Welcome to Barcelona
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Welcome to Barcelona
Welcome to Barcelona

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.

BARCELONA IS A DIVERSE CITY
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.
Enjoy Barcelona
Advice when in busy, crowded areas (bar terraces, markets, railway and bus stations, public thoroughfares, reception areas, in queues and so on).

3.1 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.
3.3 PERSONAL PROPERTY

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 make 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

- 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.
- 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.
- 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.

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.

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.

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.

Enjoy Barcelona
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.

**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.

**‘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.
Welcome to Barcelona

PEDESTRIANS HAVE RIGHT OF WAY

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.

We all share the city and so respecting others’ use of it will make Barcelona a better place to live in and visit.
Emergency services
and information services
Welcome to Barcelona

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)

If you need help, you can contact the following services:

**IN CASE OF TRAFFIC ACCIDENTS**

Emergency services for traffic accidents

**IN EMERGENCIES**

24-hour security and health emergency services helpline

**IF YOU NEED INFORMATION**

24-hour Barcelona information service helpline

**LOSS/THEFT OF PERSONAL PROPERTY: POLICE REPORT**

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

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

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
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EMERGENCIES

GUARDIA URBANA
(City Police)
Tel. 112
www.bcn.cat/guardiaurbana

MOSSOS D’ESQUADRA
(Police Force of Catalonia)
Tel. 112
www.gencat.cat/mossos

MEDICAL
Emergency Service
Tel. 112
www.gencat.cat (Health Section/Health Channel)

FIRE AND RESCUE SERVICE
Tel. 112
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

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

RENFE (Spanish State Railways)
Information and customer help
Tel. (+34) 902 240 202
www.renfe.com

BARCELONA NORTH STATION
(Bus Terminal)
Information
Tel. (+34) 902 260 606
www.barcelonanord.com

GENERAL INFORMATION

BARCELONA INFORMATION
General information on services in Barcelona
Tel. 010*
www.bcn.cat

BARCELONA TOWN HALL
General information on services in Barcelona
Tel. (+34) 934 022 700
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

THE REGIONAL GOVERNMENT
OF CATALONIA
General Information on the services of The Regional Government of Catalonia
Tel. 012
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

**CATALONIA ROAD NETWORK**
Information

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

**TRAFFIC ACCIDENTS**
(Guardia Urbana)

Tel. 092
www.bcn.cat/guardiaurbana

**VICTIMS OF TRAFFIC ACCIDENTS**
Information

Tel. (+34) 900 100 268
www.gencat.cat

**AIRPORTS**

**BARCELONA EL PRAT AIRPORT**
Information and Customer Help

Tel. (+34) 902 404 704
www.aena-aeropuertos.es

**REUS AIRPORT**
Information

Tel. (+34) 902 404 704
Customer Help
Tel. (+34) 913 211 000
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

**PORTS**

**BARCELONA PORT AUTHORITY**
Information

Tel. (+34) 902 222 858
Customer Help
Tel. (+34) 933 068 800
www.portdebarcelona.es
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