frequented by thousands of people every day.









Climate

Madrid has a continental-Mediterranean climate. Winters are moderately cold, including sporadic snowfalls and minimum temperatures sometimes below freezing. Summers are hot with average temperatures around 25°C in July and August and with highs that sometimes exceed 35°C.

Leisure

Madrid has a lot to offer. It is considered one of the top European destinations concerning art museums. Best known is the *Prado Museum*, the *Reina Sofía National Art Museum* and the *Thyssen-Bornemisza Museum*, the tree of them located along the *Paseo del Prado*.

The nightlife is a main attraction as well. Tapas bar, cocktails bars, clubs, jazz lounges, live music venues, flamenco theatres, and establishments of all kinds to satisfy all.

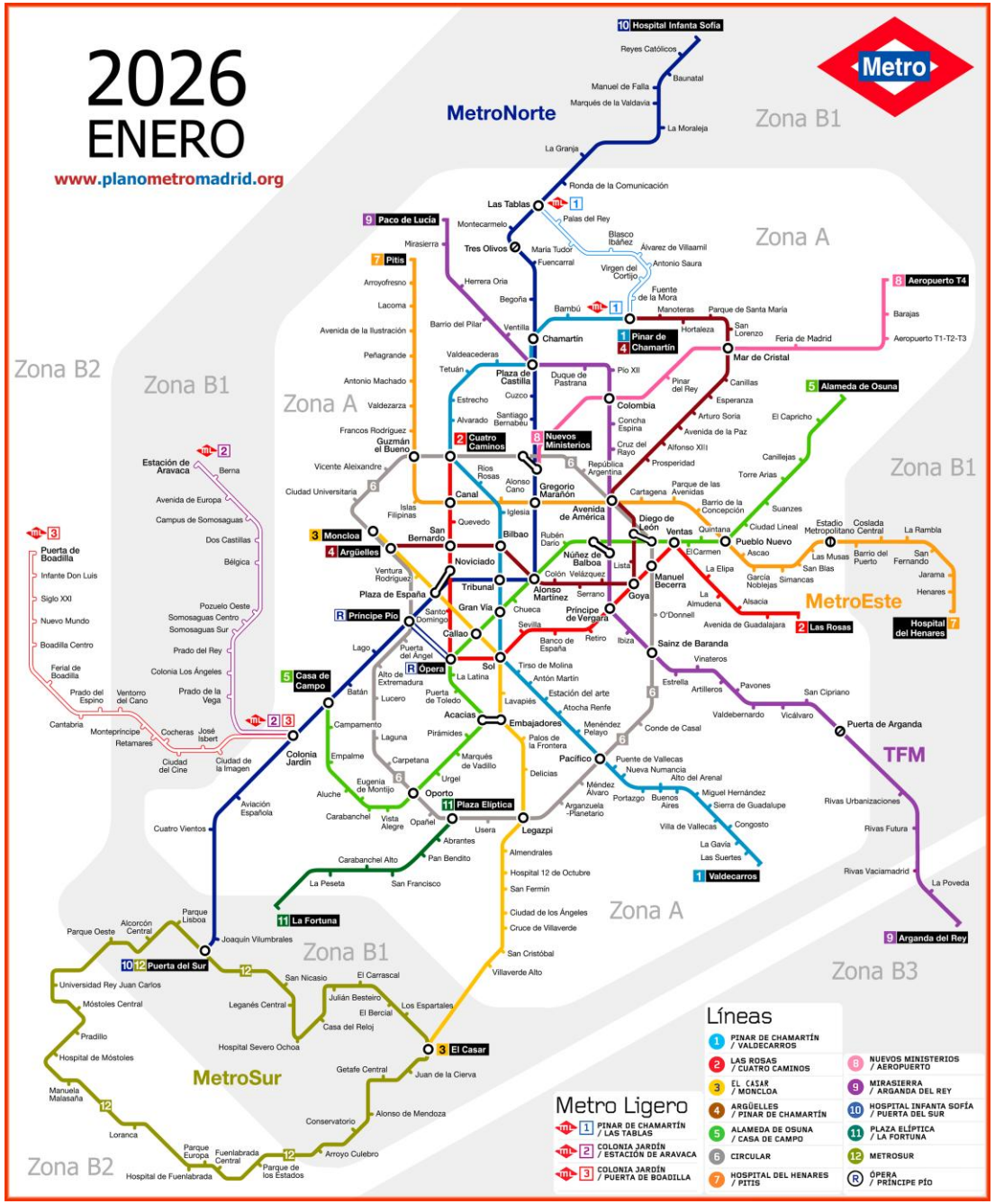
Public transportation

Madrid has a wide network of busses, (http://www.emtmadrid.es) and "*Cercanías Renfe*" trains, but the Metro is the easiest and quickest way to travel within Madrid, (https://www.metromadrid.es/es/). *Metro de Madrid* is the underground/subway system and offers rail services for the city of Madrid, and some others cities in the Province. Single tickets, 10-trip tickets and monthly pass for transportations are available in underground stations, train stations and in tobacco shop called "*estancos*". It is highly recommendable to get the monthly pass tickets called "*abono mensual*" which allow you to take any transportation (train, bus, metro, and light rail metro), unlimited for 30 days. If under 26 years old, the monthly pass tickets is the "*abono joven*" (youth pass) costs 8€/month and allows you to access all transportations services. You will have to apply for it using this link:

https://www.tarjetatransportepublico.es/CRTM-ABONOS/entrada.aspx

PUBLIC TRANSPORT SCHEDULES:

- **Metro:** from 6 am. to 1:30 am.
- **Bus**: from 6 am. to 11:30 pm.
- **Night Bus:** from 11:30 pm. to 5:30 am.
- **Train:** from 5 am. to 11 pm.

