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Global Support Organisation

Location Guide

Torrejon



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DIO Estates Manager (Spain)
Mrs Lucia Lumbreras
Duty Mobile: +34 681 045 359
Lucia.Lumbreras100@mod.gov.uk

Torrejón Accommodation

There is no purpose-built Service accommodation at Torrejón. Accommodation is sourced by the Defence Infrastructure Organisation (DIO) In the La Moraleja (MA) and Sanchinarro (MU) area of Madrid, which is 19 miles from Torrejón military base.

Getafe Accommodation

There is no purpose-built Service accommodation at Getafe-Airbus. Accommodation is sourced by the Defence Infrastructure Organisation (DIO) In the La Moraleja (MA) and Sanchinarro (MU) area of Madrid, which is 19 miles from Airbus Getafe.

Albacete Accommodation

There is no purpose-built Service accommodation at Los Llanos (Albacete). Accommodation is sourced by the Defence Infrastructure Organisation (DIO) in Albacete the city centre which is 5 miles from Los Llanos military base.

Cádiz Accommodation

There is no purpose-built Service accommodation at Rota (Cádiz). Accommodation is sourced by the Defence Infrastructure Organisation (DIO) in the area of Cádiz. The property we already have is in the El Puerto de Santa María which is 15 miles from Rota military base.

Valencia Accommodation

There is no purpose-built Service accommodation at Bétera (Valencia). Accommodation is sourced by the Defence Infrastructure Organisation (DIO) in Bétera/Valencia area which is 8.6 miles from Bétera military base.

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Consideration will be given to preferences but there is moderate difficulty acquiring housing so specific requests may not always be available. You will be housed in an available property that meets your entitlement and most suits your needs. A few families have found they have had delays in moving into accommodation for a variety of reasons. Therefore, please be aware you may have to spend time in a hotel until suitable housing is allocated. If this happens there are a few things that it is worth being aware of. In August, when most of our moves tend to happen, a large proportion of the businesses, shops and offices you may need to visit may be closed or have reduced manning and opening hours as the Spanish tend to go on holiday during the hottest period of summer. In addition, many businesses will close during the hottest hours of the day, 1300 and 1600 for 'siesta'. If you have submitted the F1132 to DIO then they will be in touch in due course, if not please contact the NSE for a copy as it is essential that you complete it without delay. It is mandatory for all personnel, regardless of PStat or accompanied status as there may be a requirement for DIO to acquire for a new property for you which cannot commence without a completed F1132.

All personnel are to read paragraphs 32-50 on the [Supportability DIN](#).



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FAULT REPORTING

- If you need to report a Fault in your SSFA/SSSA, please email the DIO EM in the first instance on Lucia.Lumbreras100@mod.gov.uk. Please only use the Duty Number (+34 681 045 359) in the event of an emergency during normal working hours – 0900-1700 Monday to Friday.
- Lucia is the first DIO point of contact for your house, except for the moments that she is on leave, in which case she will inform you of the procedure to be followed.
- In the event of an emergency, when a hotel is required, repairs are to be reported to the DIO SHAPE Duty Officer available on +32 475 753850.

HELPFUL INFORMATION

UTILITIES

Currently no utilities charges are applied, however, this may change in the future.

DEFENCE ACCOMMODATION STORES

Where furnishing is requested, it is provided to scale and in accordance with current MOD instructions. Furnishings in excess of the authorised scales are not normally permitted except in special circumstances that must be justified. Requests for excess issues of DAS are to be directed initially to the DIO Estate Manager.

REFUSE DISPOSAL

- There are usually a variety of recycle bins scattered around every city, town and even small village.
- Sometimes many of the recycling bins are grouped together and other times you will see just one or two
- Spent batteries can be deposited at the entrances of many supermarkets. There are also spent battery banks situated on streets and bus stops within central Madrid.
- Old clothes can also be recycled at many supermarkets.
- Check with estates if you are unsure about the specific recycling arrangements for your building.

WATER

In the Alcobendas (Torrejon housing) and Albacete area the Municipal water meets EU standards. You will be informed by the Estate Manager of the water quality or potential restrictions in your area when you move into your SFA. Water supply provided for Accommodation is for normal domestic use only, excessive usage may result in charges being raised.

TV/TELEPHONES

Landlord authorisation is required before attaching satellite dishes to SFA and failure to obtain such authorisation may lead to expensive remedial costs being raised prior or at Move Out from the SFA. You should request permission through your Estate Manager.

Requests for the installation of private telephones, additional extensions and modems are to be made to the local telecom suppliers in Spain. These costs are covered via Disturbance Allowance. Your local NSE will be able to advise you on potential suppliers.



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MAINTENANCE AND REPAIRS

DIO provides a maintenance service to all SFA which is free to occupants. However, you are responsible for looking after their property and protecting it from damage and in particular:

- Changing domestic fuses and standard light bulbs (not on a landing or high ceiling). Contact Housing Manager to replace any fluorescent tube lighting
- Resetting electrical trip switches as necessary
- Clearing sink/bath blockages and gullies; carefully pour hot water from the kettle into the plug hole and gently plunge around the plug hole. If it still doesn't clear, report to the Housing Manager
- Arranging for safe connection and maintenance of your own appliances such as dishwashers and washing machines
- Repairing any damage to the property caused by your family or visitors (if we have to repair such damage you may be charged)
- If you lose the keys to your SFA you are responsible for replacing them. If you are locked out of your SFA then you are responsible for gaining re-entry and changing the relevant keys and locks (although we will assist with contacting contractors for you)
- If your heating system is fed by an oil tank it may have a 'bund' (a brick/concrete construction under the oil tank to catch any escaping oil). Bunds have no lids, you must keep it free from leaves, debris and keep all vegetation 800mm clear of the bund and oil tank
- Maintaining tidy gardens and ensuring hedges are kept to 1.8m in height
- Respecting your neighbours by not dumping rubbish in communal areas and by keeping stairs and hallways free from obstructions in flats
- Testing your central heating in September, before the onset of the cold weather, so that any faults are identified and can be fixed in advance
- When you leave to go on holiday, leaving the heating on low (15°C) during cold weather, turning any external water points off and arranging for a neighbour to visit the property periodically
- Allowing operatives safe access to your property by keeping pets in a separate area

REPAIR PROCESS

General information regarding support on repairs to SSFA/SSLA in Spain: It is DIO's intention to ensure that all our occupants have a pleasant tour serving in Spain and that housing faults are kept to an absolute minimum. When there is an issue with your accommodation that may result in seeking a repair, please don't contact the landlord; your first port of call is with the Estate Manager (Lucia) via E-mail or, in emergencies, by phone. The EM will then identify whether the issue is a Landlord responsibility or needs a contractor. To enable you to understand the timelines please see below a breakdown of the types of repairs. Please note our aim is to rectify any repair as soon as practicable, within the confines of our contractors/Landlord's timelines, which are shown below:

- Emergency Repairs** – Are considered an emergency, any problems which affect health or safety (e.g. flooding, total breakdown of the electrical installation, ...) and breakdown of the heating system. DIO shall endeavour to have this type of repair executed within 48 hours. If this is not possible, DIO shall review the situation, keeping the occupant informed.
- Urgent Repairs** – Urgent Repairs are considered to be any problem which may cause serious inconvenience or serious damage (e.g. water leak, blocked drains, blocked toilets, power cut, breakdown of the hot water supply or heating in Winter) and the like. DIO shall endeavour to have this type of repairs executed within 5 working days.
- Routine Repairs** – considered routine, any repair which may be deferred without causing inconvenience, discomfort or damage. DIO shall endeavour to have these types of repairs executed within 15 days. It would be extremely helpful for occupants if they could adhere to these timelines. Only once the timeline has exceeded the timeline or a date of repair has not been confirmed should the occupant re-highlight the issue. This will give all parties (DIO/Landlords/Contractors) the time to action these issues/repairs in a timely fashion. Your continued support on this issue is appreciated.



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There are a number of ways you can help us resolve your problem quickly and efficiently:

- If you do need to report a fault, provide the Estate Manager with as much information as possible about the problem
- If the fault relates to a piece of equipment (such as a boiler or cooker) provide the Estate Manager with details of the type and model so the operative has the right parts
- Provide the operative with clear access to the property and the area where the fault is,
- Particularly where there are Health and Safety implications, for example when we are performing gas safety checks or electrical safety inspections, please ensure the operative has clear access to the relevant areas
- To avoid missed appointments, try and be available within the timeslot of the appointment, or arrange for someone else to be there who is 16 years or over. If necessary, call the Estate Manager before the original appointment date and time to re-schedule.



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MAINTENANCE OF OUTSIDE AREAS

The MOD lease for your property includes grounds maintenance provision by the Landlord. The MOD licence to occupy that governs your use of your SFA requires that gardens, driveways, hedges and immediate outside areas must be kept in a clean, tidy and weed free condition, i.e., grass, shrubs and hedges are to be cut or trimmed and garden waste disposed of as necessary in order to maintain a respectable appearance. Occupants should discuss with their Housing Manager if the grounds maintenance with the Landlord fails to achieve these standards.. Tasks outside the normal responsibility of the occupant, e.g. tree husbandry, hedges over 2m in height at Move In, should be referred to your Estate Manager.

Pathways and pavements in the garden of your SFA are normally the occupants' responsibility. These must also be weeded, kept clean, and in Winter kept free of snow and ice. Rubbish is not to be swept into drains, as they are easily blocked.

DISHWASHERS/WASHING MACHINES/COOKERS (White Goods)

White goods are often provided within SFA by Landlords prior to the MOD taking over the property. Please seek advice from your Housing Manager on the operation of these. If provided they are normally to be maintained by the Landlord. The plumbing in / installation of privately installed White Goods is to be carried out under private arrangements. Privately owned cookers from the UK should not be connected for use in Spain, although you may consult with your Estate Manager to ascertain the feasibility of installing your own Cooker.

ELECTRICAL ADAPTERS

It is important that you use adequate adapter plugs for general household or multi-socket use. It should be noted that the 7.5 amp continental adapter plugs, widely available in the UK, are only intended for use with single small electrical portable appliances under 7,5 amp. Misuse of these adapters presents a serious hazard and additionally can cause damage to electrical items.

