

PRATICAL GUIDE FOR INTERNATIONAL VISITORS IN **DONOSTIA**

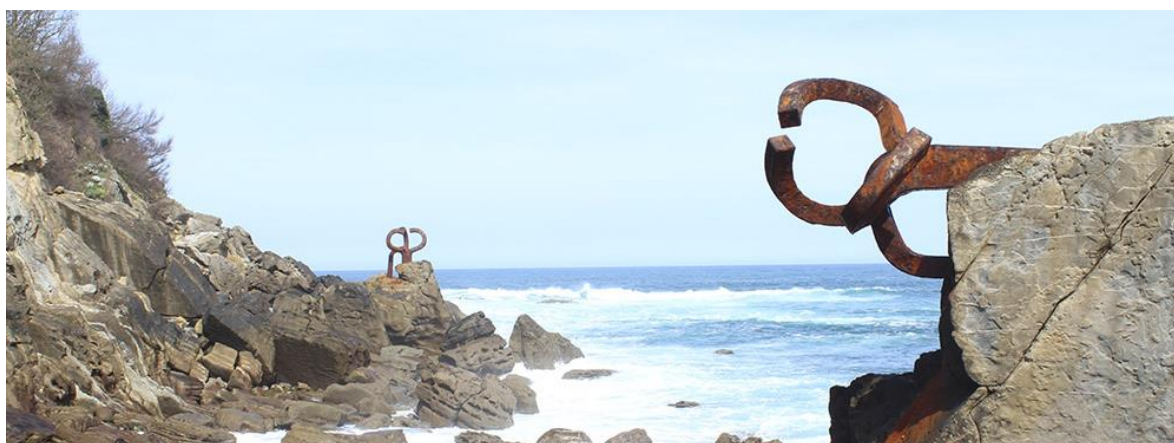


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1. Arriving in Donostia

1.1. General information

DESTINATION: Faculty of Education, Philosophy and Anthropology · University of the Basque Country / Euskal Herriko Unibertsitatea (EHU)

Address: HEFA II · Oñati Plaza 3 · 20018 Donostia–San Sebastián, Gipuzkoa, Spain

On the map: [open HEFA II in Google Maps](#). Do not confuse it with HEFA I, located at Avenida de Tolosa 70.

Quick overview

Arrival point	Easiest option	Arrival in Donostia	Final leg
Bilbao (BIO)	Direct DO04 coach	Bus Station	Taxi to HEFA II
Hondarribia (EAS)	E30 bus, when operating	City centre / station	Taxi to HEFA II
Biarritz (BIQ)	Pre-booked direct coach	Bus Station	Taxi to HEFA II

RECOMMENDATION. If you are travelling with luggage, take a taxi for the final leg from Donostia Bus Station. This avoids local transfers.

1.2. From Bilbao Airport (BIO / Loiu)

Recommended route: direct bus + taxi/bus

1.2.1. Take the direct Lurraldebus DO04 coach

Follow the bus signs in the terminal. The service connects the airport with Donostia–San Sebastián and may stop in Zarautz. Its final destination is Donostia Bus Station.


DO04

Donostia > (Zarautz)* > Aeropuerto de Bilbao

Egunero - Diario

DONOSTIA	ZARAUTZ	AIREPORTUA	AIREPORTUA	ZARAUTZ	DONOSTIA
4:00	4:15	5:15	6:15	7:15	7:35
30 minutuan behin / Cada 30 minutos			7:15	8:15	8:35
21:30	21:45	22:45	30 minutuan behin / Cada 30 minutos		
			22:45	23:45	0:05


DO44G


**GAUEKOA
NOCTURNO**

Aeropuerto de Bilbao > (Zarautz)* > Donostia

Egunero - Diario

AIREPORTUA	ZARAUTZ	DONOSTIA
23:15	0:15	0:35
0:00	1:00	1:20

1.2.2. Buy or book your ticket

- Online Purchase (Recommended): Check availability for your travel date. During busy periods, book in advance and allow time for possible flight delays: <https://online.pesa.net/Index.asp?id=en>
- Self-service ticket machines: Located near the bus stop at the arrivals terminal (floor 0) of the airport.
- On the bus: You can pay directly to the driver if seats are available, usually by credit/debit card or cash.

(Note: The fare for this journey is around €13 – €14 per person).

1.2.3. Take a taxi or a bus from the station to HEFA II

- Taxi. From the station, ask for a taxi to “HEFA II, Oñati Plaza 3”. You will find several taxis on the station.
- On-demand private driver contact: Jean-Max Riviere is based in southern France and has previously provided transport for visiting researchers. He offers on-demand journeys in and around Donostia and can arrange collection from Biarritz Airport and transfer to Donostia. Contact him in advance to confirm availability and price.
 - Jean-Max Riviere · VTC driver
 - Telephone / WhatsApp: +33 7 49 66 99 51
 - Email: contact@zr-vtc64.com

- Website: www.zr-vtc64.com
- Languages shown on the card: French, English, Spanish and Russian.