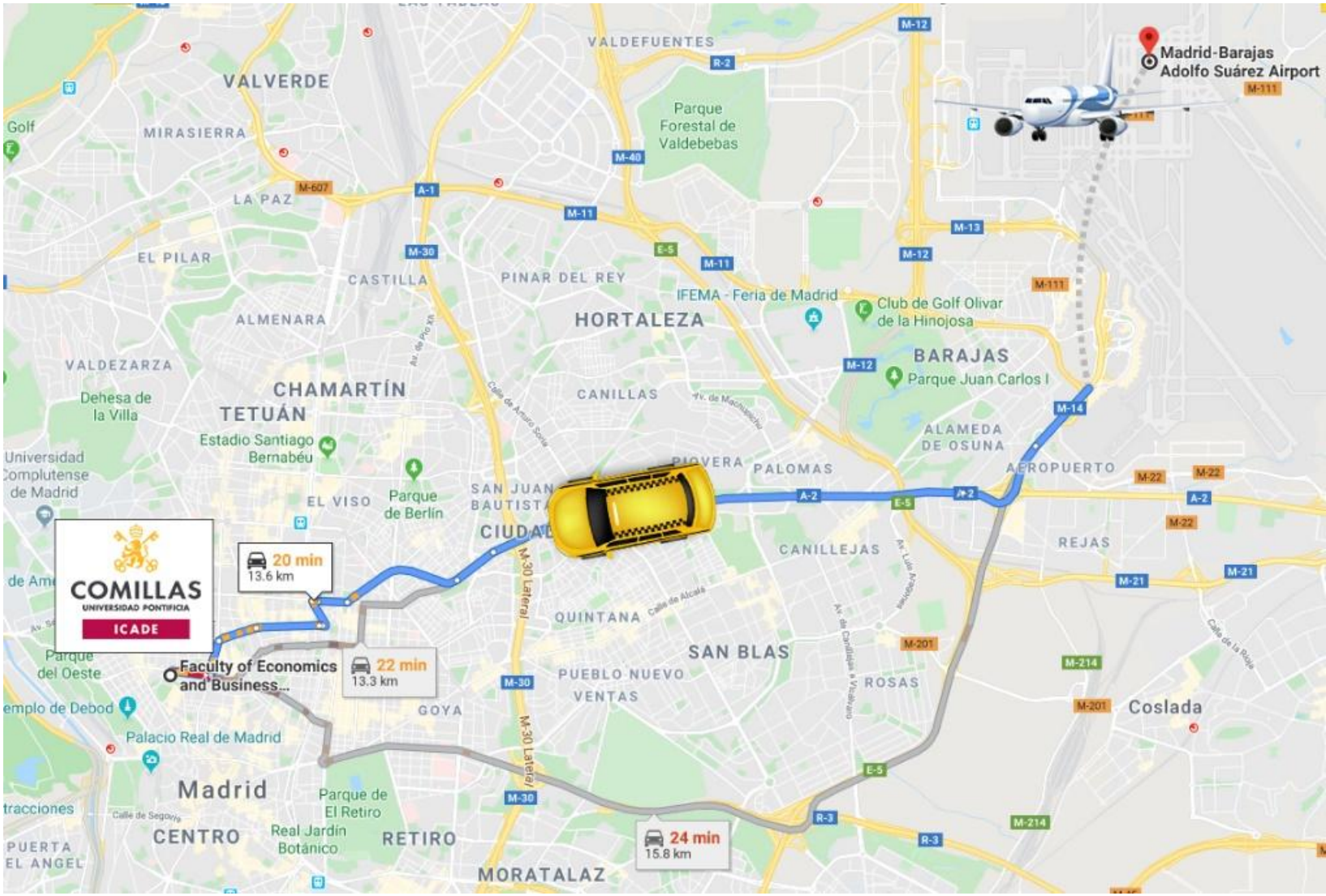


How to get here from the airport

The closest (and the only commercial airport) to the Faculty of Business and Economics (ICADE), is the **Airport Madrid-Barajas Adolfo Suarez.**

Taxi or Uber

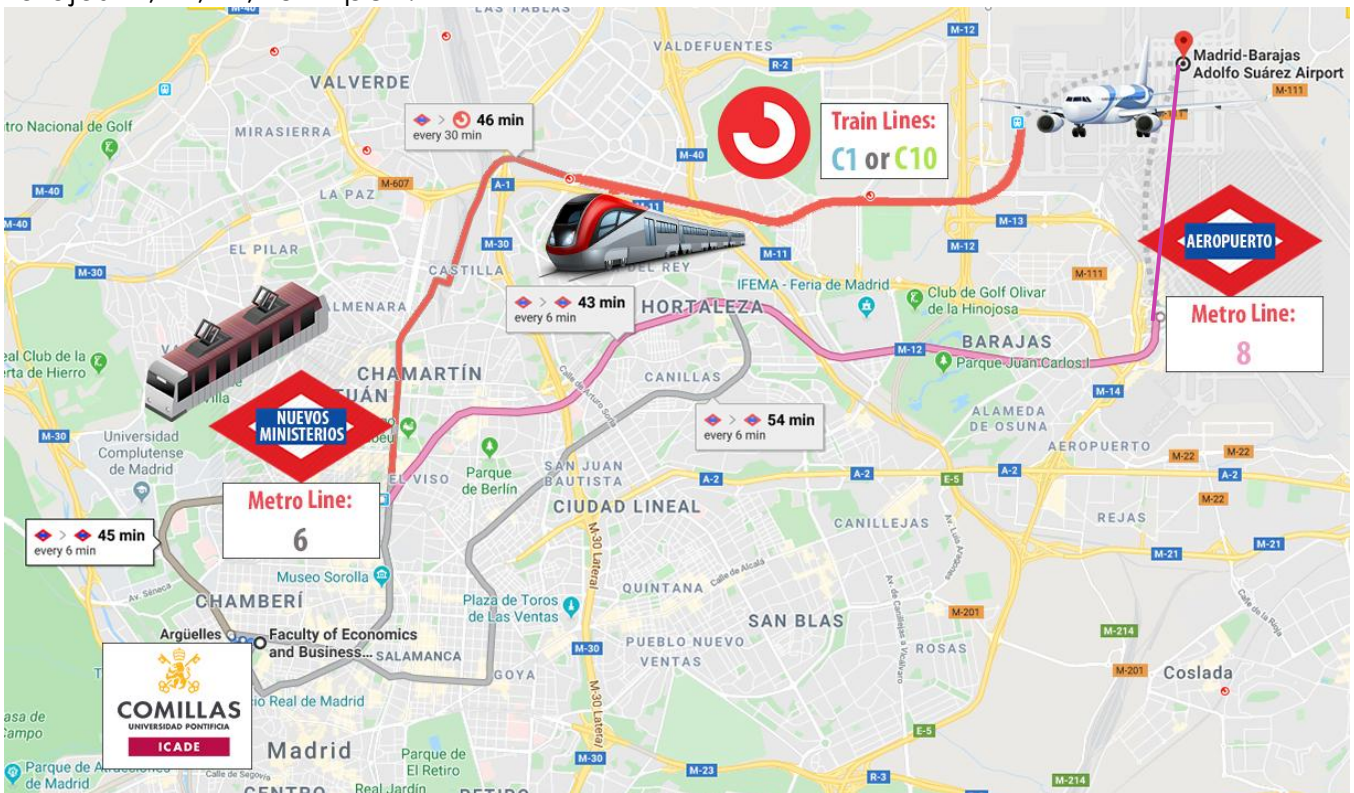
You can make the way from the airport to our school by **taxi** or **Uber**. The taxi ride will cost you 30 euros if the route is inside the Madrid M-30 bypass.