PETS

As SFA in Spain are rented by MOD from Spanish Landlords, the Landlords have the right to prohibit the keeping of pets in their properties. DIO will not vouch for the suitability of SFA for pets (eg. In terms of size, provision of or access to a garden/walking area etc) or invest funds into properties to make them suitable for pets. Open communal and childrens play areas within the Housing Estates dictate that pets must be kept under strict control and are not to be allowed to foul open play areas or gardens. Individuals who intend bringing cats, dogs or other pets to Spain must state this in the SFA Application form. Pets are not normally permitted in single living accommodation / flats. You are required to provide evidence at Move Out that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied. Pets are not permitted in SLA in Spain.

It is to be noted in accordance with Spanish law certain breeds are classified as potentially dangerous. You should visit GOV.uk regarding the detail of bringing pets to Spain. There is talk of Spain bringing in a mandatory Pet ID, speak to the NSE for the most up to date information.

Cat flaps are not normally fitted in hirings. Upon request from the occupant the landlord's permission will be sought. You must be aware that if permission is granted, all costs for materials, fitting of the cat flap and the replacement of the door to the original one for Move Out, will be at your expense. PESTS 17. Infestations of mice or rats in SFA properties are extremely rare. In such cases the Estate Manager will advise on the appropriate measures for occupants to administer. Major infestation should not occur providing kitchen waste is double-wrapped and removed in appropriate bins or containers and not thrown onto compost heaps.

DIO would like to advise you to make yourself familiar with the requirements of being a pet owner in SFA as per JSP464 Vol 1, Part 1, Chapter 6 – Rules and Conditions for Occupation, Sub Section IV Pets. There are also rules for keeping pets in SFA listed on MOD Form 1132 (please find the Form on the next page), this can also be viewed in JSP 464 Vol 1 Pt 2 Chapter 4, 4-A-12.



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RUNNING A BUSINESS FROM HOME

In accordance with JSP464, the licensee agrees not to carry out or allow members of his or her household to carry out any business, trade, club or similar activity in the property without the prior written consent of the DIO Housing Staff. Permission is also to be obtained from the local Service Commander.

PUTTING ISSUES RIGHT

Your Estate Manager is available to discuss any issues that you feel are not being adequately managed. If, however, you have concerns that your issues are not being adequately resolved then you should in the first instance contact the DIO ESG Estate Manager Supervisor

Francis.Temple354@mod.go.uk or the DIO ESG

Housing Manager Jurgen.Cauldwell101@mod.gov.uk

LEAVING SPAIN

Please contact your local Estate Manager within 10 days of receiving your assignment order to move. We will then confirm a date for a pre-Move Out and ensure that your move out is planned efficiently.



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Education and Schools

If you have received a posting/assignment order for any location within GSO, even if you are already serving overseas, you are required to contact the Families Section at Abbey Wood (UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk).

They will provide a family travel pack which will include the Parental Declaration and Education Overseas Supportability (EOS) form which needs to be completed by your children's current school. Once completed these forms should be returned to Defence Children's Services (DFS) RC-DHS-HQ-OES@mod.gov.uk or the receiving MOD School directly, and will be reviewed prior to issuing an Educational Clearance Certificate, if appropriate.

Once you have received your Educational Clearance Certificate, you should contact HoL for next steps..

Defence Children's Services (DFS) will support you with any advice or queries you may have regarding all aspects of education. You can also visit the [Gov website](#) for more information. Applications for funding and additional funding for SEN are required to go through EJSU - Speak to Hol. Fee payments are dealt with by J8 via the HNLO. Any further or more specific queries regarding education in your location should be directed to the NSE (gso-ejsu-spain-nse-mailbox@mod.gov.uk)



Overseas Education and Supportability Team (OEST)

The role of the team is to;

- Provide advice and guidance for Service personnel and eligible MOD civilians about education in overseas locations
- Coordinate the assessment of educational supportability required for any Service personnel travelling abroad
- Provide education advice on supportability and allowances in overseas locations
- Work with DCS schools to develop high-quality provision for children with Special Needs and or Disabilities (SEND)
- Support parent when children have needs that emerge while overseas
- Run the MOD Virtual School for all children in non-DCS school areas.

Advice

If you are considering an overseas posting, please get in touch as early as possible. They are able to advise on the impact the posting may have on your child's education and give you the information you need to make informed decisions. While it is every parent's responsibility to research and make choices about their child's education overseas, they can help with this process.

Supportability

The MOD need to be confident that a child's educational needs can be met in an overseas location. This means that, before any Service person travels abroad, they must ensure their children have **Confirmation of Educational Supportability**. The emphasis of the supportability assessment is positive. Where possible they try to ascertain what support will need to be put in place to make a placement successful. If you have any questions about this process, please contact the DCS school in location directly or, if you are not going to a DCS school area, contact OEST.

SEND

OEST are subject matter experts in SEND and can provide advice and support when a child begins to have difficulties in an overseas location. If you are concerned about your child's special needs while overseas, please do contact them.

Virtual School

As part of the MOD's public duty to safeguard the dependants of Service personnel overseas, DCS have set up a Virtual School (VS). The VS is available to provide support and guidance for families of children who are educated in non-DCS school areas, including those who Electively Home Educate. The aim of the VS is to work in partnership with the Service child's actual educational setting to ensure that they are safe and supported at all stages of their education.



Please contact OEST on RC-DCS-HQ-OES@mod.gov.uk

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Overseas Nursery Authority

The Overseas Nursery Authority (ONA), previously known as the Overseas Nursery Allowance has had some changes made to the application process.

Parents in overseas locations where MOD schools and settings are not available can apply for reimbursement of nursery fees by means of ONA.

The process for applying and making claims are as follows;

- Families research childcare providers in the area and find a suitable setting that is in accordance with the DIN criteria.
- Completed applications should then be forwarded to the HoL for signing off. Once approved, Service personnel will be able to use JPA to arrange a reimbursement (via i-Expense)
- For more information refer to the [ONA DIN](#) and/or speak to Hol
- Universal Infant Free School Meals Overseas



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Childcare recommendations for under 2s - This list is not exhaustive, and you are welcome to find alternative places and apply to DCS for them.

Collegio Reggio
Age 0-18
Calle San Enrique de Osso 48
Hortaleza, 28055, Madrid
Email: Colegio@reggio.es
Website: <https://reggio.es/>

La Escuelita del Encinar
Age 0-6yrs
C/ Camino del Cura, 8
EL Encinar de los Reyes
28109 Alcobendas, Madrid
Tel: 91 625 24 01
Email: coordinacion@laescuelitadelencinar.es
Website: laescuelitadelencinar.es

For further information and brochures please contact the CLO at Torrejón (EJSU-Madrid-NSE-CLO@mod.gov.uk).



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Primary and Secondary Education Recommendations

There is no MOD School provision in Torrejón, Albacete, Valencia or Rota however there are international schools available. This list is not exhaustive and you are welcome to find alternative places and apply to DCS for them.

Torrejón

St George International School Madrid (age 2-18)
Calle Padres Dominicos, 1
28050 Madrid
Telephone: 0034 916 508 440
Email: admissions@stgeorge.es
Website: <https://stgeorgeinternational.es/madrid/en/>

King's College School (age 2-16)
Paseo de Alcobendas, 5,
La Moraleja
Madrid, 28109
Telephone: (+34) 916 585 540
General Enquiries: info.lamoraleja@kingscollege.es
Admissions Enquiries: kcs.admissions@kingscollegeschools.org

King's College School (age 3-18)
Paseo de los Andes, 35.
Soto de Viñuelas
Madrid 28761
Telephone: [\(+34\) 918 034 800](tel:+34918034800)
General Enquiries: info@kingscollege.es
Admissions Enquiries: kcs.admissions@kingscollegeschools.org

International College Spain (ICS) (age 3-18)
Vereda Norte, 3,
La Moraleja
Madrid, 28109
Telephone: (+34) 916 502 398/99
Admissions Enquiries: admissions@icsmadrid.org
Website: [International College Spain, Madrid | Nord Anglia](#)



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Primary and Secondary Education Recommendations

Albacete

Colegio Cedes (Infant – Secondary education)

Carretera De Las Penas, 11

02006

Albacete

Telephone: 0034 967 51 14 37

Website: <http://www.colegiocedes.com>

Valencia

British School of Valencia (Age 2 – 18)

Calle Filipinas, 37

46006

Valencia

Tel: 0034 96 374 29 30

Website: <https://www.bsvalencia.com/en/>

Cambridge House (Age 3-18)

C/Profesorado Español,

1 Urb. Santa Bárbara -

Rocafort 46111

Valencia

Tel: [96 390 50 19](tel:963905019)

Website: [Cambridge House Community College - British School in Valencia](#)

Rota

DGF Elementary School (Rota ES)

El Puerto De Santa Maria

Rota

Spain

Tel: 0034 956 82 41 87

Website: <https://www.dodea.edu/RotaES/index.cfm>

David Glasgow Farragut Middle High School

El Puerto de Santa Maria

Rota

Spain

Tel: 0034 956 82 41 83

Website: <https://www.dodea.edu/RotaMHS/index.cfm>

For further information please contact dcyp-ceas-enquiries@mod.gov.uk

or visit <https://www.gov.uk/government/groups/the-childrens-education-advisory-service-ceas>

School applications must be made prior to your arrival in these areas.



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FINANCE

Global Accounting Rate (GAR)

The GAR is the rate at which sterling is converted to the local currency by the military.

UK Credit & Debit Cards

Most UK credit/debit cards are accepted in large retail outlets, petrol stations, hotels and restaurants but you should check prior to purchase, you may however incur charges.

It is also possible to withdraw cash, with a UK credit/debit card, from a large network of cash point machines but a charge may be applied. Please check with your bank first.

Please note that the opportunity to open a Spanish bank account will be available on your arrival.



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Healthcare Information

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by OneHMG in conjunction with the Defence Global Practice. You may also be referred into NHS services where appropriate. Nevertheless, all personnel and dependents are to arrive with an in date EHIC/GHIC.

In the background the Defence Global Practice manages your NHS registration and records if you are fully registered. The DGP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to OneHMG.

OneHMG
+44 (0)2084 817800
healthline@healix.com

Defence Global Practice
+32 (0)6544 2280
UKstratcom-dms-dhpc-dgp-enquiry@mod.gov.uk

EJSU Areas - Medical Finance
ukstratcom-dms-dphc-ejsu-Fin@mod.gov.uk

IMPORTANT NOTICE

PRESCRIPTIONS OF METAMIZOLE/NOLOTIL IN SPAIN

All Defence Global Practice patients currently residing in Spain are to be aware of the potential prescribing of a medication by host nation providers that is not recommended in the UK. Alternative medications are available and should be used instead.

