

NEWCOMERS GUIDE

8TH EDITION



SOFA OFFICE



COMMANDER

LTG Francisco J. Gan Pampols

Welcome to Nato Rapid Deployable Corps Spain, welcome to Spain and welcome to Bétera. I want to express my warmest welcome to you and your family. I am proud to be your Commander and proud to be part of this long-established Alliance that has helped to maintain peace and security for so many years. NATO is a special club and, for now, we are all members; my congratulations to you on successfully joining. Best wishes to you and your families as you settle down to life in this beautiful part of Spain. Open your minds to new cultures, new countries, new experiences, and new ideas as you integrate into this unique multinational environment. To me, this incredible mix of nationality and background is what lies at the very heart of the Alliance's strength. Diversity shapes perspective and promotes greater understanding – by working together we begin to appreciate the enormous value different cultures bring to the table. Make the most of the opportunities this experience affords. We are looking forward to seeing you as a key member of our team and will support you as you prepare for your arrival and throughout your time at NRDC-ESP. I strongly encourage you to be proud of the opportunity to be part of our challenge.



CONTENTS

I. INTRODUCTION.....	5
SPAIN and NATO.....	5
A KEY DECISION	6
II. AROUND THE HEADQUARTERS	9
VALENCIA, THIRD LARGEST CITY IN SPAIN	9
BETERA.....	11
BÉTERA MILITARY BASE.....	13
III. WORKING AT HQ-NRDC-ESP	16
THE HEADQUARTERS	16
SCHEDULE	18
DAILY UNIFORMS	18
PARKING REGULATIONS	18
DRIVING POLICY	19
FACILITIES AND SERVICES	20
IV. SOFA OFFICE.....	22
V. ON ARRIVAL.....	24
FORCE RECEPTION & DOCUMENTATION (IN-PROCESSING)	24
DESCRIPTION OF THE IN-PROCESSING IN SOFA.....	26
BREW DESCRIPTION OF YOUR FIRST DOCUMENTATION	26
1. SPANISH MILITARY IDENTITY CARD.....	26
2. MEDICAL CARE CARD.....	27
3. FOREIGN IDENTITY NUMBER (N.I.E.)	27
VI. HOW TO (PROCEDURES)	29
ALCOHOL AND TOBACCO	29
HOW MANY VEHICLES CAN BE REGISTERED WITH SPECIAL REGISTRATION PLATES?.....	30
REGISTRATION OF PRIVATE VEHICLES.....	32
REGISTRATION OF PRIVATE DUTY FREE VEHICLES PURCHASED ON THE SPANISH DOMESTIC MARKET (ONLY FOR VEHICLES WITH EUROPEAN SPECIFICATIONS)	33
DRIVING LICENCES	35
TAX FREE FUEL	36
ANNUAL ROAD TAX.....	37
HOUSEHOLD APPLIANCES, FURNISHING, FUEL AND LUBRICANTS	38
PRIVATE ARMS	39

NEWCOMERS GUIDE

MILITARY RESIDENCES	40
VII. LIVING IN VALENCIA	45
HOUSING	45
SCHOOLS	46
BANKING and CURRENCY	58
CRIME IN VALENCIA	59
VIII. PROCEDURE FOR OUT-PROCESSING.....	62
OUT-PROCESSING PROCEDURE	62
DON'T FORGET... ..	62
ANNEX A .- THE HELP LINE SERVICE	63
ANNEX B.- PHOTO OF THE BASE "JAIME I"	64
ANNEX C.- TELEPHONES AND WEB SITES OF INTEREST.....	65
ANNEX D.- NATO RANKS	67
ANNEX E.- MAP OF THE FARE ZONES OF METRO NETWORK.....	68
ANNEX F.- VAT REFUND GUIDE	69

I. INTRODUCTION

SPAIN and NATO

- 1981/10/27- The debate about whether or not Spain should join the Atlantic Alliance starts in Parliament.
- 1981/12/02- Spain makes an official request to join the Atlantic Alliance.
- 1981/12/10- The document for joining the Atlantic Alliance is signed in a ministers' meeting in the Council of the North Atlantic.
- 1982/05/30- Spain becomes the 16th member of NATO.
- 1986/03/12- Spanish voters support the continued participation of Spain in the Atlantic Alliance in a referendum organized by the President Felipe Gonzalez. This participation is on the following terms: to integrate in the decision making departments but not in its military structure.
- 1992/06- Spanish Authorities and NATO Authorities sign the last of 6 Coordination Agreements which regulate the Spanish military contribution to the allied forces.
- 1995/12- Javier Solana becomes the first Spanish person to undertake the role of General Secretary of NATO.
- 1996/11/14- Spanish parliament decides to give authority to the government to negotiate the total participation of Spain in the Atlantic Alliance –i.e.- its integration in its military structure.
- 1997/07/08 & 1997/07/09- Historic NATO meeting in Madrid in which Poland, Hungary and the Cheque Republic are officially invited to initiate negotiations about joining NATO. Spanish's integration in the Allied Military structure is pending.
- 1997/12/16- The North Atlantic Council approves the new structure of NATO command in a meeting of Ministers of Foreign Affairs It also decides that one of its new HQs will be based in Spain. A week later the president of Spanish government José Maria Aznar informs parliament of the aim to carry out all the requirements for Spain's complete integration in NATO. The council of ministers agrees to start the process for Spain's integration in the new structure.
- 1998/04/21- Under ministers' orders the Joint Sub regional Southwest HQ,s is created in Madrid.
- 1999/01- Spain officially becomes part of the NATO Military Command Structure.
- 1999/09/01- The new NATO Command Structure starts functioning and the JSRC SW HQ in Madrid starts working.
- 2002/11- HQ NRDC ESP passed the FOC and become a HRF HQ,s.

NEWCOMERS GUIDE

- 2005/11 – HQ NRDC-ESP deployed to Pakistan in a relief operation during the NRF-5 stand-by period until January 06.
- 2012 – As part of the NATO Long Term Rotation Plan, about 200 members of the NRDC-ESP staff deployed in the ISAF Joint Command Headquarters in Kabul (Afghanistan).
- 2014 – NATO's heads of state and Governments decide to implement a Readiness Action Plan (RAP) at the Summit in Wales.
- 2014/07/01 – HQ NRDC-ESP was certified as a Alliance Deployable Joint Task Force Headquarters (JTF HQ) for Small Joint Operations-Land Heavy (SJO-L(H)), being the first one to implement it within the NATO Force Structure HQ,s.
- 2016 – Spain is the framework nation for the land portion of the first enhanced NATO Response Force (eNRF) in 2016, providing the 7th Infantry Brigade "Galicia" as the core of the VJTF16 Brigade, and NRDC-ESP as the LCC HQ.

A KEY DECISION

In the year 2000, the Spanish Government decided, proposal, to respond to the NATO request of availing a number of High Readiness Force Headquarters, Corps size, capable of being deployed thousands kilometres far away, without any local infrastructure or facilities support, and to command a multinational force.

NATO had announced the necessity of availing at least three High Readiness Force Headquarters, and together with the Spanish candidature, more eight ones were proposed. However, this figure was soon reduced to five. Nowadays there are eight Land HQ,s similar to NRDC-ESP as part of the NATO Force Structure.

Through such a proposal, the Spanish NATO Rapid Deployable Corps Headquarters was created; it was to respond to two fundamental demands: a high degree of readiness and a projection capability.

A unit provided with high technology equipment and resources was to be created and it was necessary to train personnel who, despite being already used to working following NATO standards, required, in this case, very specific procedures. This headquarters could have a large number of units under its command at any one time in the form of "affiliated" forces and "dedicated" command support units, as well as combat service support units.

Since the moment Spain committed to the creation of this unit, many have been the efforts in the field of financial and personnel that have been made.

It was an important decision because these headquarters has to constitute key elements for NATO's forces review. Their activation,

therefore, must respond to strict and detailed military criteria. Despite such criteria were controlled by a NATO evaluating team and will be in the future continuously evaluated, compliance with these criteria was also daily controlled by a self-evaluating team. It is, for this reason, a great challenge that had to be strictly accomplished.

The commitment by Spain, as framework nation of the HQ NRDC-ESP, is not limited to creating a Headquarters containing the necessary personnel, means, procedures, fixed installations, and sufficient deployable means capable of being projected thousands of kilometres afar to command a multi-national force without the support of local infrastructures or resources. In reality, what is required is the capability of leading an emerging operation, providing not only the means of command support (communications and information systems) for the entire multi-national force, but also a substantial part of the manpower, in particular early entry forces, logistical and support units, not to mention the other capabilities of the Corps. These units allow NATO to integrate other countries' forces into a single cohesive and unique force.

The commitment was also demanding because these requirements took us close to the limits of our capabilities. Additionally, the available time was very short, because the evaluating trials for the Interim Operational Capabilities (IOC) were in May 2002, and the Full Operational Capabilities trials (FOC) along November of that same year. Moreover, in view of the demands of multi-nationality, we had to convince a sufficient number of countries to join our project and send personnel to our headquarters in order to provide forces and support in time to participate in the FOC.

In order to confront this challenge, it was necessary to comply with the following three conditions, which were carried out in an exemplary manner:

- Clear and determined support at the political level, especially on behalf of the President of the Government, Minister of Defence, and the Minister of Foreign Affairs, and on the part of the two Chambers of the legislature.
- The support of all the Armed Forces, with a very active participation of the Defence Staff and the complete involvement of Army Headquarters.
- A Corps level headquarters upon which to rely to construct a NRDC HQ. This was the key role assumed by the Headquarters of the Manoeuvre Force and personally impelled by Lieutenant General Lara.

These were the conditions which had to be met in order to get off to a good start, but success had to rest on the total devotion of the personnel that in a gradual and accumulative manner were arriving into the NRDC-ESP.

They have had to assume and draft procedures, integrate new command and information systems, air and naval elements, and

NEWCOMERS GUIDE

representatives from 9 allied countries. They have had to prepare themselves for the Interim and the Final Operational Capabilities trials and pass it in an exemplary manner. For all of this, I want to express my recognition of the wealth of experiences, the motivation, hard work, and in many cases, personal sacrifice that they have given to this project.

The following pages have been written by those who direct the various facets of this complex project, and I think that they will give a clear idea concerning what a NATO Rapid Deployable Corps Headquarters is and how it works.

The work is not finished yet. There are still many challenges to be met once the Full Operational Capability trial was passed successfully.

There are also internal readjustments to be made within the Army for the continuity and maximum effectiveness of this headquarters. Finally, there are also international readjustments to be made that will ensure readiness and balance for up to six Rapid Deployable Corps within NATO, many of them also at the disposal of the European Union. For our part, we will know how to respond to these challenges, and we are in a strong position to provide positive contributions necessary for these readjustments.

All in all, it was a key decision that will consolidate our position among the European countries capable not only of providing support, but also of directing operations in a crisis zone.



City of Arts and Sciences

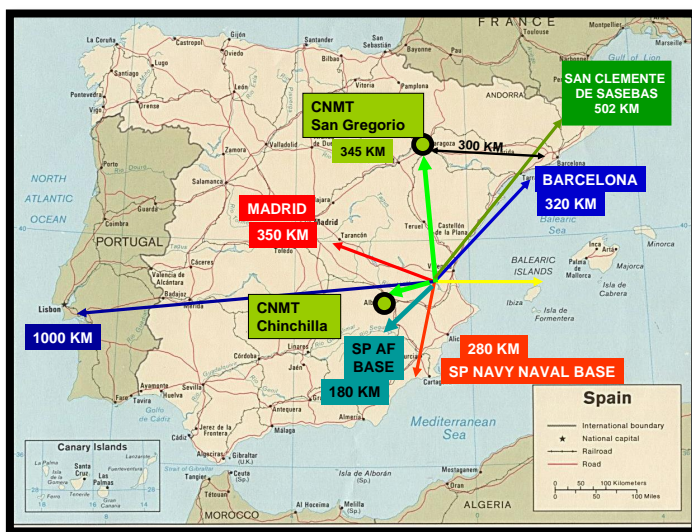
**Left*
"Principe Felipe" Museum

**Right*
"Hemispheric"

II. AROUND THE HEADQUARTERS

VALENCIA, THIRD LARGEST CITY IN SPAIN

The land of Valencia has a long history, forged over the millennia. From primitive cave paintings and rock shelters to Iberian, Roman, Visigoth and Moorish creations, many cultures have left their mark in these lands. Valencia was given its name when it was founded by the Romans in the year 138 BC. The roots of modern Valencia can be traced back to when James I of Aragon conquered the region from the Moors in 1238, establishing a set of laws to govern what was then called the “Kingdom of Valencia”. Since then, history has brought Gothic, Baroque and Modernist styles, which are still reflected in many buildings and works of art in the region.



