



FONS MENORQUÍ DE COOPERACIÓ

# WELCOME GUIDE FOR NEWCOMERS

ES MERCADAL



Ajuntament  
des Mercadal



CONSELL INSULAR  
DE MENORCA



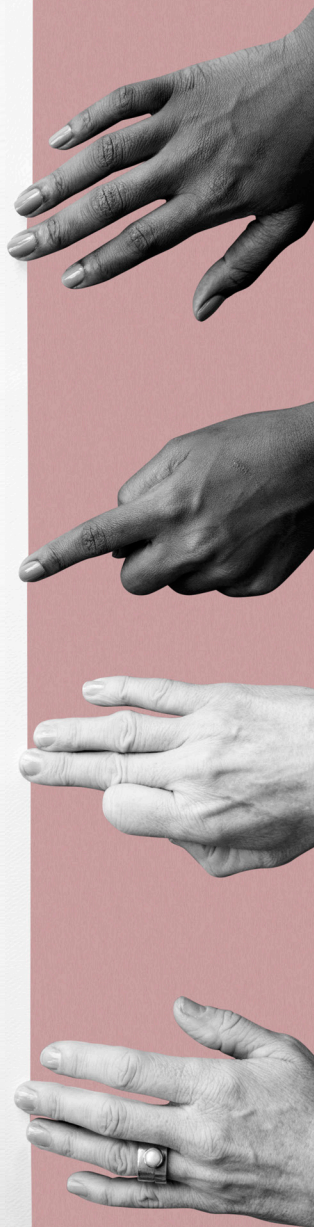
ESFONS

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[www.fonsmenorqui.org](http://www.fonsmenorqui.org)

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# INTRODUCTION

This Welcome Guide is designed as a practical tool for everyone arriving in Menorca. It gathers key information needed for everyday life, such as healthcare, education, social and community services, housing, employment, culture, well-being and leisure.

**The Menorcan Cooperation Fund**, together with all the local councils in Menorca and the Island Council, has produced this Guide to help new residents find their footing on the island.

Services and resources vary from one municipality to another. Some are provided locally, while others operate across the island of Menorca. For this reason, we feel it is essential to offer newcomers clear indications of how to access these resources easily and understand how they work.

Ultimately, the aim of this Guide is to provide temporary, transitional support that avoids long-term dependence on the host community. It seeks to encourage independence and help newcomers become familiar with the resources and services available and feel confident using them as fellow members of the community.



# WELCOME

Es Mercadal and Fornells have always been welcoming places, as has Menorca as a whole, shaped by its location in the heart of the Mediterranean. Es Mercadal's community, like those who arrive here from elsewhere, cares deeply about the land, culture, traditions and heritage that define us and make us proud of our region and municipality. For this reason, we work to strengthen community life and mutual respect, creating an environment where everyone can be themselves and feel part of Es Mercadal.

Es Mercadal is home to 3,508 residents, Fornells to 1,353, and the municipality as a whole to 7,106 people of different backgrounds and origins, representing more than 68 nationalities and over 30 languages. It is a community that has grown and been enriched by a wide range of demographic, linguistic, cultural and religious contributions.

Es Mercadal Town Council aims to create a modern, sustainable and forward-looking environment, with the town and its surrounding villages built on shared values, respect and civic responsibility, and with people's well-being and quality of life at their heart. We are moving towards an engaged and inclusive form of citizenship that encourages mutual respect and guarantees equal opportunities. Here, cultural diversity is a strength, creating a space where dialogue and open relationships can flourish.

The Guide you are holding (also available online and in several languages) is designed as a practical tool for new residents in Es Mercadal. It brings together key information on essential resources and services, including housing, employment, culture, everyday life to help you get to know your surroundings, a place we all share that looks towards the future.

*The municipal corporation*



Ajuntament  
des Mercadal

# 1. WHERE IS ES MERCADAL?



## The island of Menorca

From ancient times to the present day, Menorca has been a crossroads for different cultures. Its strategic position in the western Mediterranean has made the island a natural stopover and place of refuge for many peoples throughout history. Each has left behind a rich historical legacy, shaping Menorca into a land with a remarkable cultural heritage.

Menorca has a population of around 96,000 people, spread across eight municipalities: Maó (the island's administrative capital), Ciutadella (the former capital), Alaior, Ferreries, Es Mercadal, Es Castell, Sant Lluís and Es Migjorn Gran. There are also three other urban centres: Sant Climent, Lluçmaçanes, both within the municipality of Maó, and Fornells, which belongs to Es Mercadal. Maó, in the east, and Ciutadella, in the west, are the island's most populated towns.

