



## Easy-to-read Metro user guide

### What are the entrances to Metro stations like?

#### The entrance from the street

Metro station entrances are marked with the Metro logo so you can recognise them.

This is the Metro logo:



There are different types of entrances:



Stairs to an open entrance to the street.



Stairs inside a covered access, called pavilion.



Lift entrance.

At the entrances to the station, you'll see the following information on signs:



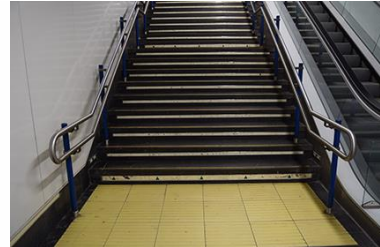
This is the explanation of each of the numbers in the image:

1. The name of the station.
2. The colour and number of lines passing through the station.
3. The name of the street where the entrance is located.
4. Other added information, e.g. if there is a connection to suburban trains.

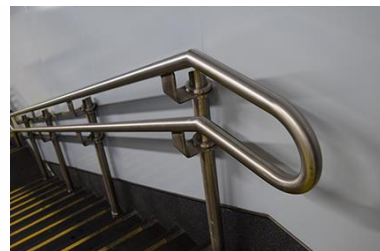
## Down to the station

### Using the stairs:

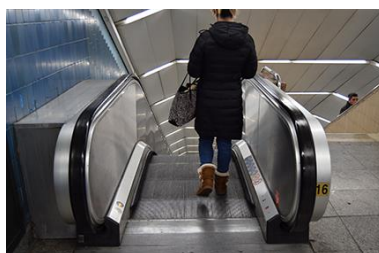
- To get down to the station, there are stone stairs and escalators, depending on the stations.
- The colour of the paving can be yellow or black at the top and bottom of the stairs. This is an aid for the blind or visually impaired.



- The handrails of the stone stairs have Braille dotted aids for the blind at the top of the stairs:



- We recommend you always hold on to the handrail when going down stairs. It's safer.
- In addition, you can go down escalators at some stations.



- Always remember to follow these escalator safety rules:



No running.



No kicking on one side.



No sitting on the steps.



No inserting feet between two steps.



No prams allowed.



No dogs allowed.



Children should be held by an adult.



All users should hold on to the handrail.

### Also follow these recommendations

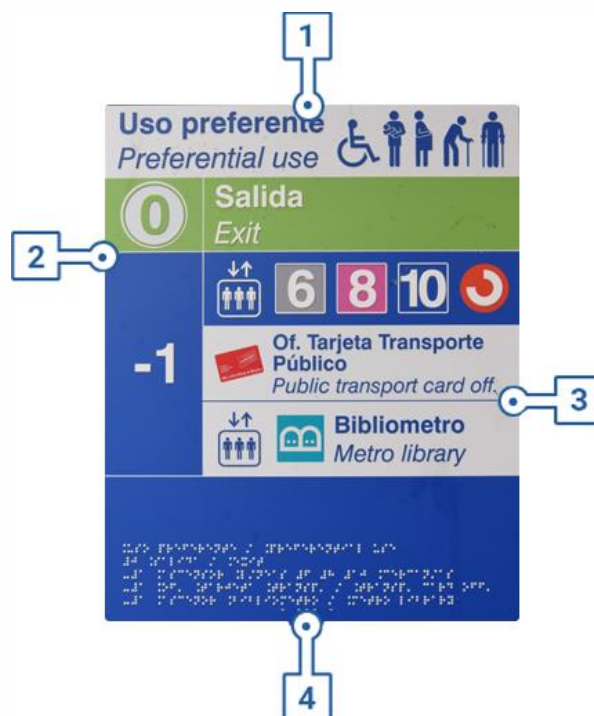
- No stopping at the top of the stairs.
- Stay to the right.



- You can use the emergency stop button on the escalator when there is a problem.
- You can only use it for a justified reason. If you press the button for an unjustified reason or unnecessarily, Metro de Madrid may fine you.

### Using a lift:

- You can also take the lifts down to the station.
- There are signs before entering the lift. These signs inform you of:



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

1. The lift is for people who need it, such as the elderly and wheelchair users.
2. They also tell you on which floor the Metro lines you can use are.
3. Other services and the floor on which they are located, such as Bibliometro and Public Transport Card Offices.
4. The dots at the end of the sign are Braille dots for the blind with the same information.

**Always remember to follow these lift safety rules:**

- Never put your hand between the lift doors.
- Never force doors to get out.



- In the event that the lift stops suddenly:
  - Step 1. Stay calm.
  - Step 2. Press the button (bell) for 3 seconds.
  - Step 3. Wait for a response.
  - Step 4. Explain what happened.
  - Step 5. Follow the instructions you are given.



- Sometimes, escalators or lifts may not work. In these cases, you'll see signs indicating that they are out of order. Follow the signs and the instructions of Metro staff.

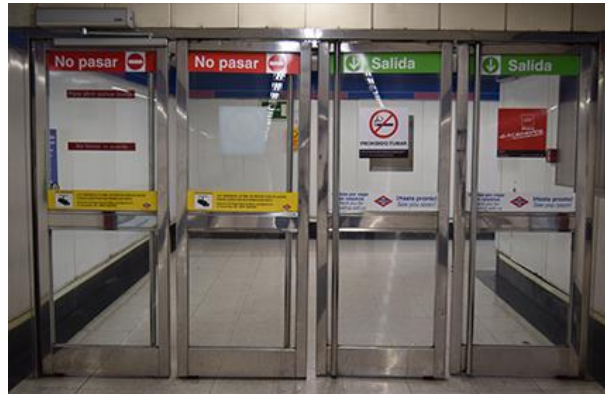


This sign tells you that you may not use the stairs.

## The entrance gates

Before entering the station lobby, there are glass doors.

These doors are signposted:



- Enter through the gates with the blue "Entrada" sign.



- Exit through the gates with the green "Exit" sign.



- Do not enter or exit through gates marked "No Entry" in red.



- In some stations, there is a blue opening button to the right of one of the entrance gates. It means that this gate is accessible. Press to open the gate. Don't push it.



- At the exit, the push button is green.



- Avoid entering or exiting through doors with broken glass or a caution sticker.