Valencia is at the centre of the Spanish Mediterranean coast and has an ideally central location on the western side of the Mediterranean Sea. From a historical point of view, Valencia has always been, and still is, a natural bridgehead between the mainland and the Mediterranean islands and other nations. As a matter of fact, Spain supports its

troops deployed in the Western Balkans from Valencia.

It has an approximate population of 750.000 inhabitants and is the third largest city in Spain. Including the belt of towns surrounding the capital city, the total population reaches some 1.3 million inhabitants.

Valencia’s industry is very diverse, and includes the manufacture of automobiles, textiles, agricultural, footwear, furniture, and ceramics. Valencia has one of the main ports on the Spanish Mediterranean. This year Valencia has become the main commercial port of Spain and the Mediterranean zone.

The coasts of the Valencian Community are the main holiday destination points not only for people of Spain but also from other countries. It has a mild climate and is the ideal site for holidays all year round. The average temperature during the last 30 years was 17.8° C, with only 62 cloudy days and almost 3,000 hours of sun. The relative humidity was 65%.



Palace of the Music



CLIMATOLOGICAL INFORMATION

- Mean number of precipitation days = Mean number of days with at least 0.1 mm of precipitation.

Information over the weather
<http://worldweather.wmo.int>

One aspect that should not be overlooked is the high number of foreigners who live in Valencia nowadays. There are numerous French, German, Dutch, Italian, Swedish communities, both in the tourist areas as well as in the city itself, due to the traditional hospitality of the region and the high number of multinational businesses that have been set up in Valencia. Because of the

mentioned facts, all foreign personnel posted in a Multinational HQ will be able to enjoy a cultural environment similar to their own, the support of their fellow countrymen, as well as religious services, etc., in addition to the help which their Spanish colleagues will indubitably offer them.



Serrano Towers

It is worth pointing out that the perception of all military related issues throughout the Autonomous Community of Valencia, are positive. The fact that army personnel are welcomed in any environment, the number of associations of former soldiers, and the close relationship between civil and military authorities, make it possible to predict that the establishment of a HRF (L) HQ in Bétera (Valencia) will be well accepted from both the institutional

and the social standpoint. In short, Valencia offers a unique social and cultural environment which assures all foreign military personnel an exceptional quality of life, hard to equal in any other city.



"De la Virgen" Square

BETERA

Bétera, with approximately 24.000 inhabitants, is 18 kilometres from the city of Valencia and very well connected by bus and by the subway network.

It is located to the northwest of the capital and it has an average altitude of 120 metres. The predominant cultivation is the orange. Industry is highlighted by forest transformation.

The municipal area has three hotels (with 150 beds) and a golf club. The more important festivals are in the month of August.

The oldest evidence of its foundation date is from the VIII century BC. It also has vestiges of castles from the Muslim period.

For some years this town's surroundings have been used for the construction of residential housings. As a matter of fact, over the last few years a great number of residential areas have proliferated in this zone. Towns such as Náquera, Serra, Marines, La Eliana along with Bétera host residential areas in which can be found single family houses or flats to rent or buy.



The town of Bétera is inside the metropolitan area of Valencia, having in its municipal zone a great number of residential areas.

39°35'30.2"N 0°27'... Iniciar sesión
Ampliar el mapa

Polígono N-88 T

Ayuntamiento de Bétera (COUNCIL CITY)

96 160 03 51

registreentrada@betera.es

https://www.facebook.com/aytodebetera

https://twitter.com/aytobetera

Calle José Gascón Sirera, 9
46117 Bétera

96 169 09 24

www.betera.es

NEWCOMERS GUIDE

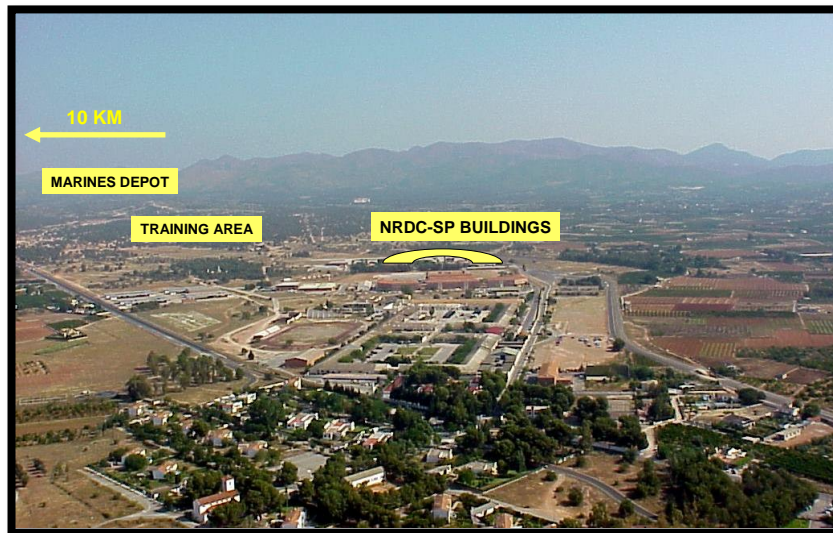


Distances to the Airport and Seaport

BÉTERA MILITARY BASE

Canton de Bétera is 2km NW of Bétera, and 16km from Valencia. The military facility is located between the Bétera-Olocau road and the Bétera-PortaCoeli road. The Bétera Base training camp is located NNW of the Base, and within the municipal boundaries of Bétera. Its surrounded by the roads V-604 (Bétera-Olocau) and W-6041.

The Bétera training camp is triangular in shape. Its longest side is 4.1km and the remaining two sides are 3.1km and 2.9km long respectively.



The total surface area is 624.5 hectares and its perimeter is 10.1km long.

The Military Base is located NW of the municipality of Bétera (Valencia). The military area is 658 hectares squared and has an average altitude of 150 m above sea level. The compound area is 158.5 hectares, is bounded on the N and W by the Training Camp, on the E by the Bétera-PortaCoeli road, and on the S by the Olocau road.

Its near perimeter Security Area is delineated by a 300m area around the compound, and the Far Security area is delineated by a 2,000 m area around the military property including the Training Camp. (Order 173/1982 17dec BOD 3 dated 05jan83)



The Military area is composed of gently sloping hills with a large number of pine trees and scrub. The area is criss-crossed by rough paths, which makes movement and surveillance easy. Characteristic reference points are Cuartos Hill (153 m) and Mojón Hill (203 m). The neighbouring land, which is almost flat, is

NEWCOMERS GUIDE

mainly composed of orange groves and farm areas, except for the Northern area which is composed of more sloping hills and has numerous pine trees and scrub.

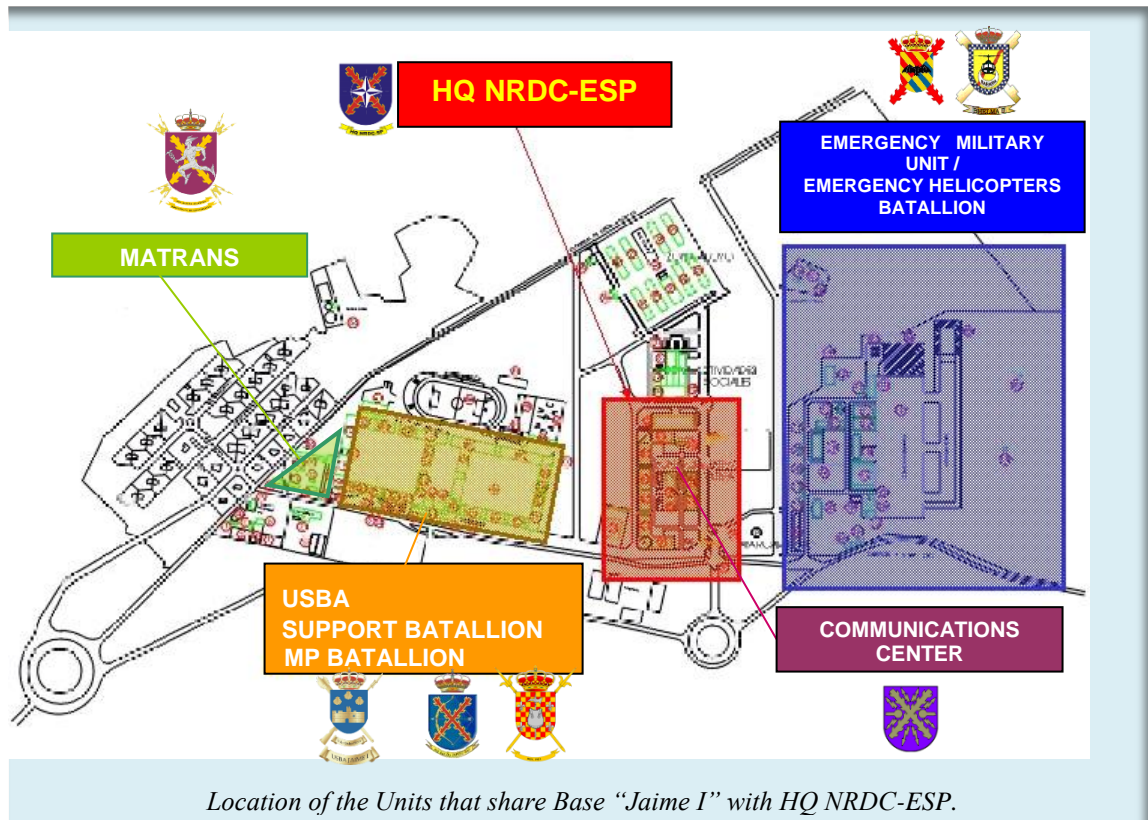
The Bétera-PortaCoeli road adjoins the E part of the Base, and Bétera-Olocau adjoins the SW part. Both roads join at the S part of the Compound Area. The Military Base is well connected with Valencia by a road network. Additionally, there is a train station in Bétera connecting Bétera to Valencia; however, there is a bus line that joins Bétera rail station to Dr. Moliner Hospital with busstop in Military Base.

Horarios y ruta de Autobus Metrobus desde Plaça Poligono N-82.R, 5, 46117 Bétera, Valencia, España a CV-331, 46117 La Mallá, Valencia, España					
Hora de salida: 7:33 Hora de llegada: 7:49 Distancia: 2,6 km Duración: 16 min					
Instrucciones	Horario	Parada	Distancia	Duración	
Camina hasta CV-333 Bétera-Olocau			0,8 km	11 min	
Autobus en dirección a 231	Hora de salida del Autobus	7:44	CV-333 Bétera-Olocau	1,7 km	5 min
	Hora de llegada del Autobus	7:49	Base Militar		
Transporte	Autobus - Estación Metro Bétera - Hospital Dr. Moliner - MetroBus - 961 92 32 92 - www.tarjetamobilis.es				

Horarios y ruta de Autobus Metrobus desde Plaça Poligono N-82.R, 5, 46117 Bétera, Valencia, España a CV-331, 46117 La Mallá, Valencia, España					
Hora de salida: 14:33 Hora de llegada: 14:49 Distancia: 2,6 km Duración: 16 min					
Instrucciones	Horario	Parada	Distancia	Duración	
Camina hasta CV-333 Bétera-Olocau			0,8 km	11 min	
Autobus en dirección a 231	Hora de salida del Autobus	14:44	CV-333 Bétera-Olocau	1,7 km	5 min
	Hora de llegada del Autobus	14:49	Base Militar		
Transporte	Autobus - Estación Metro Bétera - Hospital Dr. Moliner - MetroBus - 961 92 32 92 - www.tarjetamobilis.es				

Jaime I base is being modernized and there are many projects in phase of development. At this moment we have gym, a big sports area, military training track, cafeteria, cash dispenser, chemist, swimming pool, and military effects shop.

