



Atendo

Attention for people
with disabilities



A service
for the people



ATENDO'S service guide



ATENDO is a service
for the PEOPLE

ATENDO makes your travel easier



▶ Presentation

Renfe knows that everyone travelling is different:

- Some are independent travellers and travel without difficulty.
- Others use a wheelchair, walk with a cane or crutches.
- There are people who do not see or hear well.
- Some people travel with a guide dog.
- Other people can become disoriented at stations.

In Renfe we have thought of how we can be helpful on everyone's trip:

- Accompanying travellers with difficulties within stations.
- Helping travellers into and off the train when requested.
- Booking a seat in the train for people travelling in a wheelchair.

Renfe has developed an attention service for travellers with support needs or disabilities.

This service is called **ATENDO**.

What is the ATENDO service?

ATENDO is the group of all services provided by **Renfe** to its travellers with support needs

ATENDO is a free service.



The **ATENDO** service makes travelling easier for people with disabilities, for the elderly and for people with moving difficulties.

ATENDO'S staff inform and accompany you, they help you get on and off the train and they guide you to your seat..



ATENDO is a service offered in middle and long distance trains.



Train staff is always available to help if needed.

What services does ATENDO offer?

When you apply for the ATENDO service you tell us what you need so we can help you in the best possible way.

1

If you are a wheelchair passenger and you want to travel in a seat:

- You must give notice in advance so this can be taken into account.
- Please remember that your wheelchair must be able to fold or close for easier transportation.

2

If you have other mobility difficulties:

You can request a wheelchair from ATENDO to move around the station and get help getting on and off the train.

3

If you have a hearing impairment:

You can request technical assistance for better communication.

4

If you have a visual impairment:

You can request assistance to walk around the station, to go up and down the train, and to find your seat.

5

If you have an intellectual disability or comprehension difficulties:

You can request assistance to guide you and accompany you through the station to the train seat.

6

If you go with a companion or support person to make the trip:

You must give notice.

7

If you go with a guide dog or assistance dog:

You must give notice.



Which stations offer the ATENDO service?

You can see the list of stations with ATENDO service at the website www.renfe.com or www.adif.es

There are stations with **Permanent assistance**.

These stations always have staff to provide the ATENDO service.

The ATENDO service is available during the opening hours of the station.

There are stations with **Occasional Assistance**.

These stations only have the ATENDO service when requested.

- Most of stations have parking for mobility reduced people's cars and adapted toilets
- In the following list of stations they inform you which ones do **not** have these services.



Check that both, the departure and arrival stations, appear on the map of stations with **ATENDO** service.










• **Permanent Assistance** stations:

- A Coruña
- Alicante
- Albacete los Llanos
- Alcázar de San Juan
- Algeciras
- Almería Estación Intermodal
- Antequera Santa Ana
- Ávila 
- Badajoz
- Barcelona Estació de França
- Barcelona Sants
- Bilbao Abando Indalecio Prieto
- Burgos Rosa de Lima
- Cáceres
- Cádiz
- Calatayud
- Camp de Tarragona
- Cartagena
- Castellón
- Ciudad Real - Central
- Córdoba
- Cuenca Fernando Zóbel
- Figueres Vilafant
- Gijón
- Girona
- Granada
- Guadalajara - Yebes
- Huelva
- Huesca
- Irún
- Jaén
- Jerez de la Frontera
- Lleida-Pirineus
- León
- Linares Baeza
- Logroño

- Lugo 
- Madrid Atocha Cercanías
- Madrid Chamartín
- Madrid Puerta de Atocha
- Málaga María Zambrano
- Mérida
- Miranda de Ebro
- Monforte de Lemos
- Murcia del Carmen
- Ourense / Orense
- Oviedo
- Palencia
- Pamplona – Iruña
- Pontevedra
- Puente Genil - Herrera
- Puertollano – Alta Velocidad
- Salamanca
- San Fernando Bahía Sur
- San Sebastián - Donostia
- Santander
- Santiago de Compostela
- Segovia Guiomar
- Sevilla Santa Justa
- Tarragona 
- Teruel
- Toledo
- Valladolid Campo Grande
- Valencia Joaquín Sorolla - Alta Velocidad
- Valencia Estació Nord
- Vigo Urzaiz
- Vitoria - Gasteiz
- Zaragoza - Delicias

• Occasional Assistance stations

- Almansa
- Astorga
- Balsicas - Mar Menor
- Benicarló - Peñíscola
- Benicassim 
- Bobadilla
- Briviesca
- Calahorra
- Castejón de Ebro
- Cortes de Navarra
- Cuenca  
- Cullera
- Daimiel
- Elda - Petrer
- El Puerto de Santa María
- Espeluy
- Ferrol
- Figueres
- Flaça 
- Gandía
- Játiva - Xátiva
- L'Aldea Amposta 
- La Palma del Condado 
- Lebrija
- Manzanares
- Mataporquera
- Medina del Campo
- Mieres Puente 
- Montijo
- Montilla
- Navalморal de la Mata
- Oropesa de Toledo
- Peñaranda de Bracamonte 
- Plasencia
- Ponferrada
- Port Aventura  

- Portbou
- Redondela (Alta Velocidad)
- Requena Utiel (Alta Velocidad)
- Reus 
- Ronda
- Sagunto
- Sahagún 
- Sarria
- Socuéllamos
- Soria
- Tafalla
- Talavera de la Reina
- Torredembarra  
- Tortosa 
- Tudela de Navarra
- Universidad de Rabanales 
- Veguellina
- Vigo Guixar
- Villacañas
- Villagarcía de Arousa
- Villalba de Guadarrama 
- Villanueva de Córdoba -
- Los Pedroches
- Villanueva de la Serena
- Villarrobledo
- Villasequilla 
- Villena
- Villena Alta Velocidad 
- Vinaróz – Vinarós
- Zamora