Train and Metro:

To use the metro, the suburban train, the light rail and the EMT or intercity buses. You can get the monthly transport pass. Its price would be about €10 and you will have to recharge it after a month has passed. You can recharge it at each metro station, where there are machines where you can recharge it through a series of very simple steps and through the language that is easiest for you to understand, although there is an app to recharge the monthly transport pass through your mobile phone called My Transport Card. To get to the University you have to use lines 2, 3, 4 and 6 There is also the possibility of making transfers between lines, and of knowing the arrival time of the train at the nearest metro station based on a Metro de Madrid or Madrid Transportes app. In 2026 line 8 reaches Madrid Barajas t4, T1, T2, T3 Airport.

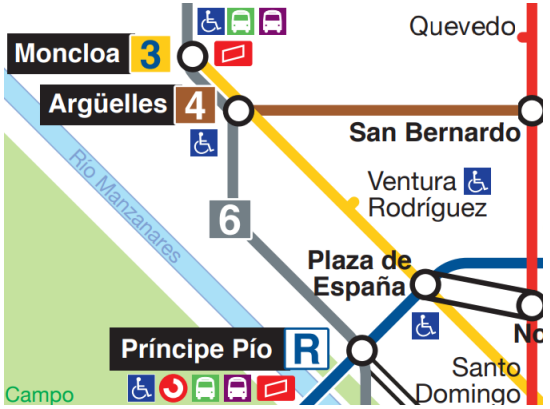




Metro

The closest metro stations to the Universidad Pontificia Comillas Faculty of Business and Economics are the following

- **Argüelles** (metro lines 3 and 6)
- **Ventura Rodriguez** (metro line 3)
- **San Bernardo** (metro lines 2 and 4).





