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Introduction

Santa Cruz de Tenerife is a wonderful city to live in or visit. The UK newspaper "The Guardian" has included the capital city in the list of top-five best places in the world to live.

Our port welcomes more than 500,000 cruise passengers annually. The Police department makes a safe place of the city, nevertheless visitors can be a target of pickpockets and petty crime. To avoid it, read these brief tips and enjoy our city safely.



1

Your safety, our work

Your safety is the most important thing for us.

The City Council of Santa Cruz de Tenerife has created a specialised unit for the care and protection of visitors.

Bilingual agents are on duty to provide advice and information about the city and your safety during your stay.

This guide contains information and a set of instructions to follow in the unlikely event that you have been the victim of a theft, other petty crime, or have lost personal identity documents, including passports.



SANTA CRUZ DE TENERIFE BLENDS THE MAGIC OF THE CITY, THE SEA AND THE MOUNTAIN.



2 Tips for a safe visit

STAY VIGILANT AND PAY ATTENTION ON THE STREET

- It is best to carry a small bag or bum bag instead of a backpack. Correctly fasten all pockets and zips.
- Don't keep your wallet in a back pocket. If you are using a backpack, don't put it in outside pockets.
- Avoid carrying large amounts of cash – only carry what you need. Be especially careful & discrete when handling your money in shops.
- Beware of individuals who try to divert your attention so that they can steal your personal belongings, particularly at cash dispenser or exchange offices.
- Avoid wearing expensive jewellery if possible



VISIT THIS PARADISE WITH AN AVERAGE ANNUAL TEMPERATURE OF 21.2°C



ON PUBLIC TRANSPORTATION

- Don't leave your belongings unattended.
- Plan your journey in advance and make sure that you transfer and get off at the correct stop.
- Before getting off, check that you have all your belongings.

USING THE TRAM IN TENERIFE:

- The line 1 route takes 40 minutes, has 21 stops and connects the cities of Santa Cruz de Tenerife and San Cristóbal de La Laguna.
- The price of a single ticket is €1,35.
- You should validate your ticket as you get aboard.



PROTECT YOUR VEHICLE FROM BEING STOLEN

- When travelling in your car, lock the doors and the boot.
- Never leave expensive items visible inside the car (mobile phone, bags, backpacks, bum bags, cameras, etc.).
- At viewpoints, lock the doors and close the windows regardless of duration of the stop. When possible, keep the car in sight.



IN PUBLIC PLACES

- At ATM's hide the security pin code as you enter it and do not let yourself be distracted by anyone.
- Don't handle large amounts of money in public. Divide your cash at your hotel room or cabin so that you only carry as much as you need.
- Pay for your purchases with small notes or valid bankcards.
- In restaurants, bars or terraces, keep an eye on your belongings. Avoid hanging jackets or bags on the back of your chair. Someone may sit down behind you and steal them.
- Don't leave your wallet, mobile phone or sunglasses upon the table, especially if they are valuable.

LOSS OR THEFT OF YOUR PASSPORT OR IDENTITY PAPERS.

- Leave a copy of your passport or identity documents in your hotel room.
- In the event of loss or theft of your passport or identity documents, you must lodge a complaint at one of the Police Stations below:
 - Calle Robayna, 23, Santa Cruz de Tenerife
 - Calle Ramón Pérez de Ayala, 6, Santa Cruz de Tenerife
 - Calle Nava y Grimón, 66, San Cristóbal de La Laguna.
- British citizens must report a passport lost or stolen as soon as possible at <https://www.gov.uk/report-a-lost-or-stolen-passport>. You must fill in form LS01 and post, fax or take it to your consulate. Check if you need to make an appointment first if you're taking it in.

PLACES AND SITUATIONS TO PAY SPECIAL ATTENTION

- Be vigilant at the access to the docks; pickpockets may attempt to distract you.
- Be especially careful at bus stops.
- Keep personal belongings in sight on the beaches and in public parks.
- You may decide to leave a tip at restaurants and cafés, but remember it is optional.



The Anaga Rural Park is a landscape paradise, a geographic gem criss-crossed by one of the most varied and interesting networks of paths in Europe.

Through these paths you will discover some botanical treasures such as the laurel forest reserve of 'El Pijaral', or the black sand beaches of Taganana, Almáciga and Benijo. You can admire the depth and beauty of ravines like those in Afur and Taborno, with slopes of up to 500 metres per kilometre.

Tips for Anaga Rural Park

- The park covers an area of 140 square kilometres and has steep topography. We recommend that you choose an itinerary of the appropriate level of difficulty, and to bear in mind the minimum time that each trip takes.
- We encourage you to always carry a mobile phone, water, a map of the network of footpaths, as well as proper clothing when hiking.
- If you wish to swim in the sea, be careful with water currents and rocky coast.