The island covers an area of 702 square kilometres and has 216 kilometres of coastline. The distance between its two furthest points, Ciutadella and Maó, is 47 kilometres. At the eastern tip of the island, the coast of Sant Lluís is the first place in Spain to see the sunrise.

Geologically, Menorca is divided into two clearly contrasting halves. The north is rugged and uneven, with a wild coastline, sparse vegetation, small islets and beaches of reddish or darker sand. The south, by contrast, is flatter and formed of limestone, with gentle cliffs, water-carved ravines and white-sand coves surrounded by pine trees. The highest point on the island is Monte Toro, rising to 357 metres.



## 2. CITIZENS' RIGHTS AND RESPONSIBILITIES

The island belongs to everyone who lives here. All residents have the right to the conditions they need to live well and take part fully in society, while also sharing a responsibility to act with solidarity and respect towards others. Regardless of origin or background, everyone is expected to follow a set of common rules that help ensure peaceful, respectful and harmonious community life, including with those who have just arrived.

### Citizens' rights and responsibilities



- ✓ The right to the city
- ✓ The right to access public services and good municipal administration
- ✓ The right to information and access to municipal records and archives
- ✓ The right to carry out administrative procedures
- ✓ The right to take part in local politics
- ✓ The right to participate in municipal matters
- ✓ The right to form associations
- ✓ The right to safety in public spaces and to peaceful coexistence
- ✓ The right to personal and family life

### What municipal regulations are in place?

#### MUNICIPAL BY-LAWS ON CIVIC BEHAVIOUR AND COMMUNITY LIFE

These by-laws regulate behaviour in public spaces in order to maintain and improve relations between **residents** and promote respect and civic responsibility. Failure to comply with these rules may result in financial penalties (fines).

#### CITIZEN PARTICIPATION REGULATIONS

These regulations govern how Menorca town **residents** can access information and take part in public life, either individually or through collective organisations. Each municipality has its own regulations and participation bodies.

# Your town



**Es Mercadal** is located at the heart of the island, at the crossroads of the main routes running east to west and north to south, and at the foot of Monte Toro (358 m), the highest point in Menorca. At its summit stands the Sanctuary of Mare de Déu del Toro, the island's patron saint and an important spiritual landmark for the people of Menorca.

Surrounded by rural farmland, Es Mercadal's economy was based on agriculture and livestock farming for many centuries.

Today, it remains a small whitewashed town with traditional architecture and quiet streets. Notable features include the stream that runs through the town and its bridges, as well as the Church of Sant Martí, a single-nave Renaissance building with a barrel vault, and the aljub, a public cistern still in use today, built under the British governor Richard Kane.

Es Mercadal is also well known for its gastronomy, with local restaurants offering a wide range of traditional Menorcan dishes.

The municipality of Es Mercadal lies in the centre of Menorca and is the island's second largest municipality, covering an area of 134 km<sup>2</sup>. It borders Alaior to the east, Es Migjorn Gran to the south and Ferreries to the west. Most of the population is concentrated in the town of Es Mercadal



itself and in Fornells, a coastal village on the island's north shore. Fornells forms part of the municipality of Es Mercadal and is located to the north-west of the bay that shares its name. It is the most important settlement along the northern coast and one of Menorca's most significant natural harbours, as its sheltered position makes it one of the few safe refuges along a coastline often exposed to strong northerly winds known as "tramuntana".

This peaceful fishing village combines a local economy based on fishing and tourism and is especially famous for caldera de llagosta (spiny lobster stew), one of Menorca's most renowned traditional dishes. Its distinctive character attracts thousands of visitors each year.

A large part of Es Mercadal has been classified as protected natural land by the Parliament of the Balearic Islands. The coastline includes two natural harbours, Fornells and Addaia.

Along the northern coast there are several residential areas, including **Arenal d'en Castell, Son Parc, Coves Noves, Addaia, Na Macaret, Punta Grossa and Platges de Fornells**. The area is also home to unspoilt beaches such as **Cavalleria** and **Binimel·là**. This stretch of coastline is among the wildest and most rugged in the Balearic Islands, which has helped preserve traditional small-scale fishing and well-conserved coastal fish populations.



# 3. MUNICIPAL REGISTRATION



## What is municipal registration?

Municipal registration (empadronament) is the process of registering on the municipal population register or census, which records all residents living in the municipality.

## Who can register?

Anyone living in Es Mercadal can register, whether or not they have a residence permit, and regardless of their administrative status.

## What documents are required?

- **Valid identification** includes a passport, Spanish ID card (DNI), foreigner's ID number (NIE), or any other officially accepted form of identification. Children under the age of 14 are not required to present a DNI. In this case, a family record book is sufficient.
- **Proof of address:**
  - If you own the property: property deeds or the local property tax (IBI) receipt.
  - If you rent the property:
    - A rental contract in the applicant's name and the most recent rent payment receipt; or
    - Written authorisation from the person named on the rental contract allowing the applicant to register at that address, together with the most recent rent payment receipt.

