



## AccesRail Product: Renfe

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### About:

Renfe is the state-owned rail transport provider of Spain and one of the leading rail companies in the world. Renfe provides rail services across the country with over 5,000 train journeys per day. Travel on Renfe from Madrid or Barcelona to destinations such as Valencia, Zaragoza, or Bilbao on over 12,000 km of rail. Compliment your flights in and out of Spain’s major hubs, Madrid and Barcelona. AccesRail offers Renfe services from Madrid and Barcelona.

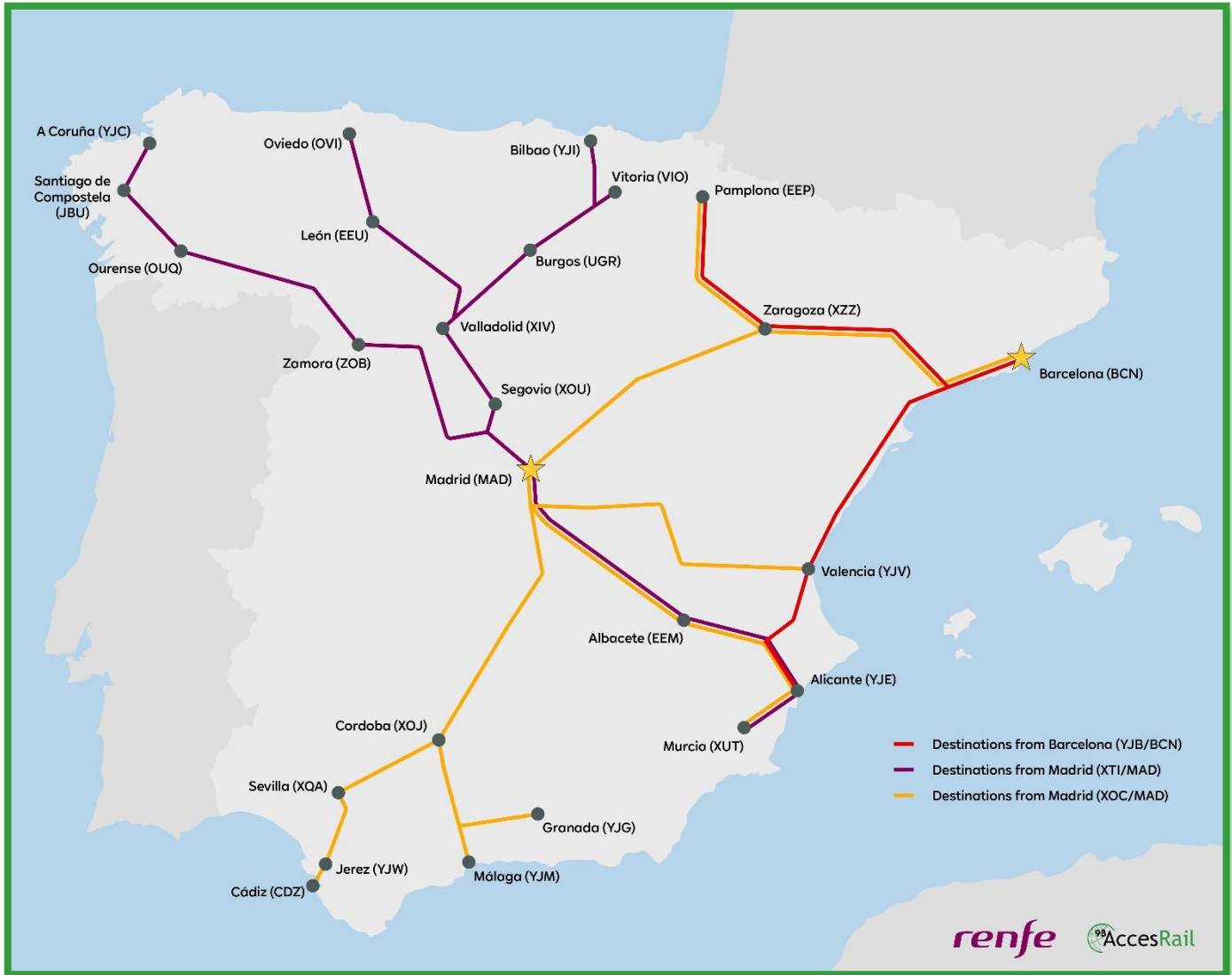
### 9B and Renfe:

The train range is: 9B 4000–4999

All services are available as Rail-Air and Air-Rail.