Metamizole, commonly sold in Spain under its brand name Nolotil, is a painkiller which is normally administered orally or intravenously. The medication is banned in the UK as well as several other countries due to evidence of significant side-effects, including death. There is currently legal action from the UK being taken against the Spanish government over cases of British people who have been prescribed this in Spain and suffered side-effects.

Should you be prescribed this medication in Spain it is DPHC recommendation that you do not purchase or take it, and that you request an alternative medication instead from your medical provider. In general, for pain and inflammation an analgesic medication (if not contraindicated) such as Ibuprofen, Naproxen, Co-Codamol or Paracetamol would be appropriate.

If you are prescribed it, please do let DGP and Healix know so that we can track which providers are offering this medication.

Should you require any further advice on individual cases please do reach out to DGP or Healix.



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[News Article](#)

ACCESSING HEALTHCARE

In an Emergency - Call 112

Primary Healthcare

You are free to choose your own GP although the DGP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population. It is advisable that you use an English-speaking GP. The UK community at Torrejón use:

Centro Médico Sanitas Valdebebas

Avenida de Juan Antonio Samaranch 85, 28055.

Vi

- Visit the NSE for up to date information on how to book appointment.
- Arrive at appointment with completed Healix form [here](#) and your passport as a means of ID
- Should you need secondary care, these appointments (after prior approval from Healix, as usual) can be made by emailing **Hospital La Moraleja**: atencioncliente@sanitas.es - speak to the NSE for the most up to date process. The location is [here](#) and they do have their own parking, although on street parking is plentiful.

or

Hospital de día Pio XII

Cta. del Sagrado Corazón, 4, Chamartín, 28016 Madrid, Spain



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Out of Hours

If you require care that cannot wait until the next working day, then attend the local accident and emergency department.

NB. If you attend A and E or are admitted to hospital unexpectedly call OneHMG on +44 (0)2084 817800

Accidents and Emergencies Protocol

Should you or a dependant have a medical emergency – you must follow this protocol;

Ring 112 and ask for an English speaker

Bear in mind that you will be triaged, and there is a certain criteria you must meet before an ambulance is dispatched. For example, broken bones may not be seen as a requirement, and you will be expected to make your own way to A&E.

If at any point you need a translator, ring The Big Word

- Call The Big Word interpretation line on - 0044 (0) 113 212 4116
 - Enter the access code – 77451265#
 - Enter the language code – 1
- Once connected to an interpreter ensure that you make a note of their 'Interpreter ID number'. Following the call inform DGP via telephone or email (UKstratcom-dms-dhpc-dgp-enquiry@mod.gov.uk) that you have used the service, including providing the interpreter ID number.

OneHMG are confident that the ambulance team will take you to the most appropriate hospital, and they will pay any bills even if that isn't their usual facility.

Ring the 24/7 OneHMG helpline

- As soon as you are able to, you should ring OneHMG to allow them to settle any payments or admin for follow up appointments.



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Children

Children are entitled to be seen by a paediatrician whilst here in Madrid. These appointments are the same (primary care), as a generic GP appointment in the UK, as opposed to being classed as seen by a specialist. OneHMG do not have to preauthorise the initial appointment, just as they don't when you see a GP.

Below is a list of paediatricians that people have used here in Madrid (some points are more pertinent to those with babies/infants).

Montepediatras

Moraleja Green Centro Commercial
www.montepediatras.com

To book an appointment you can;
Call or text in English to 630 442 114
Book online [here](#)

You can see any Dr as they all speak English, but please always confirm that you are covered by Healix so they can ensure to bill correctly.

Opening hours are;
Mon – Fri 1100-1500, 1700-2100
Sat, Sun, and Holidays 1100-1500

Dr Alfonso Canete

Unidad Médica Anglo Americana
Dr. Francisco Campillo Arias – Camisón
C/ Conde de Aranda, nº. 1, 1º izqd, 28001
T: 0034 91 435 18 23
www.unidadmedica.com/en/

As always, you must consult with Healix via healthline@healix.com and/or +442084817800 before accessing care to enable the team to approve and put in place 'guarantees of payment'.



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Antenatal and Post-Natal Care / Gynaecologist

Cervical screening

You will receive a reminder letter if you are due Cervical Cytology. Please book your appointment with the local clinic. Contraceptive Services are also provided .

It is important, if electing to have your cervical screening in Spain, that you forward any results to One HMG and ask for a translation before forwarding to DGP to be entered on the national screening system.

Pregnancy

It is important that you let OneHMG know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the DGP and OneHMG to ensure you are supported after birth. The NHS pregnancy and baby guide offers information about all stages of pregnancy, birth and the first months with your child.

Obstetricians/gynaecologist

Dra. Kamilla Hallier

International Women's Health Center

C/Serrano, 98, 28006 Madrid

appointments by arrangement only

T: 911 29 71 21/616 59 60 92

Email info@iwcm.com

www.iwhcm.com/en/the-health-centre/

Dra Kamilla Hallier has a natural approach to pregnancy and childbirth. She speaks fantastic English, her clinic is on Calle Serrano, easily accessible from La Moraleja area - subterranean parking, garage directly underneath. Clinic also has pelvic floor physio (Irene), Osteopath and dedicated midwives who all speak English. Communication through WhatsApp/email/telephone and direct payment through OneHMG.

HM Nuevo Belen for antenatal tests and delivery. This hospital is dedicated Gynaecology, Obstetrics and Maternity facility and the natural birth suites are excellent.

Other English-speaking Gynaecologist/Obstetricians who have been used over the years by previous personnel posted here are;

Dr. Marcos Órdenes González

Ruber Hospital

C/ La Masó, 38, 28034 Mirasierra

T: 0034 91 387 51 31

Dra Melia, (Secretary/PA – Virginia)

Hospital Ruber Internacional

C/ La Maso, 38 Mirasierra - 28034 Madrid

T: 913 87 - 51 72/ 51 73 / 51 74



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[Dr Ricardo Sainz de la Cuesta](#)

Head of GYN/OBS Dept at Hospital Quiron
C/ Diego de Velazquez, 1, Pozuelo de Alarcon, Madrid, 28223

T: 902 15 10 16
GOP Gynecology & Obstetrics 914 52 19 69 Main

[Dr Rodriguez-Mata](#)

C/Conde de Penalver 62, 28006 Madrid

T: 914 02 61 95

[Dra. Bárbara Rubio](#)

Ruber Hospital International
C/ La Masó, 38, 28034 Mirasierra

T: 913 87 51 47



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Prescriptions

There is a cashless agreement with the local pharmacies at El Centro Commercial, El Encinar, and Manoteras (right behind the HM hospital) for those that are based in Madrid. For those in Valencia, there is a cashless agreement with Farmacia el Plantio (La Canyada). Only prescription costs are covered, and any over the counter medicines will be at your own expense. You will need to take a Healthcare Provider letter which can be obtained from the HNLO on your arrival. This cashless agreement is only valid at this pharmacy, if you chose to take your prescription to a different one you will need to pay and claim the money back.

Individuals who pay at the point of collection for prescriptions can reclaim via JPA. Authorisation must be requested from DGP.

The email address for the DGP is: UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

Info: 'Farmacia' is Spanish for chemist. Your local Farmacia can be found easily using Google Maps (or any other internet map search). Please look for the Farmacia sign, usually lit up:



Please note that some only open during the normal working day. There are Farmacias that are open 24hrs in the case of out of hours treatment. These can be found by typing 'Farmacias 24 horas cerca de mi' in your search engine. Farmacias usually take turns being open for 24 hours in any district.

Eye Tests

For personnel located at Torrejón/Madrid to book an eye test, please contact the UK NSE. The HNLO will arrange for an eye test appointment at [Opticalia](#)
Av. Olimpica, 9, Alcobendas, 28108



Albacete – Health

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ALBACETE HEALTHCARE

In an Emergency - call 112

Primary Healthcare

You are free to choose your own GP although the DGP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population.

In Albacete you have the Hospital Hospital Quirónsalud Santa Cristina which will be your hospital for emergency and non-emergency care. You do not have to use that same clinic should you have an emergency. The hospital has a 24 hour accident & emergency department, although, you may be requested to pay upfront and you will have to claim back on JPA after obtaining a claim number from OneHMG. We also have a direct billing option with the hospital so will make things easier for any sort of payment.

Hospital Address:

Hospital Quirónsalud Santa Cristina,
C. Pérez Galdós, 7-9,
02003, Albacete.

E-mail: gestion.Albacete@quironsauld.es

Or

Susy Herrero at susy.herrero@quironsalud.es

TLP Appointment guidance can be found at <https://www.quironsalud.com/santa-cristina/es/tlp-appointment>



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Prescriptions

There is a cashless agreement with the local pharmacies at Avenida Jose Prat, called Farmacia Jesús María Moreno Gómez. Only prescription costs are covered, and any over the counter medicines will be at your own expense. You will need to take a Healthcare Provider letter which can be obtained from the HNLO on your arrival. This cashless agreement is only valid at this pharmacy, if you chose to take your prescription to a different one you will need to pay and claim the money back.

Individuals who pay at the point of collection for prescriptions can reclaim via JPA. You will require authorisation from DGP.

The email address for the DGP is: UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk



Please note that some only open during the normal working day. There are Farmacias that are open 24hrs in the case of out of hours treatment. These can be found by typing 'Farmacias 24 horas cerca de mí' in your search engine. Farmacias usually take turns being open for 24 hours in any district.

If you collect medication from a different pharmacy, you will have to pay and reclaim the costs by providing evidence and reclaiming on JPA.



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CHILDREN

Paediatrician (English spoken)

If your child needs to be seen by a Dr, they will need to see a Paediatrician. The Paediatrician is located in the same clinic as the GP, and booked through Susy Herrero as normal.

Hospital Quirónsalud Santa Cristina, Pérez Galdós, 7-9, 02003 Albacete

Susy Herrero at susy.herrero@quironosalud.es

Immunisations

You should maintain a red book and be aware on assignment of when your child is due any immunisations.

