

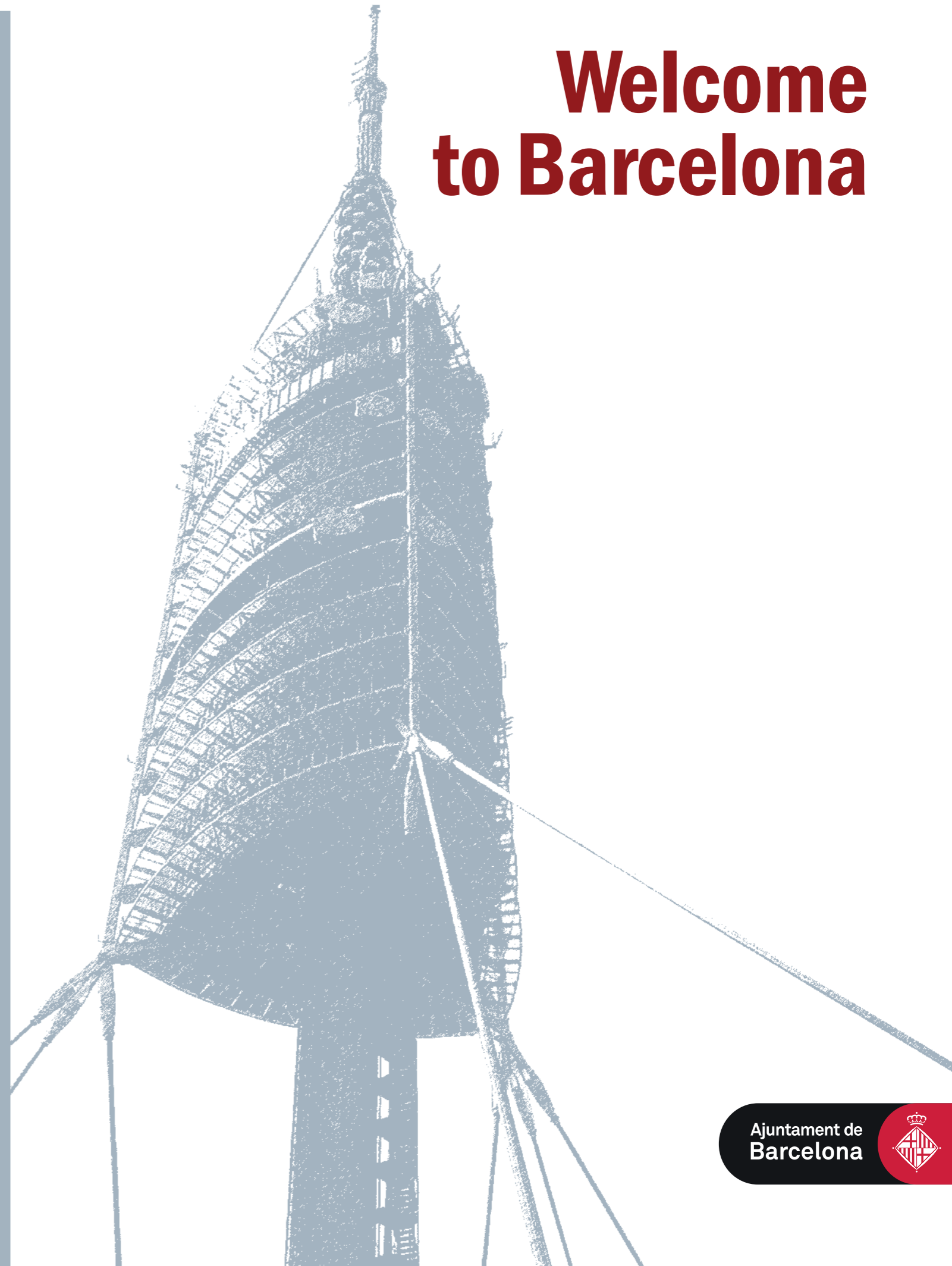
Welcome  
to Barcelona

[bcn.cat/  
civisme](http://bcn.cat/civisme)