**Map of 9B Renfe Services:**





### Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Madrid Barajas Airport	MAD*	Albacete	EEM	2hr 30min
Madrid Barajas Airport	MAD*	Bilbao-Abando	YJI	5hrs 20min
Madrid Barajas Airport	MAD*	Burgos Rosa De Lima	UGR	2hrs 35min
Madrid Barajas Airport	MAD*	La Coruna-San Cristobal	YJC	5hrs
Madrid Barajas Airport	MAD*	Leon	EEU	3hrs
Madrid Barajas Airport	MAD*	Murcia Del Carmen	XUT	4hrs 20min
Madrid Barajas Airport	MAD*	Ourense-Empalme	OUQ	3hrs 30min
Madrid Barajas Airport	MAD*	Oviedo	OVI	4hrs
Madrid Barajas Airport	MAD*	Santiago De Compostela	JBU	4hrs 30min
Madrid Barajas Airport	MAD*	Segovia Guiomar	XOU	1hr 15min
Madrid Barajas Airport	MAD*	Valladolid-Campo Grande	XIV	1hr 40min
Madrid Barajas Airport	MAD*	Vitoria	VIO	4hrs
Madrid Barajas Airport	MAD*	Zamora	ZOB	2hrs

\*MAD connects via XTI on the Cercanías C1 or C10 line. Commuter ticket included with onward train journey ticket.

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Madrid Barajas Airport	MAD**	Albacete	EEM	2hrs 30min
Madrid Barajas Airport	MAD**	Alicante-Termino	YJE	3hrs 30min
Madrid Barajas Airport	MAD**	Barcelona Sants	YJB	3hrs 30min
Madrid Barajas Airport	MAD**	Cadiz	CDZ	5hrs 30min
Madrid Barajas Airport	MAD**	Cordoba	XOJ	2hrs 50min
Madrid Barajas Airport	MAD**	Granada	YJG	4hrs 30min
Madrid Barajas Airport	MAD**	Jerez De La Frontera	YJW	5hrs
Madrid Barajas Airport	MAD**	Malaga	YJM	4hrs
Madrid Barajas Airport	MAD**	Pamplona	EEP	4hrs 10min



Madrid Barajas Airport	MAD**	Sevilla-San Justa	XQA	3hrs 30min
Madrid Barajas Airport	MAD**	Valencia Joaquin Sorolla	YJV	3hrs
Madrid Barajas Airport	MAD**	Zaragoza Delicias	XZZ	2hrs 20min

\*\*MAD connects via XOC on the Cercanías C1 or C10 line. Commuter ticket included with onward train journey ticket.

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Barcelona El Prat Airport	BCN***	Alicante	YJE	6hrs
Barcelona El Prat Airport	BCN***	Pamplona	EEP	6hrs
Barcelona El Prat Airport	BCN***	Valencia	YJV	3hrs 30min
Barcelona El Prat Airport	BCN***	Zaragoza	XZZ	2hrs 30min

\*\*\*BCN connects via YJB on the Nord R2 Line. Commuter ticket included with onward train journey ticket.

### Minimum Connection Time:

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.

### Eligibility:

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare is not available.

No group bookings allowed.

No applicable discounts for airline staff.

No unaccompanied minors permitted.

Refunds are according to Airline Tariff Rules.



**Services:**

Travel in Premium class and Elige class.

