**COMMITMENTS**

- Life Saving and First Aid Services will be available for 9 uninterrupted hours from Monday to Sunday during the bathing season.
- All Maintenance and cleaning services will be provided daily (wastebaskets, containers, sand, etc).
- Control of the fulfilment of the municipal edict by Local Police, Civil Protection and First Aid 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**

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

**SERVICE TIMES**

### 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. 1 May - 14 June
  - From 11:00 to 21:00 h. 15 June - 15 September
  - From 11:00 to 19:00 h. 16 September - 31 October
  - From 12:00 to 18:00 h. 1 November - 30 November
- **Information Areas:**
  - Promenade, 1ª pista: Tu-Sa ➜ 11:30 to 14:00 h. and from 18:00 to 21:00 h. Sunday ➜ 11:00 to 14:30 h.
  - *N*ovo 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
Toilet access point
Watch tower
Environmental Management ISO System

The SGMA “La Barrosa beach” and “Sancti Petri beach” is a Natural, S.A., in order to provide a continuous improvement to the beaches. It is a document initiated by the General Secretary of Tourism and the Institute for Spanish Quality Tourism, to improve quality at all levels.

Cleanliness and Maintenance of Installations, Equipment and Leisure Services.

This integrated policy is committed to improve the efficiency of environmental management emanating from EU’s voluntary regulations. It recognises those organizations that have set up a system of Environmental Management and given a commitment to continuous improvement, verified through independent audits.

Environmental Control as defined by the Management System undertakes a policy of Quality and Regulations in all the areas and implied departments.

The Management System 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 initiated by the General Secretary of Tourism and the Institute for Spanish Quality Tourism, 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 Leasing Services.

ENVIRONMENTAL MANAGEMENT ISO SYSTEM

Toilet access point for disabled

First Aid Station

Integrating policy.

The Management System makes a policy of Quality and Environment as defined by the Management System of EU’s voluntary regulation. It recognises those organizations that have set up a SGMA (System of Environmental Management) and given a commitment to continuous improvement, verified through independent audits.

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.

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 Leasing Services.

Management System for Public Use of the Beaches of Chiclana

The “Management System for Public Use of Beaches” ISO 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 initiated by the General Secretary of Tourism and the Institute for Spanish Quality Tourism, 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 Leasing Services.

European Eco-Management and Audit Scheme (EMAS)

The Management System makes a policy of Quality and Environment as defined by the Management System of EU’s voluntary regulation. It recognises those organizations that have set up a SGMA (System of Environmental Management) and given a commitment to continuous improvement, verified through independent audits.

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.

Environmnetal Management ISO System

Toilet access point for disabled

First Aid Station

Integrated policy.

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Environmental Management ISO System

Toilet access point for disabled

First Aid Station

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