## Why do you need to register?

- To access municipal services
- To obtain a healthcare card and access basic healthcare services
- To enrol children in school
- To apply for residence and work permits or regularisation procedures
- To access public or protected housing
- To register for vocational training, language courses or social and employment integration programmes, including the initial welcome and integration pathway

## Are there any obligations after registering?

- Non-EU residents without long-term residence authorisation must renew their registration every two years.
- Any change of address must be reported to the Town Council.

## Where can you register?

- In person: **Es Mercadal Town Hall**, Carrer Major, 16, Es Mercadal.
- By phone or email (information only): Tel. **971 375 002**. Email address: [general@esmercadal.es](mailto:general@esmercadal.es)
- Online: via the Town Council's website (Carpeta Ciutadana), if you have a digital certificate and provide the required documentation: <https://www.carpetaciutadana.org/web/>

As a resident, you must apply for registration on the municipal register and complete the registration form.

# 4. LEGAL ASSISTANCE



## Citizen Advice Offices

### COURT ADMINISTRATION OFFICE (JUTJAT DEGÀ DE MAÓ)

📍 C/ Antoni Joan Alemany, 2 · 07702 Maó

☎ 971 350 824

✉ [decanato.mahon@justicia.es](mailto:decanato.mahon@justicia.es)

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### CIVIL TRIAL COURT AND PRELIMINARY INVESTIGATION COURT NO. 1

📍 C/ Antoni Joan Alemany, 4 · 07700 Maó

☎ 971 363 203 or 971 350 824

✉ [mixto1.mahon@justicia.es](mailto:mixto1.mahon@justicia.es)

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### CIVIL TRIAL COURT AND PRELIMINARY INVESTIGATION COURT NO. 2

📍 C/ Antoni Joan Alemany, 4 · 07700 Maó

☎ 971 362 756 or 971 350 824

✉ [mixto2.mahon@justicia.es](mailto:mixto2.mahon@justicia.es)

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### CIVIL TRIAL COURT AND PRELIMINARY INVESTIGATION COURT NO. 3

📍 C/ Antoni Joan Alemany, 4 · 07700 Maó

☎ 971 357 557 or 971 350 824

✉ [mixto3.mahon@justicia.es](mailto:mixto3.mahon@justicia.es)

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### CRIMINAL COURT NO. 1

📍 C/ Antoni Joan Alemany, 2 · 07700 Maó

☎ 971 368 601 or 971 350 824

✉ [penal1.mahon@justicia.es](mailto:penal1.mahon@justicia.es)

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## Free legal aid

Free legal aid entitles you, among other services, to the appointment of a court-appointed lawyer who will assess your case and, where appropriate, represent and defend you before the courts.

### Where to apply for free legal aid:

#### • Menorca Bar Association (Col·legi d'Advocats de Menorca)

📍 Camí des Castell, 269 · 07702 Maó

☎ 971 17 94 07

✉ [menorca@icaib.org](mailto:menorca@icaib.org) 🌐 <https://www.icaib.org>

• At the court corresponding to the applicant's place of residence, or at the court handling the legal proceedings. The application will then be forwarded to the Bar Association.

# 5. IMMIGRATION PROCEDURES AND LEGISLATION

## OFIM (Office for Newcomers)

OFIM is an information, guidance and advisory service specialising in immigration and foreign nationals' matters. It provides programmes and support services for immigrants and newly arrived residents, as well as for the wider public, with the aim of supporting integration and making the welcome process easier in all areas of life. Access to the service is by appointment:

### OFIM Ciutadella

- 📍 Centre Polivalent Sa Platja Gran
- 📍 C/ de la República Argentina, 96 · 07760 Ciutadella
- ☎ 971 480 201 (by appointment)

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## FOREIGN NATIONALS UNIT IN MENORCA

- 📍 Plaça Miranda, 22 · 07701 Maó
- ☎ 971 989 281

<https://www.cime.es/OrgansGovern/Servei.aspx?ID=10155>

## Foreign nationals unit in Menorca:



### RESIDENCE AND WORK PERMITS

Residence and work permits are the documents that authorise a non-Spanish national to live and work in Spain. These permits are processed through the Immigration Office once the person has entered Spain with the appropriate visa.

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### RENEWALS

The first renewal is granted for **one year**, while the second and third renewals are granted for **two years** each. After this, the authorisation becomes **permanent**.

At the time of renewal, the applicant must be working. Applications must be submitted within three months of the permit's expiry date. To renew a residence or work permit, an appointment must be booked by calling 971 989 281 and attending the Immigration Office in person.

