

Easy-to-read Metro user guide

Where can I get more information?

The Covid-19 pandemic



Since March 2020, we have had a coronavirus pandemic.

A pandemic is a disease that spreads to a large number of people or in several countries.

The disease that has caused this pandemic is called Covid-19.

This disease is caused by a coronavirus, which is a virus that causes disease in animals.

Sometimes these coronaviruses can infect humans.

This is what happened with the coronavirus that causes Covid-19.

This disease is highly contagious, but many people don't notice that they are ill.

That is why we all need to follow a number of rules to avoid infecting ourselves or others.

When should you stay at home and not travel on the Metro?

It's important that we all work together to prevent further transmission of this disease.

Therefore, you should stay at home and not travel on the Metro in these cases:

- You have a cough, fever or breathing problems. These are symptoms of the disease and you may be infected.
- You have a cough, fever or breathing problems. These are symptoms of the disease and you may be infected.
- You are at risk because the disease can affect you more. You are at risk if you have any of these diseases:
 - Heart or lung disease.
 - Severe kidney or liver disease.
 - High blood pressure.
 - Weak immune system.
 - Diabetes.
 - Morbid obesity, i.e. you are very overweight.
 - You have cancer and undergoing medical treatment.
- **Older people and pregnant women are also more at risk.**



What measures have we implemented at Metro to make everyone's trip safer?

Metro de Madrid has implemented several measures to ensure that everyone can travel safely.



- We disinfect trains and stations every day.
- We increased the number of trains running on Metro lines with stations that are close to hospitals.
- Our staff informs and assists in person at stations near hospitals.
- We monitor the operation of all stations, trains and tunnels with cameras from the Central Station.
- We are more vigilant at some stations to avoid overcrowding.
- We have implemented measures to prevent people from touching train and station doors:
 - The doors on many trains open automatically.
 - The gates of the stations are always open.
- We have put up signs to remind everyone to keep 1.5 metre distance from other people.



We will control the number of people entering stations.

Some stations will have extra security guards to keep a safe distance and prevent too many people from gathering at the same time.

We will also control the number of people entering stations.

Some stations will have extra guards to prevent too many people from gathering at the same time or the safety distance can't be guaranteed.

The stations with more Metro staff and security guards are:

Atocha-Renfe 1	Avenida de América 4 6 7 9	Conde de Casal 6	Gregorio Marañón 7 10
Méndez Álvaro 6	Moncloa 3 6	Nuevos Ministerios 6 8 10	Ópera 2 5 R
Pacífico 1 6	Plaza Elíptica 6 11	Príncipe Pío 6 10 R	Puerta de Arganda 9
Sol 1 2 3	Tres Olivos 10		

The most important rules to avoid infections

It is compulsory to wear a mask in Metro de Madrid facilities.

Remember to wear a mask while on trains and in Metro de Madrid stations.

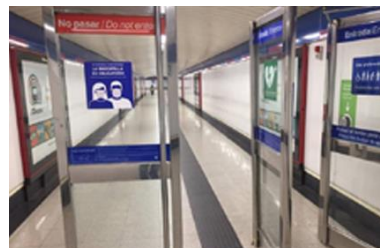
These are the posters we have created for you to remember:



You will see these posters:



On information stands.



On entrance gates.

At Metro de Madrid, we make it easy for you to buy masks.

We have installed mask vending machines at these stations:

Argüelles
3 4 6

Atocha-Renfe
1

Chamartín
1 10

Colombia
8 9

Diego de León
4 5 6

Moncloa
3 6

Nuevos Ministerios
6 8 10

Plaza de España
3 10

Príncipe Pio
6 10 R

Sainz de Baranda
9 6

You can also buy disinfectant gel with alcohol on these machines.



You need to keep a safe distance from other people.

A protective measure to avoid getting infected is to keep a distance of 1.5 metres from other people.

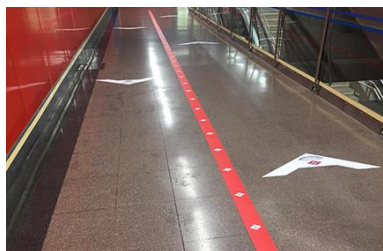
1.5 metres is the distance between 2 people with their arm outstretched to one side.

Metro de Madrid has placed signs in different places to remind you of this distance:

- **On the ground, in front of the turnstiles.**



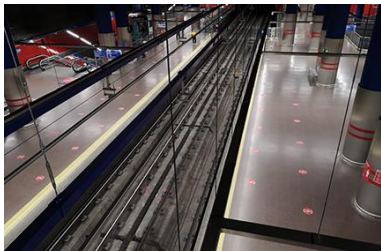
- **In corridors, where people need to always stand on the right-hand side following the direction of travel, according to the arrow on the floor:**



- **On the ground** before going up or down **escalators**. You need to keep 4 steps apart.



- **On the floor of the platforms.**



Other important recommendations

We have put up posters with important recommendations to avoid infections.

These are the recommendations that everyone should follow:



Keep a safe distance.



Only one person can take the lift.



Avoid peak hours, when more people gather.



Don't queue and leave spaces for people to enter and exit the trains.

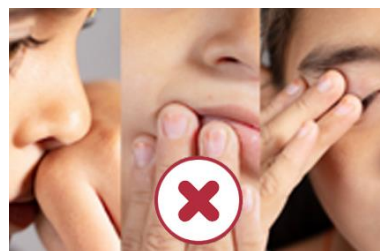


Use the entire platform. Avoid places where more people gather.

Always remember



Wash your hands frequently.



Avoid touching your eyes, nose and mouth.



Cough into a tissue or the crook of your elbow.



Keep 1.5 metres away from other people everywhere, not just at Metro.

If you have any symptoms of the disease or think you may be infected with the coronavirus, stay at home and call **+34 900 102 112**.