# Welcome to Barcelona

Ajuntament de  
Barcelona



# Welcome to Barcelona

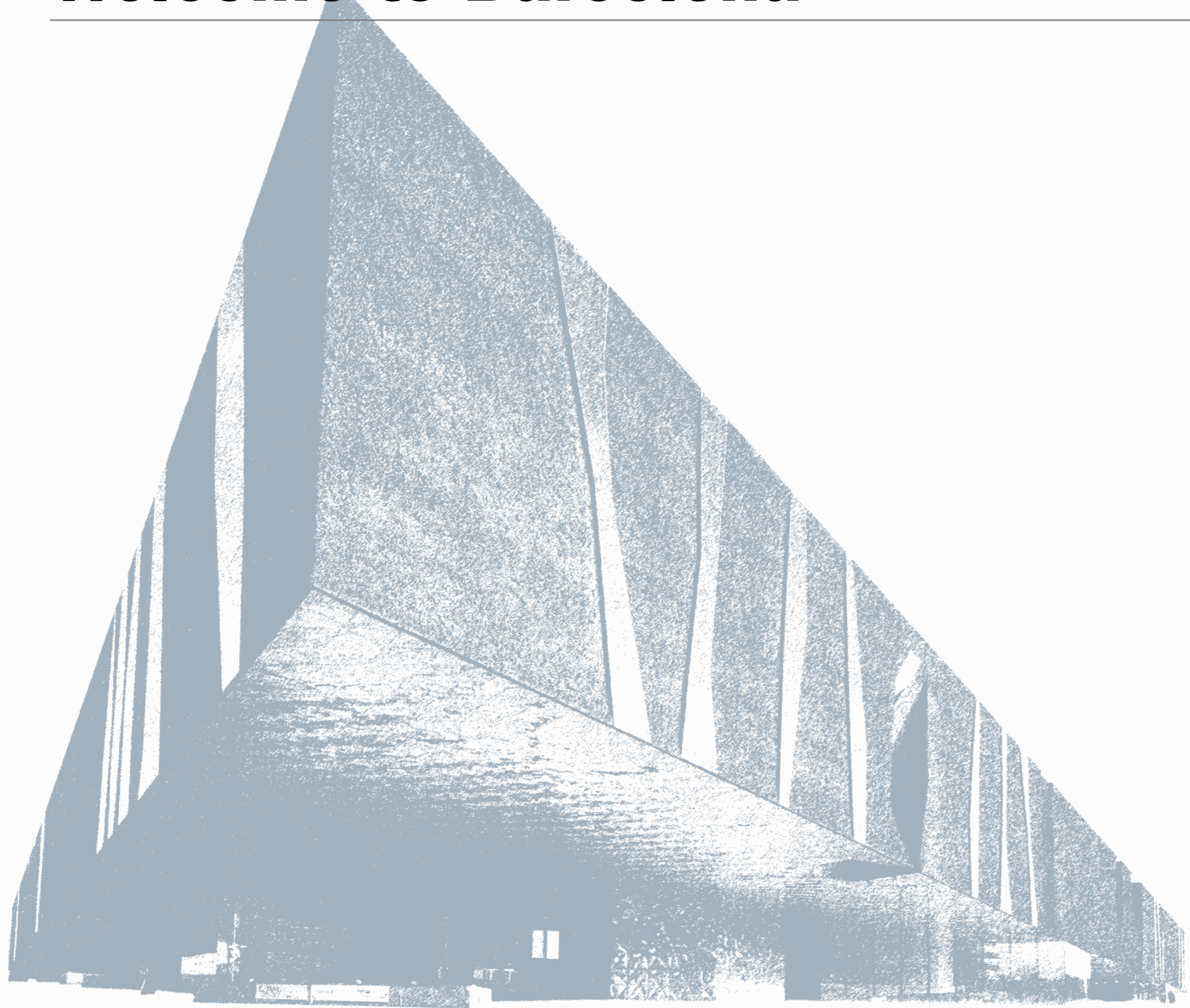
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# Welcome to Barcelona

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## BARCELONA IS A DIVERSE CITY

Travelling through Barcelona's districts quickly reveals a bustling, friendly city. Strolling through its streets, squares and parks lets you mingle with the locals, gaze at the city's magnificent architecture and art and wander round its shops.

