



BRIEF GUIDE OF SERVICES FOR 2015

Welcome

On behalf of the Delegation of Beaches, Almonte Town Hall, we would like to welcome you to our town.

The main aim of this delegation is to serve our neighbours and visitors with efficiency, always satisfying their requests and needs. For this reason we are working towards an improved delegation.

We hope you enjoy our beach and the service on offer. We would also like your collaboration in looking after our beach, respecting the use of the facilities available.

Civilbehaviour, respecting the environment and the public using the beach.

Thank you very much.

Enjoy our beach!

Management Policy

Almonte Town Hall management policy seeks to offer its visitors an ecosystem with a natural, high value, offering quality and following the right requirements.

The Town Hall will comply, within its possibilities, to establish technical requirements necessary to stop pollution and prevent from its original source. This will guarantee a following in all the activities which are made on the coast, establishing a continuous improvement, in collaboration with all sectors within our area. This will assure an evolution in the quality of the environment as well as the services on offer.

The Town Hall complies to establish actions within the legal requirements and applicable rules are met. At the same time the requirements of the public and other applicable requirements which apply to the development of the beach such as promoting the participation of all people using the beach in the protection and improvement along the coast, using formation mechanisms and sensitization, affecting communication on all levels.

The Town Hall's aim is to define and evaluate the objectives of quality on a regular basis and the environment of the beach with a main focus of improving them.

The coast belongs to everybody and for this reason the Town Hall wants people to participate in this present project, looking for satisfaction from the public so that all can enjoy Matalascañas beach.

Regarding protection of the environment and quality control, the following management of Matalascañas beach are:

- The identification and evaluation of environmental impact derived from the management of the beach, to reduce or eliminate this negative impact with the aim of preventing contamination and therefore reaching a better management system to continue.
- The fulfillment of the legislation and rules applicable to the integral management of the beach of Matalascañas, such as the quality of water and the service to the public.
- Set up objectives and necessary resources provided, to be revised regularly by the Councillor of Beach to assure an improvement towards the environment and prevention of contamination.
- To look for saving on natural resources through maintaining quality in the processes made minimising the use of resources using Eco efficient processes.
- The Formation plans and environmental studies continue with the objective of sensitizing employees and users of the beach and protecting the coastal region.
- Make every possible effort to cover the needs and expectations of the users of our beach that permit a growth continually fulfilling satisfaction.
- To adapt a better managementsystem.

Services.

- High season at beach 1 July to first week in September.
- Lifeguard on duty 11.00 – 21.00 Monday to Sunday.
- Access to beach on wooden walkways.
- Areas of beach dedicated to people with disabilities.
- Changing rooms and toilet facilities.
- Water taps with drinking water.
- Showers and foot showers.
- Bath for disabled users, according to a timetable.
- Cleaning and collection of litter on a daily basis.
- Maintenance of the infrastructure.
- Establishments selling food and drink.

- Parking areas for the disabled.

Recommendations for the Community.

- Donot waste water.
- Donot use noisy equipment that can disturb other people´s rest.
- Throw away litter in authorized areas.
- Camping continues to be prohibited.
- Vehicles that are not authorized cannot go on the beach.
- Donot use personal hygiene products in the shower.
- It is forbidden to light barbeques or fires on the beach.
- Pets are not allowed on the beach.
- Sports can only be played in designated areas.
- It is forbidden to sail in areas which are open for the bathe.
- For everyone´s safety it is forbidden to bathe when there is a red flag showing it is dangerous.

General cautions for a safe summer.

- Respect the flags and indications provided by the local police and lifeguard service.
- Don´t leave under age minors alone.
- Be careful with strong sea conditions.
- Excessive heat between 12.00 and 16.00 care must be taken.

Objectives planned for 2016

- Objective 1: Improving accessibility with installation of new gateways
- Objective 2: Increase the number of surveys
- Objective 3: Improving the tourist information service
- Objective 4: More information on lifeguard jobs

Environmental aspects.

There have been no significant happenings to stand out. Some small incidents have occurred but within normality.

The analysis of the water quality is within the legal requirements and state that our waters are suitable for bathing.

Indicators.

A series of indicators have been established with the aim to guarantee the quality of our services. At the Tourist Information Office a list of the extensive services available is at disposal to the public.

Useful telephone numbers.

Almonte Town Hall	959.430.045
Guardia Civil	959.448.713
Local Police	959.448.751
Health Center	959. 015.100
Emergency	112
Protección Civil	959.407.157
Tourist information	959.026.602
Public transport	902.114.492

Complaints and Suggestions.

Almonte Town Hall offer a system of complaints and suggestions and an evaluation of the satisfaction of our public and visitors to our beach. You can find a formular in Tourist information, Town Hall, and Emergency at the beach, to send your opinion so we can improve our services.

Also, if you detect incidents, you can contact the town hall by calling 959 43 00 45 y 959 44 87 51 or website www.almonte.es "Parte de servicios".