## **FAMILY REUNIFICATION**

Non-EU foreign nationals who are legally resident in Spain may apply to bring their immediate family members to join them.

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## **SOCIAL INTEGRATION (*Arrelament social*)**

This is a procedure that allows non-EU nationals to obtain legal status in Spain under certain exceptional circumstances. A social integration report is required in order to apply for temporary residence on these grounds.

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## **EU REGISTRATION CERTIFICATE (*Targeta comunitària*)**

EU citizens who wish to reside in Spain for more than three months are required to register with the Central Register of Foreign Nationals. Applications are submitted at the Immigration Office or at a police station.

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## **RESIDENCE CARD FOR FAMILY MEMBERS OF EU CITIZENS**

Family members of Spanish citizens or citizens of another EU Member State who are not themselves EU nationals must apply for an EU residence card if they intend to live in Spain for more than three months.

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## **REFUGEE STATUS, ASYLUM AND INTERNATIONAL PROTECTION**

Individuals who cannot return to their country of origin because they face persecution on grounds such as race, religion, nationality, political opinion, membership of a particular social group, gender or sexual orientation may apply for international protection. This may take the form of refugee status (asylum) or subsidiary protection, in cases where returning to the country of origin would pose a real risk to the person's physical or psychological integrity. Applications must be submitted at the Immigration Office or at a police station within one month of entering Spain, or from the moment the circumstances justifying the application arise.

People seeking international protection can receive guidance and support with their application from the Red Cross and/or OFIM.

### **Es Mercadal Red Cross**

📍 C/ dels Veterinaris Gomila, 12

☎ 971 37 53 00

✉ [mercadal@cruzroja.es](mailto:mercadal@cruzroja.es)

## NATIONALITY

For information on how to apply for Spanish nationality and to submit the required documentation, applicants must contact the Civil Registry (*Registre Civil*). The naturalisation process includes two compulsory exams: one assessing Spanish language proficiency (A2 level, administered by the **Cervantes Institute**) and another covering constitutional and socio-cultural knowledge of Spain.

For more information, visit: <https://cervantes.org>

# 6. MUNICIPAL SOCIAL SERVICES



**Social services** provide support aimed at preventing, addressing or reducing situations of social risk or exclusion. Their purpose is to promote well-being and improve people's quality of life and social and economic conditions, with particular attention to tackling inequality. These services are guided by principles such as universal access, inclusion, participation, solidarity and equality.

**Municipal social services** are the first point of contact within the public social services system. They ensure local support for individuals and families in personal, family and social matters.

In Es Mercadal, the Social Services team is made up of an interdisciplinary municipal team, including a community support officer, a social worker, a psychologist and four family support workers.

This team provides a range of programmes and services, including:

- ✓ Information, guidance and social support
- ✓ Municipal family support services
- ✓ Assessment of social needs
- ✓ Support with applications for services and resources
- ✓ Referral to other services or organisations where needed
- ✓ Information and awareness-raising
- ✓ Support with home help services and other forms of family assistance
- ✓ Services for older people
- ✓ Support for young people

## **TO BOOK AN APPOINTMENT:**

Es Mercadal Social Services

📍 C/ Verge del Toro, 2

☎ 971 375 542 / 608 453 781

✉ [serveis-socials@esmercadal.es](mailto:serveis-socials@esmercadal.es)

Opening hours: Monday to Friday, 8:00 am to 2:30 pm

# 7. HEALTHCARE



To access public healthcare services (GPs, nursing care, specialist doctors, etc.), you must apply for a healthcare card through the **Es Mercadal Primary Care Centre**.

## ES MERCADAL PRIMARY CARE CENTRE

📍 Av. del Metge Camps, 20 · 07740 Es Mercadal

☎ 971 154 187

🕒 Mondays, 1 pm to 8 pm, and Tuesday to Friday, 8 am to 3 pm.

☎ **In-person appointment:** 971 437 079 / 902 079 079 (Monday to Saturday, 7 am to 9 pm)

☎ **Emergency phone number:** 061

🕒 **Blood tests:** Tuesdays and Fridays, 8.15 am to 9 am.

🕒 **Nursing care and injections:** Monday to Friday by appointment only. Saturdays, Sundays and public holidays: 9 am to 10 am.

🕒 **Consultations:** GPs, paediatrics and nursing: Monday, 1 pm to 8 pm, and Tuesday to Friday: 8 am to 3 pm.

🕒 **Midwife:** Wednesdays, 8 am to 3 pm.

