

Service Charter

2019-2022

**INSTITUTE OF CINEMATOGRAPHY AND
AUDIO-VISUAL ARTS**

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1. Identification and purpose

1.1. Identification data

The Institute of Cinematography and Audiovisual Arts (ICAA) is an autonomous organisation of an administrative nature, attached to the Ministry of Culture and Sport, whose main purpose is the encouragement and promotion, at home and abroad, of Spanish film and audio-visual arts, and the recovery, preservation, restoration, documentation and cataloguing of the country's cinematographic heritage.

1.2. Purposes and Functions

These are established in Royal Decree 7/1997 of 10 January (BOE 28/01/1997).

Purposes (Article 2).

The ICAA is responsible for the following purposes:

1. To develop the creation, increase the production and favour the distribution of Spanish productions.
2. To reach an acceptable proportion of the domestic market that allows for the maintenance of the whole Spanish cinema industry.
3. To improve the degree of competence of the companies and to encourage the adoption of new technologies.
4. The international projection of Spanish cinematography and audio-visual arts.
5. The safeguarding and diffusion of Spanish cinematographic heritage.
6. Cultural communication between the Spanish regions on matters of cinematography and audio-visual arts.

Functions (Article 3).

The ICAA shall exercise the following functions:

1. The encouragement, promotion and management of Spanish cinematographic and audio-visual activities in its three aspects of production, distribution and exhibition.
2. The promotion of Spanish cinematography and audio-visual arts.
3. The recovery, restoration, conservation, research and dissemination of cinematographic heritage.
4. Cooperation in the training of professionals in different film specialties.
5. Relations with international institutions similar aims.
6. Cooperation with the Spanish regions on matters of cinematography and audio-visual arts.

2. ICAA Services

- Registration in ICAA's Administrative Register of Cinematographic and Audiovisual Companies is necessary to be a beneficiary of classification certificates, credits, grants and other incentives.
- This public register shall include physical or legal persons holding companies established in Spain that carry out cinematographic or audio-visual activities (production, distribution, exhibition etc.), as well as the owners of cinemas although they might not be businesses. The application form can be obtained at ICAA headquarters or on the website of the Ministry of Culture and Sport (www.mecd.es).
- Granting of subsidies by competitive announcement. Creation and development grants (scripts, feature film projects, cultural projects and non-regulated training); production grants (feature films, short films, television films, animated series); distribution grants; grants for the conservation of cinematographic heritage; promotion grants (participation of Spanish films in festivals, organisation of festivals and cinematographic competitions in Spain); grants for the realization of audio-visual works using new technologies. The grants announcements are published annually in the Official State Gazette (BOE), and can also be consulted on the website of the Ministry of Culture and Sport. The application form for each type of grant can be obtained at ICAA headquarters or on the website of the Ministry of Culture and Sport (www.mecd.es).
- Classification of cinematographic and audio-visual works by age group. Before proceeding to the commercialisation, diffusion or publicity of a cinematographic film or audio-visual work in any form and by any medium in Spanish territory, it must be classified by ICAA or by the competent regional authority. The application form can be obtained at ICAA headquarters or on the website of the Ministry of Culture and Sport (www.mecd.es). Screening films and other audio-visual works for the purposes of their classification, is carried out in the Institute's projection rooms in the San Marcos Building (Plaza del Rey 1).
- Certificate of Spanish nationality for a cinematographic or audio-visual work. Cinematographic and audio-visual works produced out by a Spanish production company or an EU company established in Spain, as well as works carried out in co-production with foreign companies, shall bear Spanish nationality. The certificate of Spanish nationality may be issued, ex officio or at the request of the interested party, by ICAA or by the competent regional authority.
- Approval of co-produced projects. Film made in co-production with foreign companies will be considered Spanish after approval of the project by ICAA or the competent regional authority that may have access to the grants established for Spanish films. The co-production project approval application form can be obtained at ICAA headquarters or on the website of the Ministry of Culture and Sport (www.mecd.es).
- Collaboration agreements with banks and credit institutions. To create a favourable financial framework for the cinematographic and audio-visual industry, ICAA may be

able to underwrite collaboration agreements with banks and credit institutions to facilitate and expand funding for production, distribution, dissemination, exhibition, technical industries and the videographic sector, as well as for the development of the technological innovation or infrastructure of these sectors. Within the framework of these agreements, which will be made public through the Official State Gazette, ICAA may issue grants for the reduction of interest.

