



GENERAL INFORMATION ABOUT BILBAO

The XVth Spanish Biometric Conference and the Vth Ibero-American Biometric Meeting will take place in Bilbao on **September 22-25, 2015** at **Bizkaia Aretoa Building**.



Abandoibarra Avenue, 3. 48009 Bilbao

www.ehu.eus/bizkaia-aretoa

How to get to Bilbao

AIRPORT

Bilbao Airport lies 12 kilometers away from the city, in Loiu district. The Vizcayan capital and its airport are linked by highway, which makes the journey quick and easy.

Get there:

- By Bus : A3247 Bilbao-Aeropuerto/Aireportua

Bilbao - Airport 5:25 – 21:55, every 30´

Airport - Bilbao 6:15 – 00:00, every 30´

Bus occasional ticket: 1,45 €

- By Taxi: Radio Taxi Femade : +34 944 80 09 09

The taxi fare from the Airport to the Bilbao city center could be up to 25€

BUS

Bilbao's main bus station is the bus terminal Termibus, next to the exchange station San Mames.

Termibus can be accessed from San Mames Bilbao Underground station, Bilbao Tramway (EuskoTran) and Renfe Short Distance lines.

Bilbao central train station, **Termibus**

Gurtubay, 1, 48013 Bilbao

Phone number: +34 94 439 50 77

www.termibus.es

TRAIN

Two kinds of trains depart from Bilbao: Short and Long Distance Trains:

Bilbao central train station, **Abando**

Plaza Circular, 2, 48008 Bilbao

www.renfe.com

Climate

Bilbao has a humid oceanic climate, with predominantly West winds, that make temperatures milder and favour temperate weather throughout the year. Given its proximity to the sea, the climate is mild and without extreme temperature changes between the seasons: with an average temperature 8°C in winter and 20°C in summer.

Currency

The official currency in Bilbao is the Euro, which is available in coins worth 1, 2, 5, 10, 20 and 50 cents and 1 and 2 euros. The bank notes in circulation are worth 5, 10, 20, 50, 100, 200 and 500 euros.

The majority of retail establishments accepts credit cards and will ask the customer to show proof of identity. However, it is also easy to get cash from the ATM at the many bank branches around the city

Citizen Security

Municipal Police

Luis Briñas, 14 (Garellano)

48071 Bilbao

Phone number: 092/ +34 94 420 50 00 (if calling from outside Bilbao)

Ertzaintza (Basque Police). SOS - deiak

Phone number: 112/ +34 94 444 14 44

National Police

Phone number: 091/ +34 94 470 90 00

Civil Defense

Phone number: +34 94 423 21 34

Firemen

Phone number: 080/ +34 94 423 30 00

Health System

Bilbao has an extensive healthcare network that meets the needs of citizens through the Basque Health Service – Osakidetza. Foreign people are provided with basic healthcare coverage through the interaction of national health systems or through health insurance.

Emergencies Osakidetza

María Díaz de Haro, 53, 48010 Bilbao

Phone number: +34 94 410 00 00

Basurto Hospital

Montevideo avenue, 18, 48013 Bilbao

Phone number: +34 94 410 00 00

Banks

You can find branches of nearly all the banks and savings banks operating in Spain in the city centre and neighbourhoods. Nearly all of them have ATMs to withdraw cash. Normal opening hours are 08:30 a.m to 2:00 p.m., Monday to Friday, and 09:00 a.m. to 1:00 p.m. on Saturday (except in Summer). Some branches also open in the afternoon, specifically between 4:00 p.m. and 5:30 p.m.

Wi-Fi Areas

As you visit the Guggenheim Museum Bilbao, the Plaza Nueva square, the Basilica of Begoña and many other of the city's tourist sites, you can connect and go on line to find all the information you need on your mobile phone, tablet or handheld device. For several years now, Bilbao has been setting up an extensive WiFi network and it now has over 150 free hotspots. These WiFi areas are both in municipal buildings – civic centres, sports centres, libraries, etc. - and outside and the signal reaches roughly 200 metres.

Postal Services

These offices provide a wide range of services, including money orders. The offices of the postal service (Correos) have different opening hours: some open only in the morning, while others open from 08:30 to 23:00 on weekdays, from 09:30 to 24:00 on Saturdays and from 12:00 to 23:00 on Sundays.