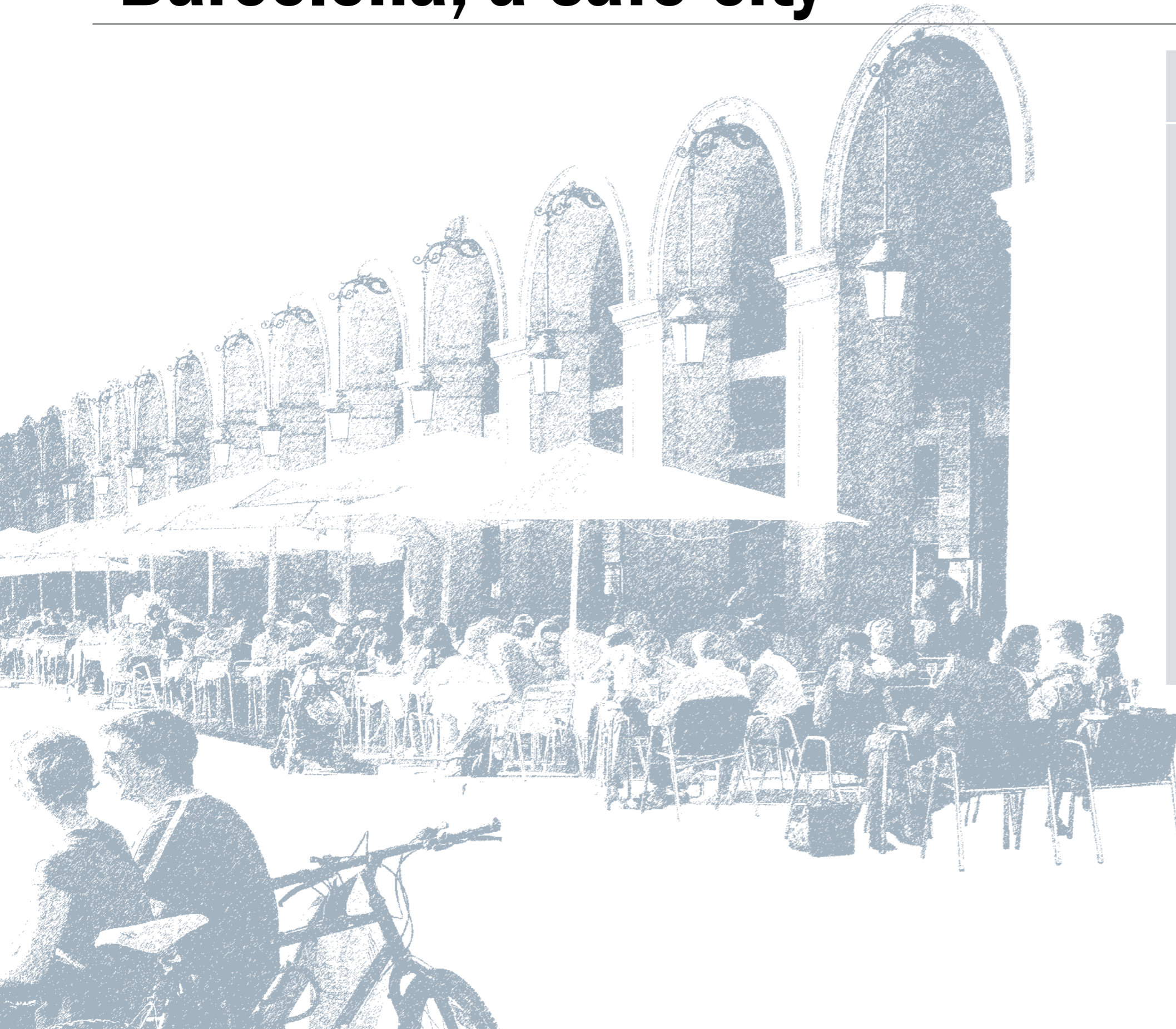
Barcelona is an open city that is fun to live in and we want to keep it that way. We make every effort to ensure the city looks its best and is clean and safe for your visit. That is why we ask you to give us a helping hand by respecting local customs and by following a few simple rules.

Barcelona is a pretty safe place as big cities go. Even so, following the advice given here will help ensure your stay is a pleasant one. Barcelona's services are at your disposal if you have special needs or if you have to deal with an emergency.

We hope that you will feel at home in Barcelona and will want to come back soon.

**Xavier Trias**  
The Mayor of Barcelona

# Barcelona, a safe city



## SAFETY IN THE CITY, THE SECURITY SYSTEM AND THE POLICING MODEL

Barcelona has two police forces –the Guardia Urbana (City Police) and the Mossos d'Esquadra (Police Force of Catalonia). They both patrol the city and are responsible for security, road safety and public order.

Barcelona is fairly safe but as one would expect, there are places and situations where you stand a bigger chance of having something stolen.

We suggest you keep your wits about you and keep an eye on your belongings at all times –especially in crowded places and on public transport.

