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Enjoy the Basketball World Cup 2014 in Spain



#SPAIN2014

2014 FIBA BASKETBALL WORLD CUP DRAW

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5		EGY	5		GRE	5		NZL	5		MEX
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General facts about Spain

- Capital: Madrid
- Official language:
Spanish
- Government:
Unitary parliamentary constitutional monarchy
- Population: 46,704,314
- Area: 504,645 km²
- Calling code: +34
- Currency: Euro

Before you go

An excellent starting point for travellers planning to visit Spain is the official tourist website www.spain.info. It features a number of useful resources to help you plan your trip and get maximum enjoyment from your stay.

Ensure you have all relevant documentation, such as your passport or national identity card, as this may be required by the relevant authorities. Be aware that hotels in Spain have a legal duty to register guests' passport details when checking in. Wait until the receptionist has registered your details or taken a photocopy rather than leaving the passport at reception to collect later. ID will also be requested in shops if you are paying with a credit or debit card.

If you are travelling to Spain by plane, be aware that Spanish law requires airlines to provide certain personal information about passengers to the authorities in advance of travel (Advance Passenger Information). These details are usually taken at the time of booking or at check-in and include the passenger's name, date of birth, nationality and the number and type of travel document (Passport or National Identity Card).

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Getting there

Bear in mind if your flight is cancelled or significantly delayed EU legislation states that you must be given a choice between re-routing to your final destination or a refund. The airline should also provide you with information, care and assistance and compensation in certain circumstances.

Remember if your luggage is lost or damaged by the airline while travelling to or from Spain, you can claim compensation under the Montreal Convention. Fill out a Property Irregularity Report (PIR) at the airport and ensure to keep receipts for all necessary expenses. Make sure to complain in writing to the airline immediately as strict time limits apply to claims.

If you lose any of your possessions ask the police for the telephone number of the lost property service of the city you are in. All public transport services in larger cities have their own lost property service.

Accommodation

Spanish hotels are approved and checked by the associations of hotels, and classified into five categories: 1 to 5 stars. All must display their rates (VAT included) in each room. Click here for further information: <http://tinyurl.com/okrijmsu>

Spain has the campsites classified on category 1 to 3. The average Price for two adults, one child plus carpark, electricity and hot water for one night is about 35€.



Healthcare system

Ensure you obtain a European Health Insurance Card (EHIC) before travelling to Spain as this will allow you to access the same necessary public healthcare services as any other Spanish citizen. Find out where to get your European Health Insurance Card here: <http://tinyurl.com/ma57wo6>

Having shown your European Health Insurance Card (EHIC), you will be seen by a GP at a local health centre or at your accommodation if you are unable to make the journey. If you need to see a specialist or go into hospital, the GP will give you the relevant medical certificate or referral. Accident and Emergency services are available at hospitals. You can check where the nearest hospitals and health centres in Spain are located at the website of the Ministry of Health <http://tinyurl.com/ks3njrz>

Private doctors and hospitals in Spain do not accept the European Health Insurance Card. If you require private healthcare you must settle your own bills or take out an insurance policy that covers it.

“You are entitled to free medical and hospital care having shown your European Health Card (EHC). In any case, you should contact the relevant office in your country of origin for full details regarding current requirements to receive medical care in Spain.”

Transport services

Spain's extensive network of air services have 48 airports. There are excellent air connections between the major Spanish cities. Click here for further information: www.aena.es

Bus services in Spain run to more than 170 destinations in a maximum journey time of 12 hours. All the different Spanish provinces are connected with Madrid. Click here for further information: <http://tinyurl.com/qctaa5e>

The Spanish National Railway Network (RENFE) connects all the provincial capitals with Madrid, and is operating more and more high speed (AVE) trains, currently running from Madrid to Sevilla, Barcelona, Huesca, Valladolid, Málaga y Valencia. Furthermore, there are also long-distance services and trains between different nearby cities. Click here for further information: <http://www.renfe.com/>

Spain offers connections by sea to the Canary Islands, the Balearic Islands, Ceuta and Melilla: <http://tinyurl.com/lvd49o4>

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Useful telephone numbers

Emergency (police, medical, firemen).....	112
Hospital emergencies.....	061
AENA (airport information).....	902 430 704
Tourist Information.....	91 343 35 00
To report an assault, robbery.....	902 102 112
or accident to the police	
ECC Spain.....	91 822 45 55

“In Spain complaint forms are compulsory by law. If you are not satisfied with the service, you can ask the assistant for one, fulfill it and keep a copy for you.”

Shopping advice

Remember that under EU legislation your basic legal rights as a consumer are protected when you are shopping in Spain. This means that a trader is obliged to repair or replace a faulty product and you have a two year period during which you can seek redress from the seller.

If you encounter a problem concerning a purchase you made in a shop in Spain, and you are unable to resolve the matter amicably, the first step is to request a complaint form (“*hoja de reclamación*”) from the seller/service provider. This typically has three sheets: one for the company, one for the consumer and one that may be sent to the competent consumer body.

The most usual business hours are from Monday-Saturday, from 9:30 am to 1:30 pm, and 4:30 to 8 pm. Major shopping centres and department stores are open all day from 10 am to 9 or 10 pm. The main department stores and shopping centres also open their doors to the public on some Sundays in the year. Establishments usually stay open until after 10 pm in the high season in coastal areas. What's more, in a number of cities opening hours are unregulated and shoppers thus have a wider range of opening hours.

Tipping is not mandatory in Spain as service is always included with the price of a meal or drink. However, tipping is a common practice at bars and restaurants, hotels and taxis, depending on the total Price for the service and on the generosity of the client. Most people leave some small change or round up if they are satisfied.