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## FORNELLS HEALTHCARE CENTRE

📍 C/ de ses Escoles, 6 · 07748 Fornells

☎ 971 376 420

🕒 Monday and Thursday: 8.15 am to 10.30 am. Tuesday and Friday: 8.30 am to 9.30 am. Wednesday: 3 pm to 4.15 pm

☎ **Appointments:** 971 437 079 / 902 079 079 (Monday to Saturday, 7 am to 9 pm)

🕒 **Paediatrics:** Fridays, 8.30 am to 9.30 am

## Required documentation

If you have a residence permit, you will need:

- NIE or passport
- Certificate of municipal registration (empadronament) or proof of household registration
- Social Security number (issued by the Social Security Treasury)

# Vaccines

You must be up to date with vaccinations in line with Spanish regulations. Information on vaccination requirements is available at the Es Mercadal Primary Care Centre.

## **Doctor's appointments with IBSALUT:**

☎ 971 437 079 / 902 079 079

[www.ibsalut.es](http://www.ibsalut.es) or through the GOIB "Cita prèvia" app:

<https://www.ibsalut.es/ciutadania-ca/cita-previa-ibsalut/app-de-cites-mediques>

## **MATEU ORFILA HOSPITAL**

📍 Ronda de Malbúger, 1

☎ 971 487 000 - **Emergency phone number: 061**

# 8. EDUCATION



In Spain, education is compulsory for children between the ages of 6 and 16. It is strongly recommended that children join the education system from the age of 3. Compulsory education is free of charge, although there may be additional costs for items such as school materials, school meals and extracurricular activities. Financial assistance and grants are available for families who may have difficulty covering these expenses.

## The education system is organised into the following stages:

- Pre-school education: ages 0 to 3
- Early childhood education: ages 3 to 6
- Primary education: ages 6 to 12
- Compulsory secondary education (*ESO*): ages 12 to 16
- Post-compulsory secondary education: upper secondary education (*bachillerato*)
- Higher vocational training and university studies

During the pre-registration period, families must submit an application to the school where they wish to enrol their child. Application forms are available from the **Menorca Territorial Education Office** or directly from the relevant school. There are specific periods and deadlines for pre-registration and enrolment.

## Required documentation:

- Certificate of municipal registration (empadronament)
- Copy of the family record book or passport
- Official application form

## If you miss the enrolment period, you should contact:

### **MENORCA TERRITORIAL EDUCATION OFFICE**

📍 J. M. Quadrado, 33

☎ 971 369 008 (Monday to Friday, 9 am to 2 pm)

Per a més informació, consultar:

<https://www.caib.es/sites/escolaritzaciocurs/ca/inici/>

# PRE-SCHOOL EDUCATION CENTRES (AGES 0–3)

## EEI ARC DE SANT MARTÍ

📍 C/ de Lepant, 13 · 07740 Es Mercadal

☎ 638 769 112

✉ [escoletainfantildesmercadal@yahoo.es](mailto:escoletainfantildesmercadal@yahoo.es)

Public opening hours: Wednesdays, 5:30 pm to 7:00 pm (by appointment)

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## EEI ES FIETS

📍 Av. de sa Punta Gran, s/n · 07748 Fornells

☎ 638 769 112 - 971 158 340

✉ [escoletainfantildesmercadal@yahoo.es](mailto:escoletainfantildesmercadal@yahoo.es)

# EARLY CHILDHOOD AND PRIMARY EDUCATION CENTRES

## CEIP MARE DE DÉU DEL TORO

📍 C/ del Mestre Garí, 1 · 07740 Es Mercadal

☎ 971 375 338

✉ [cpmarededeudeltoro.esmercadal@educacio.caib.es](mailto:cpmarededeudeltoro.esmercadal@educacio.caib.es)

🌐 <https://redols.caib.es/c07002518/>

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## CEIP FORNELLS

📍 Av. de sa Punta Gran, s/n · 07748 Fornells

☎ 971 376 359

✉ [ceipfornells@educaib.eu](mailto:ceipfornells@educaib.eu)

🌐 <https://redols.caib.es/c07005970/>

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# SECONDARY EDUCATION CENTRE

## BIEL MARTÍ SECONDARY SCHOOL (Ferrerries)

This centre provides both compulsory and post-compulsory secondary education, as well as vocational training programmes and other educational pathways.

📍 Av. de Son Morera, s/n · 07750 Ferreries


☎ 971 374 201

✉ [iesbielmarti@educaib.eu](mailto:iesbielmarti@educaib.eu) 🌐 <https://redols.caib.es/c07008387/>

# ADULT EDUCATION

Adults aged 18 and over can access a wide range of courses through the Adult Education Centre. These include regular Catalan and Spanish language courses for non-native speakers, preparation for entrance exams to intermediate and advanced vocational training and university studies, as well as foreign languages, IT and other subjects.