The university

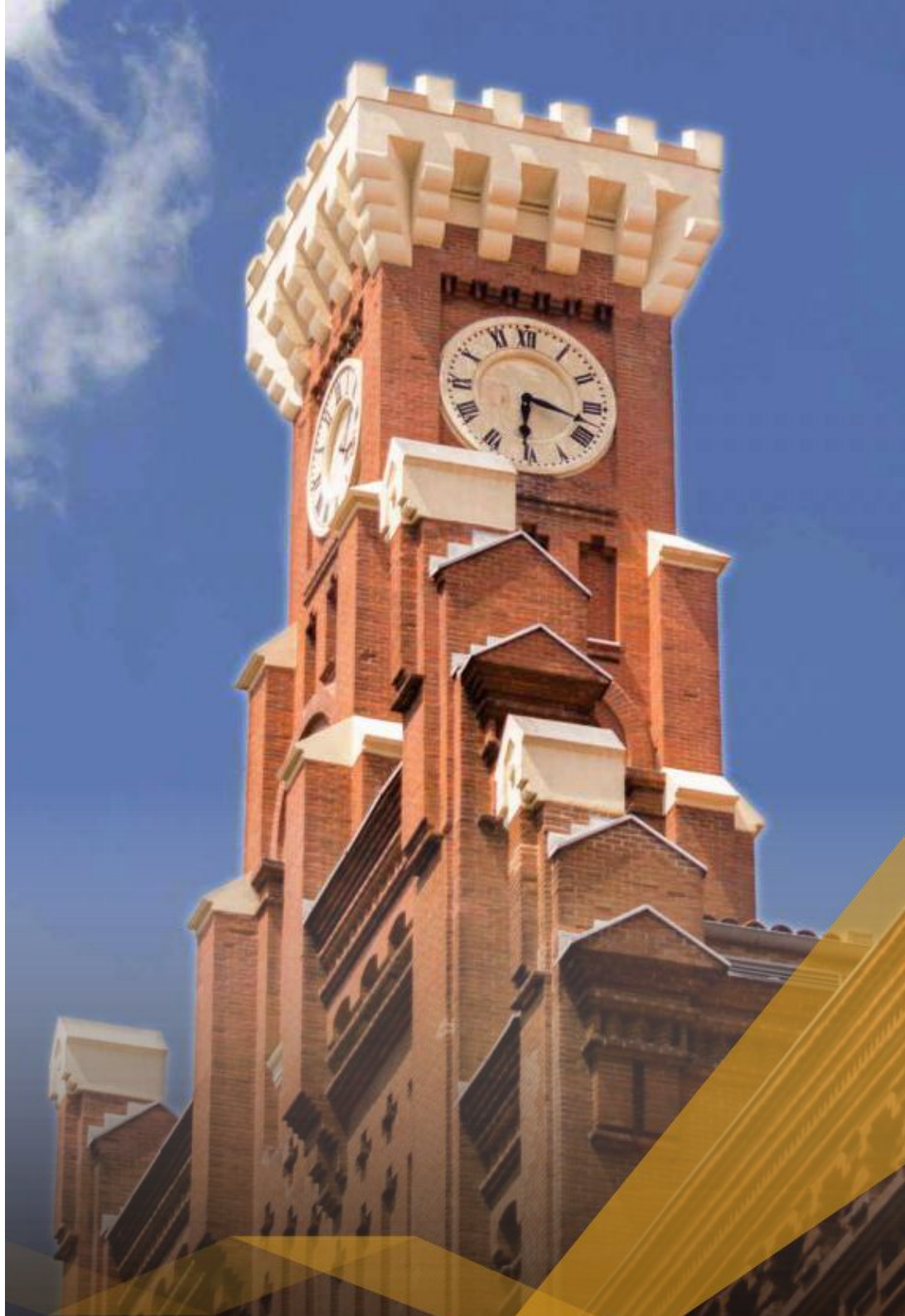
Universidad Pontificia Comillas

Founded in 1890, the Universidad Pontificia Comillas (ICAI-ICADE) is a prestigious institution administered by the Society of Jesus, the Jesuits, a religious order that manages some 200 universities around the world. The University combines a long history of experience in education, characterized by academic excellence and a humanistic tradition in teaching, with a constant desire for modernization, stimulated by constant social change.

Faculty of Economics and Business Administration

The Universidad Pontificia Comillas Faculty of Economics and Business Administration is located in Alberto Aguilera 23, Madrid. Along with the Faculty of Law, the Faculty of Economics is historically known by ICADE. The faculty contact telephone is

+34 91 542 28 00



European grading system

In Europe, like in most of the world excluding most of North America, academic grades are denoted using numbers from 0-10. The professors assign the grades using the following parameters:

Grade	Result	Spanish Concept
0.0 – 4.9	Failure	Suspenso
5.0 – 6.9	Passed	Aprobado
7.0 – 8.9	Distinction	Notable
9.0 - 10	Excellent	Sobresaliente

Support for international students and students with disabilities

The university always try to help exchange students in anything needed. This help includes assistance for international students with language barrier and of course, for students with academic disabilities. If you need help, do not hesitate to contact the International Relations Office of Comillas Faculty of Economics using the email addresses international.business@comillas.edu, jcalvo@comillas.edu, where we will provide you the appropriate assistance. We have tutors, specialized departments and all the opportunities available for you to get.

Moodle

Moodle is an e-learning platform used in Comillas for many purposes, and many educational institutions around the world use it as well.

The Moodle platform is the perfect way for the professors to communicate with the students (and vice versa), to upload grades, class notes, or any important file or educational material from class.

You can access the platform trough Comillas website. It is very easy to use Moodle, but to learn, you can find guides and help in Comillas Intranet:

If you have any issues or doubts about Moodle, please get in contact with the https://www.comillas.edu/stic/ service and they will help you. For instance, if one of your courses does not appear in Moodle after the first two weeks of classes, (when the add/drop period ends), you should ask the https://www.comillas.edu/stic/ team, because that is important.



Accommodation

The Universidad Pontificia Comillas does not have its own on-campus or off-campus accommodations, but there are other options. Comillas counts on 5 partners that can help you in the task of looking for accommodation:

- "Lodgerin" presents exclusive offers to exchange students at the university. No fees for the students.
- "Aluni.net" also helps the exchange students and students from Comillas will have a discount on the requested service. The student must inform the provider that he is going to study in Comillas.
- "MadridEasy": is another accomodation provider that offers a 50% discount on the requested service. The student must use the code COMILLAS50
- ErasmusPlay is an accomodation search engine.
- Innfamily.com. Students from Comillas will have a 50% discount on the requested service

In addition, you can access information about "*Colegios Mayores*" (Traditional Student Residences often located near specific Universities) and Privately-owned University Residences in Madrid through this link.If you are looking for a place to live, it is very important to get well informed about the included services, the payment deal and to have a legal and proper leasing contract.





Culture

Greetings

Spanish people just shake hands if the situation is formal. In an informal context two Spaniards kiss in the cheeks twice, (they actually kiss the air). The two kisses greeting happens between men just if they are relatives or have years of friendship between them.

Usted and tú

In Spanish, there is a very formal way to refer you to a person: "*usted*". It is a third person pronoun used with elderlies, unknown people or in a very formal context. Nevertheless, the most common is to use the second person pronoun "*tú*". To change from *usted* to *tú* it is common to ask "*¿Le puedo tutear?*" o "*¿nos tuteamos?*"

Personal space and way to talk

Spain is different! And the Spanish people have a different way to interact and express themselves. It is very common effusiveness, passion way to talk, and physical contact when Spanish people talk and interact. The personal space given to others when talk is reduced compared to other cultures. It is important to highlight as well, that sometimes Spaniards have a very direct speech or lack of political politeness compared with people from other countries.

Daily Spanish schedules

The daily schedule for an average Spaniard is different from the rest of European. Lunch hour starts around 1 pm as earliest, but could starts at 4 pm easily. After launch time, many business and stores close from 2:30 pm to 5 pm approximately, but services as post office, malls or supermarket stores, *("Correos")* do not close for lunchtime. Most banks in Spain only open to the public in the morning.