Parents should note that the childhood vaccination schedule for your host nation may differ to that of the UK, in some cases vaccinations may not be available in your host nation and vice versa. Further information on vaccination schedules can be found via the European Centre for Disease Control at <https://vaccine-schedule.ecdc.europa.eu/Scheduler/ByCountries?SelectedCountry1Id=68&SelectedCountry2Id=171&IncludeChildAgeGroup=true&IncludeChildAgeGroup=false&IncludeAdultAgeGroup=false>

Other Child-Focused Organisations

The DGP also work closely with the Defence Children's Services (DCS) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support.



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SPECIALIST SERVICES

Cervical screening

You will receive a reminder letter if you are due Cervical Cytology. Please book your appointment with the local clinic. Contraceptive Services are also provided .

It is important, if electing to have your cervical screening in Spain, that you forward any results to One HMG and ask for a translation before forwarding to CEP to be entered on the national screening system.

Pregnancy

It is important that you let OneHMG know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and OneHMG to ensure you are supported after birth. The NHS pregnancy and baby guide offers information about all stages of pregnancy, birth and the first months with your child.



SECONDARY CARE

Referrals to Hospital / outpatient clinics

Should a GP refer you to another clinician, please make sure you let OneHMG know as soon as possible.

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing is organised with the provider. Once approved, OneHMG will contact you to send you a guarantee of payment letter.

If your hospital clinician recommends surgery or any other significant intervention, you should contact OneHMG following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to OneHMG.

Consultant Advisors and Clinical Review

If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

The DGP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.



Albacete – Health

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Main Hospital Sites

**Hospital General Universitario
De Albacete,**
Calle Hermanos Falco, 37
026006 Albacete,
Spain



Useful Words:

- Dolor – Pain
- Fiebre – Fever
- Inflamación – Inflammation
- Analítica – Blood Test
- Muestra de orina – Urine Sample
- Pago – Payment
- Prueba – Test
- Cita – Appointment
- Resultados – Results

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APPROVED DENTAL PROVIDERS

Madrid

Moraleja Smile

C/Camino del Cura 10 Local 17, CC El Encinar, Alcobendas

T: 916 59 26 07

Citas@moralejasmile.com

cashless scheme.

Valencia

CLINICA GUERRERO HERNANDEZ SLP

Avenida de Francia, 8 1-1, 46023, VALENCIA

T: 96330 7102

Clinicaguerrero@hotmail.com

Cadiz

Dental Company El Puerto de Santa Maria

Pza. Del Polvorista esq. Micaela Aramburu de Mora
11500,

El Puerto de Santa Maria

T: 956 877 250 / 629 023 318

elpuerto@dentalcompany.es

Albacete

Clinica Ana Isabel Gregorio Sánchez

Calle Tejares, 75, 02002, Albacete

T: 967671393

info@clinicadentalanaisabelgregorio.com

Payment is made by J8 via the HNLO.

It is the responsibility of the patient and NOT the provider to ensure that only treatment defined as Primary Care according to UK NHS guidelines is carried out.

Patients should refer to One HMG Intranet for guidance in full and contact OneHMG Healthline if clarification is required.

If Secondary Care is recommended the patient should contact OneHMG for authority to proceed

Costs for inappropriate or unauthorised care will be returned to the patient for payment.



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Pets and Registering Dogs

If you wish to bring a cat or dog into Spain, the animal must have been vaccinated for rabies at least 30 days, but no more than 12 months, prior to its entry. Since Brexit, there are new rules and procedures to follow for ALL pets, including an Export Health Check and an Export Application Form which will need signing by a registered vet. Please follow this [link](#) for more information.

Before you bring a new pet into your home you must ask permission and register the dog with DIO on your application for your SSFA/SSLA.

You can read about the rules [here](#). It is expected to become compulsory for all pets to be registered and have their own National Identity Document (in addition to a microchip), in the near future. Dog owners will also need to complete a training course to prove they have the required knowledge to properly train and handle their pet. It will be a free online course, which will be promulgated as soon as it has been released. In addition, dog owners must also have civil liability insurance.

In Spain, there are certain legal requirements set out by the Directorate-General for Traffic (Art. 11.2), although the law is not very clear about how dogs should travel. Dogs can travel in cars as long as they do not hamper the driver's movement, obstruct their field of vision or distract their attention from the road, and the only way of guaranteeing these conditions are met is by restraining the dog.

Different options are better suited to different sized dogs. The best retention systems for dogs are:

- Grill** Putting the dog in the boot and separating it with a grill will allow it to move around freely. However, there is a very high **probability of serious injury** in the event of an accident.
- Harnesses** There are two types: **single and two-point harnesses**. The first type is not 100% reliable because they can break in a collision and the dog could be thrown forwards. **The second is safer**, as the two points of attachment would prevent the dog from moving in the event of an accident.
- Transport cage** Probably the safest way of travelling with a dog in the car is a transport cage.

For current, up to date information and advice about travelling with pets please visit the [Gov website](#).



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Local Amenities

Business Hours

Most business hours are from Monday-Saturday, 0930-1400, and 1630-2000. Major shopping centres and department stores are open all day from 1000-2100. The main department stores and shopping centres also open their doors to the public on Sundays. In a number of cities, opening hours are unregulated, and shoppers have a wider range of opening hours.

Supermarkets

Food shopping in the Madrid area is quite easy. You can find a variety of shops and the prices are comparable compared to the UK.

- Carrefour
- Mercadona
- Día
- Lidl
- Aldi
- Al Campo
- Sanchez Romero
- El Corte Ingles/Hipercor/Supercor

These can be found easily on Google Maps respective of your accommodation.

No matter the size, most offer dairy products, fresh produce, meat, fish, and dry goods. There will usually be a small selection of cleaning supplies, nappies, and personal care items as well. Unless you're visiting one of the huge supermercados in the suburbs, you may need to go to more than one shop. For things like baby formula and over the counter medicine (even antacids and cough drops), you'll need to stop at a Chemist (farmacia). For a wider selection of vegan, gluten-free, or organic products pop into an herbolario. Even if you can't find everything you need in one place, don't be afraid to stop in the specialty produce, meat, or bread shops. The quality is incredible and it's nice to get on a first name basis with people in your neighbourhood. If you brought a rolling cart, park it! You'll get a scolding if you bring bags or carts in a store. Around the entrances are lockers for bags and chains for you to lock your cart. These use a 1€ or .50€ coin which you'll get back when you unlock your things.

Milk and eggs are not refrigerated, so scan the aisles instead for these products. The milk is ultra pasteurised and shelf stable for about six months. You can find a limited selection of fresh milk in some of the supermarkets in the fridge section.



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Bring your reusable bags. One of the first things checkers will ask, is if you'd like a bag (*¿Quieres bolsa?*). Like many places today, you have to pay for each one. If you have a ton of shopping and it's offered, they may ask if you'd like your groceries delivered (*un pedido*). If you say yes, they'll pack your shopping into plastic crates and deliver them to your home within a few hours for a small fee. It's worth the 5€ if you don't have a car! You will find many high street brands such as Zara (and its various offshoots), Mango and H&M both in Madrid centre and in the shopping centres on the outskirts of the city. In central Madrid, the main shopping areas are around Gran Vía, Calle Hortaleza & Fuencarral, Puerta del Sol and Salamanca. El Corte Inglés is the main department store and has large stores in Sol, Salamanca and Nuevos Ministerios. It sells a very wide range of goods and stocks British produce in its food hall, but it can be pricey.

There are several large shopping centres on the outskirts of Madrid, including:

- **Xanadu** - a sports and shopping centre located to the south of the city (Autovía A-5, Exit 22). As well as many shops, Xanadu Madrid also contains the largest indoor ski slope in Europe.
- **Plaza Norte** - one of the largest shopping complexes in Madrid, it has the full range of high street stores, plus Ikea, Carrefour and other electronics, home and garden outlets. It is located to the north of the city (Exit 19, A1 to Burgos).
- **Factory Outlets** – there are several in Madrid selling discounted clothing and home wares. Main locations are San Sebastian de Los Reyes (A1 Burgos, exit 20) and Las Rozas (A6, exit 19 or M50, exit 82). www.factory.es
- **Sexta Avenida** – located to the west of Madrid (A6 to A Coruña, exit 13).
- **La Vaguada** – located close to the Embassy. Avenida de Monforte de Lemos y Avenida de la Ilustración.

British and International Shops

There are several food shops that sell British goods in Madrid, some of which do home delivery, including:

- Sabores Del Mundo
- Carrefour
- El Corte Inglés
- Mercadona
- Taste of America



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Facilities on Torrejón Air Base