## ES MERCADAL ADULT EDUCATION CENTRE

 Ronda de ses Costes, 22 · 07740 Es Mercadal

 608 168 646

 [escolaadults.esmercadal@gmail.com](mailto:escolaadults.esmercadal@gmail.com)

 [www.escolaadultsmercadal.es](http://www.escolaadultsmercadal.es)

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## COURSE LISTINGS FOR ES MERCADAL AND FORNELLS

[https://escoladadults.menorca.es/publicacions/llistat.aspx?Tipos=CUR3;CUR11&MENU=Mer /](https://escoladadults.menorca.es/publicacions/llistat.aspx?Tipos=CUR3;CUR11&MENU=Mer/)

<https://escoladadults.menorca.es/publicacions/llistat.aspx?Tipos=CUR12;CUR11&MENU=For>



The most common housing arrangements are renting and home ownership. Renting means living in a property in exchange for paying a monthly rent to the owner. Both tenants and homeowners are required to pay community fees, contribute to the upkeep of shared spaces and respect neighbourhood rules.

If you are looking to rent or buy a home, you can check the classified sections of local newspapers and magazines, or contact estate agents.

**There are also guidance and mediation services available for support:**

## **BALEARIC HOUSING INSTITUTE (IBAVI). Balearic Government**

IBAVI is a public body responsible, among other tasks, for promoting and refurbishing publicly protected housing.

📍 C/ del Carme, 1 · 07701 Maó

☎ 971 178 968 / 900 700 003

✉ [menorca@ibavi.caib.es](mailto:menorca@ibavi.caib.es)

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## **ISLAND HOUSING OFFICE**

The Island Housing Office is a service of the Menorca Island Council, managed by the organisation Provivienda. It provides information and advice on mortgage foreclosures, rent arrears, legal matters (civil, criminal and administrative), residential and community mediation, as well as workshops for professionals and families.

📍 Plaza de la Explanada, 2, Left local · 07703 Maó

☎ 971 776 379

✉ [oficinainsularvivienda@provivienda.org](mailto:oficinainsularvivienda@provivienda.org)

🌐 <https://www.provivienda.org>


🕒 Monday to Thursday, 9 am to 2 pm (by appointment)

## SECURE RENTING PROGRAMME (LLOGUER SEGUR)

Lloguer Segur is a programme run by the Balearic Government's Ministry of Housing, Territory and Mobility. Its aim is to bring empty and unused homes onto the rental market by acting as an intermediary between property owners and tenants, helping to build trust and provide security for both parties.

**Please note:** Property owners may rent out their homes, but tenants are not permitted to sublet the property to others.


**Contact:** CAFBAL


 971 460 245

 [lloguersergur@cafbal.com](mailto:lloguersergur@cafbal.com)

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## SOCIAL HOUSING SERVICE. ISLAND COUNCIL OF MENORCA

 Plaza Biosfera, 5 · 07703 Maó

 971 35 7083

 [habitatge.social@cime.es](mailto:habitatge.social@cime.es)

 <https://www.cime.es/OrgansGovern/Servei.aspx?ID=10181>

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## ENERGY EFFICIENCY AND ENERGY POVERTY SUPPORT

To find out about available grants, eligibility requirements and how to apply, please contact: Càritas Maó (971 361 001) or Càritas Ciutadella (971 481 137).

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## SOCIAL ELECTRICITY TARIFF (*BONO SOCIAL*):

The *Bono Social* is a government-regulated discount on electricity bills.

 <https://www.bonosocial.gob.es/#inicio>

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## ENERGY ADVICE SERVICE IN ES MERCADAL

This service is provided by the Office for Energy Transition.

 <https://institutbalearenergia.com/oficina-per-a-la-transicio-energetica/>

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## MAÓ SHELTER (CASA D'ACOLLIDA DE MAÓ)

Managed by Maó Town Council, this facility provides temporary accommodation for people in transit and those without a home. It offers support, prevention, care and social inclusion services through individual support plans. The service operates 365 days a year and includes an adapted room for people with reduced mobility.

📍 C/ des Negres, 41 · 07701 Maó

☎ 971 356 700

✉ [serveissocials@ajmao.org](mailto:serveissocials@ajmao.org)

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## CIUTADELLA SHELTER (CASA D'ACOLLIDA DE CIUTADELLA)

Managed by Ciutadella Town Council, this centre provides basic support, including food and hygiene services. These services are not limited to people without a home. They are also available to people who have accommodation but are experiencing difficulties meeting basic needs. The centre also supports residents' social inclusion through individual support pathways.

