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|---|----------------------------------|--------------|---------------------------|
|  | AYUNTAMIENTO DE PEÑÍSCOLA        |              | <b>“List of services”</b> |
|   | Annex to the Handbook            | APC5-01      |                           |
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# List of services



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## 1. INTRODUCTION

ISO 9001:2015 for quality, ISO 14001:2015 for the environment, the Blue Flag, and the UNE-ISO 13009:2016 standard for beaches, are mechanisms that the Peñíscola Town Council has in place to check and manage the quality, environment and general good condition of the beaches.

The Charter of Services contains all the information on the services, activities and facilities available in the same.

The Charter of Services, published in Spanish and Valencian, is available on the panels at the main access points to the beach, at the Tourist Office and on the municipality's website: [www.peniscola.org](http://www.peniscola.org).


Beach users can and should express their opinion on the services provided at the beaches and their equipment through satisfaction surveys.

If, as a beach user, you wish to make a complaint or leave a complaint, you can do so by filling in the general application form of the Town Hall, at the tourist office, Local Police or any other municipal office. You can also do it through our website.

## 2. GENERAL CONDITIONS

### 2.1 Season

- High season: 1 June to 30 September
- Low season: rest of the year

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## 2.2 Dates and times

### a) Surveillance, Rescue and Lifeguard Service:


- During Holy Week (from Palm Sunday to St. Vincent's Monday) from 11:00 to 18:00 hours non-stop.
- Between 1 June and 30 September from 11:00 to 19:00 hours non-stop (north beach).
- From 15 June to 15 September from 11:00 to 19:00 hours non-stop (south beaches and widows).

### b) The Accessible Beach Service:

- From 1 June to 30 September from 11:00 a.m. to 7:00 p.m. (north beach)
- Last 7 days of June, from 1 July to 31 August, and first week of September from 11:00 to 19:00 hours non-stop (south beach).

## 3. GENERAL SERVICES


- Rescue and First Aid Service, carried out by lifeguards
- Police surveillance service
- Information Service (5 Tourist Information Points)
- User service and centralisation of complaints and suggestions at Tourist Info Central.
- Marking and beaconing of the sea for use by motor vessels.
- Cleaning service: cleaning of the wet and dry surface, waste collection, emptying of litter bins and general maintenance of the beaches, carried out by the beach cleaning company.
- Sun loungers, deckchairs, skateboards and jet skis for hire.
- Sea State Signalling
- Analysis and monitoring of seawater quality
- Information on expected behaviours

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- Closing and fencing of the beach in the event of risk factors for the health of bathers, in which case bathers will be informed through:
  - Raising of red flag
  - Public address system (covering the 5.5km of beach)
  - Tourist info

#### 4. COMMITMENT

1. Presence of lifeguards according to the timetable defined in point 2.
2. Daily waste collection and litter bin emptying.
3. Keep bathing water clear of floating debris, jellyfish, etc.
4. Existence of a protocol for action in the event of the presence of risk factors for beach users.
5. Optimal maintenance of accessible beaches.
6. Parking spaces for people with reduced mobility
7. To ensure that concessionaires of temporary facilities comply with the provisions of the specifications.
8. Analysis of water and sand quality.
9. Publication of the results of these analyses.
10. Placement of flags informing on the state of the sea:
  - Green: free bathing
  - Yellow: caution
  - Red: no bathing
  - Orange: Rescue and lifeguard service has been terminated.
  - White with jellyfish symbol: presence of jellyfish
11. Maintenance of information panels in various languages for user information.
12. Daily maintenance and control of sports and leisure facilities, walkways, etc.
13. Cleaning of wet and dry sand on a daily basis.
14. Daily cleaning of the promenade and beach accesses.


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15. Marked out area.
16. Enforcement of the restrictions through the local police and the environmental monitoring and information service.
17. Carrying out at least once a year a rescue drill to check the response time of the lifeguard and rescue services.

## 5. INDICATORS

- Water consumption in showers
- Electricity consumption in health posts
- Waste on beaches (cleaning sand, litter bins, packaging, paper/cardboard)
- Tractor fuel consumption
- Police assistance on the north beach
- Land rescue cures
- Rescue actions at sea
- Satisfaction accessible point
- No. of toilets at the accessible point
- Customer satisfaction
- Complaints
- Average occupancy
- Microbiological analytical results outside the established limits
- Emissions gr CO2/km rescue vehicle

## 6. EXPECTED BEHAVIOUR IN THE USE OF THE BEACH

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In order to encourage civic behaviour and respect for the environment and other users, the following prohibitions are established:

- The placing on the sand of umbrellas, chairs or any other items that may hinder the daily cleaning of the beach, between 0:00 hours and 8:00 hours.
- Use of sound reproduction equipment at such a volume that it disturbs the peace and quiet of other users.
- The presence in the sandy area of any domestic animal, except guide dogs.
- Playing games or sports outside the area set aside for this purpose.
- hawking or advertising in the sandy area.
- Bathers must respect the indications of the lifeguards and the signalling flags.
- Bathing with a red flag is prohibited.
- Access for recreational motor boats within the area marked out for bathers, except for lifeguard boats.
- Consumption of high-proof alcoholic beverages on the beach.
- Bathers and beach users must observe the criteria marked by Blue Flags, according to the pictograms displayed on the Information Panels.
- No fishing during bathing hours.

Our commitment to Blue Flags also includes:

- The use of litter bins and selective waste collection.
- The use of detergents is not allowed in public showers on beaches.
- Camping on the beach is not allowed.
- Vehicles are not allowed on the beach.
- Prohibition of dumping on the beach.

## 7. CHARACTERISTICS OF THE BEACH

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|                       | NORTH BEACH               | SOUTH BEACH               |
|-----------------------|---------------------------|---------------------------|
| <b>Length</b>         | 5.500 m                   | 500 m                     |
| <b>Width</b>          | 70 m.                     | 40 m.                     |
| <b>Type of beach</b>  | Urbana                    | Urbana                    |
| <b>Occupancy rate</b> | Medium - high             | Medium                    |
| <b>Type of sand</b>   | Fine golden-grained sands | Fine golden-grained sands |
| <b>Water Quality</b>  | Good                      | Good                      |
| <b>Type of water</b>  | Quiet and shallow         | Quiet and shallow         |

## 8. BEACH FACILITIES

|                       | NORTH BEACH | SOUTH BEACH |
|-----------------------|-------------|-------------|
| Showers               | 61          | 5           |
| footbath              | 61          | 3           |
| Aid Stations - booths | 4           | 1           |
| Rescue towers         | 8           | 0           |
| Accessible point      | 1           | 1           |
| litter bins           | 187         | 29          |
| footbridges           | 1400 metres | 250 metres  |
| posters               | 8           | 1           |
| games                 | 24          | 1           |