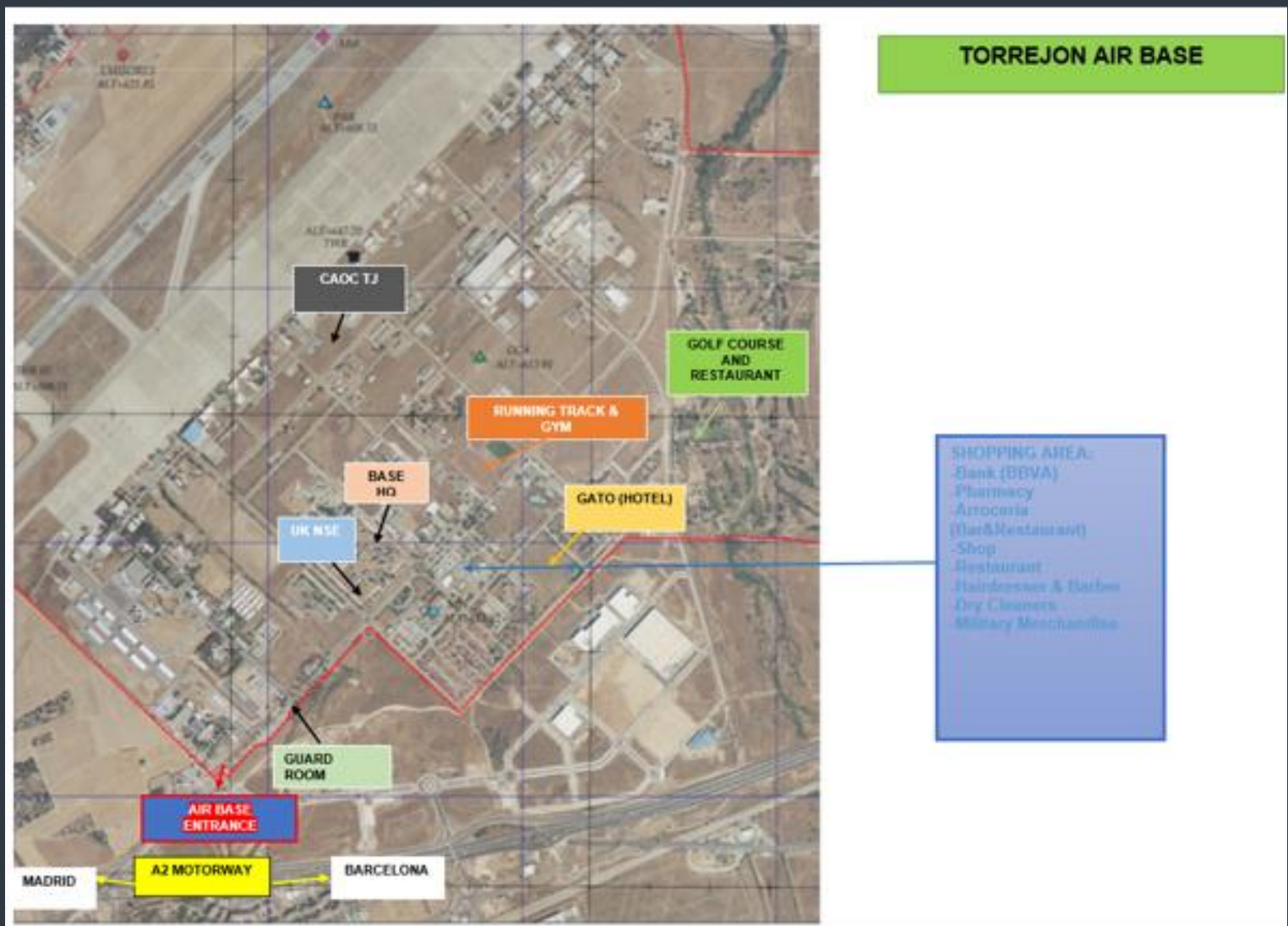
- **Golf Course** - The golf course Torrejón Air Base consists of 18 holes par 72, a putting green, practice bunker, driving range, locker room, showers, parking, golf school and club. Intensive golf courses and tournaments are regularly organised. Special prices apply for personnel stationed at the base. It also has a bar and restaurant. Contact telephone: 91 627 44 74
- **Bowling Alley** - Enjoy the 18 bowling lanes with your family or colleagues. They have two alleys adapted for children. In the bar you can find burgers, sandwiches, salads, kebabs etc.
- **Arrocería (Rice Place) Restaurant** - Specializing in different types of rice and paella, they also offer other dishes and a menu del día' which is very good value. They have two dining rooms with capacity for 60 and 70 people respectively; these can be hired for family gatherings or private parties.
- **Gymnasium** – Open from 0800 to 2000hrs. Facilities include fitness rooms, sauna, cardio room, racquet ball and punch bag.
- **Running track and football field** - The running field has a 400 meters running track. It is also possible to run around the aeromodelling field which is 1.500 meters long. The football field is natural grass and boasts portable goalposts.
- **Basketball, tennis and padel courts** - These facilities should be reserved in advance by contacting the sports section.
- **Commercial Area** - In the Commercial Area you can find BBVA Bank, pharmacy, stationary shop and hairdressers.
- **Swimming Pools**- There are two pools on base, one for officers and the other one for non-commissioned. Both open on the 15th of June. You can get hold of season, monthly or daily passes.



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Local Activities Information

Cinemas

Films are often dubbed into Spanish but it is also possible to watch Version Original (V.O) films, i.e. in their original language with Spanish subtitles, at most cinemas. Make sure that the listing has V.O. or V.O.S.E after the film title before buying your ticket.

International Press

The major British and international newspapers and magazines are often available from kiosks and newsagents, certainly in central Madrid. Shops such as VIPs and Relay tend to be particularly well-stocked in this regard.

International Theatre and Music

Madrid has a vibrant live music and theatre scene. It is possible to see some productions in English, particularly at the Canal Theatre. Look for productions described as “VO Inglés”). Many international music stars and theatre, ballet and opera companies perform in Madrid. There is also an English language comedy club: Freshly squeezed. To keep up with the latest concerts and shows, good websites include www.ticketmaster.es and www.guiadelocio.com/madrid.

Local Swimming Pool and Sports Centre

Ciudad Deportiva Valdelasfuentes

Distrito Norte, AV DON MIGUEL CERVANTES, Alcobendas, 28100
+34 916587110

Swimming pool, sauna, steam room, 8 padel courts, 4 tennis courts, skate park, gym, children's area, café and much more! You can pay as you go, or have a monthly membership. If you've registered for your Empadronamiento (through the HNLO), you will receive a discount too.

[Página Web del Ayuntamiento de Alcobendas](#)

Polideportivo Municipal de Alcobendas José Caballero

Distrito Urbanizaciones, AV TRANSICIÓN ESPAÑOLA DE LA nº 7, Alcobendas, 28108

[Página Web del Ayuntamiento de Alcobendas](#)



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English Language Book Shops

There are a number of shops throughout Madrid selling new/used books in English. Some of these (such as J & J Books and Coffee) also organise English cultural/ social events.

Pasajes Librería Internacional

Calle Génova, 3, libreria@pasajeslibros.com, Metro: Alonso Martínez - Large selection of new books.

Petra's International Bookshop

Calle Campomanes, 13, Metro: Opera, Santo Domingo - Comment: Second-hand books.

J & J Books and Coffee

Calle Espíritu Santo, 47 (near San Bernardo), T. 91521 8576.

info@jandjbooksandcoffee.net www.jandjbooksandcoffee.net, Metro: Noviciado - Comments: Large selection of used books, bar on ground floor, organise language interchanges and chats.

Hartley's Good Bookshop

Calle Padilla, 74 (near Alcántara), Metro: Lista, Diego de León - Interesting selection of new and used books.

Kathleen Usborne Books Rep

T. 0034684019613. She is an Usborne book representative, English speaking and lives close to Madrid and can send books via post, choose books via Usborne website and order through her.

Bookdepository.com

Online book store, delivers worldwide.

Facebook - 'English Books Madrid'

Where people sell second hand English books

El corte Ingles

Has an English book section.

Amazon.es

Also have some English books.



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Useful Facebook Groups

- **'Brits in Spain'** This is the official Facebook page for the British Embassy in Madrid
- **'English speaking Community of Madrid'**
- **'Ayuntamiento de Madrid'** This is the official Madrid Council Facebook sight
- **'Girl Gone International'** - All women group whose mission is to connect globally minded international women around the world online and face to face.
- **'Madrid Expats'** - find new friends, advertise jobs, flats etc.
- **'For Sale in Madrid'** - If you live in Madrid, then you can post any second-hand things here that you have for sale
- **'Parents Network – North of Madrid'** where you can find lots of helpful info relating to areas in Northern Madrid.
- [British Embassy](#)
- [Mom and Dads Madrid](#)
- [Eat Out Madrid](#)
- [Secondhand Madrid](#)
- [Buy swap sell Madrid](#)
- [Kids and Parents Madrid](#)
- [Madrid Art & Culture](#)
- Activities for Children

[MumAbroad Spain](#)

Offers advice in English from local mums on life in Spain with babies, toddlers and kids.

Mom and Baby Madrid

A facebook group that is a place to connect mums/dads and their babies in Madrid and serve as a source of relevant information for raising children in Madrid.

[Sticky Fingers Playgroup](#)

An international group of mums, dads, grandparents, carers and kids, meeting twice a week and one Saturday a month in the centre of the city. All activities, arts and crafts, singing and story-time are in English. Age: 0-6 years.

Madrid Parents Support Group

English speaking forum for parents to share experiences of their children's learning difficulties and needs. Contact Tanya Thompson 696 956 144. Of course a great source of information and knowledge about bringing up children in Madrid are other mums and dads - the CLO can put you in touch with other families living near you.



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English Speaking Places of Worship

St George's Church (Anglican/Episcopalian)

Núñez de Balboa 43, 28001 Madrid

Tel/Fax: 91.576.51.09

Email: stgeorgemadrid@telefonica.net

Website: <http://www.stgeorgesmadrid.org/>

Sunday Service: 08:30, 10:00 & 11:15.

The Community Church of Madrid (International Ecumenical Fellowship)

Suffolk University Building – Madrid Campus

Calle de la Villa 3 (metro Juan XXIII)

Tel: 91.571.21.36

Sunday Service: 11:00

Website: <http://www.communitychurch-madrid.org/>

Our Lady of Mercy (English-speaking Catholic)

Avda Alfonso XIII, 165

Madrid

Tel: 91.416.90.09

Sunday Mass: 11:00

Website: <http://www.ourladyofmercy.info/>

Immanuel Baptist Church

Hernández de Tejada 4

28027 Madrid

Tel: 91.407.43.47

Sunday Services: 09:45, 11:00, 13:30 & 18:30.