Taking a taxi or private transfer directly to HEFA II could be a comfortable choice. This is convenient for groups, late arrivals or heavy luggage, but costs considerably more.

ESTIMATED TIME. Coach to Donostia: approximately 1 hr 15 min. Add waiting time and about 10–20 min for the local journey.

- Bus. Line 45 (Estaciones Renfe-Bus Geltokiak - Antiguo - Aiete). Located right in front of the Donostia-San Sebastián train station on Paseo de Francia, this line directly connects the Renfe train and bus stations with the university area. You can pay directly to the driver if seats are available, usually by credit/debit card or cash.

[Dbus · routes and schedules](#) | [EHU · HEFA location](#)

1.3. From San Sebastián Airport in Hondarribia (EAS)

Recommended route: direct E30 bus when operating + taxi

1.3.1. Check whether the E30 is operating

The Ekialdebus/Lurraldebus E30 directly connects San Sebastián Airport, located in Hondarribia, with Donostia. It operates according to a seasonal timetable, so check your arrival date and time: <https://ekialdebus.eus/es/linea-e30-aeropuerto-donostia/>

1.3.2. Travel to Donostia

Get off at the indicated final stop. You can ask the driver: “Donostia autobus geltokia?” (Donostia Bus Station?).

IF THE E30 IS NOT OPERATING. The easiest solution is a direct taxi. Regular bus services may involve additional stops or transfers.

1.3.3. Complete the journey by taxi or bus

- Taxi. From the city centre or station, ask for a taxi to “HEFA II, Oñati Plaza 3”.
- On-demand private driver contact: Jean-Max Riviere is based in southern France and has previously provided transport for visiting researchers. He offers on-demand journeys in and around Donostia and can arrange collection from Biarritz Airport and transfer to Donostia. Contact him in advance to confirm availability and price.
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1.4. From Biarritz Airport (BIQ)

Recommended route: pre-booked direct coach + taxi/bus

1.4.1. Book a direct coach to Donostia/San Sebastián

ALSA sells coach tickets from Biarritz Airport. Services vary by day and season; book before your flight:

<https://www.alsa.es/ruta/aeropuerto-biarritz-san-sebastian-donostia>

1.4.2. Check the exact departure point

Your ticket should show “Biarritz Aéroport” as the origin and “San Sebastián / Donostia” as the destination. Arrive early and keep an offline copy of your ticket.

1.4.3. Take a taxi from Donostia Bus Station

- Taxi. Use the taxi rank and ask for “HEFA II, Oñati Plaza 3”.
- On-demand private driver contact: Jean-Max Riviere is based in southern France and has previously provided transport for visiting researchers. He offers on-demand journeys in and around Donostia and can arrange collection from Biarritz Airport and transfer to Donostia. Contact him in advance to confirm availability and price.
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IMPORTANT. This journey crosses the France–Spain border. Carry a valid passport or identity document and allow extra time for delays.

ESTIMATED TIME. Allow approximately 45–75 min by road, excluding waiting time. The journey may take longer in summer or because of border traffic.

*Travel tips

- Check schedules the day before travelling and again after landing.

- Allow extra time for baggage collection and possible delays.
- Save your ticket and the HEFA II address offline on your phone.
- Donostia and San Sebastián are two correct names for the same city.
- To ask for help: “HEFA II, Oñati Plaza 3, mesedez / por favor” (please).

Note: Travel times are estimates. Always check official schedules. Document updated on 20 July 2026.

2. Getting around Donostia and the Surrounding Area

Getting around Donostia / San Sebastián on a budget is both easy and convenient thanks to the city's compact size and excellent public transportation network.

Here are the best options and tips to save money:

2.1. On Foot

San Sebastián is an extremely walkable city. Most major tourist spots (the Old Town, La Concha Beach, Zurriola Beach, the city center, and the Comb of the Wind) are relatively close to one another.

2.2. City Buses (Dbus)

City buses are the primary mode of public transit within San Sebastián. They cover virtually all neighborhoods and run frequently.

- Single Ticket (Cash/Contactless without discount): Costs around €1.85 per ride.
- MUGI Card (or Anonymous/Tourist Card): If you plan on taking a few trips or staying for a few days, it's worth getting a rechargeable Mugi card. With a card, the fare drops significantly (to around €1.00 – €1.25 per ride, including free transfers between lines within 45 minutes).
 - You can buy and top up anonymous/tourist Mugi cards at tobacconists (estancos), newsstands, or ticket machines.



2.3. By Bicycle (dBizi & Bike Lanes)

Donostia has an extensive network of red bike lanes called bidegorris. It's one of the fastest and most pleasant ways to get around while enjoying the views along the bay.

- Public Bike Scheme (dBizi):
 - The city operates a public bike service called dBizi (offering both classic and electric bikes).
 - You can purchase a short-term or multi-day pass via the official dBizi app.
 - Short rides (under 30 minutes) are very inexpensive.