In the base there is also placed a UME (Emergency Military Unit), BHELEME (Emergency Helicopters Battalion), MATRANS (Signal Headquarters), the HQ Support Battalion, the Communications Centre, the MP Battalion and the Unit of Maintenance of the Base (USBA).

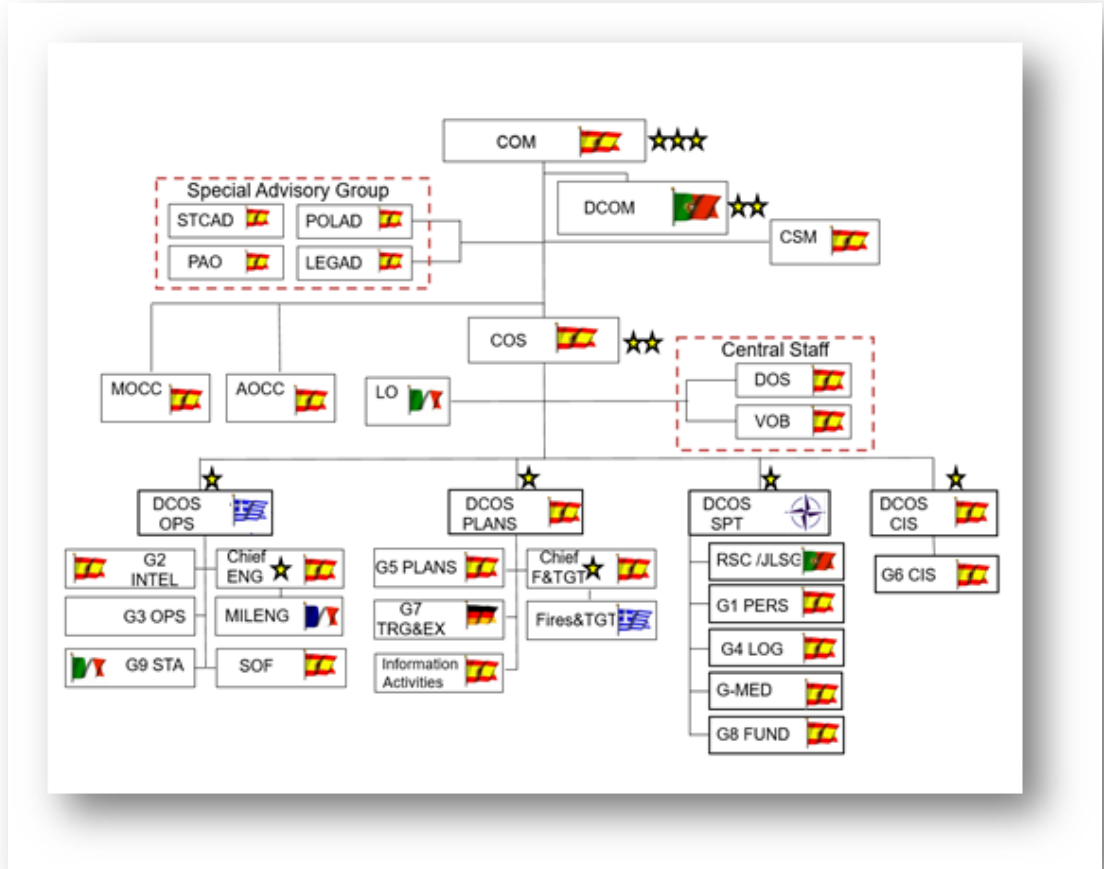


Location of the Units that share Base "Jaime I" with HQ NRDC-ESP.

III. WORKING AT HQ-NRDC-ESP

THE HEADQUARTERS

The Headquarters has the structure showed below:



The HQ,s staff working for the chief of staff are split into 5 distinct elements, 4 divisions supported by a central staff, each division is headed by 1-star deputy chief of staff.

The Air and Maritime Operation Centre report directly to the



Deployment of COLPRO tents.

NEWCOMERS GUIDE

commander.

Its peacetime structure is like any other NATO HQ,s but also has a RSC capability, which is not demanded in the military criteria, but facilitates the RSOM tasks, especially for the LCC mission.

The composition and structure of the HQ NRDC-ESP is arranged in establishments. For operations, the NRDC-ESP has two different types of establishment: PE and CE.



All the branches are distributed among the four buildings that constitute the facilities of the HQ. The photograph above shows the mentioned distribution.

The Building 76 and 79 are characteristic. In Building 76 you can find SOFA Office and the rest of the NSE,s. On the other hand, the Cafeteria is located in ground floor of Building 79.

SCHEDULE

The working time starts at 07:30 and ends at 14:30 except on Monday 07:30 to 17:50 (08:00 – 14:30 in summer time). We have two breaks: a first break of 30 minutes for a coffee and a mid-morning snack, and a second break from 13:30 to 15:00 (not in summer time) for the lunch.

DAILY UNIFORMS

Battle dress with the following items:

- HQ-NRDC-ESP emblem (uniform and beret).
- Personal plaque.



Working in COLPRO tents.

PARKING REGULATIONS

The **authorized parking areas** are:

- Roofed parking areas.
- Parking areas with white painted divisions.
- Parking areas with blue painted divisions.

The **unauthorized parking areas** are:

- The surface sited between the security fence of the Base or inner security surfaces and the inner parallel line that is separated 10 meters to the mentioned fence.
- The areas pointed with regulated traffic plates.
- The areas pointed with a blue line.

The **waiting, load and unload areas** are:

- Roads close to the warehouses of the Units.
- Roads around the hangar area.
- Open area next to the parking of the NRDC.
- Area around the kitchen facilities for the load and unload of provisions.

1. SIGNPOSTING

The horizontal and vertical signposting is done according to the “Traffic Regulations of the Base” proposed by the Chief of Security to the Chief of the Base.

USBA has the updated maps of the signposting that regulate the traffic in the Base. The mentioned maps are shown in the notice board of the Security Unit.

2. REGULATIONS TO THE TRAFFIC OF VEHICLES.

Heavy vehicles, either civilian or military, with any kind of load, must go in and out of the Base through the door to the road of Olocau.

Official cars must go in and out of the Base through the door to the road of PortaCoeli.

Private owned vehicles must go in and out through the door that is indicated in the “Parking and Access Card”:

- A: road of Porta-Coeli
- B: road of Olocau.

3. FAILURE TO COMPLY WITH THE DRIVING POLICY RULES.

The personnel of the Base Security Unit (USBA Security Unit) is in charge of the surveillance and traffic control of the vehicles in the Base. Therefore, if they observe any failure to comply with the Driving Policy Rules, they will proceed as follows:

- Fill in the established form for the description of the offence and the identification of the member of the Unit of Security who detected it.
- Leave a copy of the document in the windscreen of the vehicle.
- Submit a copy of the document in the Office of the Security Unit.

The Office of the Security Unit will report the Chief of Security. He will assess the offence and will order to withdraw the “Parking and Access Card” for a period between 10 and 20 days.

Finally, the Office of the USBA Security Unit will inform the offender about the punishment and the time to submit the “Parking and Access Card” during the indicated period.

FACILITIES AND SERVICES

The Base “Jaime I” has the following facilities at the military personnel and dependants disposal (see Annex B for location):

1. MILITARY RESIDENCE.

See below in Support Team Military Residence.

2. RATIONS.

A cafeteria is available in the HQ for coffee, snack and lunch. It is opened from 07:00 to 16:00.



Cafetería of the HQ.

In addition, you can find a canteen for coffee and snack in the Base, and a cafeteria in the ground floor of the Military Residence for coffee, snack, lunch and dinner. In the last case, you must book a table for lunch and dinner.

Finally, in the dining facilities of the Base you can have a breakfast, lunch and dinner, but you must previously buy your tickets in the office that you will find inside.

3. HEALTHCARE SERVICES.

In order to accomplish with the Annex D of the MOU, the base has the following healthcare services:

- **First Aid and Medical Facilities** that are opened in working hours (military personnel only). You must request the service previously in the ADMIN of your BRANCH, requesting the form M-301, and once completed, delivering it in MAIN REGISTRY (healthcare services will call you for an appointment).
- **Dental Care Service.** The facilities have been built close to the First Aid and you must request the service previously following the same procedure marked in the previous paragraph.
- **Military Chemist.** It is opened during the week from 10:00 to 12:30.



Dentist Surgery.



Military Chemist

The Base has sports area and gym. Although the gym remains opened during working hours, it might be closed in the evening. In that case, you can ask for the key to the personnel on duty at the main gate (Road of PortaCoeli).

In the sports area you can practice running, football, fronton, tennis and swimming (only in summer).

In addition, the Base Training Camp is available during the morning to practice running.



Gym Facilities.

5. BARBERSHOP.

The barbershop is located the ground floor of the Military Residence of the Base. It is opened on Tuesday and Thursday from 08:00 to 13:30.

IV. SOFA OFFICE

SOFA Office is located in the ground floor of building 76. The offices of the NSE,s (Germany, Greece, Portugal, Italy, France) are in the second floor, with the exception of USA NSE which has its facilities close to the Military Residence.

According to the SOP about the Spanish Staff, the responsibilities of SOFA Office are the following:



Management of SOFA procedures.

This item is according to the legal documents listed below:

- LONDON AGREEMENT NATO SOFA (JUN 1951) (SEP 1987 in Spain)
- PARIS AGREEMENT (AGO 1952) (JUL 1995 in Spain)
- SUPPLEMENTARY AGREEMENT (**SA**) (FEB 2000)
- **EXCHANGE OF LETTERS (EOL) (ABRIL 2000)**
- M.O.U. (SEP 2002)
- TECHNICAL AGREEMENT (SEP 2002)
- R.D. 2015/2004 Approval of HQ NRDC-ESP

When **SA** or **EOL** parts were cited into this guide, they will be highlighted with this color.

SOFA works to accomplish the different agreements, specially the MOU that describes the Personnel Support Arrangements in Article 7.8. The support given to the allied personnel in this HQ can be summarized as follows:

- Implementation of SUPPLEMENTARY AGREEMENT.
- Assistance with:
 - Living accommodation
 - Education for Dependent Children
- Access to: facilities, Officer and Enlisted Clubs, and Library Services

The department is split up into two offices: the SOFA Office and the Support Team.

SOFA Office

SOFA Office is the link between the HQ, NSE and the Allied Personnel with the Spanish Administration. It is the responsible for observing the accomplishment of the international treaties signed by Spain and NATO.

This is the office where you start your in-processing in the HQ.

Support Team

The Support Team was created in order to help the newcomers and the personnel already posted in the Headquarters to start living in Valencia and to help them during the time of posting.

In this office our personnel could help you to find house, school and in other basic matters, providing information and helping as much as possible.

That office is always open to start new ways of work in order to help the personnel who visits the office, and they already has a lot of contacts in different subjects, including leisure information and offers, reservations in military hotels and residences, tourist information, insurances, discounts in some activities...

V. ON ARRIVAL

FORCE RECEPTION & DOCUMENTATION (IN-PROCESSING)

All Senior National Representatives (SNR,s) in HQ NRDC-ESP are requested to provide G1 PERS Office with all arrival and departure information concerning their personnel. Every additional detail such as billeting and transportation of personnel are to be arranged by each individual in coordination with his respective National Support Element (NSE).

It is a national responsibility to ensure that personnel are correctly equipped and trained for the incorporation, as well as keeping updated data regarding personnel next of kin.

Details concerning in/out processing are included in respective HQ NRDC-ESP Instruction. Standard in/out processing length is one day.