📍 C/ del Degollador, 54 · 07760 Ciutadella

☎ 971 480 604

✉ [serveissocials@ajciutadella.org](mailto:serveissocials@ajciutadella.org)

# 10. EMPLOYMENT AND WORK



Anyone aged 16 or over may take up paid employment or self-employment. Foreign nationals must hold the appropriate administrative authorisation. There are a range of public employment and training services available to support people who are looking for work.

## **EMPLOYMENT GUIDANCE SERVICE. ISLAND COUNCIL OF MENORCA**

This service offers personalised pathways into employment, with tailored support throughout the job search process. Services include information and guidance on training opportunities, personalised employability plans, strategies to support labour market integration, access to job vacancies, job search techniques and help with CV preparation.

### • **Comprehensive employment pathways**

This programme is aimed at unemployed people aged between 30 and 65 who are registered with SOIB as jobseekers and face particular barriers to employment.

☎ In-person appointments: 686 827 046

📍 Fridays at the Adult Education Centre. C/ Ronda de ses Costes, 22

### • **Comprehensive employment pathways for young people**

This programme is aimed at unemployed people aged between 16 and 29 who are registered with SOIB as jobseekers and with the National Youth Guarantee System.

☎ Appointments and information: 676 033 662

📍 Thursdays. Adult Education Centre. C/ Ronda de ses Costes, 22

## **GENERAL AND CONTACT INFORMATION:**

☎ 971 356 246

✉ [formacio@cime.es](mailto:formacio@cime.es)

## **SOIB MÁO (Balearic Islands Employment Service)**

The Balearic Islands Employment Service (SOIB) is the public body responsible for planning, managing and coordinating active employment policies. Its role includes providing information and guidance, matching jobseekers with vacancies, promoting employment and delivering vocational training.

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### **SOIB CAREER GUIDANCE**

This is a specialised advisory service to support job searching and professional development. It offers tools and guidance to help people find work and choose training that best matches their needs. To access this service, you must be registered with SOIB.

📍 Pl. Miranda, s/n · 07701 Maó

☎ 971 177 980

✉ [of.mao@soib.caib.es](mailto:of.mao@soib.caib.es)

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### **PIME MENORCA – EMPLOYMENT GUIDANCE**

This is a free service aimed at supporting the social and professional integration of jobseekers aged between 16 and 64.

📍 C/ de Curniola, 1 · 07714 Maó

☎ 971 352 464

✉ [correo@pimemenorca.org](mailto:correo@pimemenorca.org)

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### **EMPLOYMENT SUPPORT PROGRAMMES FROM THE RED CROSS**

📍 Avda. de Anselm Clavé, 162 · Maó

☎ 971 361 180

✉ [mao@cruzroja.es](mailto:mao@cruzroja.es)

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### **EMPLOYMENT SUPPORT SERVICE FOR PEOPLE WITH DISABILITIES**

📍 Avda. de Vives Llull, 152 · 07702 Maó

☎ 971 353 130

✉ [inserciolaboral@fundacioidiscap.org](mailto:inserciolaboral@fundacioidiscap.org)

# 11. SAFETY AND PERSONAL PROTECTION



There are several security and emergency services operating in Menorca. All are responsible for protecting the rights of residents and ensuring that laws and regulations are upheld.

The security service closest to residents in Es Mercadal is the **Local Police Force** (Guàrdia Urbana), which operates throughout the municipality. The **Civil Guard** (Guàrdia Civil) and the **National Police Force** (Policia Nacional) provide coverage across the whole island of Menorca.

## LOCAL POLICE AND SECURITY SERVICES

📍 C/ Avda. Del Metge Camps, 0 · 07740 Es Mercadal

☎ 971 375 251- 619 400 968

✉ [policia@esmercadal.es](mailto:policia@esmercadal.es)

🕒 Open every day

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## SCHOOL LIAISON POLICE OFFICER

☎ 683 241 427

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## ES MERCADAL CIVIL GUARD

📍 C/ de s'Hort des Jurats, 38 · 07740 Es Mercadal

☎ 971 375 563

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## NATIONAL POLICE FORCE

📍 Plaza de la Miranda, 1 · 07701 Maó

☎ 971 363 712

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The **emergency telephone numbers 112 and 062** handle all urgent calls related to public safety, civil protection, fire and rescue services and medical emergencies. These numbers should be used to request public services in any emergency situation.

# 12. SUPPORT SERVICES FOR WOMEN



The **Women's Support Centre** (CAD) is a specialist service run by the Social Welfare and Family Department of the Island Council of Menorca. It is the main reference service on the island for providing support and advice to women who are experiencing gender-based violence.