**Premium** has XL Confort seating, free Wi-Fi, access to the Club Lounge, and in-seat food and drinks.

**Elige** class has reclining seats, a reading light, and a power outlet at your seats.

9B RBD	Renfe Classes
F	Premium
S	Elige
C*	Premium
M*	Elige

\*These sections are only available to book at least 4 weeks in advance of departure.

**Pets:**

Pets allowed on certain trains, please call +34 912 32 03 20 for more information.



**Renfe Trains:**



Figure 1: Elige Class Seating, Renfe



Figure 2: Premium Class Seating, Renfe



Figure 3: Renfe Train Exterior



Figure 4: Renfe Train Exterior



### Check-in Process:

**Check-in is essential to ensure a smooth travel experience.**

Passengers must check-in to retrieve their actual travel documents (Figure 5). Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> (Figure 6) using the passenger's name as it appears in the booking and either the booking reference or 13-digit ticket number.

At check-in the passenger will receive their train ticket which includes two QR codes. The top QR code is for the Cercanias and the bottom QR code for long haul service. Travel Information document is included on how to transfer between the airport and the train station.

Tickets are valid for the time and date indicated on the ticket.

Seat reservations are included with the booking. Assigned seat will be indicated on the actual travel document.

If booking is completed on the airline website, customer must be informed that check-in must be done within 72-hours prior to departure.

Travel Information document [see here](#).



Figure 5: Renfe Train Ticket Example



Figure 6: Check-in Page

### **How to Get to the Train:**

From the airport in Madrid or in Barcelona passengers will take a connector train from the airport and transfer to their long-haul train ride at the appropriate train station. Passengers will use the QR code at the top of their ticket for the Cercanías in Madrid or Rodalies in Barcelona. Information on how to transfer will be included in the “Travel Information” when passengers have checked-in their train ticket.

**To/From Madrid Airport:** From Madrid Airport customers can either go to Atocha or Chamartín rail stations. The transfer is taken to/from Terminal 4 on train line C1 or C10. If customers arrive in another terminal, they will take the free airport shuttle to Terminal 4. Customers can follow signage in the airport to the train. The C1 and C10 train leave at different times making the wait time for a transfer approximately 15 minutes. (See Figure 7)