IN-PROCESSING PROCEDURE

- a. All personnel assigned to the NRDC-ESP will arrive by their own means at Bétera Military Base (BMB). All personnel arriving at BMB must pass through the Security Office where they will be checked in by security elements, and escorted by a member of his/her future branch to the G1 PERS In/Out-Processing Office.
- b. During periods in barracks, the G1 PERS In/Out-Processing Office will be established in the Support Division Building. The office will be opened during working hours.
- c. The newcomer personnel will be sponsored by a member of his respective branch. This sponsor will assist him/her during the whole process.
- d. This process consists for the newcomer on the delivery of personnel data and documents needed for the service on the NRDC-ESP. It is recommended for the newcomers to have them ready in advance (i.e. ID cards, NATO Security Clearance, family member's data, vehicles documentation...).
- e. The process starts on the G1 PERS In/Out-Processing Office on the newcomers arrival, where they will be issued the in-processing documents and briefed on their completion.
- f. After filling his/her personal data, assisted by the branch sponsor, he/she will move to visit several offices where more instructions, documents, forms and material will be given by the different representatives.
- g. Office Calls will be used by newcomers. The newcomers will pay a visit of courtesy, in normal calling hours, according to the following terms:

NEWCOMERS GUIDE

- 1) Officers OF-5 to his/her immediate superior and higher up to COMNRDC-ESP.
- 2) Remaining officers to his/her immediate superior and higher up to COSNRDC-ESP and DCOM.
- 3) NCOs will pay a visit to his/her immediate superior and higher up to DCOS, and to the HQ Command Sergeant Major (CSM). Also but in this case accompanied by HQ CSM, they will pay a visit to COSNRDC-ESP and DCOM.
- 4) Enlisted will pay a visit to his/her immediate superior and higher up to ACOS, and to the HQ Command Sergeant Major (CSM).

DESCRIPTION OF THE IN-PROCESSING IN SOFA

The SOFA OFFICE staff:

Will fill in the proper application forms to request the documents listed below, and will hand them in to the applicant. Once the applications have been signed by the applicant, and signed and stamped by the ACOS G-1, when appropriate, they will be handed in at the SOFA Office with a MEMORANDUM pointed from your NSE or SNR to SOFA.

- Spanish Military Identity Card (Chapter V-1)
- Medical Care Card (Chapter V-2)
- Foreign Identity Number (N.I.E.) (Chapter V-3)

Will inform you about the system established to buy alcohol and tobacco free of customs duties (Chapter VI).

BREW DESCRIPTION OF YOUR FIRST DOCUMENTATION

1. SPANISH MILITARY IDENTITY CARD

For military service personnel only.

Valid for:

- Identification at military establishments.
- Accommodation in military residencies.
- Firearms license.



Documents required:

- The Application form.
- One passport photocopy.
- One photograph: (*The SOFA OFFICE staff may take you this photograph*). Size 3,2 x 2,5 cm. In color. Frontal. In service uniform. Without sunglasses. Without cap or beret. With white background.

2. MEDICAL CARE CARD

For E.U. members and dependants.

Valid for:
Medical care in Spanish hospitals.



Documents required:

- Application form.
- S1 Application form (from Health Service Of your Country)
- Photocopy of the passport
- Photocopy of NIE number
- Posting certificate



There is the possibility of contracting private medical insurance

3. FOREIGN IDENTITY NUMBER (N.I.E.)

For members and dependants.

There are two ways in order to obtain the NIE. One of them is to ask for it in the Spanish Embassy in your home country before arriving HQ NRDC-ESP. It takes longer than the other option. The second option is when arriving the HQ in SOFA Office. It takes several days.

***This number is valid for life.
It is a document very useful for everyday life.***

Compulsory in order to:

1. Register private vehicles.
2. Purchase private vehicles free of duties and taxes.
3. Request card for fuel.



NEWCOMERS GUIDE

4. Request the quarterly reimbursement of VAT from household appliances, furnishing, and lubricants.

Documents required:

- ✓ Application form in duplicate for each family member.
- ✓ Posting certificate.
- ✓ One passport photocopy for each family member.

VI. HOW TO (PROCEDURES)

ALCOHOL AND TOBACCO

Members and their dependants shall enjoy exemption from duties and taxes for reasonable quantities of tobacco, alcoholic beverages and motor fuels, in accordance with figures agreed in the EOL. (SA. Article 14 paragraph 2.g)

Members and dependants may buy tax and duty free wine, beer, and ale for their own use, free of taxes and duties without limits. They are, however, to observe the following ration limits for other alcoholic drinks and tobacco.

- (1) Six bottles of distilled spirits, liqueurs or fortified wines per month.
- (2) One thousand two hundred (1.200) cigarettes per member of the force or civilian component and their dependants over the age of 16, per month, averaged for the duration of the tour, other tobacco products may be substituted for all or part of this allocation on the following scales:
 - (a) One cigar (or similar) weighing less than 3 grams = 3 cigarettes.
 - (b) One cigar (or similar) weighing less than 3 grams = 6 cigarettes.
 - (c) Fifty (50) grams of tobacco = 100 cigarettes.

(EOL Point 6)

Situation:

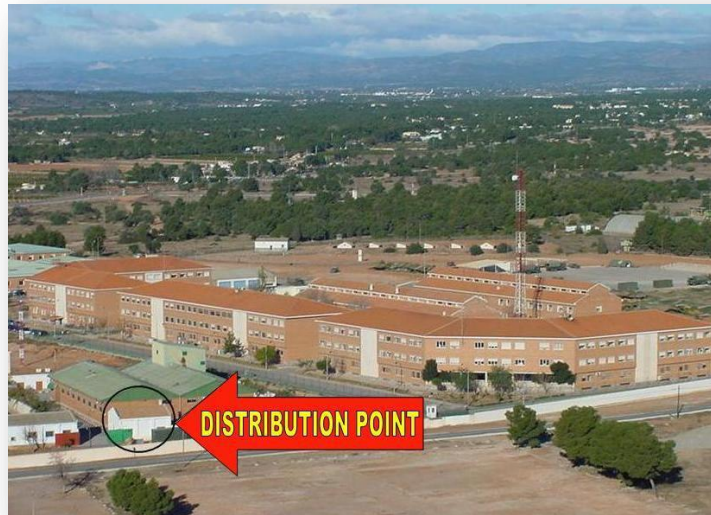
Unfortunately, there are quite few companies in Spain authorized to sell duty free. Nowadays, you can choose between two companies: DIPLOMATIC SUPPLY SERVICE and SEVENSEAS.

DIPLOMATIC SUPPLY SERVICE offers a delivering service via post office so their facilities are located in Madrid. The company includes in the package instructions to fill the customs documents.

On the other hand, the SEVENSEAS facilities are located at the harbor of Valencia, nevertheless the asked product are taken to barracks. You can pay in cash or with credit card, and you must sign the customs documents –if everything is correct- and keep your copy. The personnel of the SOFA OFFICE staff informs monthly via e-mail (Cronos NATO SECRET NETWORK) when the goods are available for collection.

Documents required:

- Monthly application form or copy of invoice from SEVENSEAS webpage (<http://sevenseasdutyfree.es/>).



For collect your goods, you can pass by our facilities in Jaime I Base

Procedure:

Before 26th day of previous month, the application form requesting the exemption from tobacco and alcohol customs duties, must be handed in at the SOFA OFFICE with a MEMORANDUM pointed from your NSE or SNR to the SOFA OFFICE; the requirements listed below must be included in the application.

- Cardholder's full name, rank and nationality.
- Dependents older than sixteen full name, and their kinship.
- Month which you are requesting the exemption for.
- Date and Signature of the applicant.

HOW MANY VEHICLES CAN BE REGISTERED WITH SPECIAL REGISTRATION PLATES?

MOTOR VEHICLES

Members and their dependants, may import or purchase on the Spanish domestic market, their private vehicle, which includes recreational and camper van, and motorcycle, free of duties and taxes for the term of their service. Detailed arrangements for the implementation of this privilege will be contained in an Exchange of Letters between SHAPE and MOD SP. Such vehicles can be replaced by further imports free of duties and taxes if they have been sold or disposed of according to procedures detailed in the EOL. (SA. Article 14 paragraph 2.b & c)

- a. Personnel entitled to motor vehicles free of duties, and taxes, under Article 14-2 of the Supplementary Agreement, may acquire such vehicles by importation or purchase from another person or on the Spanish domestic market.

NEWCOMERS GUIDE

- b. Entitled personnel may own at any time one duty-free vehicle if unaccompanied or, if accompanied by dependants, two duty free vehicles.
 - c. Such vehicle may be replaced by any of the above methods, free of duties and taxes, as desired by the individual owner, so long as the vehicle being replaced has been
 - a. Owned at least one year and is re-exported;
 - b. Sold to another person entitled to a tax-free vehicle;
 - c. Sold with Spanish taxes and duties paid;
 - d. Certified by the Spanish customs, police authorities, or an authorized scrapping firm that it has been destroyed or stolen. No taxes or levies for remaining value shall be charged.
 - d. When a motor vehicle is sold (or "trade in" on the purchase of another car) on the Spanish domestic market under paragraph 3.c.(3) above, taxes and duties shall be based on Spanish regulations.
- (EOL. Point 3)

MOTORCYCLES

Personnel entitled to a tax-free motor car shall, in addition, be authorized to import or purchase a motorcycle (to include a motorcycle/tricycle, motor-scooter, or similar 2/3 wheel/skid machine), free of duties, and taxes. Resale or replacement of such vehicles shall be governed by the same provisions specified for motor vehicles under paragraph 3 above. (EOL. Point 4)

CARAVANS/TRAILERS AND PLEASURE BOATS (Point 5 of the Exchange of Letters)

Entitled personnel may own at any one time one duty-free caravan/trailer and one pleasure boat. Resale or replacement of such items shall be governed by the same provisions specified for motor vehicles under paragraph 3 above. (EOL. Point 5)

CURRENT SITUATION

The Spanish Ministry of Foreign Affairs authorizes members to register their private cars with special registration plates, as follows:

- If accompanied by dependents:
 - Two cars plus a motorbike.
 - One caravan/trailer.
 - One pleasure boat.
- If unaccompanied by dependents:
 - One car plus a motorbike.
 - One caravan/trailer.
 - One pleasure boat.

REGISTRATION OF PRIVATE VEHICLES

Procedure:

1. REQUESTING THE EXEMPTION FROM CUSTOMS DUTIES, for vehicles from non-European Union countries.

Documents required:

- Application form.
- Vehicle registration document.

The SOFA OFFICE staff will fill out the proper application form. Once the exemption is received in the SOFA OFFICE, it will be handed to the applicant. This exemption will be necessary for the owner of the car to pick the car up in the correspondent CUSTOMS OFFICE.

2. REQUESTING THE REGISTRATION DOCUMENT.

The Registration Document and the special registration plates are valid all over the world.

The special plates are blue for generals and the plate number begins by the letters OI. For the other ranks they are yellow and begin by the letters TA.

Once the assignment in this HQ has finished, the registration document must be sent back to the SOFA OFFICE, once the vehicle has been re-registered, no later than two months. If the Authorities from the registering country keep the Spanish registration document, a copy of the new registration document must be sent by e-mail.

Documents required:

- ✓ Original Vehicle Certificate of Registration.
- ✓ European Certificate Of Conformity or "Ficha Reducida".
- ✓ Customs Clearance Document (DUA) (vehicles from non-European Union countries).

3. SPECIAL REGISTRATION PLATES

Military registration plates provided under paragraph 11-1.a of the present Supplementary Agreement shall be provided by the Government of Spain without fee or charge, for all military vehicles registered to a Headquarters.

Privately-owned vehicle registration plates provided under paragraph 11-1.b of the present Supplementary Agreement shall be provided by the Government of Spain upon the payment of a nominal fee, covering only those administrative costs necessary to cover actual costs associated with the issuance of a vehicle registration plate. (SA. Article 11 paragraph 2.g)

How to get special plates (OI-TA)?

You must go to the SOFA Office and VOB and their staff will inform you about the procedure to follow and will give you the price.

REGISTRATION OF PRIVATE DUTY FREE VEHICLES PURCHASED ON THE SPANISH DOMESTIC MARKET (ONLY FOR VEHICLES WITH EUROPEAN SPECIFICATIONS)

Procedure:

The SOFA OFFICE staff will fill out the proper application form to request the VAT exemption, and will hand it in to the applicant. Once the application has been signed by the applicant, it will be handed in at the SOFA OFFICE with a MEMORANDUM pointed from your NSE or SNR to SOFA. (This procedure can be changed in short time due to changes in Spanish Exchequer rules).