Following the guidelines set out in this leaflet will make your stay in the city that much safer.



**Guàrdia Urbana**



**mossos d'esquadra**

# Enjoy Barcelona

Advice when in busy, crowded areas (bar terraces, markets, railway and bus stations, public thoroughfares, reception areas, in queues and so on).

# 3



## 3.1 LUGGAGE



### UPON ARRIVAL AND DEPARTURE

#### At stations, while waiting for transport and in accommodation reception areas

- Keep an eye on your luggage and other belongings at all times. Make sure everything you carry is easily identifiable.

### JOURNEYS

#### Public transport

- Keep your bags zipped up and in sight at all times when travelling on public transport.

#### Luggage and other belongings in vehicles

- Keep bags and other belongings in vehicles out of sight and preferably locked away in the boot. This particularly applies to valuable items such as wallets, mobile phones, bags, electronic gadgets.
- When you park your car, close the windows and lock all doors. This applies whether or not the car park has CCTV cameras. If you do use a car park, remember to take the ticket with you.

## 3.2 ACCOMMODATION



### IF YOU STAY OVERNIGHT

#### In a hotel

- The reception staff and hotel management should help you if you have any questions.

#### In a holiday flat or other tourist lodging

- Respect the terms and do not exceed the maximum occupancy or indulge in activities that might disturb other guests. If you have any questions or special needs, contact reception or management staff.

#### In a private dwelling

- Respect neighbourhood rules and do not disturb others, or keep residents awake late at night.

# Enjoy Barcelona

# 3

## 3.3 PERSONAL PROPERTY



### WHEN TRAVELLING AROUND THE CITY

#### On the street

- Carry only the money, credit cards and belongings that you need. It is best that you use inside or front pockets and sealable bags.

#### On public transport

- When using public transport, keep bags zipped up and within view at all times. It is best to carry money, credit cards and documentation in inside or front pockets.

#### In parks and on terraces

- Keep personal belongings such as documents, keys, money, credit cards and other valuables (telephones, cameras, etc.) safe and do not leave them unattended—especially in crowded places.

#### On beaches

- Take care of your belongings

and do not lose sight of them. If you must leave them for a moment, ask someone you trust to watch over them.

#### Inside vehicles

- Keep bags and belongings in vehicles out of sight and preferably locked away in the boot. This particularly applies to valuables such as wallets, mobile phones, bags, electronic gadgets. Do not leave bags and belongings in plain sight in vehicles. This applies whether or not the car park has CCTV cameras. If you do use a car park, remember to take the ticket with you.

## 3.4 GETTING AROUND THE CITY



### IF YOU TRAVEL ON FOOT, BY BICYCLE OR VIA PUBLIC OR PRIVATE TRANSPORT

#### On foot

- Avoid being jostled or bumped into—this makes give thieves the chance they are looking for.

#### By bicycle

- Use bike lanes whenever possible and through areas where the speed limit is 30 km/h.
- If you do cycle through pedestrian areas, remember pedestrians have right of way. Keep a safe distance from pedestrians, let them pass and do not cycle faster than walking speed.
- You must respect road traffic signs.
- You must wear lights when cycling at night.

#### On public transport

- You must buy and validate a transport ticket or pass to use the underground or bus networks.
- It is better to carry money, credit cards and documents in inside or front pockets.
- There is police surveillance on the public transport network.

#### By car

- When travelling, watch out for others warning you of a puncture, broken lights and so on since it may simply be a ruse. A petrol station is a good place to stop and check your vehicle.

## 3.5 UNSOCIAL BEHAVIOUR

### Here are a few simple guidelines you should bear in mind.



#### Prostitution

- Prostitution is illegal in public areas and both procuring and supplying sexual services on the streets may result in fines and other legal penalties.



#### Booze tours

- It is illegal to promote tours offering cheap booze. Alcohol abuse poses a risk to your health and may lead to street violence. Such 'tours' are often run by racketeers and involve the sale of low quality products of dubious origin.

#### The sale of drinks in public areas

- The sale of drinks in public areas is also illegal. Drink cans are often stored and handled with scant regard for basic hygiene and may pose a serious health risk.

#### The sale of alcohol to those under 18 years of age

- Establishments may only supply alcoholic drinks to those over the age of 18.

#### The sale of alcohol after midnight

- Only those establishments authorised to do so may sell alcoholic drinks after midnight.