2.4. Commuter Trains (Euskotren / Renfe Cercanías)

If you need to travel to outer neighborhoods or nearby coastal towns (such as Pasaia, Errenteria, Zarautz, or Hendaye across the border):

- Euskotren (locally known as "El Topo"): Highly efficient, connecting neighborhoods like Amara, Lugaritz, Herrera, Alza, etc.
- Renfe Cercanías: Connects the main train station (Estación del Norte) with various neighborhoods and surrounding towns.

Pro tip: Mugi cards are also valid on both Euskotren and Renfe Cercanías at discounted rates.

2.5. Uber

Uber is available throughout San Sebastián, offering a convenient way to travel between the train/bus stations, university campuses, research centers, and your accommodation.

- Vehicle Options: Through the app, you can order a private car (UberX) or a standard local Taxi.
- Fixed Pricing: The app shows the upfront price before you confirm the ride, avoiding surprises.
- Cashless Payment: All payments are handled automatically via the app (Credit Card, Apple Pay, PayPal).
- Scheduled Rides: You can use Uber Reserve to book rides in advance (ideal for early morning trains or flights).
- How to use it: Download the Uber app, enter your destination, select your preferred ride option, and meet your driver at the designated pick-up spot.

3. Accommodation Options for Project Partners

3.1. Talent House

- Overview: A specialized municipal accommodation initiative designed specifically for visiting researchers, academics, and R&D&I professionals. It offers fully furnished, modern apartments and provides personalized welcome services to help international talent settle into the city.
- Direct Link: [Talent House Accommodation Services](#)

3.2. The Hub (The Social Hub San Sebastián)

- A dynamic hybrid hotel and student/co-living residence. It provides short to long-term stays with modern private rooms, shared co-working spaces, a rooftop pool, gym, and an active community network—ideal for visiting researchers who prefer a flexible, collaborative atmosphere.
- Direct Link: [The Social Hub San Sebastián](#)

3.3. Resaiin / Agud Querol

- Overview: Located right in the heart of the University of the Basque Country (UPV/EHU) Ibaeta Campus and close to Ondarreta Beach. It offers fully equipped individual or shared studio apartments with private kitchens, study areas, and flexible daily, weekly, or academic-year options.
- Direct Links:
 - Short & Medium Stays (Resaiin): [RESA Inn - Manuel Agud Querol](#)
 - Longer Academic Stays: [RESA - Manuel Agud Querol Main Page](#)

3.4. Olarain

- Overview: A major residence (Colegio Mayor) situated on the UPV/EHU Ibaeta Campus, a short walk from Ondarreta Beach. In addition to long-term student housing, it functions as a hotel/residence during parts of the year, offering rooms with private bathrooms, full meal plans, sports facilities (fitness center, paddle court), and quiet study/work spaces.
- Direct Link: [Colegio Mayor Olarain Official Website](#)

4. Workspaces and Study Areas in Donostia

4.1. Campus of the University of the Basque Country (UPV/EHU - Ibaeta)

4.1.1. HEFA Fakultatea (Faculty of Education, Philosophy and Anthropology)

- Overview: Located on the Ibaeta Campus, HEFA I and HEFA II feature study rooms, departmental workspaces, and peaceful common areas tailored to academic work, humanities, and social sciences research. Do not confuse it with HEFA I, located at Avenida de Tolosa 70; **we are located in HEFA II.**
- Direct Link: [HEFA II](#)

4.1.2. Biblioteca EHU (UPV/EHU Central Library - Carlos Santamaría Center)

- Overview: The Carlos Santamaría Center serves as the main research library and learning center for the Gipuzkoa Campus. It provides extensive individual study desks, group work rooms, academic database access, computer labs, and quiet research halls.
- Direct Link: [UPV/EHU University Library](#)

4.2. Tabakalera (Ubik Library & Creation Space)

- Overview: Located right next to the main train/bus station, Tabakalera is Donostia's International Centre for Contemporary Culture. Its specialized creation library, Ubik, is one of the best work environments in the city, offering high-speed Wi-Fi, quiet individual workstations, audiovisual media labs, and collaborative spaces.
- Direct Links:
 - [Tabakalera Main Site](#)
 - [Ubik Creation Library](#)

4.3. Public Libraries in Donostia

- Overview: Donostia-San Sebastián has an extensive public library network managed by Donostia Kultura. Key locations for research and study include:
 - Central Library (Biblioteca Central): Located in the Old Town (Parte Vieja) under the City Hall and on Calle San Jerónimo.
 - Okendo Cultural Centre (Gros): Offers spacious study areas and a bright reading room.
 - Ernest Lluch Cultural Centre (Amara): Situated inside the Reale Arena stadium complex, offering quiet workspace.
- Direct Link: [Donostia Kultura Library Network](#)

5. Key contacts and Assistance

- Inaki Karrera
 - Email: Inaki.karrera@ehu.eus
- Andoni Arguiñano
 - Email: andoni.arguinano@ehu.eus
- Gaizka Azkona
 - Email: Gaizka.azkona@ehu.eus
- Garazi Ormazabal
 - Email: garazi.ormazabal@ehu.eus