

Easy-to-read Metro user guide

Use of transport cards

To travel with Metro, you need a transport card.

These cards can be topped up at:

- Automatic machines at Metro stations.
- Tobacconists.
- Some of Bankia's signposted ATMs.

The cards you can use in Metro are: Multi Card, Public Transport Card and Blue Card.

Multi Card

You can buy the Multi Card:

- On Metro's automatic machines.
- At tobacconists and other authorised points of sale.

At Metro, we call tickets "transport tickets".

In this guide we'll talk about tickets.

But remember the words "transport ticket" when talking to Metro staff.

You can buy the Multi Card with these tickets:



- For only 1 part of Metro:
 - Single, 1 trip.
 - 10 trips, on Metro and EMT buses.
- For various parts of Metro:
 - Combined Single, 1 trip.
 - 10 trips Combined.
- To get to and from Adolfo Suárez-Barajas Airport:
 - Single + Supplement, for 1 trip
 - Combined Single + Supplement, for 1 trip
 - Supplement, for travellers with 10 trips.

These tickets are priced separately from the card.

Public Transport Card

You can buy the card at the Public Transport Card management offices.



It's a personal card, with your name and photo.

On this card you can top up:

- Normal 30-day transport passes.
- 30-Day transport passes with discounts for disabled people or large families.
- Single and 10-trip tickets.



The 30-day pass allows you to travel on Metro, bus and suburban trains for 30 consecutive days.

There is also a transport pass for a whole year, called a yearly transport pass.

Blue Card



The Blue Card is personal and has your name and photo.

It is a 30-day pass only for Metro within zone A, ML1 of Metro Ligero and buses in Madrid.

Not valid for Renfe's suburban trains and intercity buses.



This card is for people over 65 years old and people with disabilities who have lower incomes and are registered in the city of Madrid.

When in doubt about the card or ticket you need, ask Metro staff at the stations.

They'll help you.

Machines for topping up cards

There are machines where you can top up your Multi Card and Public Transport Card at all Metro stations.



This is the explanation of each of the numbers in the image:

1. For all types of cards and tickets. It only allows payment by debit or credit card.
2. For single, 10-trip and Multi Card tickets. It allows payment by banknotes and coins and by debit or credit card.
3. For all types of cards and tickets. It allows payment by banknotes and coins and by debit or credit card.

To use them:



You have to touch the screen with your finger.



Then a screen appears that gives you choices.



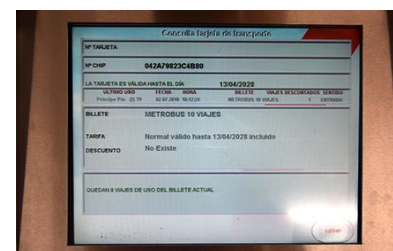
Insert the card into the slot indicated on the machine.



You can top up different types of tickets on your personal card or on your Multi Card.



This is the screen to buy a Multi Card without an initial top up of tickets.



At the machine, you can check how many trips you still have on your Multi Card.

You can top up your Multi Card or Public Transport Card at the machine. You can check the date you topped up your pass on the machine if you have forgotten it.

All machines are adapted for the visually impaired.

- There are yellow markings in some parts of the machine with Braille dots. These are aids for the visually impaired.



In addition, there is a user-friendly button on the display.

All machines are adapted for the visually impaired.

- This button changes the display.
- A voice from the machine asks you to insert the card into the slot. Afterwards, a display appears for you to choose the ticket you want to buy.



The entry and exit turnstiles

The turnstiles are the access gates to the station platforms.

To get to the station platform, you have to pass your Multi Card or Public Transport Card through the turnstiles.

The turnstiles of the stations look like this:



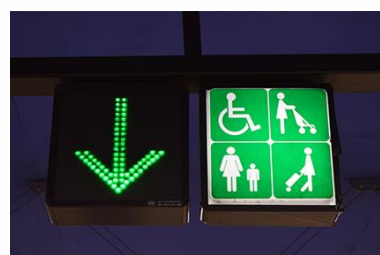
With sliding gates.



With access turnstiles.

Some gates are wider.

These turnstiles are for wheelchair users or families with prams.



Some turnstiles have a sign above them for better visibility.

In addition, all turnstiles have a green arrow. This arrow indicates where you should walk through.



In addition, there is a communication intercom.

You can use it to talk to Metro staff and ask for help.

- The intercom has a grey or green button on the bottom right corner. To call for help, touch the grey or green button.
- You need to speak through the yellow circle.



To enter the Metro station, you need to hold your Multi Card or Public Transport Card over the green circle on the turnstile.

- You always need to carry your card with you inside the stations.
- You have to show the card to Metro staff when asked to do so.



Also, at some stations you need to use the card to exit through the turnstiles. These are the stations of the Metro lines in zones B1, B2, B3 and those of the Metro Ligeró.

The Metro network fare zones

The Metro network is divided into different zones that you should take into account when topping up your card with tickets:

- Zone A:
 - It includes Metro de Madrid and Metro Ligeró ML1.
- Zone B1:
 - MetroEste: on line 7, from Barrio del Puerto to Hospital del Henares.
 - MetroNorte: on line 10, from La Granja to Hospital Infanta Sofía.

- Part of MetroSur: the stations on line 12 in Alcorcón, Getafe and Leganés. These stations are also included:
 - Line 10: Joaquín Vilumbrales and Puerta del Sur.
 - Line 11: La Fortuna.
- Part of TFM: on line 9, from Rivas-Urbanizaciones to Rivas Futura.
- Metro Ligerero ML2.
- Part of Metro Ligerero ML3: from the Colonia Jardín stop to Ventorro del Cano.
- Zone B2:
 - Part of MetroSur: the stations on line 12 in Móstoles and Fuenlabrada.
 - Part of TFM: on line 9, Rivas Vaciamadrid station.
 - Part of ML3 of Metro Ligerero, from the Prado del Espino stop.
- Zone B3:
 - Part of TFM: on line 9, from La Poveda to Arganda del Rey.