#### Alcohol consumption in public areas

- The consumption of alcohol in public areas is strictly forbidden.

## 3.6 FRAUD



### 'Spot The Lady' and other street rip-offs

- There are any number of 'Spot

The Lady' tricksters looking for an easy mark and they tend to target tourists. Avoid them like the plague. The same goes for fortune tellers, beggars and other scam artists.

#### Soliciting money

- You should be suspicious of anyone asking you to sign a petition or to donate to little-known charities or causes. The chances are it is just another scam.

#### The Black Market

- Be suspicious of goods or services offered by peddlers. The goods are often of dubious origin, bad quality and carry no guarantee. Street hawking is also illegal and both peddlers and their customers may be fined.

#### Windscreen washers

- Offering or requesting this service on the road is illegal and poses a traffic hazard. Those engaged in it may be given stiff fines.

# Remember

# 4

We all share the city and so respecting others' use of it will make Barcelona a better place to live in and visit.

## PEDESTRIANS HAVE RIGHT OF WAY



Bicycle

Cyclists must use cycle-ways wherever possible and give way to pedestrians.

Those using roller skates, roller blades, skateboards, scooters, Segways® and so on to get around must observe any restrictions on their use and bans where applicable.

## ACTIVITIES IN PUBLIC AREAS SHOULD RESPECT OTHERS



Dress



Prostitution



Alcohol

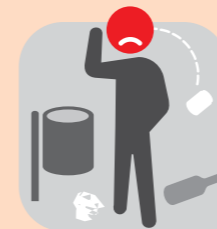


Noise



Sleeping

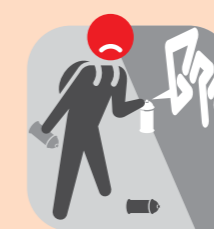
## KEEPING PUBLIC AREAS CLEAN IS EVERYONE'S RESPONSIBILITY



Waste bins



Vandalism



Graffiti



Physical Needs

Anti-social behaviour is frowned upon by city-dwellers and may get you into trouble with the police.



# Emergency services and information services

In the event of an emergency or other unforeseen circumstances, the city has the following help and information services to help you.

# 5

## IN EMERGENCIES



**1-1-2**

**EMERGENCY SERVICES**  
24-hour security and health emergency services helpline

## IN CASE OF TRAFFIC ACCIDENTS



**0-9-2**

Emergency services for traffic accidents

## IF YOU NEED INFORMATION



**0-1-0**

**INFORMATION SERVICE**  
24-hour Barcelona information service helpline

## LOSS/THEFT OF PERSONAL PROPERTY: POLICE REPORT

If your luggage or other belongings are lost or stolen, you must submit a report to the Police. You should go to any Mossos d'Esquadra police station or you can submit a report via the website.  
**[www.gencat.cat](http://www.gencat.cat)**  
(Security section/internet police reports)

The Guardia Urbana (City Police) can also deal with reports of document loss, thefts, robberies, damage and injury when the perpetrator is unknown or cannot be identified.

The main police stations in Ciutat Vella, Eixample, Sarrià – Sant Gervasi and Sant Andreu districts are open 24 hours a day; The main police stations in Horta-Guinardó and Sant Martí districts are open from 6.00 a.m. until 10 p.m.  
**[www.bcn.cat/guardiaurbana](http://www.bcn.cat/guardiaurbana)**

If you are staying at a hotel, ask the reception staff to see if you can submit the report from the hotel.

### FRAUD

Should you fall victim to fraud, report it to the police.

### CONSUMER HELP

Consumer complaints may be made either on the official forms in the establishment concerned or be lodged at the Municipal Consumer Information Office.  
**[www.bcn.cat/omic](http://www.bcn.cat/omic)**

### INJURIES OR ILLNESS: MEDICAL CARE

In the event of feeling unwell, illness or accident, you may go to any health center. Emergency medical attention is guaranteed for all those belonging to the public health network.  
**[www.gencat.cat/catsalut](http://www.gencat.cat/catsalut)**

### EMERGENCIES AND NATURAL DISASTERS

Follow the instructions provided by the Fire and Rescue Services (Firefighters and Civil Defence).  
**[www.bcn.cat/bombers](http://www.bcn.cat/bombers)**

### DOCUMENTATION

Consulates will help you with any problems concerning travel documents.  
**[www.maec.es](http://www.maec.es)**  
(Embassies and Consulates Section)

### OTHER SOURCES OF HELP

The city's business establishments are a good source of information and help. They will be delighted to help and advise you.



