



## VALENCIA CRUISE CARD FAQs

### ***1- What is the Valencia Cruise Card?***

This card aimed at tourists visiting the city makes it possible to visit Valencia's numerous attractions in a quick and convenient way.

### ***2- What types of cards are there?***

1 day cards.

### ***3- How much do they cost?***

1 day: €10

You can get a 10% discount if you buy online.

### ***4- Can I get the 10% discount on the Valencia Cruise Card in any Tourist Info office?***

NO, the discount is only available online. All of our Tourist Info offices sell the card at the current price, unless there are promotions at the time of purchase.

### ***5- What will I get with the card?***

When you go to collect your card you will be given a guide and a map that contains a complete list with the addresses of places where you can use your Valencia Cruise Card, as well as the discounts you can obtain when you use it.

### ***6- How do I validate the card?***

The Valencia Cruise Card is validated manually, by writing on the card the day on which it is bought/used.

### ***7- For how long is the card valid?***

From the moment it is first used until midnight on the day of the card's validity.

### ***8- What does the Valencia Cruise Card include?***

Valencia Shuttle Bus: Port - Oceanogràfic - The City of Arts and Sciences – Navarro Reverter (city centre). (The Shuttle Bus will be provided by Valencia Tourism whenever the cruise ship does NOT provide its own shuttle service to the city centre.)

DISCOUNTS:

- TAXIS: Discount available exclusively on Urban tourist itineraries/VLC routes (click [HERE](#) to see the circuits/routes that offer discounts).  
The discounts are only available in taxis bearing the Valencia Cruise Card – Valencia Tourist Card emblem).
- Discounts of up to 50% on Museums and Monuments.
- Up to 25% off Tourist Services.
- Special discounts in Shops and Restaurants.

### ***9- Is there a Valencia Cruise Card for children?***

No. The Valencia Cruise Card is valid for both adults and children.



**10– Are group discounts available?**

Yes. Groups of between 20 and 50 people will receive a 15% discount when buying the card both online on the Offers Portal and in the Tourist Info offices.

**11– Are discounts available for bulk purchase?**

Please refer back to question 10 regarding groups. For bulk purchases for more than 50 people, please contact [atencionalvisitante@turisvalencia.es](mailto:atencionalvisitante@turisvalencia.es) and we will deal with your order promptly.

**12– Where can I buy the card?**

At [www.turisvalencia.es/ofertas](http://www.turisvalencia.es/ofertas) with a 10% discount, or in one of our Tourist Info offices: Port, Plaza de la Reina 19, Joaquín Sorolla, Airport and Plaza del Ayuntamiento s/n.

**13– Where can I use the card?**

In museums and other places of interest, leisure facilities and night entertainment, shops, restaurants, tourist services and car rental companies which display the "Point of Use" emblem.

**14– If I buy it online, where can I collect it?**

Bring your receipt of purchase and your National ID Card or Passport to one of our **Tourist Offices** and we will give you your *Valencia Cruise Card*.

**1- Tourist-Info Port**

ACCIONA Station, Muelle de Poniente s/n / 46024 – Valencia  
Opening hours: open during the cruise ship stopovers.

**2- Tourist-Info Reina**

Plaza Reina, 19. 46002 Valencia. Opening hours: Monday to Saturday: from 9 am to 7 pm. Sundays and public holidays: from 10 am to 2 pm.

**3- Tourist-Info Joaquín Sorolla**

C/ San Vicente Mártir, 171. 46007 Valencia. Opening hours: Monday to Saturday: from 9 am to 8 pm. Sundays and public holidays: from 10 am to 6 pm.

**4- Tourist-Info Town Hall**

Plaza del Ayuntamiento, s/n. (Opposite Correos building). Opening hours: Monday to Saturday: from 9 am to 7 pm. Sundays and public holidays: from 10 am to 2 pm.

**5- Tourist-Info Airport (Airport)**

Arrivals floor. 46940 Manises (Valencia). Opening hours: Monday to Friday: from 8:30 am to 8:30 pm. Saturdays, Sundays and public holidays: from 9:30 am to 5:30 pm.

**15– Is there a telephone number I can call to resolve any queries?**

Yes, there is a free Customer Service number: +34 900.70.18.18



***16– Where can I find more detailed information about the Valencia Cruise Card?***

Click [here](#) to see a [map](#) of the city and [here](#) to see the advantages of the VLC CRUISE CARD (digital guide).

***17– Can I request an invoice?***

Yes, if you need an invoice send an e-mail to [atencionalvisitante@turisvalencia.es](mailto:atencionalvisitante@turisvalencia.es) together with your reservation details and the details you want to appear on the invoice. Our Administration Department will send it to you by e-mail.

***18– If Valencia Tourism does not provide a Shuttle Bus from the port to the city centre, how can I get to the city centre?***

Valencia Tourism also offers the **Valencia Tourist Card**, which includes the same discounts as the *Valencia Cruise Card* plus unlimited urban transport for 24, 48 or 72 hours. Please consult the city transport lines by clicking [HERE](#). Consult all the advantages and terms and conditions of the Card by visiting [www.valenciatouristcard.com](http://www.valenciatouristcard.com) and discover *even more* of Valencia.

For more information or any enquiries please send an e-mail to [atencionalvisitante@turisvalencia.es](mailto:atencionalvisitante@turisvalencia.es)