Website: <http://www.ibcmadrid.com/>

Madrid Presbyterian Ministries

Calle Playa de Sitges 87

Las Rozas – Madrid

Tel: 91.630.22.58

Web site: www.madridpres.org

Synagogue (Orthodox)

Calle Balmes 3

28010 Madrid

Tel: 91.591.31.31

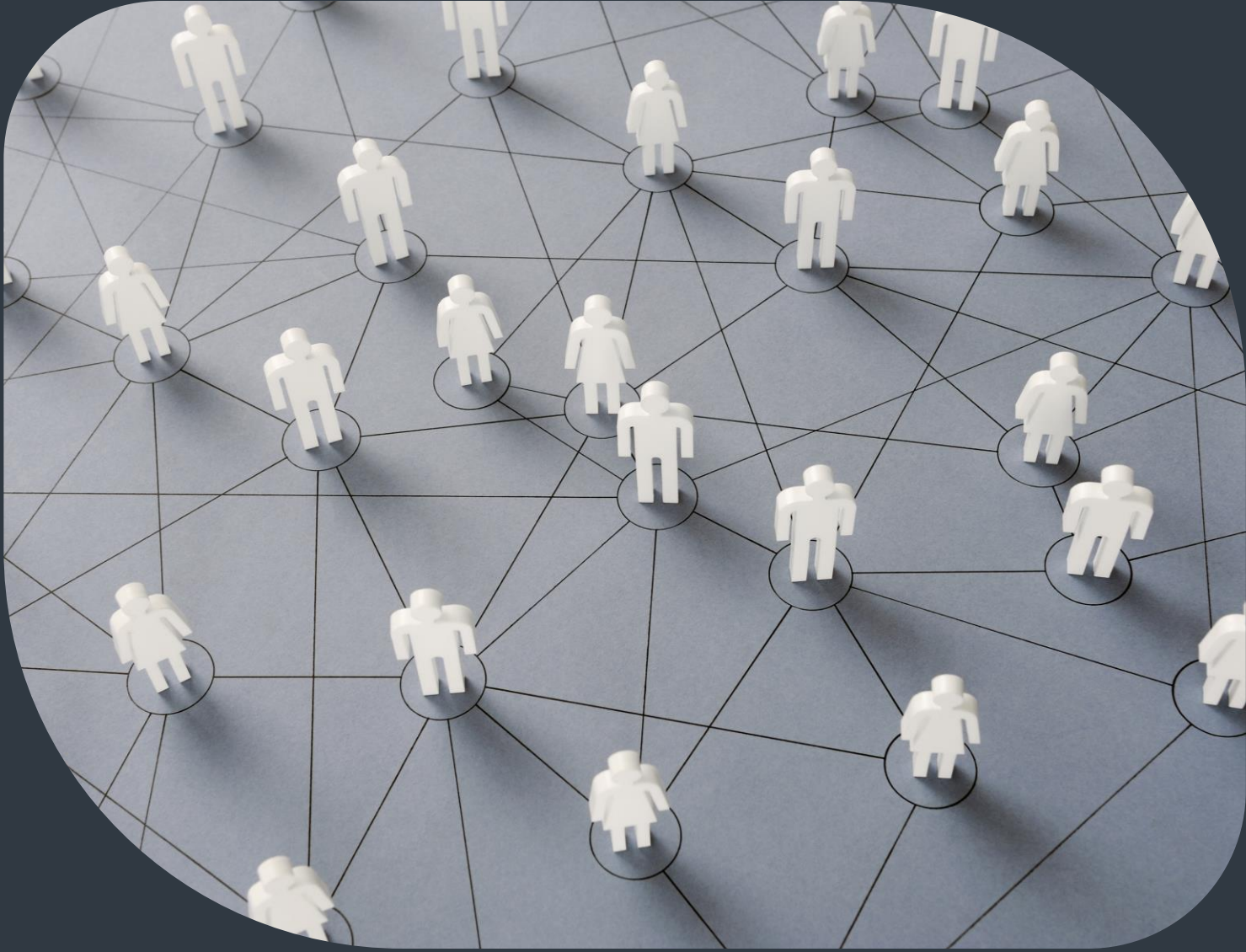
Services: Friday night & Saturday morning (please carry identification)



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| | |
|---|-------------------------------|
| DIO Emergency | 0034 681 045 359 0900-2000 |
| Joint Casualty and Compassionate Centre (JCCC) Virtual contact card can be downloaded here. | 0044 1452 519951 |
| WELFARE & SUPPORT SERVICES | |
| European Welfare Officer | On request from NSE |
| EJSU Padre | On request from NSE |
| Army Welfare Service (AWS) <i>AWS provides a confidential non-discriminatory support service to assist with the challenges that arise in personal and service lives.</i> | 0044 1904 882053 |
| Alcoholics Anonymous <i>Offering support and guidance on alcohol dependency and sobriety.</i> https://www.alcoholics-anonymous.org.uk/ | 0044 (0)800 9177 650 |
| Childline <i>A confidential, free, 24-hour counselling service for children and young people under the age of 19</i> https://www.childline.org.uk/ | 0044 (0)800 1111 |
| Victim Support <i>Victim Support is an independent charity in England and Wales that provides specialist practical and emotional support to victims and witnesses of crime.</i> crt.bfsws@coreassets.com https://www.facebook.com/victimsupport | 0044 (0)800 724 3176 |

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| | |
|---|-----------------------------|
| <p>Combat Stress</p> <p><i>Support & treatment to former members of the British Armed Forces who are suffering from a range of mental health conditions.</i></p> <p>https://www.combatstress.org.uk/</p> | <p>0044 (0)800 138 1619</p> |
| <p>Cruse Bereavement</p> <p><i>Cruse Bereavement Care and its counterpart Cruse Bereavement Care Scotland are the United Kingdom's largest bereavement charity, which provide free care and bereavement counselling to people suffering from grief.</i></p> <p>https://www.cruse.org.uk/</p> | <p>0044 (0)808 808 1677</p> |
| <p>Macmillan Cancer Support</p> <p><i>Provides specialist health care, information and financial support to people affected by cancer</i></p> <p>https://www.macmillan.org.uk/</p> | <p>0044 (0)808 808 0000</p> |
| | |
| <p>Money Advice Service</p> <p><i>An organisation that provides free and impartial advice on money and financial decisions</i></p> <p>https://www.moneyadvice.service.org.uk/en</p> | <p>0044 (0)300 500 5000</p> |
| <p>RBL</p> <p><i>A British charity providing financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants.</i></p> <p>https://www.facebook.com/Royal-British-Legion-District-of-Germany-149170368511341/</p> | <p>0044 (0)20 3376 8080</p> |



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|--|-----------------------------|
| <p>SSAFA</p> <p><i>The Armed Forces charity, is a UK charity that provides lifelong support to serving men and women and veterans from the British Armed Forces and their families or dependents.</i></p> <p>www.ssafa.org.uk</p> | <p>0044 (0)800 731 4880</p> |
| <p>The Samaritans</p> <p><i>Is a registered charity who provide emotional support</i></p> <p>https://www.samaritans.org/</p> | <p>0044 (0)116 123</p> |
| <p>Step Change</p> <p><i>The UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts</i></p> <p>www.stepchange.org</p> | <p>0044 (0)800 138 1111</p> |
| | |
| <p>Veterans Aid</p> <p><i>A UK charity providing support to ex-servicemen and women.</i></p> <p>www.veterans-aid.net</p> | <p>0044 (0)800 012 6867</p> |
| <p>Veterans UK</p> <p><i>Veterans UK is part of the Ministry of Defence and is a dedicated support organisation for service personnel, veterans and their families</i></p> <p>https://www.facebook.com/modveteransuk/</p> | <p>0044 (0)808 1914 218</p> |
| <p>Veterans Gateway</p> <p><i>Access to a network of organisations, for veterans and their families to connect to for help, advice and support</i></p> <p>https://www.veteransgateway.org.uk/ https://www.facebook.com/veteransgateway/</p> | <p>0044 (0)808 802 1212</p> |



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DRIVING IN SPAIN

International Driving Permits:

You do not need an IDP to drive in Spain, however, you should consider purchasing for yourself and dependents if you have plans to holiday in neighbouring countries. These can be purchased from any UK Post Office. You can check where in Europe you need an IDP [here](#).

Road Safety Regulations:

There are a series of road safety regulations that you must be aware of when driving in Spain aside from driving on the right:

- Talking on a mobile phone is prohibited while driving unless you are using a hands-free system.
- Car radios and mobile phones must be switched off while re-fuelling.
- A reflective jacket must be worn when getting out of the car on the road or hard shoulder. Warning triangles must be placed 50m at the front and rear of the vehicle if it has stopped on the road or hard shoulder. Warning triangles are to be visible up to 100m.
- The installation and use of devices designed to elude surveillance by traffic police is strictly prohibited.
- Overtaking can only be done on the left side of the vehicle you wish to pass.
- It is advisable to use your lights during the day to improve your visibility.
- It is illegal in Spain to drive through a tunnel wearing sunglasses.
- Lights are to be switched on when driving through tunnels.

Road Priorities:

- Unmarked Junctions and exits – Traffic approaching from the right has the right of way.
- In signed/marked junctions – Traffic on the main road has right of way, unless there is a STOP sign which means you must give way to the right.
- When crossing pavements or cycle tracks, pedestrians and cyclists have right of way.
- If in doubt about who has priority, give way to emergency (ambulance, fire, police vehicles) public utility (electricity, gas, telephone, water) vehicles attending an emergency, trams, buses, funeral hearses and all traffic coming from your RIGHT.



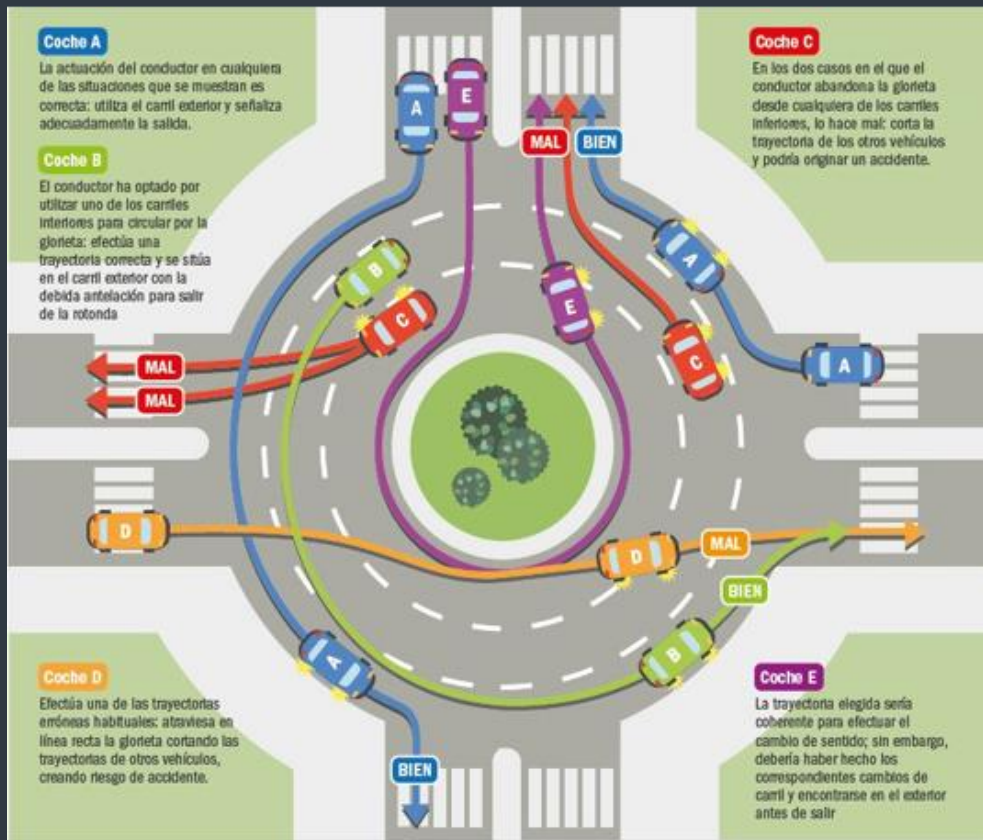
Roundabouts:

There are a variety of designs in relation to roundabouts, however the principles of entering a roundabout and exiting a roundabout are all the same. Always use the most convenient lane for the exit you wish to take. When entering a roundabout you must give way (left) to those already on the roundabout. Once on the roundabout a vehicle in the lane you wish to change to has priority on that lane. Before exiting you must move to the outer lane in good time. If it is not possible to move to the outer lane, then you are to complete another circuit of the roundabout and move safely to the outer lane. When exiting you must indicate right, before you reach your exit.