- Financing of the production, distribution and exhibition of films through European and Ibero-American funds and programmes (Eurimages, Creative Europe, Ibermedia) in which ICAA actively participates.
- Control of attendance and profitability of cinematographic works. Cinema owners shall comply with the attendance control and reporting procedures that allow the revenue obtained by films screened in cinemas to be known with the greatest accuracy, speed and reliability.
- Data collection and compilation of censuses and statistics on the activity of the cinematographic and audio-visual sectors in general, shall be disseminated through the website and publications of the Ministry of Culture and Sports.
- Certification of the income obtained by films screened, as well as the number of spectators, issued at the request of cinema owners.
- Permanent advice and information to companies and individuals about the requirements that the current provisions impose on their requests and on the status of the processing of the procedures in which they have an interest. Likewise, information is provided to the media, scholars, training centres and citizens in general on matters in which ICAA has competence.
- The domestic and international promotion of Spanish cinematographic and audio-visual productions. The ICAA facilitates the presence of our cinema in competitions around the world and organises samples or cycles that make Spanish cinema more widely known in strategic places.
- ICAA publishes the annual Spanish Film Catalogue and the Newsletter (films, collections, spectators, etc.). The Spanish National Cinematheque publishes, free of charge, its screening schedule (cycles and sessions) and other activities, by means of programmes, dossiers and info sheets etc. handed out at the Cine Doré. In addition, it encourages research and study, with the aim of creating a film bibliography of reference that pays special attention to Spanish filmography. These publications can be purchased from specialised bookshops or at the Cine Doré (C/ Santa Isabel 3, Madrid) or from the General Sub Directorate for Documentation and Publications of the Technical General Secretariat of the Ministry of Culture and Sport (C/ Abdón Terradas 7, Madrid).
- Dissemination, through the organisation of cycles and sessions or any other non-profit activity of film heritage.

- Organisation of the "National Cinematography", the "History of Cinematography" and the "Audio-visual Literacy" awards.
- Archives of the Spanish National Cinematheque (Filmoteca Española). Public access to collections of film, photographic and graphic archives, for study, research and disseminating cinematographic heritage.
- Library of the Spanish National Cinematheque (Filmoteca Española). Public access to documentary collections (manuscripts and printed matter) and periodicals, related to national and international filmography, for consultation, study and research purposes.
- Organisation of periodic exhibitions with museum pieces from the collection of the Spanish National Cinematheque.
- Social networks: ICAA is intensely involved in informational, educational and recreational activities through the social networks where it is present (Facebook, Twitter, Youtube and Flickr).
- Website: Displaying contact information, technical film details, rating, box-office and spectators, announcements for aid, festivals, publications and reports, audiovisual literacy, visits, archives held at the Spanish Film Library, etc.

3. Rights of users

Constitutional rights

- The public authorities shall promote and protect access to culture, to which all are entitled (Article 44.1 of the Spanish Constitution).
- All Spaniards will have the right to petition individually and collectively, in writing, in the form and with the effects determined by law (Article 29.1 of the Spanish Constitution).

Generic Rights

Users have, among others, the following rights:

- Those recognised in Article 13 of law 39/2015, of 1 October, on the Legal Regime of Public Administrations and Common Administrative Procedure (BOE 2).
- Those recognised in article 53 of Law 39/2015 of 01 October, referred to those interested in the Administrative Procedure (BOE 2).
- To communicate with the Administration by electronic means (Article 14 of Act 39/2015, of 1 October).

Specific rights

Users have the right to:

- Obtain information on the activities carried out by ICAA in relation to the cinematographic and audio-visual sectors.
- Know the situation and the state of processing of procedures related to these sectors.
- Access to the Administrative Register of Cinematographic and Audio-visual Companies to know any information that appears therein.
- Receive information on the classification by age group granted to cinematographic films and other audio-visual works.

4. Participation of users

The different users that operate in the audio-visual sector, from creators, producers, technical and artistic staff, technical industries, distributors, exhibitors and video companies, as well as individuals, in general, can intervene in ICAA's decisions and actions, through the professional associations of which they form part and of the organised collegiate bodies of the Institute responsible for advising on classification by age group (Film Classification Commission) and in the concession of grants (Advisory Committees on Subsidies Granted by the Institute).