# Guide to information and services for visitors



## EMERGENCIES

### GUARDIA URBANA (City Police)

Tel. 112

[www.bcn.cat/guardiaurbana](http://www.bcn.cat/guardiaurbana)

### MOSSOS D'ESQUADRA (Police Force of Catalonia)

Tel. 112

[www.gencat.cat/mossos](http://www.gencat.cat/mossos)

### MEDICAL Emergency Service

Tel. 112

[www.gencat.cat](http://www.gencat.cat)  
(Health Section/Health Channel)

### FIRE AND RESCUE SERVICE

Tel. 112

[www.bcn.cat/bombers](http://www.bcn.cat/bombers)

## PUBLIC TRANSPORT

### TMB (BARCELONA METROPOLITAN TRANSPORT)

Underground (termed 'Metro' in Barcelona) • Bus • Taxi

Tel. (+34) 933 187 074

[www.tmb.cat](http://www.tmb.cat)

### TAXIS FOR THE DISABLED (TAXI AMIC)

For persons with reduced mobility

Tel. (+34) 934 208 088

### TRANSPORT FOR THE DISABLED (COSMO SCOOTER)

For persons with reduced mobility

Tel. (+34) 933 211 124

### FGC (FERROCARRILES DE LA GENERALITAT DE CATALUNYA –Catalan Railways)

Tel. (+34) 932 051 515

[www.fgc.cat](http://www.fgc.cat)

### RENFE (Spanish State Railways)

Information and customer help

Tel. (+34) 902 240 202

[www.renfe.com](http://www.renfe.com)

### BARCELONA NORTH STATION (Bus Terminal)

Information

Tel. (+34) 902 260 606

[www.barcelonanord.com](http://www.barcelonanord.com)

## GENERAL INFORMATION

### BARCELONA INFORMATION

General information on services in Barcelona

Tel. 010\*

[www.bcn.cat](http://www.bcn.cat)

### BARCELONA TOWN HALL

General information on services in Barcelona

Tel. (+34) 934 022 700

[www.bcn.cat](http://www.bcn.cat)

### BARCELONA TOURISM

Tourist information

- 16 information points as well as cruise terminals
- Telephone help on:

Tel. (+34) 932 853 834

From Monday to Saturday,  
from 8 a.m. – 8 p.m.  
Sundays and public holidays,  
from 8 a.m. – 2 p.m.

[www.barcelonaturisme.cat](http://www.barcelonaturisme.cat)

### THE REGIONAL GOVERNMENT OF CATALONIA

General Information on the services of The Regional Government of Catalonia

Tel. 012

[www.gencat.cat](http://www.gencat.cat)

\*Price: Call connection: €0.47 Cost/minute: €0.60  
Priced by the second. VAT included.

# Guide to information and services for visitors

## ROADS

### CATALONIA HIGHWAYS

Information

Tel. (+34) 902 200 320

Customer Help

Tel. (+34) 932 305 200

[www.aucat.es](http://www.aucat.es)

### CATALONIA ROAD NETWORK

Information

Tel. (+34) 900 123 505  
(+34) 938 890 460

[www.gencat.cat](http://www.gencat.cat)

### TRAFFIC ACCIDENTS

(Guardia Urbana)

Tel. 092

[www.bcn.cat/guardiaurbana](http://www.bcn.cat/guardiaurbana)

### VICTIMS OF TRAFFIC ACCIDENTS

Information

Tel. (+34) 900 100 268

[www.gencat.cat](http://www.gencat.cat)

## AIRPORTS

### BARCELONA EL PRAT AIRPORT

Information and Customer Help

Tel. (+34) 902 404 704

[www.aena-aeropuertos.es](http://www.aena-aeropuertos.es)

### REUS AIRPORT

Information

Tel. (+34) 902 404 704

Customer Help

Tel. (+34) 913 211 000

[www.aena-aeropuertos.es](http://www.aena-aeropuertos.es)

### GIRONA - COSTA BRAVA AIRPORT

Information

Tel. (+34) 972 186 600

Customer Help

Tel. (+34) 972 186 708

[www.girona-airport.cat](http://www.girona-airport.cat)

## PORTS

### BARCELONA PORT AUTHORITY

Information

Tel. (+34) 902 222 858

Customer Help

Tel. (+34) 933 068 800

[www.portdebarcelona.es](http://www.portdebarcelona.es)

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