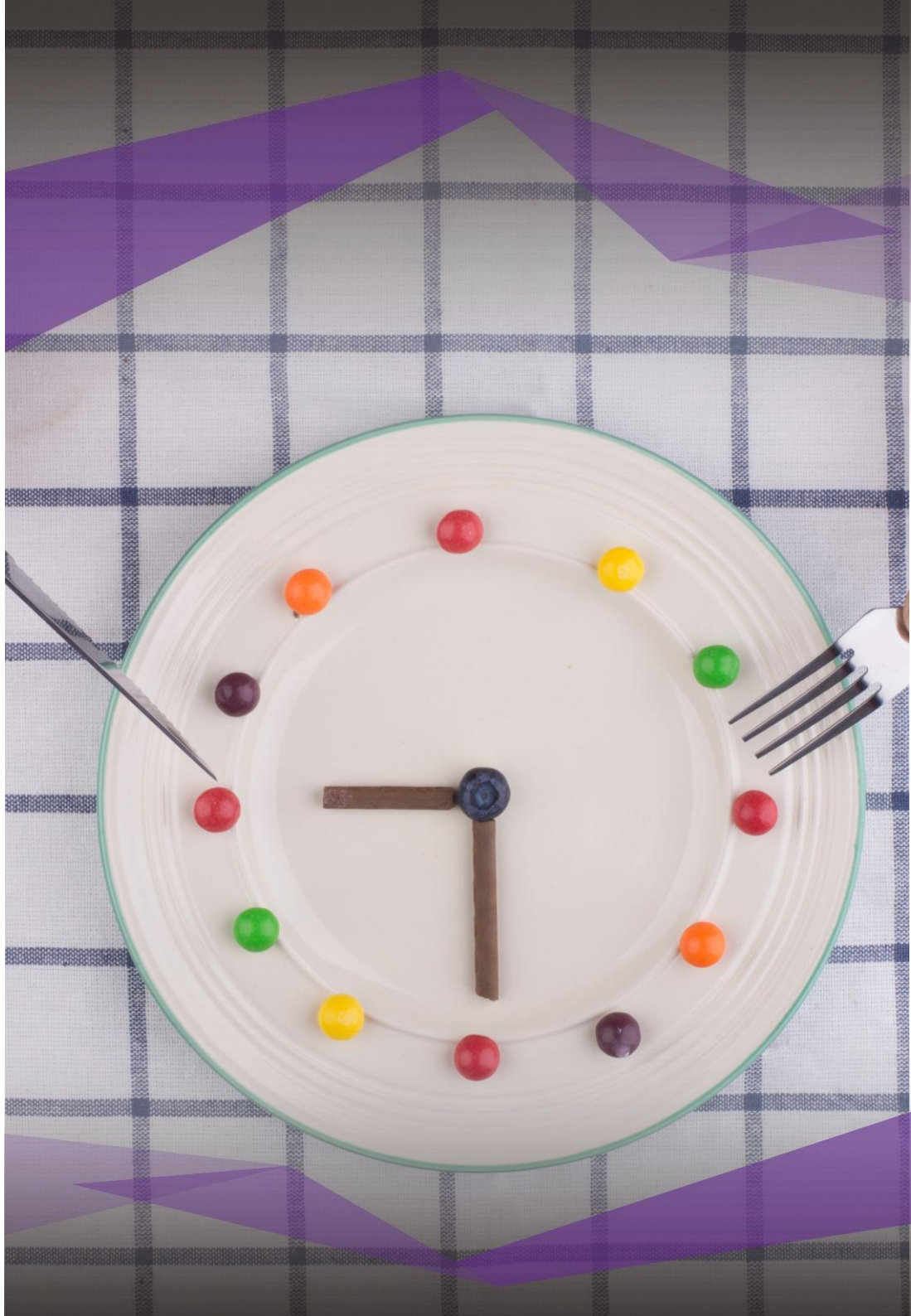
Spanish diner time is very late compared to the rest of Europe as well. It is common to have dinner from 9 pm. to 11 pm.

Phone call to a private home

It is considered very rude to make phone calls to private homes in certain hours, like just after launch or specially at late evening after dinnertime. So keep that in mind.

Nightlife

The nightlife in Madrid does not stop. The "*marcha*", which is the colloquial name for the nightlife in Madrid, starts very late. For example, many people do not even start to go out until almost midnight, and do not come back home until 6 or 7am.



Useful Words and Phrases

English	Spanish
Hello	Hola
Good morning	Buenos días
Good evening	Buenas tardes
Good-bye	Adiós
See you soon	Hasta luego
How are you?	¿Cómo estás?
I am fine	Estoy bien
Thank you	Gracias
You are welcome	De nada
Please	Por favor
I don't understand	No entiendo
Pleased to meet you	Es un placer conocerte
I am sorry	Lo siento
Excuse me	Perdón
Yes	Si
No	No
Bon Appetite!	¡Que aproveche!
What?	¿Qué?
When?	¿Cuándo?
How?	¿Cómo?
How much?	¿Cuánto?
Where?	¿Dónde?
Why?	¿Por qué?
Because	Porque

English	Spanish
What time is it?	¿Qué hora es?
What day is today?	¿Qué día es hoy?
What is the weather like?	¿Que tiempo hace?
It is hot	Hace calor
It is cold	Hace frío
It is raining	Está lloviendo
It is sunny	Está soleado
How I can get to…?	¿Cómo puedo llegar hasta…?
How much is this?	¿Cúanto cuesta?
Where I can buy…?	¿Dónde puedo comprar…?
I need…	Necesito…
I want…	Quiero…
I am hungry	Tengo hambre
I am sleepy	Tengo sueño
I am happy	Estoy contento
I am sad	Estoy triste
I am in danger	Corro peligro
I am hurt	Estoy herido
Help!	¡Socorro!
Call the police	Llama a la policía
Call an ambulance	Llama a una ambulancia
Call the fire department	Llama a los bomberos
I have an emergency	Tengo una amergencia
Can I use your phone?	¿Puedo usar su teléfono?



Banking

Open a bank account in Spain

Your legal status in Spain is going to determinate whether if you can or not open a bank account. All exchange students with a Type D visa are permitted to open a one. More, all citizens from the Eurozone countries are also permitted to open a Spanish bank account. However, all foreigners without employment are barred from opening a credit account, only checking and savings accounts are permitted.