📍 CENTRE POLIVALENT SA PLATJA GRAN

C/ de la República Argentina, 96 · 07760 Ciutadella

☎ 971 480 201

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## **24-HOUR SUPPORT SERVICE FOR VICTIMS OF GENDER-BASED VIOLENCE**

☎ 900 178 989 - For emergencies: 112

☎ 639 837 476

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## **DEPARTMENT OF SOCIAL AFFAIRS AND SPORTS – MENORCA BASE CENTRE**

📍 Avda. Vives Llull, 42 · 07703 Maó

☎ 971 176 031

# 13. SPORT, CULTURE AND LEISURE CITIZEN AND MUNICIPAL ORGANISATIONS



## ES MERCADAL LIBRARY

📍 C/ Lepant, 17 · 07740 Es Mercadal

☎ 971 375 407

✉ [bibesmercadal@menorca.es](mailto:bibesmercadal@menorca.es)

🕒 Opening hours: 9 am to 1 pm and 4 pm to 8 pm.

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## FORNELLS READING ROOM

📍 C/ Escoles, 23 · 07748 Fornells

☎ 971 376 608

✉ [bibfornells@menorca.es](mailto:bibfornells@menorca.es)

🕒 Opening hours: Monday to Friday, 4 pm to 7 pm

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## ES MERCADAL YOUTH INFORMATION POINT / YOUTH CENTRE

📍 C/ Llevant, 13 · 07740 Es Mercadal

☎ 971 375 080 / 699 381 247

✉ [casaljovesmercdala@gmail.com](mailto:casaljovesmercdala@gmail.com)

✉ [pj@esmercadal.es](mailto:pj@esmercadal.es)

🕒 Opening hours: Wednesday and Thursday: 6 pm to 8 pm Fridays and Saturdays: 7 pm to 10 pm

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## FORNELLS YOUTH SPACE

📍 C/ Major, 16 · 07748 Fornells

🌐 [https://www.aj-esmercadal.org/ca/PIJ\\_FORNELLS/24905](https://www.aj-esmercadal.org/ca/PIJ_FORNELLS/24905)

🕒 Opening hours: Fridays and Saturdays: 7 pm to 10 pm

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## ES MERCADAL SCHOOL OF MUSIC AND DANCE

📍 C/ Llevant, 9 · 07740 Es Mercadal

☎ 971 375 440

✉ [musicadansamercadal@menorcaillaeducadora.org](mailto:musicadansamercadal@menorcaillaeducadora.org)

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## ES MERCADAL MUNICIPAL SPORTS CENTRE AND SWIMMING POOL

📍 Avda. del Dr. Llansó, s/n · 07740 Es Mercadal

☎ 699 976 716 / 971 375 661

## **FORNELLS MUNICIPAL SPORTS CENTRE**

📍 Avda. de sa Punta Gran, 3 · 07748 Fornells  
☎ 971 375 236 / 625 304 803

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## **ES MERCADAL SENIORS' CLUB**

📍 C/ Verge del Toro, 19, baixos · Es Mercadal  
☎ 971 375 536

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## **FORNELLS SENIORS' CLUB**

📍 C/ de ses Escoles, 12 · 07748 Fornells  
☎ 971 376 762

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## **ES MERCADAL TENNIS CLUB**

📍 C/ de Tramuntana, s/n · Es Mercadal  
☎ 678 040 645 / 609 197 619 / 619 472 434

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## **ES MERCADAL SPORTS CLUB**

📍 Av. Dr. Llansó, s/n · Es Mercadal  
☎ 971 375 378  
✉ [cemercadal1923@gmail.com](mailto:cemercadal1923@gmail.com) - [cemercadal@terra.es](mailto:cemercadal@terra.es)

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## **MERCADAL NEIGHBOURS' ASSOCIATION**

✉ [vesinsdesmercadal@gmail.com](mailto:vesinsdesmercadal@gmail.com)

# 14. OTHER USEFUL SERVICES AND CONTACT INFORMATION

## ES MERCADAL TOURIST OFFICE

- 📍 C/ Major, 2 · Es Mercadal
  - 🕒 Open from 15 May to 15 October  
Monday to Friday: 9.30 am to 2 pm and 5 pm to 8 pm. In July and August: Afternoons from 6 pm to 9 pm. Saturdays: 10 am to 2 pm.
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## FORNELLS TOURIST OFFICE

- 📍 Ports IB building, above the Pla square
  - 🕒 Open from 1 June to 30 September  
Monday to Saturday, 10 am to 2 pm.
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## ES MERCADAL PHARMACY

- ☎ 971 154 015
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## FORNELLS PHARMACY

- ☎ 971 376 752
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## FIRE BRIGADE

- ☎ 971 375 253
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## RADIO TAXI

- ☎ 871 520 070
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# ESFONS

FONS MENORQUÍ DE COOPERACIÓ

[www.fonsmenorqui.org](http://www.fonsmenorqui.org)

