

General information to customers travelling with Renfe

- **Renfe conditions of travel:**

Below you will find a subset of the General Terms and Conditions for Renfe. The full conditions can be downloaded / printed from: <http://www.renfe.com>

1. Means of transport

- 1.1. Passengers will be transported on the trains and carriages designed for this purpose for which they have the necessary ticket, in accordance with the established terms and conditions concerning admission, prices and timetables.
- 1.2. The capacity of these trains is limited to the seats on the carriages that form them. Passengers will not be admitted unless there is guaranteed seat availability, except in the cases envisaged in point 14.6.
- 1.3. In general, all of the means of transport used will be properly signposted to allow the passenger to identify them more easily.

2. Transport contract

- 2.1. The ticket is the document that formalizes the transport contract between Renfe-Operadora and the passenger.
- 2.2. The Transport Contract for Alta Velocidad (High Speed) and Larga Distancia (Long Distance) passengers is regulated by the present General Terms and Conditions, which will be made available for passengers

6. Passenger rights

Passengers on Alta Velocidad and Larga Distancia railway services will be, among other things, entitled to:

- A. Access the publication of times and prices of the services sufficiently in advance.
- B. Hire the Alta Velocidad and Larga Distancia service from or to any of the stations at which passengers board or alight these services.
- C. Receive the service in proper quality and safety conditions.
- D. Enter a transport contract with Renfe-Operadora in keeping with current legislation regarding land transport and consumer and user rights.
- E. Be kept up-to-date about the set procedures to solve disputes that may arise relating to railway transport.
- F. File any claims and complaints that they deem necessary in accordance with the general "Claims" clause, which can be made to Renfe-Operadora. There will be an official complaints book for this purpose, in keeping with current legislation.
- G. Receive compensation for damages caused to them in the event that Renfe-Operadora does not fulfil its obligations.
- H. Be kept informed of insurance policies or guarantees that Renfe-Operadora has undertaken to cover its liability. This information will be made available for passengers at the Passenger Information Centers and on the Renfe-Operadora website.
- I. Be kept up-to-date of these General Terms and Conditions, which will be made available as mentioned above.
- J. Change and cancel tickets in accordance with these General Terms and Conditions.

7. Passenger obligations

- A. Keep the corresponding ticket for the duration of the journey and until leaving the station at their final destination.
- B. Follow instructions from Renfe-Operadora employees in relation to the proper rendering of the service, as well as follow all notices displayed in the buildings and carriages.
- C. Respect necessary public safety measures and controls.

9. Baggage

There is no through checked baggage service. Passengers are responsible for collecting / checking-in their baggage at Madrid Airport.

The amount of baggage you may take on board the train is printed on the Renfe ticket.

Baggage refers to any handheld package that contains garments or personal or work-related belongings that belong to the passenger that does not contravene the safety measures established in laws and regulations and that does not represent a hazard or inconvenience for other passengers.

Passengers must store their luggage in such a way as to avoid injuring or disturbing other passengers or causing damage to the train, and will be exclusively responsible for supervising it.

Renfe-Operadora will not be responsible for any incidents, theft, lost baggage or damage due to improper storage or unsuitable contents, unless responsibility can be attributed to it.

25. Delays

25.1. Except in cases of force majeure, in accordance with current legislation, if arrival at the destination is delayed by more than one hour, the passenger will be entitled to financial compensation equivalent to fifty percent of the ticket price. When this delay exceeds one hour and thirty minutes, the compensation will be equivalent to the total price.

Claims have to be addressed to:

ACP – ACCESRAIL 9B
8375 RUE BOUGAINVILLE, SUITE 100
00211, MONTREAL – QUEBEC –CANADA
TEL: [+15149042611](tel:+15149042611)
EMAIL: INFO@ACPRAIL.COM / INFO@ACCESRAIL.COM

- **How to connect between Madrid airport and trains stations Atocha and Chamartin located in the city centers.**

You are entitled to a free train ticket from/to Madrid airport using train line C1 departing from Madrid Airport Terminal 4 when travelling on AVE and other long distance trains.

The C1 Train is a modern suburban train line that connects Terminal T4 with several key locations in Madrid including Chamartin, Nuevos Ministerios, Atocha and Principe Pío.

Estimated travel time: 11 minutes to or from Chamartin.

Line C1 of Renfe Cercanías runs from **Terminal T4** of Madrid-Barajas airport to the **City Center**.

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

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>

REMEMBER always to go to www.accesrail.com/checkin max 72 hours before the train journey to retrieve your Renfe ticket
Visit [ACPRail.com](http://www.acprail.com) for other great rail products

You may also choose the subway instead of the train; however this is a more lengthy option and requires a connection at Nuevos Ministerios station.

Metro line 8 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 connect between Barcelona airport and downtown trains station:**

You are allowed to a free train ticket from/to Barcelona airport. R2 North Line.

Departures from the airport from 05:42 to 23:38.

Frequency: every 30 minutes. Approximate journey time 22 minutes.

R2 North Line

Due to the second phase of construction work for the High-Velocity railway the vicinity of Sant Andreu Comtal station, the service to the airport is currently provided by **line R2 Norte Aeropuerto - Sant Celoni / Maçanet Massanes**

Airport Train Leaving From Barcelona Airport:

The entrance to the train station is in T2B. It can be reached via the same set of escalators that also lead to departures. Follow the signs for RENFE, along a covered bridge across the main road outside the airport. The train station is at the bottom of the stairs at the other side.

If you are arriving or departing from T1 you will not be able to walk to or from the train station. It is necessary to catch one of the free [shuttle buses](#) that run between the train station and T1.

Airport Train From Estacio Sants (Barcelona Sants) In The City Centre:

[Estacio Sants](#) is a large train station located at the top of Avenida Roma. It has many platforms and ticket booths. Therefore it is worth arriving in plenty of time to ensure that you have enough time to find your platform.

- **How to obtain your free ticket:**

Train ticket vending machines 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 **“CombinadoCercanias”** 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.