In addition, users can participate in improving the provision of services by:

- The formulation of complaints and suggestions as provided in this Charter of Services.
- To deliver correspondence by electronic means, to the addresses icaa.calificacion@cultura.gob.es and info.cine@cultura.gob.es, and to communicate by telephone and post, addressed to the Dirección General del ICAA (*ICAA General Directorate*), Plaza del Rey, 1, 3ª planta Edificio Central (28071-Madrid).

5. Rules and regulations.

Specific provisions.

- Law 55/2007 of 28 December on Cinema (BOE 29/12/2007)
- Royal Decree-Law 6/2015, of 14 May, amending Cinema Act 55/2007, of 28 December (BOE 15/05/2015).
- Royal Decree 7/1997 of 10 January, establishing the organisational structure and functions of the Institute of Cinematography and Audio-visual Arts. (BOE 28/01/1997)
- Royal Decree 1322/2004, of 28 May, amending Royal Decree 7/1997, of 10 January, on the organic structure and functions held by the Cinematography and Audiovisual Arts Institute (BOE 29/05/2004).

- Royal Decree 988/2015 of 30 October, which regulates the legal regime of the obligation of pre-financing certain European audio-visual works. (BOE 07/11/2015)
- Royal Decree 1084/2015 of 4 December, by which Law 55/2007 of 28 December on Cinema is developed. (BOE 05/12/2015)
- Order ECD/2784/2015 of 18 December, which regulates the recognition of the cost of a film and the investment of the producer. (BOE 23/12/2015)
- Order ECD/ 2796/2015, of 18 December, which establishes the regulatory basis for the aid provided for in Chapter III of Law 55/2007 of 28 December on Cinema, and determines the structure of the Administrative Register of Cinematographic and Audio-visual Companies. (BOE 23/12/2015)
- Order CU /2834/2009 of 19 October, laying down rules for the application of Royal Decree 2062/2008 of 12 December, implementing Act 55/2007 of 28 December on Cinema, on matters of recognition of the cost of a film and investment of the producer, establishment of the rules of state subsidy and structure of the Administrative Register of Cinematographic and Audio-visual Companies. (BOE 24/10/2009)
- Order CUL/314/2010 of 16 February, which modifies the age groups for the classification of cinematographic films and other audio-visual works. (BOE 18/02/2010)
- Order CUL/1767/2010, of 30 June, amending Order CUL/2834/2009, of 19 October, issuing rules to apply Royal Decree 2062/2008, of 12 December, implementing Cinema Act 55/2007, of 28 December, in relation to recognition of a film's cost and producer's investment, establishing the regulating terms of state aid and structure of the Administrative Register of Cinematographic and Audiovisual Companies (BOE 02/07/2010).
- Order CUL / 1772/2011 of 21 June, which establishes the procedures for the calculation the number of spectators of cinematographic films, as well as the obligations, requirements and technical functionalities of the software for the purposes of the controlling attendance and the profitability of films screened in cinemas. (BOE 28/06/2011)
- Order ECD/360/2013, of 27 February, creating the "History of Cinematography" and Audiovisual Literacy" Prizes and establishing the regulating terms for their award (BOE 05/03/2013).
- Order ECD/1473/2014 of 9 July, which establishes the compulsory submission by electronic means of the exhibition reports provided for in the simplified procedure for the fulfilment of the obligations of attendance control and declaration of revenue, managed By the Institute of Cinematography and Audio-visual Arts, and establishing a general access point in the Citizen's Information Centre of the State Secretariat for Culture. (BOE 06/08/2014)
- Resolution of 30 March 2006, of the Institute of Cinematography and Audio-visual Arts, which fixes the public prices of application to the services provided by this autonomous body. (BOE 31/03/2006)

