

User Guide

Spanish motorways



For which vehicles are tolls applicable?

In Spain, all vehicles are subject to the payment of the motorway toll.



How to use your toll box in Spain?

Please ensure only one toll box is inside the vehicle to prevent potential unforeseen malfunctions caused by multiple devices.

a- Different types of toll lanes

On Spanish motorways there are two types of toll lanes:

- There are lanes dedicated for electronic toll payment, these lanes are marked with a circular sign (figure 1)
- There are also lanes that accept mixed payment types (electronic toll, cash and card) marked with a square sign (figure 2)



Figure 1



Figure 2

Attention: the lanes on the far right of the station are dedicated to heavy vehicles.

b- Proper use of the toll lanes:

When passing through the toll lane, please keep the driving speed at a walking pace to ensure that the toll box is recognized successfully. Please keep a minimum distance of 4m between you and the vehicle ahead of you. When passing through the toll station, the toll box will emit a beep to signal that the transaction was recorded.



In the event of malfunction

If you notice that the toll box is not properly working, please make sure to follow these steps:

1. When entering the motorway:

Press the button to get a ticket. When you exit the motorway please use a mixed payment lane, present your ticket, and pay manually by cash or card.

2. When exiting the motorway:

If you were able to enter the motorway with the toll box and you find yourself blocked at the exit gate, please call the motorway assistance by pressing the emergency button so you can get in touch with the motorway agents. Then please proceed to scan the sticker on the back of the toll box following the agent's instructions.



ATTENTION:

If you initiated any of the procedures listed here, please wrap the toll box in a signal-blocking material. You can use the protective cover provided, or in an emergency, aluminum foil will suffice. This ensures that the toll box won't record any transactions. You can then proceed to try to use it again at the next station. This prevents double-counting of toll transactions if paid manually.



Helpful guidelines

What should I look out for when using the toll box?

- Do not expose the toll box to rain or moisture.
- Never try to open the toll box.
- Take care not to damage the toll box label and barcode.

Can I have several devices for the same country in my vehicle?

On Spanish motorways, there must be only one toll box in the vehicle. Otherwise, you could be charged an unfavorable flat rate.

Contact tolltickets

For any other questions, please visit [tolltickets.com](https://www.tolltickets.com) and consult our **FAQ** section.