However, be warned, it is normal for vehicles turning left or u-turning to remain in the right hand lane and indicate left, they remain in the outside lane of the roundabout all the way around. It is common to see 'half roundabout junctions' in Spain with the main carriage way continuing straight but a roundabout layout superimposed over the junction. To turn left at these junctions, you normally have to turn off the main carriage way to the right and then wait for sequencing to follow the 'roundabout' to your exit.

Children under the age of twelve may not travel in the front seats of a vehicle unless fitted with a regulation restraint system. In the rear seat, children over 3 but under 150cms in height are required to use an approved safety system appropriate for their size and weight. Children under 3, travelling in the rear seat will use a validated safety system appropriate to their size and weight.

Additionally, when travelling by taxi, the use of infants' seats is not required within the city but they are compulsory when travelling outside urban areas, in which case, responsibility to supply the seat lies with the parents, and not the taxi driver. As a general rule, children under 12 are not allowed to travel as passengers on motorcycles, with or without sidecar.



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Equipment:

Drivers are to carry the following mandatory equipment in their vehicle:

- Two warning triangles or V16 Emergency light. From 2026 only the V16 light will be necessary.
- Spare fuses.
- Spare wheel (fit for purpose and properly inflated).
- Appropriate tools to change a wheel.
- Hi-Viz vest (1 for driver and enough for passengers, which must be accessible from the seating area, i.e. not in the boot).
- First Aid kit (Advisory not compulsory).
- A complete set of spare bulbs (Advisory not compulsory).

[Driving in Spain Guides, Advice, Tips and More | RAC Drive](#)

Whilst it is not permitted to carry spare fuel, it is against the law if you were to run out of fuel and drivers will be fined accordingly should their vehicle be immobilised on the road with no fuel.

Fines:

Due to the high incidence of road accidents, fines for traffic offences are strictly enforced. Non-resident offenders are issued with on the spot fines with a 30% discount. Any complaints regarding traffic fines should be referred to the provincial traffic office where the fine was issued, this is shown on the ticket.

Serious offences carry a penalty of between €302 and €602.

Drinking and Driving:

The limit for drinking is 0.5 grams per litre (0.3 for professionals and new drivers). It is compulsory for all drivers to submit to alcohol tests when requested by the authorities. Those under the effect of drugs that may impair either their physical or mental faculties are banned from driving. Drivers are also required to submit to any official test when requested.

Failure to comply is considered a serious offence, which will result in the immobilisation of the vehicle by the traffic police, payment of any resulting expenses and may lead to the withdrawal of the licence and possible imprisonment.

Speed Limits:

Unless posted otherwise established speed limits must be adhered to:

- Motorways/Dual Carriage ways **120 km/h**
- Roads with more than 1 lane in each direction **100 km/h**
- Other Roads **90 km/h**
- Built Up Areas **50 km/h**



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Seatbelts

The use of seat belts is compulsory for the driver and all passengers except when parking or reversing. Also excluded are pregnant women, disabled passengers or anyone suffering from a severe medical condition, in these cases, a medical certificate in Spanish or an official translation of the certificate, if it has been issued by an EU member state, must be carried at all times. Failure to comply is considered a serious offence.

Accidents:

When possible, road users involved in an accident should assess the situation and then prioritise measures in order to guarantee traffic safety without destroying forensic evidence, provided that this does not jeopardise the safety of the victims or the traffic. They should attend to the injured, request the assistance of the rescue services and try to move it to the hard shoulder or lay-by. Adequately mark the presence of their vehicle on the road by placing two warning triangles one 50 metres in front of the car and another 50 metres behind, so that they are visible to approaching drivers from at least 100 metres.

Those witnessing an accident are obliged to tend to the victims and seek the attendance of the emergency services. Casualties that are clearly not serious need not be reported to the authorities or their agents. SOS telephone posts are normally available on motorways only, in all other roads presence of traffic police is high. In any case, the assistance of other drivers should also be sought.









In the event of an accident you should call 112 and in case of assault or criminal offence on the road, it may be reported in English by calling the police on 902 102 112.

You should always carry accident forms so you can complete them with the other party there and then. You can find a template in both English and Spanish [here](#). It should ideally be completed on the Spanish form so the other party and the insurance understand, and you can use the English form as reference to what is being asked.



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Common Road Signs:

| | | | |
|---|---|--|---|
|  |  |  |  |
| Give Way | Priority over oncoming traffic | Toll ahead | No vehicles carrying explosives |
|  |  |  |  |
| Dipped Headlights Required | Take next right junction to make a U-Turn | ITV (MOT) Test Centre | Parking area with picnic area |

| | | | |
|---|---|--|---|
|  |  |  |  |
| Traffic Signals Ahead | Crossroads Ahead Priority to the right | Roundabout ahead | End of speed restriction (Roadworks) |
|  |  |  |  |
| Possible queues (roadworks) | 80 Kph speed limit (roadworks) | Priority at next junction ONLY (roadworks) | Motorway exit (Villalba) |

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Additional Helpful Information:

In areas of roadworks all white lines are overpainted with yellow.

Of note, Spanish drivers will routinely double park or stop in non-traditional places (on roundabouts) and leave their vehicle blocking access with hazard lights on. Normally, use of your horn will recall them to their vehicle.

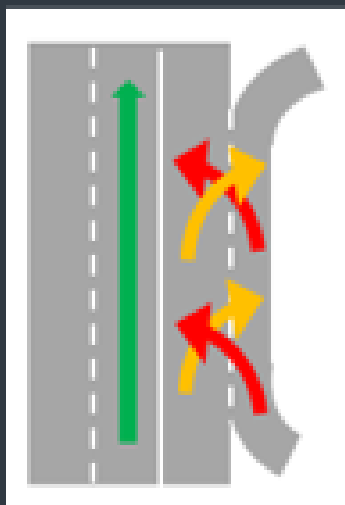
Beware of pedestrian crossings at junctions with traffic lights, they have independent traffic light sequences. You may have a green light allowing you to turn left on the road, but a pedestrian crossing at the junction's left turn may have its own red light which you have to honour. This differs to the UK system where these crossing lights would be sequenced and blinkered to the traffic turning.

In Spain you will regularly come across normal traffic lights with just the centre amber light flashing. This means proceed with caution and should be treated as a 'give way', with traffic to the RIGHT having right of way.

A flashing amber right turn filter may be displayed at red lights, this means you can turn right giving way to traffic on that road. This is not a default permission at all red lights like in the US, only where an amber filter is displayed.

It is common to see 'half roundabout junctions' in Spain with the main carriage way continuing straight but a roundabout layout superimposed over the junction. To turn left at these junctions, you normally have to turn off the main carriage way to the right and then wait for sequencing to follow the 'roundabout' to your exit.

Motorway on/off junctions are routinely in a different order to the UK, with the on ramp before the off ramp. This results in an inner lane with accelerating traffic trying to merge left to join the motorway, while slowing traffic is trying to merge right to exit. This can cause unfamiliar conditions for UK drivers which can be hazardous. These junctions are frequently linked with a solid white line between the middle and inner lane, denoting that traffic from the outer lanes cannot enter the slow lane around the junction, and joining traffic cannot overtake until the end of the junction.



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Living in Spain

GEOGRAPHY OF SPAIN

The Kingdom of Spain is located on the Iberian Peninsula in south-western Europe, with archipelagos in the Atlantic Ocean (Canary Islands) and Mediterranean Sea (Balearic Islands), and several small territories on and near the north African coast, Ceuta and Melilla, in continental North Africa.

COMMUNITY OF MADRID

The Community of Madrid is one of the seventeen autonomous communities (regions) of Spain. It is located at the centre of the country and the Castilian Central Plateau (Meseta Central).



MADRID, CAPITAL OF SPAIN

Madrid is the capital of Spain and the largest municipality, referred to as the Community of Madrid. The population of the city is almost 3.2 million with a metropolitan area population of approximately 6.5 million.

The city is located on the Manzanares River in the centre of both the country and the Community of Madrid (which comprises the city of Madrid, and the extended suburbs and villages).

As the capital city of Spain, seat of government, and residence of the Spanish monarch, Madrid is also the political, economic and cultural centre of Spain.



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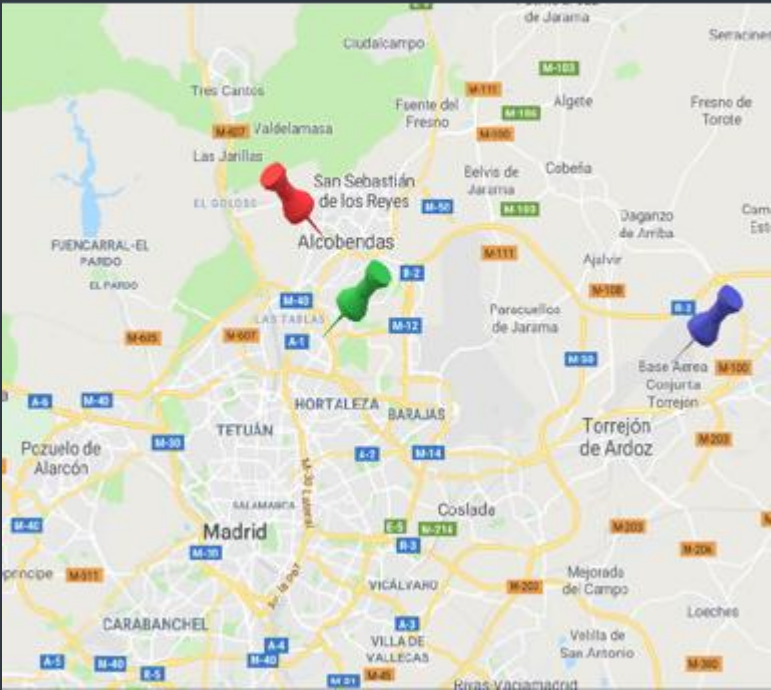
LOCATION OF ACCOMMODATION

Personnel who are accompanied by their families are accommodated in the Alcobendas area of Madrid. Some are located at the Encinar de los Reyes, and others at the Soto de la Moraleja.