- Resolution of 16 February 2010 of the Institute of Cinematography and Audio-visual Arts, which establishes criteria for the age group classifications of cinematographic films and other audio-visual works, as well as information pictograms. (BOE 19/02/10)
- Resolution of 2 July 2010 of the Institute of Cinematography and Audio-visual Arts, which establishes criteria for obtaining the cultural certificate for the purposes of fulfilling the necessary requirements in terms of grants to repay debts of feature films. (BOE 15/07/2010)
- Resolution of 17 May 2011, of the Institute of Cinematography and Audio-visual Arts, which establishes the application of the procedure for the submission of self-assessment and the conditions for the telematic payment of the fee for the examination of cinematographic films and other audio-visual works for classification by age groups. (BOE 24/05/2011)
- Resolution of 27 October 2011, issued by the Cinematography and Audiovisual Arts Institute, amending the procedure established in Annex II to Order CUL/1772/2011, of 21 June, establishing procedures to calculate the number of film spectators, obligations, requirements and technical functionalities of computer programmes for attendance control and review of cinematographic works (BOE 04/11/2011)
- Resolution of 16 November 2011, issued by the Cinematography and Audiovisual Arts Institute, establishing criteria to assign status to cinematographic films and other audiovisual works as “Particularly recommendable to encourage gender equality”, as well as an informative pictogram (BOE 28/11/2011).

General provisions.

- Law 13/1996 of 30 December, on fiscal, administrative and social measures. (Fees for examining cinematographic films and other audio-visual works, according to the wording given by the fiftieth final provision of Law 2/2011 of 4 March on Sustainable Economy). (BOE 05/03/2011)
- Law 38/2003 of 17 November on General of Subsidies (BOE 18/11/2003).
- Law 7/2010 of 31 March on General Audio-visual Communication (BOE 01/04/2010). External link (Obligation of television providers with national or regional coverage to anticipated financing of the European film production).
- Law 27/2014 of 27 November on Corporate Income Taxes. (BOE 28/11/2014) Deduction for investments in cinematographic productions, audio-visual series and live performances and musical arts.
- Law 39/2015, of 1 October, on the Common Administrative Procedure applicable to Public Administrations (BOE 02/10/2015).
- Law 40/2015, of 1 October, on the Legal Regime applicable to the Public Sector (BOE 02/10/2015).
- Royal Decree 887/2006 of 21 July which approves the Regulation of Law 38/2003 of 17 November General of Subsidies (BOE 25/07/2006).

- Royal Decree 432/1999 of 12 March, on the adaptation of various autonomous bodies to the provisions of Law 6/1997 of 14 April on the Organisation and Functioning of the Government Administration (BOE 23/03/1999)
- Order of 22 June 1995, which regulates the National Awards of the Ministry of Culture and convene those corresponding to the year 1995 (BOE 29/06/1995). (National Film Award)
- Order of 18 January 2000, which establishes the fees of services or activities subject to charge for use of spaces in museums and other cultural institutions of Ministry of Culture and Sport. (BOE 26/01/2000)
- Order CUL/163/2010 of 27 January approving the procedure for granting nominative grants from the Ministry of Culture and its Public Bodies (BOE 02/02/2010).

6. Complaints and suggestions

Forms of presentation

Citizens may make complaints and suggestions about the operation of the ICAA services, in accordance with the provisions of Royal Decree 951/2005 of 29 July, which establishes the general framework for quality improvement in the Government's Administration (BOE 3 September 2005), in the "Guidelines for Managing Complaints and Suggestions", approved by the Resolution of the General Secretariat for Public Administration of 6 February 2006 (BOE 28 February 2006), and revised by the State Agency for the Evaluation of Public Policies and the Quality of Services (AEVAL) in 2013, as well as in the "Guidelines for Managing Complaints and Suggestions at the Institute of Cinematography and Audiovisual Arts", approved by Resolution of the Director General of the Institute of Cinematography and Audio-visual Arts on 21 March 2011, as follows:

- In person, on the form available at the Institute and at Government Administration registries.
- By post, by writing to the Complaints and Suggestions Unit of ICAA (Personnel and General Affairs Service), located on 4th floor of the San Marcos Building, Plaza del Rey, 1, 28071, Madrid; Telephone +34 917 017 206; Fax +34 917 017 357.
- By e-mail, sent to the address uqs.icaa@cultura.gob.es
- To use of the Internet, through the on-line office of the Ministry of Culture & Sports.
- Users may, if they so wish, be assisted in their formulation by public employees. Once the complaints and suggestions have been presented as indicated, the users will receive proof of their presentation through the medium of their choice.

Terms of answer

In accordance with the provisions of the aforementioned Royal Decree, the unit responsible for the management of complaints and suggestions has a period of 20 working days in which to respond and specify the corrective measures to be taken.

The course of this period may be suspended if the interested party is required to make, within 10 business days, any clarifications necessary for proper processing of the issue at hand.