1. REQUESTING THE VAT EXEMPTION.

Documents required:

- ✓ Application form.
- ✓ A document from the authorized dealer including: make, model and chassis number of the vehicle.

Procedure:

Once it has been received the VAT EXEMPTION from the Spanish Exchequer, the SOFA OFFICE staff shall give it to the applicant, which must be given to the dealer in order to pay the vehicle without duties and taxes.

Once the vehicle has been paid, the dealer shall give the buyer the Technical Inspection Card (mentioned in point 2 below), in triplicate, which must be handed in at the SOFA OFFICE, in order to request the Registration Document.

The SOFA OFFICE staff may contact the car dealers in order to explain them the procedure to avoid misunderstandings.

2. REQUESTING THE REGISTRATION DOCUMENT.

The Registration Document and the special registration plates are valid all over the world.

The special plates are blue for generals and the plate number begins by the letters OI. For the other ranks they are yellow and begin by the letters TA.

Once the assignment in this HQ has finished, the registration document must be sent back to the SOFA OFFICE, once the vehicle has been re-registered, no later than three months. If the Authorities from the registering country keep the Spanish registration document, a copy of the new registration document must be sent by e-mail.

The Technical Inspection Card must be requested to the SOFA OFFICE four months before leaving the HQ.

Documents required:

- ✓ Technical Inspection Card in triplicate or digital file (PDF).

3. SPECIAL REGISTRATION PLATES

Military registration plates provided under paragraph 11-1.a of the present Supplementary Agreement shall be provided by the Government of Spain without fee or charge, for all military vehicles registered to a Headquarters.

Privately-owned vehicle registration plates provided under paragraph 11-1.b of the present Supplementary Agreement shall be provided by the Government of Spain upon the payment of a nominal fee, covering only those administrative costs necessary to cover actual costs associated with the issuance of a vehicle registration plate. (SA. Article 11 paragraph 2.)

How to get special plates (OI- TA) and cover plates?

You must go to the SOFA Office and VOB and their staff will inform you about the procedure to follow and will give you the price.



OI PLATE (GENERALS ONLY)

TA PLATE

COVER PLATE

DRIVING LICENCES

11-1. The provisions of the Agreement, Article IV, regarding the acceptance by the receiving State of sending State or a sub-division thereof, driving permits, licences or military driving permits shall be recognized, and extended to dependants of driving age, under Spanish law, of members when the vehicles they are driving either bear:

Military registration plates, or Special registration plates, whether issued by the Spanish Government or a Headquarters authorized to issue them.

11-2. Military registration plates provided under paragraph 11-.a of the present Supplementary Agreement shall be provided by the Government of Spain without fee or charge, for all military vehicles registered to a Headquarters. Privately-owned vehicle registration plates provided under paragraph 11-.b of the present Supplementary Agreement shall be provided by the Government of Spain upon the payment of a nominal fee, covering only those administrative costs necessary to cover actual costs associated with the issuance of a vehicle registration plate.

11-3. When the driving licence is to be used for driving vehicles described under paragraph 11-.b of the present Supplementary Agreement, such licence must be accompanied by a translation in Spanish, endorsed by the Headquarters to which the bearer or sponsor is assigned, and showing the rank, title, or dependant status of the holder of the licence. All such translations shall be approved and provided without a driving test or fee, and shall be prepared by the appropriate Headquarters concerned.

11-4. The driver of a vehicle bearing Spanish civilian registration plates must possess a driver's licence valid in Spain, in accordance with Spanish regulations.

11-5. Members of a Headquarters in Spain holding only a military driving licence can obtain a Spanish military driving licence to drive vehicles described under paragraph 11-1.b of the present Supplementary Agreement without undergoing an examination by submitting to the appropriate licensing authorities a declaration by the military authorities concerned that the applicant holds a military driving license.

11-6. Dependants who attain driving age while in Spain, or who otherwise do not possess a valid driving license or permit from their sending State, may obtain a Spanish driving licence after complying with the appropriate Spanish regulations. (SA. Article 11)

HOW TO OBTAIN THE TRANSLATION OF YOUR DRIVING LICENCE?

You must go to the GUARDIA CIVIL and its staff will inform you about the procedure to follow.

In case of your driving license expires, you have to return the translation IMMEDIATELY to the GUARDIA CIVIL.

HOW TO OBTAIN THE SPANISH MILITARY DRIVING LICENCE?

You must go to the SOFA OFFICE and its staff will inform you about the procedure to follow.

SPANISH CIVILIAN DRIVING LICENCE (for non-Europeans citizens only)

If any of your dependants are attending a driving school to get a Spanish driving license, you must inform the SOFA Office.

The SOFA Office staff will provide you with a certificate which replaces the Certificate for Europeans Citizens in Spain, necessary document to obtain the driving license.

TAX FREE FUEL

Members may buy free of taxes and duties the following amount of fuel and lubricants to be used for travel in privately owned vehicles **between the headquarters and their place of residence**:

- a. 150 to 400 liters of fuel per month, depending on the engine capacity, in accordance with the following criteria:
 - (1) Motorcycles: 100 liters;
 - (2) Cars under 5 CV: 100 liters;
 - (3) Cars between 5 CV and including 9 CV: 200 liters;
 - (4) Cars of 10 CV (1751 cc) and above: 400 liters.(EOL. Point 7 paragraph a)

CARD FOR FUEL

The SOFA OFFICE staff will fill out the proper application form to obtain the card for fuel and will inform you about the procedure to follow and how the company reimburses the special taxes.

Procedure:

The Customs and Special taxes Department of the Spanish Exchequer, according to the established procedure in the Spanish regulations for hydrocarbons, reimburses the special taxes for fuel through credit cards provided by private companies.



NEWCOMERS GUIDE

At the moment, there are two companies, SOLRED and FORAX, where each member can sign a contract. SOFA OFFICE give you a model of these contract in order to get the tax exemption.

You can only have a company for each car. For instance, if a member owns two car and a motorcycle, you could have a SOLRED (REPSOL) card for one car and other FORAX card for the rest.

Every card is associated with a car registration plate number, and is only valid for that car.

Entitled personnel to have card are authorized, by the Spanish Exchequer, to use their fuel cards in **Valencia province** to buy fuel and only up to 400 liters per member.

Documents required:

- ✓ Contract signed by the requestor.

ANNUAL ROAD TAX

Members and their dependants shall be exempt from annual circulation taxes. (SA. Article 14 paragraph 2.h)

If you have a car under that condition, and want to request the road tax exemption, you must go to the SOFA Office to apply for it.

Documents required:

- ✓ Application form requesting the road tax exemption.

Procedure:

The SOFA OFFICE staff will draw up the proper application form and will inform you about the procedure to follow.

HOUSEHOLD APPLIANCES, FURNISHING, FUEL AND LUBRICANTS

14.2.g. Members and their dependants shall enjoy exemption from duties and taxes for reasonable quantities of ... motor fuels, in accordance with figures agreed in the EOL.

14.2.i. Members and their dependants may purchase on the local Spanish market household furnishing and appliances free of tax when the unit price exceeds a value agreed between SHAPE and MOD SP in the EOL. (SA. Article 14 paragraph 2)

7. Members may buy free of taxes and duties the following amount of fuel and lubricants to be used for travel in privately owned vehicles between the headquarters and their place of residence:

b. Up to 10 liters lubricant per month, depending on the engine capacity.

8. Members and dependents may purchase on the local Spanish market household furnishing and appliances free of taxes when the unit price exceeds 30.000 pesetas (180,30€).

(EOL. Point 7 & 8)

Procedure:

For the tax free purchasing of household appliances, furnishing, fuel and lubricants, the Spanish Exchequer has established the VAT reimbursement system under the rules listed below:

1. The applications must include all the purchases made within a natural quarter.
2. It is permitted to request the reimbursement from each natural quarter only once.
3. To request the reimbursement, it is necessary to wait until the natural quarter has finished.
4. From the moment that a natural quarter has finished the applicant has six months to request the reimbursement, and the application must be submitted to the Spanish Exchequer within that period.
5. Once the application has been checked by the Spanish Exchequer, they will send you the resolution to your home. The reimbursement will be made to the applicant's bank account, when appropriate.

There is an annex F "VAT Refund Guide" where you can find a step by step guide in order to do this request.

Documents required:

- ✓ Authorization of representation (You will get it in SOFA Office)

PRIVATE ARMS

The Headquarters shall promulgate detailed regulations concerning the custody of the military arms ammunition in their possession, to ensure that no member of Headquarters shall gain possession of or carry arms unless authorized to do so. The provisions of Spanish law shall apply to the possession and carriage of privately owned arms and ammunition. (SA. Article 17 paragraph 2)

Owning private weapons is a right given by law to the professional military personnel, subject to the accomplishment of the regulations for this matter ("Reglamento de Armas" approved with Royal Decree 137/1993 dated on 29 January and Ministry of Defense Order 1268/2003 dated on 9 may). Choosing to exercise this right entails the assumption of some responsibilities related, among other things, to the custody and utilization of those weapons.

An inadequate and inaccurate accomplishment of the mentioned law causes, more frequently than desirable, incidents with private owned weapons in their houses, namely:

- a. Accidents with private owned weapons.
- b. Robbery and disappearance of weapons.

CURRENT SPANISH REGULATIONS

- Military personnel is entitled to own private weapons.
- They are obliged to keep their weapons in a safety box, and take the necessary measures to avoid the weapons to be stolen.
- They have to declare, through official channels, to the Official Weapons Registry, any loss, theft, and so on. They also have to make the corresponding report.
- When they have to be away from their posting, or for other reasons which would be valued by the Official Weapons Registry, the weapons will be left in a Weapons Deposit.

HOW TO OBTAIN THE AUTHORIZATION TO POSSESS PRIVATE FIREARMS?

Procedure:

If you are interested in getting authorization to possess and carry privately owned arms, you must go to the SOFA Office and its staff will inform you about the procedure to follow.

Documents required:

- A document signed by the Senior National Representative, certifying that the applicant is entitled to possess private firearms, according to the sending State regulations for weapons.
- One posting certificate signed and stamped by the ACOS G-1.

NEWCOMERS GUIDE

- One photocopy of your Spanish Military Identity Card.
- The certificate of title of the weapon, or the invoice whether it has been bought in Spain.

MILITARY RESIDENCES

The Spanish Army has military accommodations for the use of military personnel and in some cases their families. There are three types of accommodation with different uses:

RMD (Military Rest Residence):

- R.M.D. «Archena», Archena (Málaga).
- R.M.D. «Navacerrada», Puerto de Navacerrada-Cercedilla (Madrid).
- R.M.D. «La Cortadura», Cádiz.
- R.M.D. «Fernando Primo de Rivera», Jerez de la Frontera (Cádiz).
- R.M.D. «FUERTE SANTIAGO», Algeciras (Cádiz).
- R.M.D. «Teniente General Castañón de Mena», Málaga.
- R.M.D. «Reyes Católicos», Málaga.
- R.M.D. «La Plana», El Grao (Castellón de La Plana).
- R.M.D. «Santa Bárbara», León.
- R.M.D. «Coronel Gallegos», Gijón (Asturias).
- R.M.D. «El Baluarte», Ferrol (A Coruña).
- R.M.D. «Héroes de Filipinas», Núcleo el Soto/Sant Antoni de Portmany, (Ibiza).
- R.M.D. «Mahón», Mahón (Menorca).
- C.D.S.C.M. «PASO ALTO», Santa Cruz de Tenerife.
- C.D.S.C.M. «REY JUAN CARLOS», Manises (Valencia).
- C.D.S.C. M. «MALLORCA», Palma de Mallorca (Balears).
- RESIDENCIA PATRONATO «VIRGEN DEL PUERTO», Santoña (Cantabria).

The RMD is committed to provide accommodation, support, vacation and recreation to military personnel and their families. Their distribution can be seen in this map.



Annually, and for the summer period (usually between June 15 and September 15) will be offered by public call the rooms available in the RMD. In such calls, the priorities established in the current regulations will be respected. Also, in summer, the RMD can only be used, in general, in periods of fifteen days each time (fourteen nights), according to what the mentioned public announcement indicates.

