

## ⌚ SERVICE TIMES

### HIGH SEASON (1 Jun. - 30 Sept.)

#### Public toilets:

From 10:00 to 21:00 h.

Until 01:00 h. in 1º and 2º Pista.

From September 8 to 30: from 10:00 to 20:00 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 11:00 to 17:00 h.

1 November - 30 November

#### Information Areas:

From June 15

#### Promenade, 1ª pista:

Mo → 18:30 to 20:30 h.

Tues-Sat → 11:00 to 14:30 h. and from 18:30 to 20:30 h.

#### Novo Sancti Petri :

Mo-Sat → 10:00 a 14:00 h.

### LOW 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 fulfilment** 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.
- › **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.

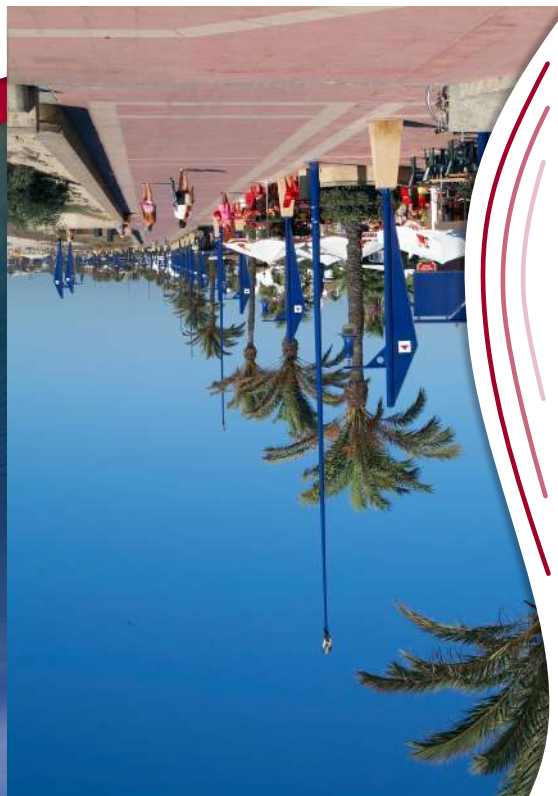
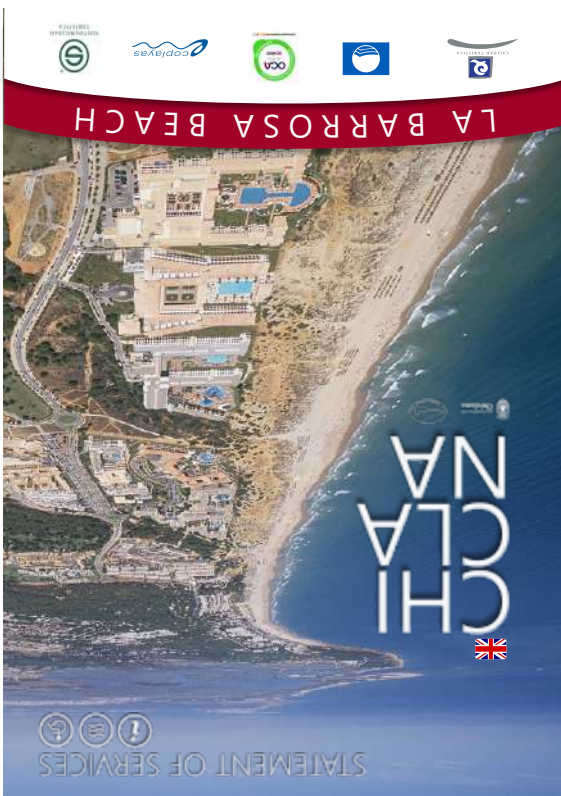
To improve control of water consumption and sanitation.

### Objective 6.

To improve the quality of water for bathing.

### Objective 7.

To improve the accessibility of beaches.



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

#### Mejora Chiclana

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:

[www.chiclananatural.com](http://www.chiclananatural.com)

There is a Citizen Attention Service available to all users, at Chiclana Natural Website:

956 100 800

This telephone number is available 24 hours a day and 365 days a year for citizens:

All users of the beaches should know that they have the right to make suggestions and complaints about the functioning of the services provided through the correct channels.

## 🗣️ SYSTEMS OF COMPLAINTS AND SUGGESTIONS

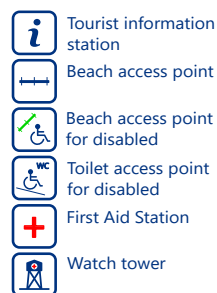
Ayuntamiento de Chiclana



Departments of the Environment and Beaches



# SERVICES



## INTERESTING TELEPHONE NUMBERS

City Council	956 490 002
Chiclana Natural Citizen Attention Service	956 100 800
Tourist-Information (town centre)	956 535 969
Tourist-Information (Novo Sancti Petri)	956 497 234
Maintenance and cleanliness	900 925 140
Emergency and Local Police	956 400 154
Red Cross (beach)	956 240 949
Civil Protection	112
Guardia Civil	062
Maritime Rescue	900 202 202
Taxis	956 533 939
Bus Station	956 401 360
Puerto Real's Hospital	956 005 000



### ENVIRONMENTAL MANAGEMENT ISO SYSTEM 14001 FOR THE BEACHES OF CHICLANA



The SGMA "La Barrosa beach" and "Sancti Petri beach" is a work method instigated by the city council and Chiclana Natural, 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: cleaning and installation companies, the stalls, bars and hotels, the day-care centre, First Aid Rescue Service, Civil Protection, as well as users of the facilities (bathers, fishermen, sunbathers, participants in organised sporting activities, etc).

### MANAGEMENT SYSTEM FOR PUBLIC USE OF THE BEACHES OF CHICLANA



The "Management System for Public Use of Beaches" (CQ) 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 Leisure Services.

### INTEGRATED POLICY.

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, as well as on the website of the municipal company of Chiclana Naturas [www.chiclananatural.com](http://www.chiclananatural.com). Serves as well as a framework to establish the degree of adequacy of the system with respect to the objectives.

## INDICATORS

The Organisation has information available regarding all matters and this is at the disposition of the public in the offices of Chiclana Natural.

We have to stress the following:



Bathing waters analysis.



Response times for emergencies and maintenance.



Satisfaction of beach users.