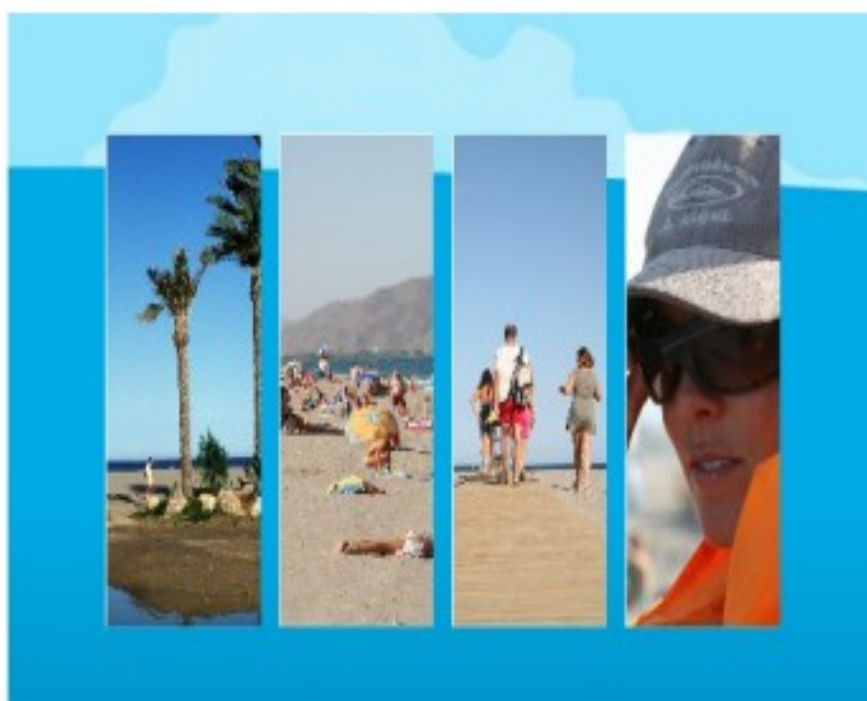




Statement of Services

Las Marinas-Bolaga Beach



CALIDAD TURISTICA

INTRODUCTION

The of the Beach of the Marinas-Bolaga contains all the information of the services, activities and installations which exist in the environment of influence of the latter.

The letter in formal role, published in Spanish and English, is available in the Point of Tourist Information and the modules of services.

The user of the Beach of the Marinas-Bolaga, can and must express his opinion on the services which are rendered in the beach and their equipment, through the investigations of satisfaction, which are available in the following located:

- Place of Tourist Information
- Services Modules

Once complimented the investigation on satisfaction, the user can leave it in the Tourist Information Office where the forms taken. You can send it by fax 950.39.31.44, and by mail to:

Oficina de Turismo de Vera
C/Mayor, nº1
04620 Vera
(Almería)

If you want to make a complaint, you can fill a form in the Town Hall, which is available in the **S.A.C.** (Citizen Attention Service).

TLF. 950 392 440

GENERAL SERVICES OF THE BEACH OF THE MARINAS-BOLAGA

- Sea analysis.
- Buoy's located in the restricted zone of the sea.
- Closing of the beach in the case of health and safety factors and the hygiene of the users.
- Information about the awaited behaviours.
- Flags placed to show the status of the sea according to the meteorological conditions
- Police service provided during the summer months.
- Public transport.
- Lifeguard and first aid services.
- Maintenance and cleaning services.
- Positions of beach conduct notices

INDICATORS




The Organisation have information available regarding all matters. This is available at the Tourist Information Office located in Town Hall.

1. Number of monthly redemptions (rescues made).
2. Number of information requested and not provided.
3. Optimal results of the quality of water every fortnight.
4. Numbers of incidences (monthly).
5. Number of time each day that the cleaning has been done of the service (monthly).
6. Time to repair breakdowns of the beach services (monthly).
7. % of participation in the various activities.
8. Number of complaints made about the cleaning service on the beach (monthly).
9. Numbers of improvements made.
10. Number of complaints alleging the hygiene deficiency in the beach bars.

COMMITMENTS

1. Analysis of the quality of the water, sand and foot shower.
2. Existence of a protocol performance in case of presence of any risk factors for swimmers.
3. Ensure parking facilities for people with disabilities.
4. Ensure that the temporary installations adjust their activity to which is regulated.
5. Sanitary control of all the beach bars.
6. Keep the water clean of waste.
7. Presence of lifeguards and staff from June to September at 11:30 until 19:30h. (uninterrupted hours).
8. Publication of the results from the analysis.
9. Waste collection and emptying of the bins daily.
10. Placement of the flags that indicate the status of the sea:

Flags placed to show sea conditions according to the meteorological conditions:

-  **Green:** safe bathing conditions
-  **Yellow:** bathing with caution
-  **Red:** no bathing

RULES AND REGULATION OF THE BEHAVIORS USED ON THE BEACHES

To support the civic behaviours and respect with the Environment and the remainder of people, the Town Hall will publish the "Ordenanza Municipal de uso y disfrute de Playas".

Use of equipments of sound reproduction which disturbs the peace of the citizens.

The practice of sports which represents troubles or a danger to the physical integration of the people.

The itinerant sale or publicity.

Compliance with sea shore regulations.

The bathers and the users of the beaches will have to respect the rules by pictograms'

exposed in the Noticeboard, and on the First Aid Service's board.

Our compromise with the Quality of the beaches include moreover:

- Used of waste basket and collection of residues.
- No allow the use of soaps in the public shower of the beaches.
- No free camping.
- No vehicular access.
- No pets.

DESCRIPTION AND EQUIPEMENTS

DESCRIPTION:

Lenth: 1.775m

Width: 150m

Location: Semi-urban

Sand colour: Golden

Sand type: Fine

SERVICES AVAILABLE ON THE BEACHES

- Disabled Parking
- Disabled Toilets
- Safe and easy access to all beaches
- Information provided on staatus of the sea(flags)
- Certified cleaned water
- life guard services
- Tourist Information office
- Information and Environmental services
- Showers and foot wash for disabled
- Beach cleaning and collection of wastebaskets
- Beach access point
- Sun bed areas
- Beach bar
- Children's playground
- Sport zone
- Shaded area for disabled

TIMETABLE OF THE SERVICES PROVIDED ON ALL BEACHES

(WC) SERVICE:

(15th June-15th September)

From 11'30 to 19'30h.

LIFE GUARD AND FIRST AID SERVICE:

(15th June-15th September)

From 11'30 to 19'30h.

TELEPHONE NUMBERS OF INTREST

LOCAL POLICE	950393141
GUARDIA CIVIL	950393193
HEALTH CENTER	950451524
EMERGENCY	112
HOSPITAL (H. OVERA)	950029000
LIFE GUARD, FIRST AID	
TOURIST-INFO OFFICE	950393142

**(FOR MORE NFORMATION PLEASE CONTACT
THE TOURIST INFO OFFICE OR VISIT WWW.VERA.ES)**