Documentation needed to open a bank account in Spain

If you are staying less than six months, you only need to bring your passport with your Spanish visa, if you are staying for longer than six months, you will need your passport that has your visa along with your *TIE, "Tarjeta de Identificacón de Extranjeros",* (Foreigner Identity Card). If you are European and do not have a visa, bring your national ID card and your passport.

Money transfer from United States to Spain

If you are from North America, the process can take up to a month or more, even if you write yourself a check. More, some US laws (Dodd-Frank) place limitations on transferring money while out of the country, meaning that you will not be able to transfer money from your own account to your new Spanish one. Some internet transfer services could be useful and cheaper in facilitating bank transfers, and keep in mind options such as Western Union.

Mobile phone information

Stay connected in Madrid

Your cell phone is something important that you will need during your time in Madrid. Although some international operators, such as Sprint and T-Mobile in the US offer free limited roaming, in the long term you might find it more convenient to sign up with a Spanish operator.

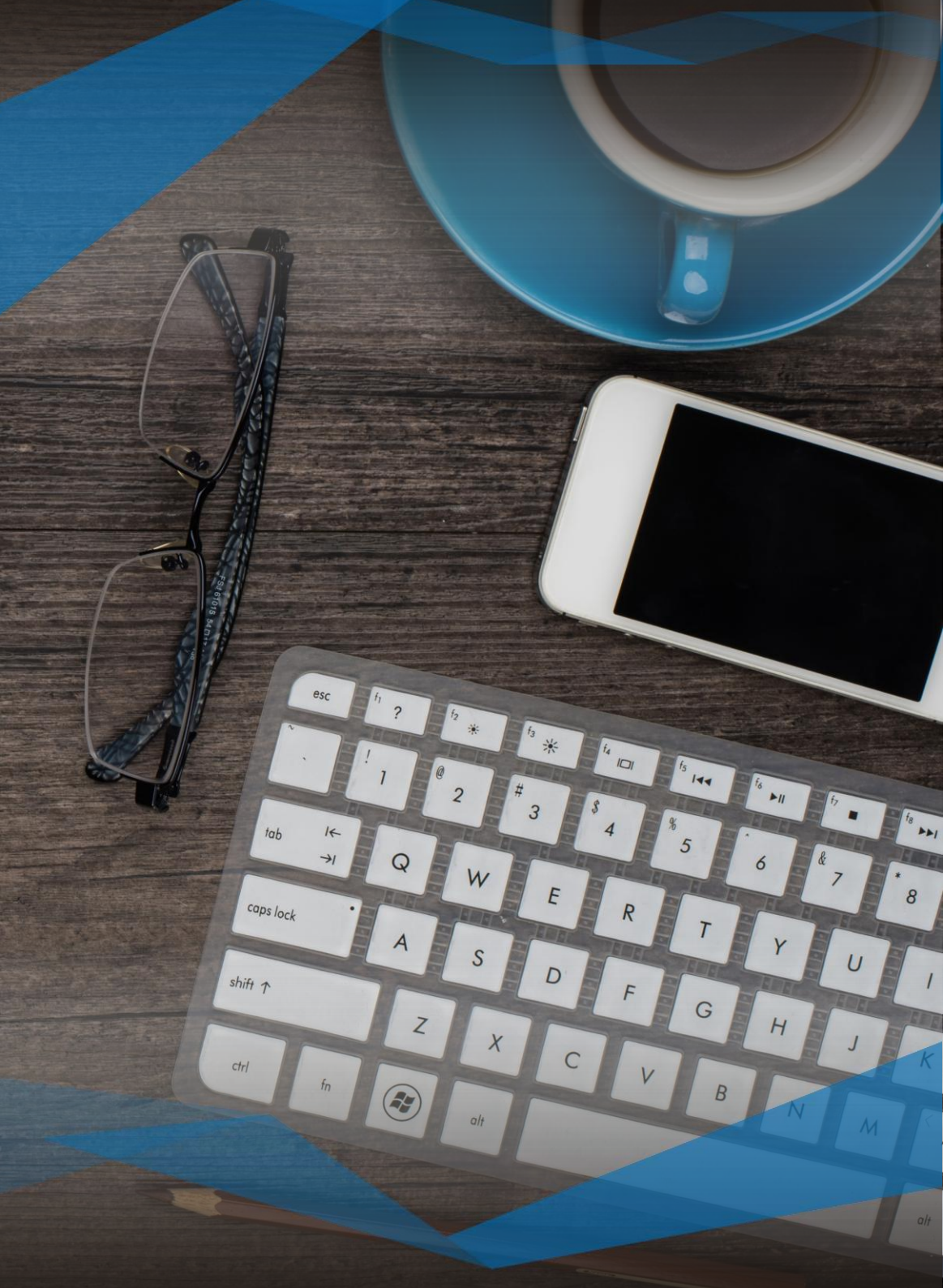
Remember that the Spanish phone code is +34.

Mobile service providers

Spain has four principal mobile operators, and many more that operate using the networks of other companies. *Movistar, Orange, Yoigo*, and *Vodafone* offer service and coverage throughout Spain. Other companies such as *Lebara Mobile* and *Tuenti Movil*, offer services using the above networks at a reasonable price as well.

- Movistar: http://www.movistar.es/
- Orange: http://www.orange.es/
- Vodafone: http://www.vodafone.es/particulares/es/
- Yoigo: http://www.yoigo.com/
- Lebara; http://www.lebara.es/?&isoCode=es_ES





Pre-pay mobile

To have a cell phone in Spain you have two options: prepaid cell phone or a contract one. To get a cell phone with a prepaid sim card, you just need an official identification, (such as your passport). One drawback is that before leaving Spain, you must cancel the card, and spend all the money that you have loaded in it.