Please remember

- Express permission from 'Cabildo de Tenerife' must be obtained in order to gain access to the Fully Protected Nature Reserve of 'El Pijaral' and the Exclusion Area of 'El Monte de Aguirre'. Scan the code below to access the on-line application forms.



Once the application has been printed, it must be submitted to any of the registration offices of 'Cabildo de Tenerife'.

- Remember to stay on the authorised paths described in your approved application form, you may be fined if you walk anywhere else.

GENERAL BROCHURE



ANAGA



3 If you have been the victim of a theft

- ▶ If you have been the victim of a theft or a crime, ask for help or dial the Canary Island Emergency Services on 1-1-2. Give the description of the individual so that the Police can start searching for him/her. Describe his/her appearance as best as you can.
- ▶ If the thief or attacker escapes in a vehicle, give the direction taken. Add information about brand, model, colour and registration plate number as well.
- ▶ **If you don't speak Spanish, you will need to lodge the complaint by phone. Dial 0034 902 102 112 and follow the instructions. The officer will give you a reference number. You can collect the completed report at one of the National Police stations listed below by giving the reference number to the officer.**
 - Avenida Tres de Mayo, 32. Cuerpo Nacional de Policía
 - Calle Ramón Pérez de Ayala, 6. Cuerpo Nacional de Policía
 - Avenida Principal de Añaza, Parcela 1-9 local 2 Policía Local.
- ▶ If you do not have sufficient means to get to one of the police stations, officers can take you there. Don't hesitate to ask for our help.



TOURIST INFORMATION OFFICE

922 29 97 49



Tourist information call centre of Santa Cruz de Tenerife.



Book a range of guided tours by telephone.



Buy tickets for the tour bus.



Book your visits to the Palmetum.



4 Available services

- EMERGENCY SERVICES: 1-1-2 (Police, ambulances, fire fighters and traffic reports)
- Lost Property Office: 922 606 354
- INFO TRAMWAY: 900 700 750
- INFO TEA (Museum of modern art): 922 84 90 57
- INFO Museo de la Naturaleza y el Hombre: 922 20 93 20
- INFO PALMETUM: 697 651 127
- INFO TITSA buses: 922 531 300
- CANCELLATION OF BANKCARDS: Page 7.
- EXCHANGE POINTS: Page 7.
- TAXIS: Page 7.

Taxis are one of best options to move around. You will find a list of telephone numbers of main taxi companies in this guide.

TAXIS

-When getting a taxi, always memorise the license number so that, if you forget or lose something inside, it is easier to find it.

-Remember that you can hire a taxi for your excursions around the island.

-There is a minimum fare for different tariffs: €2,35 city and €3,15 Inter-city. At Night-time and public holidays: €2,90 city and €3,45 intercity.

-In and out of Port supplement: €0,60. Luggage supplement: €0,50 per item.

-You can ask for complaint forms and receipt on board.



USEFUL TELEPHONE NUMBERS AND ADDRESSES

Cancellation of bankcards

American Express: 902375637
Barclays: 900504030-tarjetas inglesas: 913361610
BBVA: 902151825
Caixa: 900444333
Caja Madrid: 9022468100
Caja Siete: 902123209
Deutsche Bank: 902240124
Diners Club: 917015900
Master Card-Visa: 913626200
Santander Central Hispano: 902242424
Servired(Visa Master Card): 902192100
Tarjeta 4B: 915022600
Visa: 915192100 / 900991124

RadioTaxis

RADIOTAXI SAN PEDRO: 922310000
RADIO TAXI SANTA MARÍA: 902113122
RADIOTAXI UCANCA: 922255555
TAXIS SAN MARCOS: 922641459
TELETAXI ISLA DE TENERIFE: 922311012



Taxis adapted for disabled people:
609867581
616575497
629132269

Currency exchange

BANCO DE ESPAÑA
C/VIERA Y CLAVIJO, 37 S/C DE TENERIFE

QUICK CHANGE
Pl. Alférez Provisional, 1 S/C DE TENERIFE
Pl. Candelaria, s/n S/C DE TENERIFE
Panamá, 32 S/C DE TENERIFE

UNITED EUROPHILL
AVDA La Salle, 22 S/C DE TENERIFE



CONSULATES IN CANARY ISLANDS

GERMANY

C/ Costa y Grijalba, 18
Santa Cruz de Tenerife
Tel. 922248820
Fax 922151555
Mon to Thu 10 to 13h.