C.D.S.C.M. «REY JUAN CARLOS» Manises (Valencia).

Military club «REY JUAN CARLOS» is located by the highway Madrid-Valencia and the airport. It is available for all the allied personnel posted in this HQ.



NEWCOMERS GUIDE

In order to be a member of the club, the personnel must pass by the office called “Atención al Usuario”. It is located in the first floor of the facilities addressed at Archer y Anna Huntington St., 1 in Valencia.

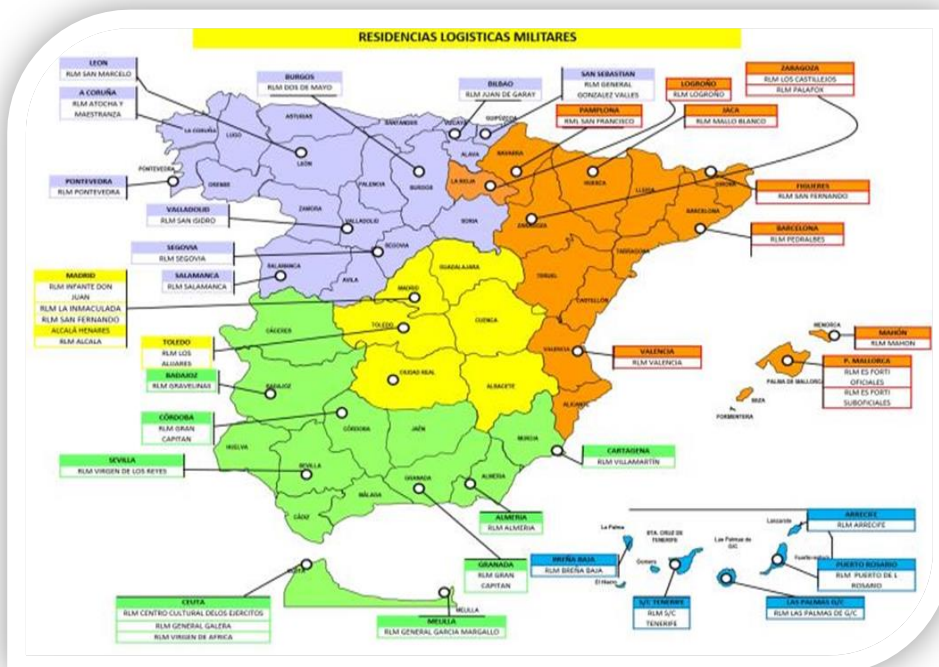
They must bring the following documentation: 2 photos and military documentation. The dependants must bring 2 photos and their documentation.



In the Club, members can enjoy a lot of activities and services, like barbershop, restaurant, military residence, tennis and paddle school, swimming pool, tennis courts, football and basket, and wide gardens. In addition, it offers the option to manage social activities.

RLM (Military Logistics Residence):

The main purpose of the RLMs of the Spanish Army is to support the geographic mobility of Army components that move or require accommodation for service reasons. Secondly, they are also used to accommodate staff and their families on short trips around the different Spanish cities. The advantages of these residences is that they have a good location and the price is cheap.



RLM Valencia (Valencia)



This residence located in the center of the city (Archer y Anna Huntington St., 1) can be a good place to live when you arrive posted to this HQ.

ALM (Logistic Accommodation):

The ALMs is only used for military personnel, due to the assignment of a new destination or service commission, is displaced in a place other than the habitual residence. These residences are located in barracks.

ALM Base Jaime I (Bétera)

Jaime I Base in Bétera has an ALM for the personnel posted in the Units located here.

54 bedrooms with refrigerator, tv antenna and air conditioning in each room.



How to obtain accommodation booking in military residences?

Military Residences in Spain are highly requested during the year, thereby the booking cannot be guaranteed.

Documents required: application form requesting the accommodation booking.

Procedure:

You must submit the completed form to the Support Team's office (76-0-24) with all personal information requested. Once we have the approval of the booking, we will inform you with a copy of the residence confirmation.

VII. LIVING IN VALENCIA

HOUSING

SOFA do not have a housing office but we can help you to find a house through estate agencies with special conditions like attendance in English or bilingual contract.

There are many possibilities to live in Valencia city and outside, in villages such as Bétera, L'Eliana, Paterna, Rocafort or Puzol... These areas offer spacious chalets/villas, international schools, shopping centres, and above all, more variety of houses than the city.

Most of the areas in Valencia are safe. Neighbourhoods such as Peña Roja (Avenida de Francia), Mestalla (Avenida de Aragón) and L'Eixample (Gran Vía, Cánovas, Antiguo Reino) are good areas to live in the city but the most expensive too, with high rental prices. Blasco Ibáñez Avenue is also a nice place to live but rentals are not abundant because of the high demand due to the proximity of the universities. Campanar is another possibility, as a neighborhood that has grown in recent years with many new flats.

Some remarks about housing in Valencia:

- Accommodation is affordable in Valencia, with rental prices ranging from 400-600 euros for a modestly sized apartment. The rule in the city is that the closer to the city center one lives, the higher the rent becomes. Of course, the rent price of the flats/houses/villas depends on the city, the area, the qualities...
- There is a wide variety of furnished and unfurnished housing. Anyway, the majority of houses have the kitchen and wardrobes furnished.
- Leases are generally signed on a year-long basis and are secured with a down payment of between two and six months' rent.
- The finding could be online in private advertising and agency windows, or in state agency.

If you have young children, we recommend that the house will be close to the school area with facilities for families.

In Spain, there are different types of schools: public, semi-private (*concertado*) and private. The best option for you is the private school because there are not bilingual public schools. These schools, as we will see, are located in different places, but in many cases the private schools can be found in urbanizations, out of Valencia City.

If you need support and/or more information, please pass by the Support Team Office (76-0-24) or pay attention to the billboards at HQ Cafeteria

SCHOOLS

Schooling is compulsory for children between the ages of six and 16 in Spain. Children of these ages must attend a primary or a secondary school.

Compulsory education is free for people to send their children to public schools in Spain.

The region of Valencia is bilingual, and both official languages, Spanish and Valenciano, are taught in schools. This can be difficult for foreign students who often prefer to be taught in only one language (Spanish), rather than having to the regional language and Spanish at the same time.

According to the age, we can summarize the educational system as follows:

- Infantile Education (*Educación Infantil*). Education at this stage is voluntary and has two shifts:
 - 1st shift (from 0 to 3 years old). The children receive the education in a state infant' school, if places are available, or in a private kindergarten.
 - 2nd shift (from 3 to 5 years old). The education is provided in private or public schools.
- Primary Education (*Educación Primaria*). It is the beginning of the mandatory education and it is composed of 6 courses. It is for children from 6 to 12 years old.
- Secondary Education (*Educación Secundaria Obligatoria*). It is also mandatory and composed of 4 courses. It is for children from 12 to 16 years old.
- Superior Education (*Bachillerato/Ciclos Formativos*). From 16 years old, people can choose between *Bachillerato* (2 courses) or Educational Modules (specific vocational training courses).
 - *Bachillerato* is a step which allows students to access the University System.
 - Alternatively, students can pass into the *Ciclos Formativos* system (specific vocational training courses) where you can be prepared to work in several jobs for qualitative people.
- University. The majority of the Universities are public where a lot of subjects can be studied. In Valencia, you can find the "Universidad de Valencia" and "Universidad Politécnica de Valencia". Also, there are five private universities in the city with a lot of college degrees; Universidad Cardenal Herrera-CEU, Universidad Católica, Centro de Estudios Financieros (CEF), Esc. Sup. de Gestión Comer. y Marketing (ESIC) and Florida Centro de Formación (Catarroja).

The school year extends from the first week of September to the end of June. It is made up of three terms, each followed by a holiday break.

- First term: September to Christmas (December).
- Second Term: January to Easter (April).
- Third Term: Easter to June.

NEWCOMERS GUIDE

Lessons are from Monday to Friday. The school timetables may vary from school to school.

The application and registration in a school generally take place in May, although it is possible for a child to be admitted to a school whenever the family moves to a new school area.

As we have already said, there are different types of schools in Spain: public, semi private (*concertado*) and private.

In the next link you can find a list with all the schools located in Valencia province.

<http://www.ceice.gva.es/web/centros-docentes/inicio>

Types of schools

Options differ between public, private, international and semi-private (*colegios concertados*) schools, and these institutions can be catholic or secular, co-educational or exceptionally single-gendered.

Public schools

The standard of the state education system is supposed to be as high as that of the private system. It's free for children to attend public schools in Spain, as long as they have registered on the *Empadronamiento or Padron*, the municipal register, at their local town hall. Parents normally do, however, need to pay for books and for fees incurred by extra-curricular activities.

The primary teaching language of state schools in Valencia is generally Spanish, but there are schools that use the co-official language of the region, *Valenciano*. Unless you send your children to a British, American and other private schools, your child will need to learn *Valenciano* language. Public and *concertados* schools will teach *Valenciano* in several subjects. If your child does not already speak Spanish, they will have to learn two new languages.

Do not assume that teachers in the state system will speak English, as many will not, and those that do will have varying levels of proficiency.

State schools in Valencia tend to be best for people with very young children who can easily overcome the language barrier and for people who plan to live in Valencia long-term.

Semi-private schools (*concertados*)

Semi-private schools are former private schools subsidised by the Spanish government. Fees are low, and in some cases, non-existent.

The primary teaching language in these schools will also be Spanish or *Valenciano*, and the curriculum will be the Spanish state curriculum.

Private schools

Private schools in Valencia are numerous, with various curricula and always have annual tuition fees. These schools are assumed to have smaller class sizes, higher quality facilities and a greater variety of extra-curricular activities.

Unless the private school is a bilingual school or an international school, the primary teaching language will be Spanish or *Valenciano*.

Demand can be high for the more prestigious private schools, and in order to register their children in one of these schools, you will have to move fast.

Private schooling costs vary greatly depending upon the school concerned, its location, its services, the language and curriculum it teaches. It is best to consult with the school directly regarding tuition and curriculum.

International schools

International schools are private schools that teach an international curriculum, with the system of another country. These centers allow your children to continue learning the curriculum from their home country in the language they are familiar with. In these schools *Valenciano* is not taught.

Keep in mind that these institutions can often be outside the city. Additionally, these schools normally have high tuition costs. However, these centers allow that the child should adapt to his new life with more facility.

Admission procedures differ from one school to the next, so it is best to talk with each school individually. In general, it is recommended that people bring their child's previous school year report card.

You will need to carefully evaluate a number of factors before making your choice, considering your child's age, the anticipated length of your stay in Valencia, your budget, the primary teaching language you would prefer and the curriculum that would best suit your child.

Each situation is different and worth careful consideration, but generally people who only plan on staying for a short time or those with older children send them to an international school.







As it appears in the previous section, there are not bilingual public schools (Spanish-foreign language). That is the reason we consider the private schools are the best option for you.

Following this paragraph, you can find a list of the private schools with foreigner system in Valencia. As you will notice, the services of each school are summarized with icons. Please find at the end of the section a list with the meaning of each one and a map with the location.