Contract mobile

To sign up for a contract cell phone, it is necessary to have a Spanish bank account with at least 6 months and to have the contract for at least 3 months. The advantages of a contract mobile are that the payment by the company is automatic, with cheaper prices and tariffs, free roaming in the European Union, and more Internet data. Nevertheless, this option requires more time and attention, to choose the plan that suits you best.

Recommendations

It is highly recommended to always travel with your PIN & PUK mobile codes. In case of loss or if your smartphone was stolen, you should make a duplicate of your SIM card as soon as possible, contacting your mobile service company.

You can try other options to communicate internationally from Spain. You can try "Global Phones", a type of international mobile service. You can also make Internet calls using apps like Skype or Face Time.

Health and medications

Health Coverage

It is essential for students from countries, which do not belong to the European Union, the European Economic Space or Switzerland to bring an insurance policy with them from their respective countries, which covers sickness, hospitalization and accidents for the entire period of stay at the Universidad Pontificia Comillas.

The group "*Hospitales de Madrid*" and the group "Quirón Salud" offer preferential assistance to foreign students. Students who go to one of the hospitals in the groups will be assisted by a translator, who will accompany them while there, and who will help to fill out administrative paperwork and forms needed by the insurance company. Please visit or contact:

http://www.hmhospitales.com/

https://www.quironsalud.es

Primary care physicians

If you get sick. It is a good idea to ask your health insurance customer service, which places in Madrid are included in the coverage by your plan. You can do this after finding your accommodation for your stay in Madrid. If you have the European Health Insurance Card; ask your neighbors about the community health center, *("ambulatorio")* for your building and in it, they will assign you a primary attention doctor.



Supplementary health

If you should need to visit a specialist, you will need to be redirected from a primary care physician. That is why it is important that you get early contact with a doctor if you know that you will need special treatment.

Emergencies

The general emergency number throughout the European continent is **112**. Remember that number. In case of emergency, also, remember the 24/7 Comillas emergency hotline, which is **+34 654 349 436.** After the emergency is solved, you may consider informing your family and your home institution.

Information for North American Students

Many medications that require a prescription in the United States or Canada can be dispensed at Spanish pharmacies. However, if you take a medication daily, before leaving, ask your doctor to prescribe you enough to last you for your entire stay in Spain. Many private, North American health insurance companies will block the purchase of medications for long term. To annul this block, your doctor will need to fill out a vacation override, and if you ask for this beforehand, you will save some time. Your pharmacist can ask for this from your doctor as well. In addition, if you bring a large quantity of narcotic or psychotropic medications, it is possible that you will need to ask permission from the Consulate that issues your visa. Before speaking with the Consulate, speak to your doctor so that they can prepare you a document describing that you are their patient and under their care. Many times, this document, along with the medicine being in its original bottles or packaging, will serve in place of the consular certificate to travel with your medications.

Information for African, Asian, European, and South American students

If you take a pill daily, it is better that you bring your medication with you from your country. If you come from a country with strict pharmaceutical controls, be sure that you can transport a sufficient amount of medication for your entire stay in Spain. The process of getting drugs for foreigners, (especially if they are expensive) can be very long and burdensome. Explain the situation to your doctor before leaving your country and so that they can prescribe enough of your medications for your time here.



Shipping Medications

A very common mistake is to think your family could send you more medicaments from home. Shipping medications that require a prescription from a doctor is not something that everyone can do. Only prescription drug manufacturers, agents, pharmacies, or other dispensers or agents may ship medicines. The government of Spain will reject the package in customs, and most postal carriers will refuse to send them.

Useful related links:

- Classification of controlled drugs
  http://www.emcdda.europa.eu/html.cfm/index146601EN.html
- 453 Controlled Substances and Drugs:
  http://pe.usps.com/text/pub52/pub52c4_019.htm
- Non suitable for mailing matter:
  https://www.canadapost.ca/tools/pg/manual/PGnonmail-e.asp#1388262



Safety

Madrid safety

Madrid is generally a secure city, and one of Europe´s safest capitals in terms of serious crime, but there is still many issues to take on consideration, especially pickpocket crimes. Many tourists report that they have been robbed while riding on the subway. Additionally, pickpocket thieves are everywhere. Being foreign make you a perfect target.

Safety tips

It is best to carry just what you need, (a passport photocopy, a credit card, some cash money…). Get a strong bag, guard your bag close to you, go where the locals go, make photocopies of important documents, try to not look like a stranger to the city, do not try resist if you are confronted, avoid dark places by night, move in groups and have your smartphone always charged

What to do if you are robbed

The first thing to do is to cancel all bank and credit cards that were stolen. If you do not have the numbers to call, the police station have a list of numbers. You will also need to make what is called in Spain, a "*denuncia*", (an official statement detailing exactly what has been stolen and how and where it happened). If your smartphone got stolen, call the phone company to block the number and get a duplicate sim card.

Visas and exiting the EU

Types of visas

All long-term EU student visas are noted by a D code. The conditions for applying for a visa are different at each Consulate and Embassy, so find out which Consulate oversees your state or province. You cannot apply for a visa at a Consulate that does not have consular jurisdiction of your area of residence; however, the Embassy of your country has permission to process these visas. Some visas are allowed to leave and re-enter the EU, which would be indicated next to the visa type, in a category that says NUMBER OF ENTRIES. If this category is indicated, MULTI, meaning multi-entry, you can exit and re-enter the EU without problems, otherwise, you cannot re-enter more times than indicated on the visa.