Stamps can be bought from the post offices and from tobacconists', identified by a yellow and brown sign with the word "Tabacos". Those stores usually follow the standard opening shop hours (approximately from 10.00 a.m. to 2.00 p.m. before lunch and then from 4.00 p.m. to 8.00 p.m. in the evening and only in the morning on Saturdays).

Consulates

The following countries have consulates in Bilbao:

- **Europe:** Austria, Belgium, Cyprus, Finland, France, Germany, Greece, Ireland, Iceland, Italy, Norway, Netherlands, Portugal, Romania, Switzerland and Turkey and United Kingdom.
- **Central and South America:** Brazil, Colombia, Chile, Dominican Republic, Ecuador, El Salvador, Guatemala, Mexico, Peru, Uruguay and Venezuela.
- **Africa:** Gabon, Guinea Bissau, Ivory Coast, Morocco and South Africa.
- **Asia:** The Philippines, Jordan and Pakistan.

Very Basic Dictionary

In the same way as in the rest of the Basque Country, Bilbao has two official languages: Basque (Euskara) and Spanish. Both languages are spoken in public services and offices, and appear together on the city signals.

Euskara	Castellano	English
Kaixo	Hola	Hello
Agur	Adiós	Goodbye
Egunon	Buenos días	Good Morning
Arratsaldeon	Buenas tardes	Good Afternoon
Gabon	Buenas noches	Good Night
Eskerrik asko	Gracias	Thanks
Mesedez	Por favor	Please
Bai	Sí	Yes
Ez	No	No
Kalea	Calle	Street
Aireportua	Aeropuerto	Airport
Aparkalekua	Aparcamiento	Parking
Metroa	Metro	Underground
Autobus geltokia	Estación de autobús	Bus Station
Tren geltokia	Estación de tren	Train Station
Hotela	Hotel	Hotel
Turismo bulegoa	Oficina de Turismo	Tourist Office
Jatetxea	Restaurante	Restaurant
Antzokia	Teatro	Theater
Museoa	Museo	Museum
Udaletxea	Ayuntamiento	Town Hall
Udaltzaingoa	Policía	Municipal Police
Hondartza	Playa	Beach
Sarrera	Entrada	Entrance
Irteera	Salida	Exit
Eguna	Día	Day
Gaua	Noche	Night

Dirua	Dinero	Money
Banketxea	Banco	Bank
Seilua	Sello	Stamp
Gutun-azala	Sobre	Envelope
Argazkia	Foto	Picture

Useful Telephone Numbers and Web Sites

Spanish Prefix +34		
AIR		
Airport (Loiu)	www.aena.es	94 486 96 64 / 94 486 96 63
BUS		
Termibus	www.termibus.es	94 439 50 77
Bilbobus (city buses)	www.bilbao.net/bilbobus	94 479 09 81 / 94 448 40 70
Bizkaibus (provincial intercity buses)	www.bizkaia.net	902 222 265*
TRAIN		
Renfe	www.renfe.com	94 487 91 38 / 94 487 92 19
Euskotren (Basque Railways)	www.euskotren.eus	94 401 99 00
FEVE (transcantabrico tourist train)	www.transcantabrico.feve.es	
UNDERGROUND		
Bilbao underground	www.metrobilbao.net	94 425 40 00 / 94 425 40 25
TAXI		
Radio Taxi	www.taxibilbao.com	94 444 88 88
Tele Taxi	www.teletaxibilbao.com	94 410 21 21
Radio-Taxi Nervion	www.radiotaxinervion.com	944 26 90 26
EMERGENCIAS		
Ertzaintza, SOS-deiak		112 / 94 444 14 44
Municipal Police		092 / 94 420 50 00
Ertzaintza (Basque Police)		94 406 35 88

National Police		94 470 90 00
Civil Guard		062 / 94 425 34 00
Civil Defense		94 423 21 34
Fireman		080 / 94 423 30 00
Health Emergency		94 410 00 00
Basurto Hospital	www.hospitalbasurto.com	94 600 60 00
TOURISM INFORMATION		
Tourism	www.bilbaoturismo.net	94 479 57 60
CARD CANCELLATION		
4B		91 362 62 00 / 902 11 44 00*
ServiRed		902 19 21 00*
VISA		900 97 12 31*
American Express		900 99 44 26*
Master Card		900 97 12 31*
Euro 6000 network		902 20 60 00*
OTHERS		
Police Court		94 401 64 81
Lost Property		94 420 49 81
Passports, Visas, ID cards		94 470 91 48 / 900 150 000*
* This phone numbers have an extra charge.		