If, after the established deadline, the citizen has not received a response from the Administration, he may contact the General Inspectorate of Services of the Ministry of Culture and Sports for reasons of non-response and for the Inspectorate to propose, a competent body to take appropriate measures.

Effects

In no case, shall the complaints formulated be classified as an administrative appeal and neither shall their presentation interrupt the periods established under current regulations. These complaints do not condition, in any way, the exercise of the other actions or rights that, in accordance with the regulations governing each procedure, may be exercised by those who consider themselves interested in the procedure.

7. Commitment to quality

The Institute offers its services with quality commitments that are specified below:

- To notify the applicant of the decision of the classification by age group of cinematographic and audio-visual works, as well as the certificate of distribution within a maximum period of 15 working days from the submission of the application.
- To issue and notify the certificate of Spanish nationality of cinematographic and audio-visual works within a maximum period of 15 working days from the submission of the application.
- To issue and notify cinema owners, of the certifications on the revenue obtained from screened films as well as the number of spectators within a maximum period of 15 working days from the submission of the application.
- To respond in writing, within a maximum period of 15 working days, from the date of receipt, to consultations made out by citizens on their applications or on the processing thereof, to which they are interested parties.
- To respond to complaints and suggestions received at ICAA within 10 working days of receipt.

Spanish National Cinematheque (Filmoteca Española)

- To respond to complaints and suggestions received at the cinematheque within 10 working days of receipt.
- To perform at least sixteen cultural and educational activities per year at the cinematheque.
- To respond to researchers' requests for access to film archives. The request will be responded to within 10 working days of receipt of the request, indicating the archives available for viewing and offering a schedule based on the availability of the necessary technical instruments (moviola, tape deck, etc.). As long as there is no risk of loss or deterioration to the archives, the researcher's needs regarding titles or references, as well as research supports and dates, will be respected.
- To collaborate with other institutions and the presence of the cinematheque in international events, carrying out at least of six activities.

8. Quality Score Indicators

The ICAA will annually evaluate the quality of its services, considering the following indicators:

The number of:

- Notifications of classifications resolved and certificates distributed within a period of 15 working days from the submission of the application, and the percentage of the total.
- Certificates of Spanish nationality of the cinematographic and audio-visual works issued and notified within a maximum period of 15 working days from the submission of the application and the percentage of the total.
- Certifications of the revenue obtained by screened films and the number of spectators issued and notified to cinema owners, within a maximum period of 15 working days from the submission of the application and the percentage of the total.
- Consultations carried out by citizens on their applications or on the processing of the procedures in which they are interested parties, which have been answered in writing within a maximum period of 15 working days from the date of their receipt and the percentage of the total.
- Complaints and suggestions answered within 10 working days from the date of receipt and the percentage of the total.

Spanish National Cinematheque (Filmoteca Española)

- Complaints and suggestions answered within 10 working days from the date of receipt and the percentage of the total.
- Cultural and educational activities held annually at the cinematheque and number of attendees.
- Applications from researchers for access to film archives, which have been satisfactorily answered within 10 working days, and the percentage of the total.
- Collaborations with other institutions and the presence of the cinematheque at international events.

9. Measures to ensure gender equality, addressing diversity, facilitating access and improving the conditions of service provision

To ensure gender equality, ICAA provides its services in accordance with fully objective and non-discriminatory criteria, scrupulously complying with current regulations and at all times ensuring equal treatment of all users.

The quality commitments established in this Charter of Services are of general application to all users, guaranteeing gender equality in access to services and conditions of service.

As regards measures of attention to diversity, facilitating access to services and aimed at improving the conditions of service, the following are mentioned:

- Access to the electronic register of the Ministry of Culture and Sport for numerous administrative procedures, based on the regulation established in Order CUL/3410/2009 of 14 December, which regulates the Ministry of Culture's Electronic Register.
- Adaptation of jobs and services to the needs of disabled workers and users, based on the provisions of Royal Decree 366/2007 of 16 March on Accessibility and Non-discrimination against People with Disabilities in their relations with Government Administration (BOE 24/03/2007).
- Employees with adequate training and with the necessary skills to correctly attend to the public: respect and courtesy, receptivity, active listening, understandable language, and a respect for confidentiality.

To ensure optimal public service, ICAA staff will be guided by a commitment to ethical action and precise rules:

- Commitment to ethical action: During their daily work, ICAA staff will ensure that users are treated with the highest consideration, in accordance with the principles of maximum help, minimum discomfort, confidence, efficient performance and personalised service. These values will be extreme when dealing with people who have some type of disability.

