**SUMMER-AUTUMN SEASON**

**Public Toilets:**
- From 10:00 to 21:00 h.
**Life Guard Service and First Aid:**
- From 12:00 to 20:00 h.
- From 11:00 to 21:00 h.
- 1 May - 14 June
- From 11:00 to 19:00 h.
- 15 June - 31 October
- From 12:00 to 18:00 h.
- 1 November - 30 November

**Information Areas:**
- Promenade, 1ª pista: Tu-Sa ➔ 11:30 to 14:30 h. and from 18:00 to 21:00 h. Sunday ➔ 11:00 to 14:30 h.
- Novo Sancti Petri ➔ Mo-Fri ➔ 10:00 to 14:00 h. and from 18:30 to 20:30 h. Sunday ➔ 10:00 to 13:30 h.

**WINTER-SPRING SEASON**

**Minimum Services**
- 1 December - 30 April

**COMMITMENTS**

- Life Saving and First Aid Services will be available for 9 uninterrupted hour from Monday to Sunday during the bathing season.
- All Maintenance and cleaning services will be provided daily (wastebaskets, containers, sand, etc).
- Control of the fulfillment of the municipal edict by Local Police, Civil Protection and First Aids Rescue Service.
- Fortnightly analysis of water quality during the bathing season. Publication and exposition of the results of the analysis.
- Public car parking and places for wheelchair accessibility.
- Flags placed to show sea conditions according to meteorological conditions.
- Placing of beach behaviour warnings.

**WE WORK FOR - OUR GOALS**

- **Objective 1.** To improve waste management.
- **Objective 2.** To improve equipment and beach services.
- **Objective 3.** To reduce environmental hygienic-sanitary risks.
- **Objective 4.** To improve awareness and training.
- **Objective 5.** To improve control of water consumption and sanitation.
- **Objective 6.** To improve the quality of water for bathing.
- **Objective 7.** To improve the accessibility of beaches.

**SYSTEMS OF COMPLAINTS AND SUGGESTIONS**

- This telephone number is available 24 hours a day and 365 days a year for citizens: 900 925 140
- There is a Citizen Attention Service available to all users, at Chiclana Natural Website: www.chiclananatural.com
- It is possible to go to the offices of Chiclana Natural or the Town Hall to make a suggestion or complaint. Línea Verde app is also available for inquiries and incidents: Línea Verde

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- From 12:00 to 20:00 h.
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**WINTER-SPRING SEASON**

**MINIMUM SERVICES**
- 1 December - 30 April

**COMPETENCE**

- There is an annual assessment of the degree of satisfaction of beach users.

**ACTIVITIES**

- Information and education activities organized by the Chiclana Natural Department to improve the awareness of beach users about the rules and regulations of the beach.

**COMMUNICATION AND EFFECTIVENESS**

- There is a Citizen Attention Service available to all users, at Chiclana Natural Website: www.chiclananatural.com
- This telephone number is available 24 hours a day and 365 days a year for citizens: 900 925 140

**CONTRIBUTIONS**

- It is possible to go to the offices of Chiclana Natural or the Town Hall to make a suggestion or complaint. Línea Verde app is also available for inquiries and incidents: Línea Verde

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The SCMA “La Borsosa beach” and “Sancti Petri beach” is a work method instigated by the city council and Chiclana Nature, S.A. in order to provide a continuous improvement to beach activities with the aim of greater protection for the environment.

The participation of all members of the System is fundamental for this improvement. These are clearing and installation companies, the stalls, bars and hotels, the day-care centres, First Aid Rescue Service, Civil Protection, as well as users of the beaches. It is a document instigated by the General Secretary (Q) seeks to the activities, services and installations used by the public on the beaches. It is a document instigated by the General Secretary of Tourism and the Institute for Spanish Quality, to improve quality at all levels.

The requirements apply to all the management processes connected to all the infrastructures installations, services and processes which affect all management directly or indirectly, in particular areas of Security, Life guard service, Information, Cleanliness and Maintenance of Installations, Equipment and Leisure Services.

The “Management System for Public Use of Beaches” (Q) seeks to define the requirements of the Quality Management System, environment and to prevent sanitary risks, which are applicable to the activities, services and installations used by the public on the beaches. It is a document instigated by the General Secretary of Tourism and the Institute for Spanish Quality, to improve quality at all levels.

The requirements apply to all the management processes connected to all the infrastructures installations, services and processes which affect all management directly or indirectly, in particular areas of Security, Life guard service, Information, Cleanliness and Maintenance of Installations, Equipment and Leisure Services.

The Management System undertakes a policy of Quality and Environmental Control as defined by the Management Regulations in all the areas and implied departments. This integrated policy is committed to improve the efficiency of the existing systems and the prevention of contamination and hygiene risks. The policy is documented, established and promoted by all members involved with the system. It is also at the disposition of the public who request it.

EMAS (Bio-Management and Audit Scheme) is a tool of environmental management emanating from EU’s voluntary regulation. In recognition those organizations that have set up a SCMA (System of Environmental Management) and given a commitment to continuous improvement, verified through independent audits.

EMAS aims at promoting continuous environmental behaviour improvements of organizations through the application and establishment of an environmental management system. In order to achieve this aim, the regulation sets out specific requirements that must be respected by those organizations that want to apply the EMAS and to be part of the EMAS registration.

The seal “SAFE TOURISM CERTIFIED” validates the implementation of a certified health risk prevention system against COVID-19. To recover gradually the confidence of tourists during the tourism reopening;

The Organization has information available regarding all areas and this is at the disposition of the public in the offices of Chiclana Natural. We have to stress the following:

- Bathing waters analysis.
- Indicators of beach conditions.
- Response times for emergencies and maintenance.
- Satisfaction of beach users.