NEWCOMERS GUIDE

Code	Centre	Private	System	Address	Location	Telephone
46025933	CAMBRIDGE HOUSE COMMUNITY COLLEGE	X	British	Profesorado español St, 1.	46111 - ROCAFORT	963905019
46019532	CAXTON COLLEGE	X	British	Más de León St, 9.	46530 - PUZOL	961424500
46018072	ENGLISH SCHOOL LOS OLIVOS	X	British	Pino Panera Av, 25.	46110- GODELLA	963639938
46024928	ENGLISH SCHOOL LOS OLIVOS SECUNDARY	X	British	Los Almendros St, 13.	46110- GODELLA	963631409
46032585	BRITISH COLLEGE LA CAÑADA	X	British	299 Street, 25.	46182 - PATERNA - LA CAÑADA	961324040
46017778	EL PLANTÍO INTERNATIONAL SCHOOL	X	British	233 Street, 36.	46182 - PATERNA - LA CAÑADA	961321410
46036049	THE INTERNATIONAL MONTESSORI SCHOOL OF VALENCIA	X	British	608 Street, 9.	46182 - PATERNA - LA CAÑADA	961323623
46031623	BRITISH SCHOOL OF LIRIA	X	British	Virgen de la Cabeza St,10 (Urbanización Mont-jarque)	46160 - LLÍRIA	962798021
46021381	BRITISH SCHOOL OF VALENCIA	X	British	Peris y Valero Av, 55-59.	46006 - VALENCIA	963742930
46016610	HISPANO-NORTEAMERICANO, SA	X	USA	Sierra Calderona Av, 29.	46530 - PUZOL	961405412
46014352	LYCÉE FRANÇAIS DE VALENCE	X	French	Ademuz Road, Km. 6.	46980 - PATERNA	961364031
46011090	COLEGIO ALEMÁN DE VALENCIA	X	German	Jaime Roig St, 14-16.	46010 - VALENCIA	963690100

 CAMBRIDGE HOUSE COMMUNITY COLLEGE		
	Address:	Profesorado español St, 1 46111 - ROCAFORT
		www.cambridgehouse.es
		info@cambridgehouse.es
		963905019
	Ownership:	Tracy Ibberson

 CAXTON COLLEGE BRITISH SCHOOL SINCE 1987		
	Address:	Más de León St, 9 46530 - PUZOL
		www.caxtoncollege.com
		caxton@caxtoncollege.com
		961424500
	Ownership:	General de Inmuebles y Construcciones S.A

 ENGLISH SCHOOL LOS OLIVOS 		
	Address:	Pino Panera Av, 25 46110- Campo Olivar (GODELLA)
		www.los-olivos.es
		primary@school-losolivos.es
		963639938
	Ownership:	THE OLIVE BRANCH, COOPERATIVA VALENCIANA







 ENGLISH SCHOOL LOS OLIVOS  <p>SECUNDARY</p>		
	Address:	Los Almendros St, 13 46110- GODELLA
		www.los-olivos.es
		secondary@school-losolivos.es
		963631409
	Ownership:	THE OLIVE BRANCH, COOPERATIVA VALENCIANA

		
	Address:	299 Street, 25 46182 - PATERNA - LA CAÑADA
		www.britishcollegelacanyada.es
		info@britishcollegelacanyada.es
		961324040
	Ownership:	IMAGINAL DESARROLLO DE CENTROS DE ENSEÑANZAS, SL

	<p>EL PLANTÍO INTERNATIONAL SCHOOL</p>		
	Address:	233 Street, 36 46182 - PATERNA - LA CAÑADA	
		www.plantiointernational.com	
		secretaria@plantiointernational.com.	
		961321410	
	Ownership:	ALBERTO RODRÍGUEZ PASCUAL	

 IMSV International Montessori School of Valencia			
	Address:	608 Street, 9. 46182 - PATERNA - LA CAÑADA	
		www.imsv.es	
		hello@imsv.es	
		961323623	
	Ownership:	VICTORIA LOUISE JONES	

 BRITISH SCHOOL OF VALENCIA <small>EST. 1998</small>			
	Address:	Peris y Valero Av, 55-59. 46006 - VALENCIA	
		www.bsvalencia.com/es/	
			
		963742930	
	Ownership:	BRITISH SCHOOL CHILDRENS'S GARDENS, SL	

 AMERICAN SCHOOL OF VALENCIA AN IB WORLD SCHOOL			
	Address:	Sierra Calderona Av, 29. 46530 - PUÇOL	
		Asvalencia.org	
		asvalencia@asvalencia.org	
		961405412	
	Ownership:	COLEGIO HISPANO-NORTEAMERICANO, SA	

	LYCÉE FRANÇAIS VALENCE		
	Address:	Ademuz Road, Km. 6. 46980 - PATERNA	
		www.lfval.net	
		diresp@ent-lfval.net	
		961364031	
	Ownership:	French Government	

			
	Address:	Jaime Roig St, 14-16. 46010 - VALENCIA	
		dsvalencia.org	
		dsvalencia@dsvalencia.org	
		963690100	
	Ownership:	Asociación cultural del colegio alemán	

DESCRIPTION OF THE ICONS

 CAFETERY	 DINNING ROOM
 RESIDENCE	 SWIMMING POOL
 GYM	 BUS SCHOOL
 COMPUTERS CLASS	 LIBRARY
 LABORATORY	 CINEMA
 MÚSIC CLASS	 RECORDS STUDY
 SPORTS AREA	 CLASSES IN SPANISH
 CLASSES IN FRENCH	 CLASSES IN GERMAN
 CLASSES IN ENGLISH	

Schools & Living

Schools

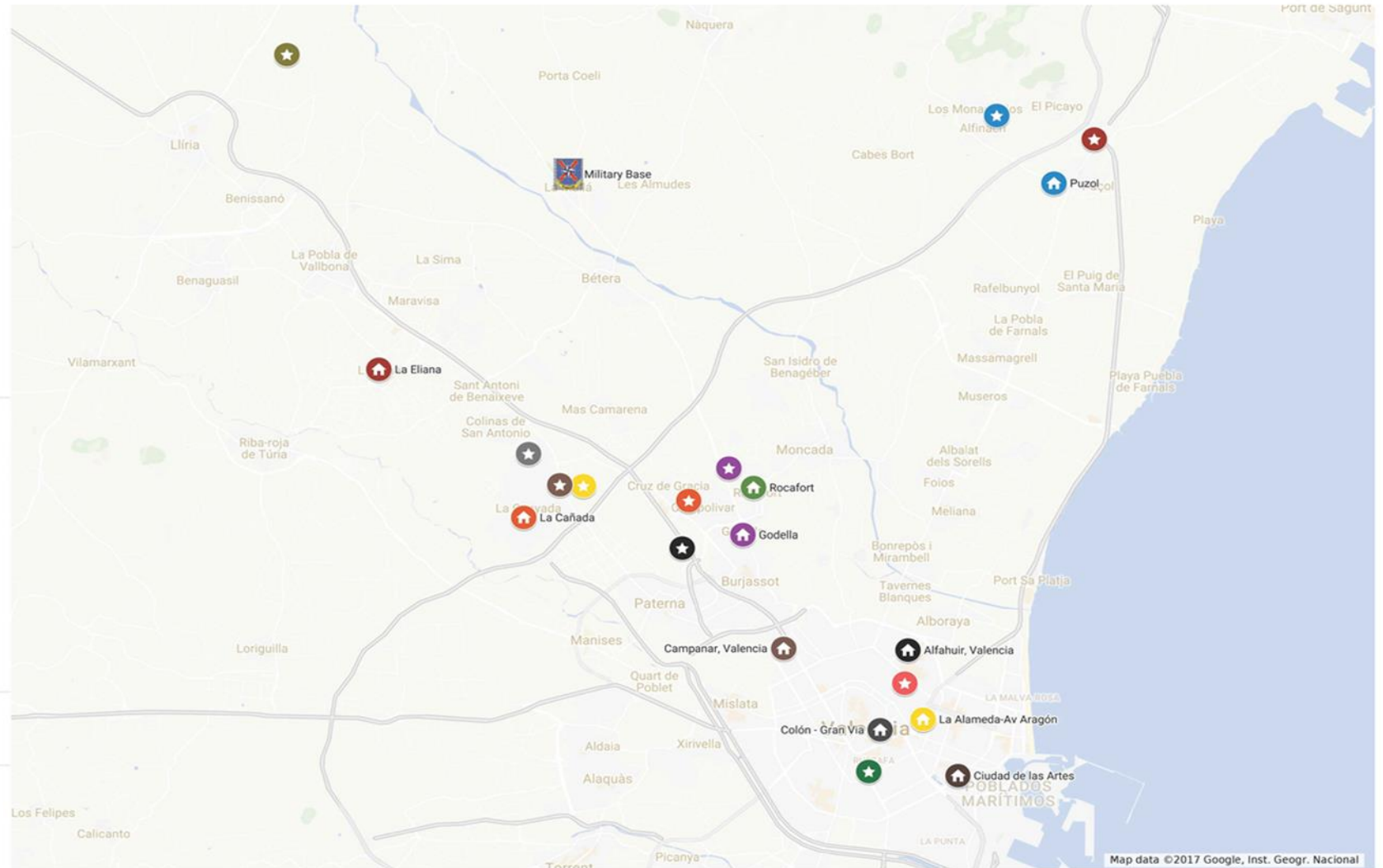
- ★ Caxton College
- ★ International Montessori School
- ★ Colegio Hispano Americano
- ★ English School Los Olivos
- ★ Cambridge House Community College
- ★ British College La Cañada
- ★ El Plantio ISV
- ★ British School of Liria
- ★ British School Of Valencia
- ★ Lycée Français
- ★ German School

Living

- ★ Puzol
- ★ La Eliana
- ★ La Cañada
- ★ Rocafort
- ★ Godella
- ★ La Alameda-Av Aragón
- ★ Ciudad de las Artes
- ★ Campanar, Valencia
- ★ Alfahuir, Valencia
- ★ Colón - Gran Vía

Military Base

- ★ Military Base



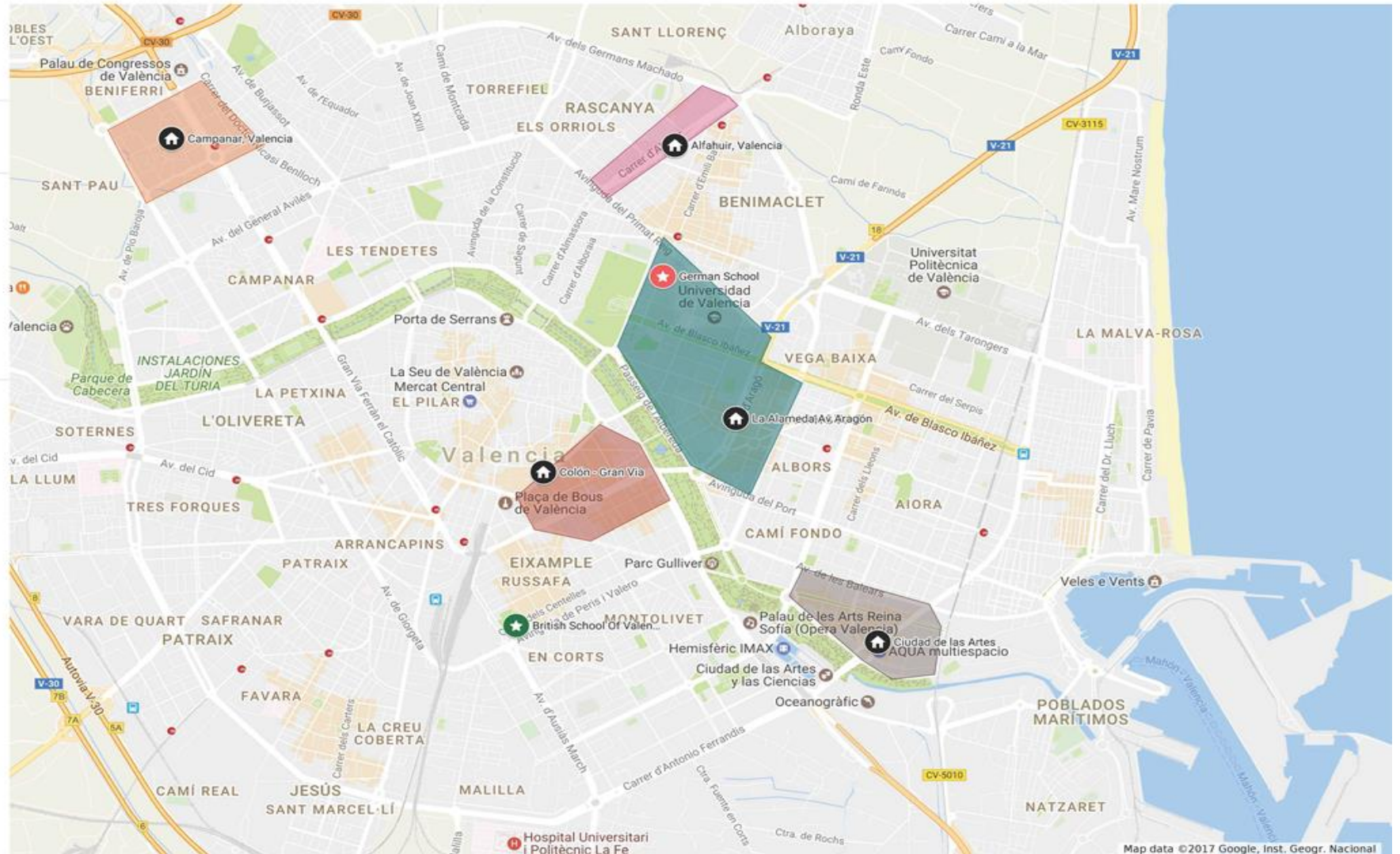
Schools & Living Valencia City

- Schools**
- British School Of Valencia
 - German School

- Living**
- Living recomended areas

Living recomended areas

- Colón Gran - Gran Via, Valencia
- Ciudad de las Artes
- Alameda - Av Aragón
- Alfahuir, Valencia
- Campanar, Valencia



Map data ©2017 Google, Inst. Geogr. Nacional

BANKING and CURRENCY

Banking facilities are generally modern and function quite efficiently, but bank charges and commissions on international transfers are higher costs than other countries in the European Union (EU).