- Rules when attending the public:
During their daily work, ICAA staff who perform their tasks in direct contact with the public will follow the following rules:
 - Identify themselves properly.
 - Actively listen to any query or suggestion from the public.
 - Try to solve doubts or problems that arise, using straight forward language.
 - Always attend the public with friendliness.

10. Standard systems for quality management, the environment and occupational risk prevention

ICAA shares with the other units of the Department the quality management, environmental, occupational risk prevention and occupational safety and health systems of the Ministry of Education, Culture and Sports, to which it is attached.

Quality Control

The established system to evaluate the degree of compliance with quality commitments is periodic and is carried out through internal evaluation mechanisms, that take into account the information provided by the users through the complaints and suggestions system of laid out in this charter.

Environmental protection

ICAA participates in the systems to ensure environmental quality, which are the responsibility of the administrative office of the Department. Specific actions that it includes in this area include:

- Systematic collection and recycling of paper and ink.
- Systematic collection of all potentially contaminating waste (batteries, ink cartridges).
- Reduction of the use of paper with the gradual implementation of plans for the use of alternative computerised media.
- Collection of paper and glass containers.
- Energy saving measures.

Prevention of occupational hazards

In compliance with current regulations, ICAA applies the defined measures in the field of occupational risk prevention, safety and hygiene, which are regulated by the Department's Personnel Section.

Among the main actions carried out in this area are:

- Conduct initial risk assessments and related preventive planning.
- Conduct general and specific training.
- Emergency and self-protection plans.
- Monitor employees' health.

11. Rectification measures

In the event of breach of any of the commitments laid out in this Service Charter, users may submit a written complaint to the Directorate General of ICAA.

The General Directorate of ICAA will reply in writing to these complaints. In case of breach of any of the commitments, a letter of apology will be sent to the citizen concerned, communicating the causes of that breach and the measures taken to correct it.

This breach will not give rise to the pecuniary responsibility of the Administration.

12. Complementary Information

Office hours

Open to the public Monday to Friday from 09:00 to 14.30.

Addresses and telephone numbers

Headquarters of ICAA (Ministry of Culture and Sport)

Plaza del Rey 1 (28071 Madrid).

Tel: +34 917 017 289

Fax: +34 917 017 400

E-mail: direcciongeneralicaa@cultura.gob.es

Website: www.mecd.es

Transport:

Metro: Banco de España (line 2), Chueca (line 5).

Bus: - Calle de Alcalá, / Marqués de Valdeiglesias: routes 1, 2, 74, 146, 202.

- Plaza de Cibeles: routes 5, 9, 14, 15, 20, 27, 34, 37, 45, 51, 52, 53, 150.

Bicimad: Point 20

Spanish National Cinematheque (Filmoteca Española)

(address, administration, documentation centre, library, archive).

C/ Magdalena, 10 (28071 Madrid).

Tel: +34 914 672 606

Fax: +34 914 672 611

E-mail: secretaria.filmoteca@cultura.gob.es

Website: www.mecd.es

Transport:

Metro: Tirso de Molina and Antón Martín (Line 1).

Bus: routes 6, 26, 32, 57

Bicimad: Point 41

Cine Doré

C / Santa Isabel 3 (28071 Madrid).

Tel: +34 913 692 118 (management); +34 913 691 125 (box office).

Fax: +34 913 691 250

Transport:

Metro: Antón Martín and Tirso de Molina (Line 1), Lavapies (Line 3).

Bus: routes 6, 26, 32, 57.

Bicimad: Point 42

Projections: From Tuesday to Sunday from 17:30h.

Programming: <http://www.mecd.gob.es/cultura-mecd/areas-cultura/cine/mc/fe/cine-dore/programacion.html>

Centre for Conservation and Restoration of Films

Ciudad de la Imagen

C/ Juan de Orduña, 1 (28223-Pozuelo de Alarcón).

Tel: +34 910 502 775

Fax: +34 917 118 013

Website: www.mecd.es

Transport:

Metro: Ciudad del Cine (Metro Ligero line3)

Ministry of Culture website: <https://sede.mcu.gob.es>

The unit responsible for the Charter of Services is the head of the Directorate General of the Institute of Cinematography and Audio-visual Arts (ICAA)