* **Renfe conditions of travel:**

Below you will find a subset of the General Terms and Conditions for Renfe. The full conditions can be downloaded / printed from:  <http://www.renfe.com/EN/empresa/informacion_legal/condiciones_larga_distancia.html>

1. Means of transport

1.1. Passengers will be transported on the trains and carriages designed for this purpose for which they have the necessary ticket, in accordance with the established terms and conditions concerning admission, prices and timetables.  
1.2. The capacity of these trains is limited to the seats on the carriages that form them. Passengers will not be admitted unless there is guaranteed seat availability, except in the cases envisaged of the General Terms and Conditions.  
1.3. In general, all of the means of transport used will be properly signposted to allow the passenger to identify them more easily.

2. Transport contract

2.1. The ticket is the document that formalizes the transport contract between Renfe-Operadora and the passenger.  
2.2. The Transport Contract for Alta Velocidad (High Speed) and Larga Distancia (Long Distance) passengers is regulated by the present General Terms and Conditions, which will be made available for passengers

3. Passenger rights

Passengers on Alta Velocidad and Larga Distancia railway services will be, among other things, entitled to:

1. Access the publication of times and prices of the services sufficiently in advance.
2. Hire the Alta Velocidad and Larga Distancia service from or to any of the stations at which passengers board or alight these services.
3. Receive the service in proper quality and safety conditions.
4. Enter a transport contract with Renfe-Operadora in keeping with current legislation regarding land transport and consumer and user rights.
5. Be kept up-to-date about the set procedures to solve disputes that may arise relating to railway transport.
6. File any claims and complaints that they deem necessary in accordance with the general "Claims" clause, which can be made to Renfe-Operadora. There will be an official complaints book for this purpose, in keeping with current legislation.
7. Receive compensation for damages caused to them in the event that Renfe-Operadora does not fulfil its obligations.
8. Be kept informed of insurance policies or guarantees that Renfe-Operadora has undertaken to cover its liability. This information will be made available for passengers at the Passenger Information Centers and on the Renfe-Operadora website.
9. Be kept up-to-date of these General Terms and Conditions, which will be made available as mentioned above.
10. Change and cancel tickets in accordance with these General Terms and Conditions.

4. Passenger obligations

1. Keep the corresponding ticket for the duration of the journey and until leaving the station at their final destination.
2. Follow instructions from Renfe-Operadora employees in relation to the proper rendering of the service, as well as follow all notices displayed in the buildings and carriages.
3. Respect necessary public safety measures and controls.

5. Baggage

There is no through checked baggage service. Passengers are responsible for collecting / checking-in their baggage at Madrid Airport.

The amount of baggage you may take on board the train is printed on the Renfe ticket.

Baggage refers to any handheld package that contains garments or personal or work-related belongings that belong to the passenger that does not contravene the safety measures established in laws and regulations and that does not represent a hazard or inconvenience for other passengers.

Passengers must store their luggage in such a way as to avoid injuring or disturbing other passengers or causing damage to the train and will be exclusively responsible for supervising it.

Renfe-Operadora will not be responsible for any incidents, theft, lost baggage or damage due to improper storage or unsuitable contents, unless responsibility can be attributed to it.