Since 1999, as with the majority other EU member-states, Spain has used the Euro (EUR) as its official currency.

There are quite a few international banks that offer services in English, and allow free transfers between branches around the world, as well as multi-currency accounts. When choosing a bank as a foreigner without knowledge of the local language, it is best to select a branch with English-speaking staff.

Banks in Spain open from Monday to Friday, 8.30am to 2pm.

Opening a bank account

Allied personnel can either open a resident or non-resident bank account in Spain. Non-resident accounts can be held in foreign currencies and normally have higher fees, while resident accounts tend to offer more services, have higher interest rates and lower commissions. Resident accounts can only be opened by those with a Número de Identificación de Extranjeros (NIE), a Spanish tax identification number.

ATMs and credit cards

ATMs (cajeros automáticos) are widely available and normally accept foreign cards. Foreigners who are yet to open a local bank account will find that these machines provide the best exchange rates, but transaction charges do apply.

Alternatively, currency exchange offices (cambio) can be found at most airports and in most tourist areas. The exchange rates they tend to offer are less attractive than those provided by banks.

Debit and credit cards are widely accepted in Spain, although transaction charges will apply if someone is using an international debit or credit card.

CRIME IN VALENCIA

Valencia is a large city, the third to fourth city in Spain. Near one million inhabitants live in Valencia and its surroundings.

Even though it is quite large the rate of criminality is medium, but this criminality is to be considerate as minor criminality.

The most common types of crime are petty crimes that increased the statistical. These crimes are:

- Pick pocketing.
- Auto burglary.
- Robbery.
- Home burglary.

Among all this crimes number 1 in Valencia is auto burglary.

HOW CAN YOU AVOID ANY TYPE OF COMMON CRIMES?

- Try to travel or walk in well-lit areas.
- Try to travel or walk in well populated areas.
- Be aware of your surroundings.
- Don't flash your cash.
- Don't go to demonstrations.
- Don't pay attention of your wallet or your bag.

HOW CAN YOU PREVENT AUTO BURGLARY?

There are simple rules that you can make it more difficult for the criminal act against your car:

- Lock your vehicle at all times.
- Don't park in isolated areas.
- Don't park in poor lit areas.
- Parking your car in a controlled parking (specially public and private parking what have security personal, because if you were robbed in your car, the owner of the parking would be responsible and have to pay).
- Don't leave valuable items inside the car (radio-cassette, bag, wallet, luggage, etc).
- If you have to leave items inside the car, won't leave in plain of view.
- Use, if possible, alarms in the car.

HOW TO ACT?

If you have bad luck and suffer a crime in Spain, these are the steps that you have to do:

1. If this occurs in the street.
 - a. Try to find the nearest Police Station or Police Patrol (if that is not possible just phone asking for that information to the 112 phone number) to tell them what have happened.
 - b. You have to move into the Police Station.
 - c. In the Police Station, you have to fill the claim as soon as possible (it is a mandatory for the police to attend the claim).

NEWCOMERS GUIDE

2. If at home.
 - a) Do not touch anything.
 - b) You have to call immediately to the Police (National Police Corp if you live in a big city like Valencia, or Guardia Civil if you live in rural areas or in a small village).
 - c) Wait for the instructions of the Police Corps or Guardia Civil.
3. If you have suffered an accident or you see an accident.
 - a. If the accident is inside a city, you have to call to Local Police (092).
 - b. If the accident is out the city, you have to call to Guardia Civil (062).
 - c. In any case you can phone the national emergency (112).

USEFUL TELEPHONE NUMBER



NATIONAL EMERGENCY 112

GUARDIA CIVIL (GC) 062

NATIONAL POLICE CORP (CNP) 091

LOCAL POLICE 092

NATIONAL EMERGENCY (with English translation) 902102112

NOTE: The phone call of these numbers is free.

In Spain, there are different Polices, two of them have Nationwide Basis, and they are Guardia Civil and National Police Corp. Both work in all the National Spanish Territory, and have competences as integral police, but National Police Corp normally works in big cities, and Guardia Civil works in rural areas.



LOCAL POLICE





GUARDIA CIVIL



NATIONAL POLICE



Spain is divided in Autonomous Region and two of these Regions have got Autonomous Police Corps what are Mossos d'Esquadra in Catalonia and Ertzaina in Bask Country.

In the municipal wide basis, there are Local Police, with competences in citizen security and traffic inside the municipality.

The traffic out of the cities and villages is exclusive competence of Guardia Civil, as well as arms and explosives, customs and fraud, security of airport and environment

The National Police Corp have got exclusive competences in Spanish Identity Card and passport, control of entry and exit of Spain, foreigners and gambling.

VIII. PROCEDURE FOR OUT-PROCESSING

OUT-PROCESSING PROCEDURE

- a. G1 PERS General Matters Office will provide and brief the out-going personnel on the out-processing process and procedures that must be completed and returned before they leave this unit.
- b. Out-going personnel are to fill an out-processing form and visit some offices, in order to give back material, equipment, cards..., or to be informed about relevant issues.
- c. Personnel who are about to depart permanently from this HQ will pay a visit of courtesy in the same way of newly arrived.
- d. It is an individual responsibility for personnel to arrange their own transportation means for departure. Transportation means would be available in specific situations.

DON'T FORGET...

You don't have to forget the following items when you finish your assignment in the HQ:

- NIE: The Foreigner Identity Number (NIE) is valid for life, so you can keep it.
- CARDS: Return the Military ID Cards to SOFA Office.
- ROAD PERMITS AND SPECIAL PLATES (OI AND TA): Special Plates (OI and TA) are valid all around the world. Once a member finishes his/her posting in this HQ, has two months to return the Road Permit and the plates of all his/her vehicles registered with Special Plates to SOFA Office.
- TECHNICAL INSPECTION CARD (VEHICLES REGISTERED WITH SPECIAL PLATES ONLY): The Technical Inspection Cards of vehicles bought in Spain are field in the Traffic Office of Madrid Archive.
- In case a member needs the mentioned card to reregister his/her vehicle once his/her posting in this HQ has finished, he/she must request that card to SOFA Office four months before leaving the HQ.
- COVER PLATES: Cover plates are valid in Spain only. Once a member finishes his/her posting in this HQ, must return the Cover Plates and its Authorization Card to the HQ NRDC-ESP GUARDIA CIVIL Office.
- SPANISH MILITARY DRIVING LICENCES: Once a member finishes his/her posting in this HQ, must return the Spanish Military Driving License to SOFA Office.
- TRANSLATION OF DRIVING LICENSES: Once a member finishes his/her posting in this HQ, must return the Translation of his/her Driving License, and their dependent's to the HQ NRDC-ESP GUARDIA CIVIL Office.
- PRIVATE FIREARMS: When a member finishes his/her posting in this HQ, his/her NSE is responsible for the weapons, according to the Spanish Ministry of Defense Order 1268/2003 dated on 9 may.

ANNEX A .- THE HELP LINE SERVICE

In the same way the SOFA office and Support Team has a help line 24 hours, created to support the families of the personnel **in exercises or deployed** in the conditions expressed in the Family Support document. The help line is also activated to help all the personnel who require help in case of emergency.

VERY IMPORTANT!!
FOR YOU AND YOUR FAMILY



616 423 242
HELP LINE PHONE NUMBER

ANNEX B - PHOTO OF THE BASE "JAIME I"



ANNEX C.- TELEPHONES AND WEB SITES OF INTEREST

- Government Delegation			
- City Council of Valencia	963.525.478		www.ayto-valencia.es
- Diputación of Valencia	963.882.500		www.dva.gva.es
- Civil Defence Organization	085		www.mir.es/proteccion
- Ambulance Services		085	
- Emergency		112	
- Firemen		080	
- State Police	091		www.mir.es/policia
- Civil Guard	062		www.guardiacivil.org
- Local Police		092	
- Local Information		010	
- Beaches information	900.210.763		www.gva.es
- Tourist Office		963.510.417	
- Water Supply Damage	963.860.638		www.iberdrola.es
- Electric Supply Damage	901.202.020		www.ciberdrola.com
- City Gas	900.760.760		www.gasnatural.com
- Butane - Repsol	901.100.100		www.repsol.es
- Post Office	902.197.197		www.correos.es
- Duty Chemist's		900.500.952	
- ISFAS		963.890.461	
- MoD delegation	963.891.200		
- FMA HQ		961.963.000	
- Duty Officer HQ NRDC ESP	961.605.530		
- Guardia Civil HQ NRDC ESP		961.605.651	
- Help line HQ NRDC ESP		616.423.242	
- SOFA Office	961.605.258 /	961.605.259	
- Support Team		961.605.271	
- Public Info. Office NRDC-ESP	961.606.336		medianrdcsp@hrf-valencia.org
- Feria Valencia	963.861.100		www.feriavalencia.com
- Mercavalencia	963.241.500		www.mercavalencia.es
- Congress Palace	963.179.400		www.turisvalencia.es/palacio
- Fundación Deportiva Municipal	963.525.478		adeporte@ayto-valencia.es
- Terra Mítica	902.020.220		www.terramiticapark.com
- 24 Hrs. Maintenance	963.603.842		www.reparacionesweb.com
		963.173.148	www.teleurge.es

Mobile Telephone Companies

- Vodafone 902 535 300
- Orange 902 012 240
- Movistar 609

- www.vodafone.es
- www.orange.es
- www.movistar.es

Home Telephone Companies

- Movistar 1004
- Jazztel 1567
- Ono 1400

- www.movistar.es
- www.jazztel.es
- www.ono.es



ANNEX D.- NATO RANKS

NATO Army ranks

Member States and Army Names:

- Belgium: **POUR LE ROYAUME BELGE L'ARMÉE ROYALE**
- Canada: **ARMÉE CANADIENNE CANADIAN ARMY**
- Czech Republic: **ARMÁDA ČESKÉ REPUBLIKY**
- Denmark: **HVERVÅR**
- France: **ARMÉE DE TERRE**
- Germany: **HEER**
- Greece: **ΕΠΙΧΕΙΡΗΣΙΑ ΣΤΡΑΤΟΣ**
- Hungary: **SZÁZADALOM HADERŐSÉG**
- Italy: **ESERCITO**
- Luxembourg: **ARMÉE LUXEMBOURGEOISE**
- Netherlands: **Landmacht**
- Norway: **HVERVÅR**
- Poland: **WOJSKO LĄDOWE**
- Portugal: **EXERCITO**
- Spain: **ESERCITO**
- Turkey: **TRAK KURSU KUVVETLERİ**
- United Kingdom: **BRITISH ARMY**
- United States: **US ARMY**

ANNEX E.- MAP OF THE FARE ZONES OF METRO NETWORK



ANNEX F.- VAT REFUND GUIDE

It is in a separate document, into our site in NS Sharepoint, because there are many changes in the procedures due to our Finance Ministry.