AUSTRIA

C/ Costa y Grijalba, 33
Santa Cruz de Tenerife
Tel 922023370
Fax 922023371

BELGIUM

C/ Villaiba Hervas n° 4, 2º
Santa Cruz de Tenerife
Tel 922241193
Fax 922241194
9 to 13 h

BRAZIL

Ctra. Gral La Cuesta-Taco Km 05
San Cristóbal de La Laguna
Tel 92247 20 02
Fax 92247 20 03
14 to 16 h

CAPE VERDE

C/ Arco, 16
Las Palmas de Gran Canaria
Tel 928241135
Fax 928232969
9 to 13 h

CHILE

Plaza Milicias de Garachico, 1
Edif. Hamilton of 28
Santa Cruz de Tenerife
Tel 922286950
Fax 922276112
10 to 13h

DENMARK

C/ Miraflores, 8-3º
Santa Cruz de Tenerife
Tel 922275757
Fax 922246767
11 to 13 h

ECUADOR

Rambla de Pulido, 72 entresuelo izqdo.
Santa Cruz de Tenerife
Tel 922533360
Fax 922532692

RUSSIAN FEDERATION

José Franchy Roca, 5-2 of.204
Las Palmas de G.C.v
Tel 92849222
Fax 928493703
10 to 4 h

FINLAND

C/ José Franchy Roca, 5-2º
Las Palmas de G.C.
Tel 928224358
Fax 928227903
10 to 13h

FRANCE

C/ Robayna, 25
Santa Cruz de Tenerife
Tel: 922 533536

HONDURAS

C/ Ángel Guimerá, 47-2ºF
Santa Cruz de Tenerife
Tel 922287569
10 to 13h

INDIA

C/ Villaiba Hervas n° 15, 1º
Santa Cruz de Tenerife
Tel 92224 35 03 - 24 14 16
FAX 922 28 97
10 to 14h

IRELAND

C/ Francisco, 91 D
Santa Cruz de Tenerife
Tel 922 24 56 71
Fax 922 24 56 71
10 to 14 h

ICELAND

Avda. de Canarias, 22, bajo
Las Palmas de Gran Canaria
Tel 92836 58 70
Fax 92836 03 57
9.30 to 13h

ITALY

C/ Cruz Verde, 10-2
Santa Cruz de Tenerife
Tel 922 29 97 68
FAX 922 241040

LUXEMBOURG

C/ Pintor Juan Guillermo, 10 - Local 1
Las Palmas de Gran Canaria
Tel 92849523
Fax: 928246429
10-14h

MEXICO

Plaza de la Concepción, 20
San Cristóbal de La Laguna
Tel 922 29 25 05
FAX 92229 25 05
10 a 12h

MONACO

C/ Puerto Escondido, 3-1º
Santa Cruz de Tenerife
Tel 922 50 8810
FAX 922 50 88 18
10 a 12h

NICARAGUA

C/ B Calvario 17
La Orotava
Tel 922321039
Fax 922386647

NORWAY

Subida al Mayorazgo, 4
Santa Cruz de Tenerife
Tel 922 62 83 71
Fax 922 62 83 70
9 a 14

NETHERLANDS

C/ Villaiba Hervas, 5-3
Santa Cruz de Tenerife
Tel 922 27 17 21
Fax 922 24 02 87
10-15h

PERU

C/ Bethencourt Alfonso, 24
Santa Cruz de Tenerife
Tel 922 245348
Fax 922 273866

PORTUGAL

C/ Velázquez 11
Santa Cruz de Tenerife
Tel 922 23 72 50
9.30 a 13.30

UNITED KINGDOM

Plaza Weyler 8, 1º
Santa Cruz de Tenerife
Tel 902109356
FAX 92228 99 03
Mon, Tue & Fri 8.30 to 13.30

ARGENTINE REPUBLIC

C/ San Francisco, 5-5º
Santa Cruz de Tenerife
Tel 922 151030/31
FAX: 922299219
9 to 13h & 15 to 18h

DOMINICAN REPUBLIC

C/ Villaiba Hervas, 9-9 p. 5
FAX 922 280317
Tel 922 240699
FAX 922 280317
9 to 13 h

THAILAND

Avd. Loro Perque s/n
El Puerto de la Cruz
Tel 922 37 38 41-37 40 81
Fax 922 37 50 21
9 to 12 h

UNITED STATES OF AMERICA

Calle Martínez De Escobar, 3
Las Palmas de G.C.
Tel. 928 27 12 59

Vietnam

Plaza Milicias de Garachico 5, 1 of 4
Santa Cruz de Tenerife
Tel 922 275224
Fax 922 275224
9 to 13h



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