La Moraleja (El Encinar and El Soto) is a residential neighbourhood in the town of Alcobendas, northwest of Madrid. It is a very safe area where you can enjoy a relaxed atmosphere.

British personnel serving unaccompanied are accommodated in Sanchinarro. The flats are located at Calle de María Tudor. Sanchinarro is a new area very close to El Encinar and El Soto and close to Madrid city centre.

As you can see on the map, all of the British community live near each other. For reference, Torrejon Air Base is also shown:



TORREJON AIR BASE

SINGLE PERS ACCOM

MARRIED PERS ACCOM

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SPANISH CLIMATE AND TIMETABLES

Spain is one of the warmest countries in Europe. Spain has a predominantly warm Continental and Mediterranean climate, with dry summers and winters with balanced temperatures. Here you can enjoy more than 3,000 hours of sunshine per year.

Madrid weather is normally very hot in summer and cold in winter and normally very dry. Rain is most likely in spring and autumn.

The time zone on the Spanish mainland is (GMT) + 1 hour. And the Canary Islands is the same as GMT.

Spain changes its time between summer and winter for daylight saving. This means that the last weekend in October the clocks go back 1 hour and the last weekend in March they go forward 1 hour.

Timetables in Spain are different than in the UK. Lunch is around 2 or 3 pm and normally the main meal. Dinner occurs quite late, about 9 or 10 at night.



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PUBLIC HOLIDAYS IN SPAIN 2025

Certain dates are designated public holidays in Spain, and these may be national, regional or local. The following are the national public holidays for 2025

FIESTAS LABORALES DE LA COMUNIDAD DE MADRID PARA EL AÑO 2025

- 1 de enero (miércoles), Año Nuevo
- 6 de enero (lunes), Epifanía del Señor.
- 17 de abril, Jueves Santo
- 18 de abril, Viernes Santo.
- 1 de mayo (jueves), Fiesta del Trabajo
- 2 de mayo (viernes), Fiesta de la Comunidad de Madrid
- 25 de julio (viernes), Santiago Apóstol
- 15 de agosto (viernes), Asunción de la Virgen.
- 1 de noviembre (sábado), Todos los Santos.
- 6 de diciembre (sábado), Día de la Constitución Española.
- 8 de diciembre (lunes), Día de la Inmaculada Concepción.
- 25 de diciembre (jueves), Natividad del Señor.

Además de las doce fiestas relacionadas, se celebrarán en cada municipio dos fiestas locales.

Fiestas del Municipio de Madrid

- Día 15 de mayo, jueves, San Isidro Labrador.
- Día 10 de noviembre, lunes, por traslado de la festividad de Nuestra Señora de La Almudena.

British personnel will follow the Spanish Public Holidays.
Holidays may vary on different dates each year.

Torrejon – National Support Element

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ARRIVAL PROCESS

The UK NSE Torrejón will assist you to manage all of these formalities and help you plan the steps that need to be taken in order to have a successful transition to life in Spain

WORK VISA

Since the UK left the EU, UK spouses are unable to work, unless they obtain a Work Visa. Without a Work Visa a company cannot legally employ non-EU citizens. If they are applying for a Spain Employment Visa, they will need to have a concrete job offer at a company, institution or organization, as stipulated by the Spanish authorities, and they will need to submit their application to the Spanish Embassy or Consulate in their country of residence, well in advance of your moving date. Contact details for the Consulates can be found in this link, which also provides other useful information. [Living in Spain - GOV.UK \(www.gov.uk\)](#)

If your spouse decides to follow this path and apply for a work visa in Spain, please be aware that this is a process that the NSE is not in a position to assist with. [Spousal employment - NATO Status of Forces Agreement and Supplementary Agreement Germany - GOV.UK](#)

DOCUMENTATION

- **NIE (Foreign Identification Number)** - The NIE is a unique number assigned to you as a foreign national residing in Spain. It is essential to have an NIE in order to complete any processes involving government administration, and additionally for example in order to get a contract with a Spanish mobile phone/internet provider. The service person applies for an NIE at their current location, the HNLO will contact you once the NSE receives the AO.

The NIE is the foremost important document you will need. This will then allow further administration to be processed and will allow a Spanish bank account to be opened, provision of home internet etc. It's not mandatory for children to have a NIE until they reach the age of 14. However, you can apply before this age if you wish. Please bear in mind, there is a charge for NIE which cannot be reclaimed.



- **El Empadronamiento** - Registering with the Town Hall where you live. This is basically the process of letting the local council know where you live – ‘empadronamiento’ in English is like a census certificate. The process is simple, whether you’re a Spanish native or an expat, because it adds your name and address into the census of the city you’re living in and is a requirement for many other administrative tasks in Spain, such as buying a car, getting married etc... It is also very useful for discounts on sporting complexes, swimming pools, dance classes, and any other activity organised by the Town Hall. Speak to the HNLO on arrival for more information.

- **Vehicle Registration and Petrol Cards** – It is very important to hand in your original V5 to the Spanish NSE on your arrival so they can start the process to obtain your Spanish license number plates (TA).

- Once you have received your TA driving permit (Yellow/green card) *remember to de-register your vehicle with DVLA (Do not do it before). If you have a personalised number plate, remember to bring your original plates and the V5 with the original registration plates on it. This is due to the Spanish car registration system not recognising personalised licence plates.*

Once you have TA plates, you will need to choose a petrol supplier and request a fuel card.

There are three options: FORAX, SOLRED or H24.

Main petrol stations are CEPSA (Forax) and REPSOL (Solred). These can be found easily on Google.

*Further information on the use of fuel cards will be briefed by the UK NSE on arrival.

IMPORTANT: Please note, until you receive your fuel card you will have to ask for a “factura” (receipt) every time you refuel at the petrol station, and it must have your complete name, address and NIE number to be able to claim the VAT back

- **Base and Car passes** – On your arrival at Torrejon the Spanish NSE will hand you forms to request both of these passes and a SOFA certificate. By taking this to the security office you will get passes. You will receive a temporary car pass until you receive your TA registration. This will be done with the assistance of the UK NSE.



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BANKING INFORMATION

Within the first week of your arrival, it is also important that you set up a local bank account. The UK NSE will assist with this.

When selecting a local banking facility, we recommend that you inquire about the services the bank offers and in addition, any fees associated with these services, as standard banking protocols differ greatly from what you may be accustomed to in the UK. We generally advise new comers to choose BBVA due to its location on camp and also, because they deal direct with NATO and understand military requirements. However, it is important that you are happy with the accounts they can offer and more importantly you check that the service meets your individual needs.

To open your bank account, you will need to provide:

- Original Passport
- NI number
- Local mail address, and UK fiscal address
- Local telephone or mobile number
- Photocopy of your NATO ID
- SOFA certificate (issued by UK NSE)

Once you have a Spanish bank account, inform the NSE and the account will be added to JPA and you can have either a percentage or set amount paid into that account and the rest to your UK account on pay day. Once this has been set up the percentages/amount can be changed using JPA Self Service. Please be aware MOD payments into Spanish accounts attract a charge per transaction, which can be reclaimed.

TELEPHONE & INTERNET

When it comes to choosing a telephone company to give you internet service, the longijf standing provider is Movistar (equivalent to BT)

It usually comes in a package: internet, landline, mobile line services and Cable TV channels. The prices vary depending on the package you require but prices are reasonable. Again, it is up to you to choose the company you desire and the package that suits your personal needs.

To open a contract with Movistar you will need:

- Original passport
- Copy of NIE
- Photocopy of your bank account number

The UK NSE will assist with this as part of your arrival process.



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ALLOWANCES

Depending on your personal situation, the following allowances will be attributable:

- **Local Overseas Allowance (LOA)**
- **Overseas Private Vehicle Provision (OPVP)**
- **HDT (Home to Duty Travel)**
- **GYH(O) (Get You Home (Overseas))**
- **Respite Provision**

LOA – This is attributable depending on your personal circumstance. You receive LOA for the length of your posting to Spain. The rate changes twice a year.

OPVP – Please speak to the JNCO NSE on your arrival.

HDT – Depending on where your accommodation is in relation to your place of work, this is an allowance which assists with the costs of travelling in your personal vehicle to work on a daily basis. It is paid at a mileage rate. You will be informed of your entitlement when you arrive in Spain.

GYH(O) - For those eligible personnel on a 12 month or longer assignment there is an entitlement for Get Your Home (Overseas) Warrants, which helps towards the cost of returning home to see family and friends. The entitlement is 1x warrant per 12-month period and will be renewed on the anniversary of the arrival date on assignment. Journey applications and GYH(O) claims are all made on JPA, further advice and guidance should be sought from the UK NSE. This does not apply to Embassy Defence Section staff.

Respite Provision – Personnel receiving LOA are entitled to a 4 night respite break per 12-month period and will be renewed on the anniversary of the arrival date on assignment. Respite claims are all made on JPA, further advice and guidance should be sought from the UK NSE.

JPA Suite:

There is a JPA terminal in the UK NSE, this is accessible during working hours and the key can be signed out of Bldg 201 reception at other times.



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Passports:

Ensure your passport has six months on prior to any travel through Europe or UK/overseas. Passports for all eligible personnel will be paid for through the public purse. Claims for passports should be done in accordance [DIN01-007](#)

Passport validity checker; <https://check-passport-for-travel-to-europe.homeoffice.gov.uk/>

Amazon Tax Free:

Refer to Amazon help with regards to BFPO refunds – if you require a letter from the UK NSE stating that you are serving overseas this can be obtained from the JNCO or HNLO.