Applying for your visa

To begin, find the nearest Consulate of your state of residence (or province or region) using the link that belongs to your country:



- Argentina: https://www.exteriores.gob.es/Embajadas/buenosaires/es/Paginas/index.aspx
- Brazil: https://www.exteriores.gob.es/Embajadas/brasilia/es/Paginas/index.aspx
- Canada: https://www.exteriores.gob.es/Embajadas/ottawa/es/Paginas/index.aspx
- China: https://www.exteriores.gob.es/Embajadas/pekin/es/Paginas/index.aspx
- Colombia: https://www.exteriores.gob.es/Embajadas/bogota/es/Paginas/index.aspx
- India: https://www.exteriores.gob.es/Embajadas/nuevadelhi/es/Paginas/index.aspx
- Japan: https://www.exteriores.gob.es/Embajadas/tokio/es/Paginas/index.aspx **All Japanese territory is under the consular jurisdiction of the Embassy in Tokyo.*
- Mexico: https://www.exteriores.gob.es/Embajadas/mexico/es/Paginas/index.aspx
- Singapore: https://www.exteriores.gob.es/Embajadas/singapur/es/Paginas/index.aspx **The consular jurisdiction of this Embassy is exclusively for those who reside in the territory of Singapore.*
- South Korea: https://www.exteriores.gob.es/Embajadas/seul/es/Paginas/index.aspx
  **The Embassy in Seoul has jurisdiction of the entire Korean peninsula.*
- United Kingdom: https://www.exteriores.gob.es/Embajadas/londres/es/Paginas/index.aspx
- United States of America: https://www.exteriores.gob.es/Embajadas/washington/es/Paginas/index.aspx

Visa validity

The visa is valid only for the time indicated in it. You cannot ask for a visa modification without leaving the EU.

Contact with your Embassy

It is vital that you maintain contact with your Embassy during your time abroad. Some embassies, such as the American and the Canadian, have programs that you can sign up to receive important information during your visit.

- USA S.T.E.P https://step.state.gov/
- Registration for Canadians traveling abroad https://travel.gc.ca/travelling/registration
- El registro para mexicanos en el exterior (SIRME) https://sirme.sre.gob.mx/
- Travel Aware, United Kingdom https://travelaware.campaign.gov.uk/

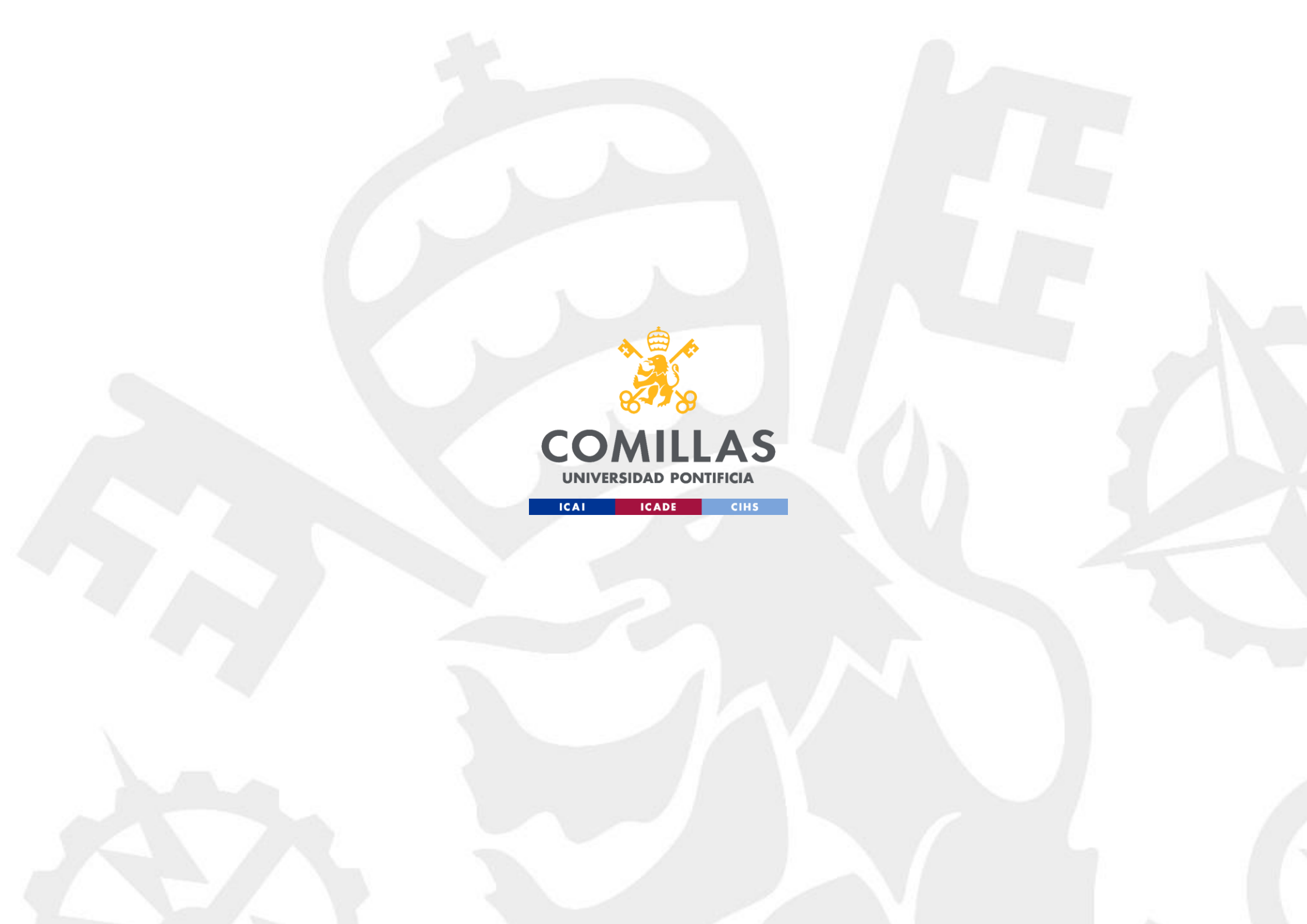
Important contacts

- Emergencies: **112** National Police: **091** Madrid Local Police: **092**
- Firefighters: **080** or **085** National Toxicology Institute: **91 562 04 20**
- Comillas Emergency Line: **654 349 436**
- Universidad Pontificia Comillas: **91 542 28 00**

U.P. Comillas Faculty of Economics and Business Administration International Relations Office:

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