Look for
your station
in this map

Map of stations that offer **ATENDO** Service



- Stations with **Permanent Assistance**
- Stations with **Occasional Assistance**

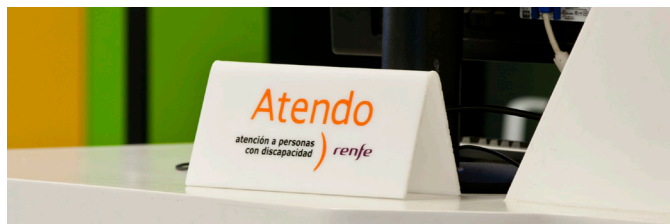
How can I request the ATENDO service?

You can ask for the ATENDO service in different ways:

- **When you buy the ticket.**
- Calling the **phone number** 902 24 05 05.
- Using the mobile phone **application** Renfe Atendo (App).

When you request the ATENDO service you should know if the station has **Permanent** or **Occasional Assistance**.

If the station has **Permanent Assistance** you must be at the meeting point **30 minutes before** the departure time of the train.



If the station has **Occasional Assistance** you must request the ATENDO service **at least 12 hours** before train departure.

Renfe will remind you about your request **2 days** before your travel.

You will receive a text message on your mobile phone to remind you about the assistance service.

In the text message, ATENDO will indicate the **meeting point** where you should go.



There are **different meeting points** where they can meet you, according to the station.

- In the **Customer Center**



- In the **ATENDO Center**



- At the **Sales and Customer Service Office.**



Do I have any advantage when travelling?

- In Renfe you can buy a discount card called **Gold Card**.
- To get this card you have to have a disability equal to or greater than 65 percent, a public financial support, or be older than 60 years.
- If you ask for the **Gold Card with a companion**, the two of you will have the same discount when travelling together.
- Gold Card offers between 25 and 40 percent discount on your train ticket.
- Discounts depend on the train and the day of the week on which the trip takes place.



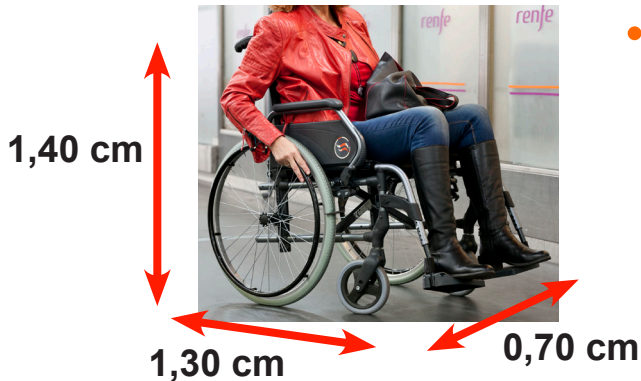
What should I do before travelling?

- When you are going to travel you can buy your ticket online in the website www.renfe.com, **train stations**, **travel agencies**, or by calling 902 24 05 05.
- Both, the departure and arrival stations, have to appear on the map of stations that offer ATENDO service.
- Take only one suitcase and check that it weighs less than 25 kilos.



Apply for the **ATENDO** service when **you buy your ticket.**

- If you need help to communicate, eat, drink or to go to the toilet, it would be better to travel with a companion or support person.
- If you have any trouble understanding safety directions from the train staff it's necessary to travel with a support person.



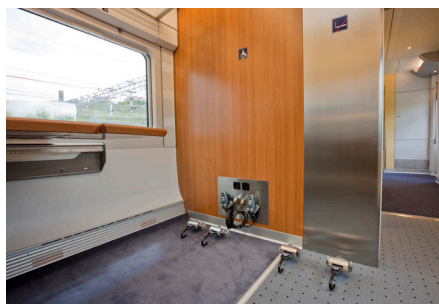
- If you travel with a wheelchair, make sure it has the right size. Not all the wheelchairs fit.

- If you carry a wheelchair and travel sitting on a train seat, **the wheelchair must be foldable** so it can be stored.



What is the H Seat?

The H Seat is the reserved place on the train to travel in your own wheelchair without the need of a seat.



The H Seat is usually located in **Business class** or **Coach class**.

- The **Business class** area of the train is an area where more services are offered to its travellers.
- The **Coach class** is a simpler and more economic area.

If a train has its only H Seat in the **Business class** you will pay the price of **Coach class**.

You can reserve the H Seat when you buy your ticket.

Other information of interest

You can contact ATENDO'S CENTRAL OFFICE if you have any problems and in these special cases:

- When you need to travel in a special size wheelchair.
- When you travel outside of Spain.
In this case you must request the assistance **2 days** before the date of travel.
- When you make a group trip.

ATENDO'S CENTRAL OFFICE

Location: Atocha Commuter Train Station Madrid.

Schedule: 6:00 am to 12 pm

Helpline: 91 774 40 40

Email: oca.accesibilidad@renfe.es

Internet Information: www.renfe.com

Remember



- Apply for the **ATENDO** service when you buy your ticket.
- In case of any incident **ATENDO** is always there to help you..
- You must be at the meeting point **30 minutes before** the departure time of the train.
- **ATENDO** is a service offered on middle and long distance trains.
- **ATENDO** is a service that is **not** offered on commuter trains.

ATENDO makes your travel easier.

Direction, Easy Reading Adjustment, Editing and Layout:

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