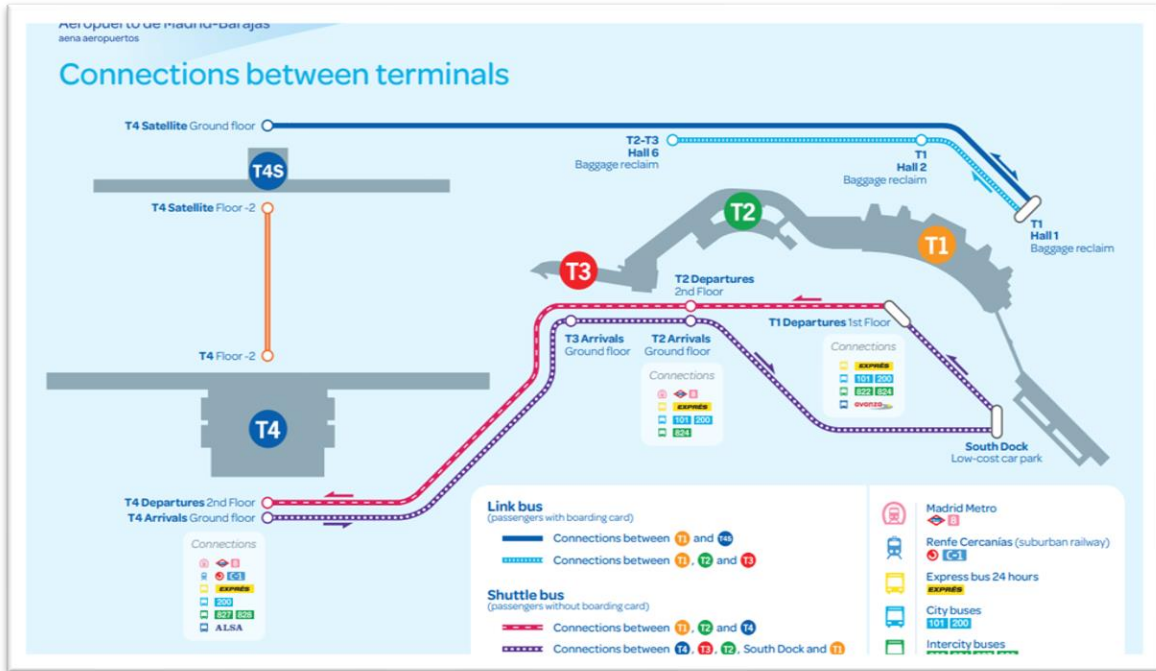


Figure 7: Map of Madrid Airport

**To/From Barcelona Airport:** From Barcelona Airport customers can take the R2 Nord Line just outside Terminal 2 to Barcelona Sants Train Station by following the signage to the train. Travel time is approximately 20 minutes. If customers arrive in Terminal 1, they can take the free airport shuttle to Terminal 2; travel time is approximately 10 minutes between the terminals. The R2 Nord Line connects BCN Airport to the city of Barcelona. With a 30-minute



Figure 8: Map of Barcelona Airport



frequency, the suburban train needs approximately 20-25 minutes to reach the city center.

Please see [Travel Information](#) for more information on airport transfers.

### **Luggage:**

Renfe luggage rules apply. It is the passenger's responsibility to collect their checked bags at the airport and carry them to their respective train and vice-versa. Customer is responsible for their own luggage during the train journey.

### **On-board Meals:**

In Premium class customers receive in-seat food and drinks. In Elige Confort customers can purchase from the Premium menu while on board. Most trains have a cafeteria car that passengers can purchase items from.

### **Mobility Assistance:**

Mobility assistance must be requested at least 24 hours prior to the train departure. Mobility assistance can be booked by calling +912 320 320 or emailing [accesibilidad@renfe.es](mailto:accesibilidad@renfe.es). Renfe's mobility assistance is called Adif Acerca and provides information, guidance, and assistance to passengers at the train stations and while getting on and off the trains.

### **Delays:**

In case of train delays, passengers must contact the issuing airline carrier for assistance.

In case of flight delays, if a passenger misses their train, the passenger will need to go to the Renfe counter where Renfe staff will provide them with a new travel document valid on the first available train. In case of travel delays, airlines will issue the below voucher.



A quien pueda interesar:  
{AIRLINE} informa que su vuelo XX\_\_\_\_\_ ha sufrido un retraso de \_\_\_\_\_:\_\_\_\_\_ (horas; minutos).

Por este motivo, la llegada del vuelo al aeropuerto de \_\_\_\_\_ ha sido a la \_\_\_\_\_ horas del \_\_\_/\_\_\_/\_\_\_ (día/mes/año).

Firma y Sello de {AIRLINE}

To whom it may concern:  
{AIRLINE} informs and confirms that its flight XX\_\_\_\_\_ has suffered a delay of \_\_\_\_\_:\_\_\_\_\_ (hours:minutes).

As a result, the flight arrived to \_\_\_\_\_ airport at \_\_\_\_\_ on \_\_\_/\_\_\_/\_\_\_ (día/mes/año).

{AIRLINE} Seal and Signature

### **SSR Message:**

Please note that the SSR message will contain check-in information.

### **FAQ:**

1. Is Renfe a bus or train service?  
Renfe is a train (TRN) service
2. Do passengers have to check-in?  
Passengers must check-in in order to receive their actual travel documents. If passengers do not check-in they will not be allowed onto the train or may have to purchase a new ticket at the station. Check-in must be completed prior to the scheduled departure time.
3. Can passengers upgrade their tickets?  
If passengers wish to upgrade their ticket, they may ask this to the staff at the train station. It is at the discretion of the train staff if the ticket can be upgraded.
4. Are seat reservations included?  
Yes, seat reservations are included.