

SERVICES	High season	Low season
ANALYSIS OF SEAWATER	YES	NO
MICROBIOLOGICAL TESTING OF THE FOOT SHOWERS	YES	NO
SIGNS FOR RESTRICTIVE AREAS EXCLUSIVELY FOR BEACH USERS	YES	NO
REPORT OF CURRENT SEA CONDITIONS, INFORMATIVE FLAGS ABOUT CURRENT SEA CONDITIONS AND PRESENCE OF JELLYFISH	YES	NO
CLOSING OF THE BEACH IN THE CASE OF POTENTIAL RISKS FOR PUBLIC	YES	YES
LIFEGUARDS, LIFEBOAT AND FIRST AID	YES	NO
SERVICE OF POLICE VIGILANCE	YES	YES
SERVICE OF SEAWEED CLEARING	YES	YES
BEACH VIGILANCE	YES	NO
BLUE FLAG	NO	NO
RENTAL OF SUNBEDS AND SUN-UMBRELLAS	YES	NO
RENTAL OF PADDLE BOATS	NO	NO
DAILY SAND CLEANING AND CLEARANCE OF WASTEPAPER BASKETS AND RUBBISH BINS	YES	YES
SERVICE & DAILY MAINTENANCE OF BEACH EQUIPMENT	YES	YES
PUBLIC TRANSPORT	NO	NO
TOURIST INFORMATION DESK	NO	NO

INSTALLATIONS AND EQUIPMENT	High season	Low season
INFORMATION BOARD	YES	YES
WASTEPAPER BASKETS ON THE BEACH	YES	YES
WALKWAYS/GANGWAYS	YES	NO
FOOT SHOWER	YES	YES
SNACK BARS	YES	NO
TOILET	YES	NO
RECYCLING BINS	YES	YES
SMALL SHELTER FOR LIFEGUARDS	YES	NO
BEACH WATCHTOWERS	YES	NO
CHILDREN PLAY AREA	YES	YES
FLOATING BEACH CHAIR (AMPHIBIOUS CHAIR FOR	YES	NO
PARKING SPACES FOR DISABLED PEOPLE	YES	YES
ACCESS RAMP	YES	YES
TOILETS FOR DISABLED PEOPLE	YES	NO
ELEVATOR (check timetable at the information board)	YES	NO
EXERCISE ZONE	NO	NO

## SERVICE CARD OF THE BEACH PUNTA PRIMA



**DESCRIPTION OF THE BEACH**

**Length: 234 mts.**  
**Area: 6552 m<sup>2</sup>**  
**Width: 28 mts.**  
 (Environmental: DPT.)  
**Location: Urbanización Playa Flamenca**  
**Bounded on the nord by: Playas de Torrevieja**  
**Bounded on the south by: Cala Estaca (Playa Flamenca)**  
**Access (location): from CN-332 Alicante-Cartagena**  
**Type of beach: natural beach with golden sand**



**INDICATORS: (You can find information about the test results in the Tourist Office, Engineer's Office or to the City Council by email)**

**USERS SATISFACTION LEVEL ABOUT THE FOLLOWING SERVICES:** Police & Emergency Services; Red Cross (Cruz Roja) & Life-Guard Services; Public Information Panels; Beach Cleaning; Maintenance of Walkways & Rubbish Bins; Beach Leisure Activities; Access to/from Beaches; Public Hygiene Services Toilets/Showers)

**CLEANING AND SELECTIVE CLEARING**

- % compliance of the scheduled cleaning.
- % compliance of emptying of the wastepaper baskets and recycling bins.
- % compliance of the scheduled sand cleaning of the beach.

**QUALITY OF THE BEACH**

- % of the optimal results of the sea water analysis.
- % green, yellow, red flags in the period.
- Degree of satisfaction of the beach users.

**MAINTENANCE OF THE BEACH INSTALLATIONS**

- % compliance of the scheduled maintenance of the beach installations and equipment

**INFORMATION SERVICES**

- % of days that information panels were completed and in line.
- % of days that the information flag was flown/displayed to inform about the sea conditions.

**SEASON SERVICES**

- Number of infractions of a serious nature committed by beach concessionaires for their services.

**SECURITY, RESCUE AND FIRST AID**

- % compliance of schedules of First-Aid services.
- % compliance of schedules of Police.
- Number of incidents from the Local Police
- Number of incidents, first aid, transfers to a health centre/hospital and rescues (lifeguards)
- % of attended incidents from the rescue services in less than 4 minutes from the time when the incident was first communicated
- Number of days when the beach was closed for public safety.
- Number of the monthly infractions of the designated buoyed areas (communicated by Red Cross/First Aid, Police and Lifeguards)
- Number of people who have used the floating beach chair (Amphibious Chair).

**HOW CAN YOU HELP US? WITH RESPONSIBLE BEACH BEHAVIOUR**

- Follow the beach warning signs and the regulations for coastal protection.
- Be cautious and respect the sea conditions which the flags indicate.
- Practice water sport and fishing with rigorous attention to the regulations and safety requirements.
- For your security follow the directions and advice of the lifeguards.

Please keep in mind:

- It is prohibited to operate any motorized vehicle on the beach and camping is forbidden.
- It is forbidden to dispose of waste and rubbish except in the containers provided.
- The mooring of boats in high season is prohibited.
- Animals are prohibited from beach areas.
- Unauthorized selling of goods and services is prohibited on the beach and beach areas.
- It is prohibited to place sun-umbrellas and seating on the beach before 9:00 hours.
- In the bathing areas it is prohibited to practice sports or game activities which could be a nuisance or danger to others.
- Noise is a disturbance to the people and to the environment. Please respect the tranquility and rest of others.
- The use of soaps and detergents is prohibited in the beach installations.

**NEAREST HOSPITAL:** Hospital Comarcal de Torrevieja, about 7 Km. away (Los Balcones; N332 →CV 95)

**Emergency: 112      Local Police: 092 ---649.900.304      National Police: 091**

**UNDERTAKINGS IN LOW SEASON**

Bi-weekly analysis of sea water quality and publication of the results  
 Flying and displaying of the flags which inform about the sea conditions according to the meteorological conditions (following the criteria of the Maritime Captainty) or the presence of a sea plagues, such as jellyfish, or waste water  
 Guaranty the service of police vigilance, every day, continuously  
 Establishment of designated areas with buoys for the exclusive use for the beach users and channeled area for embarking  
 Guaranty that the licenses holders of the temporary installations adjust their activities to regulated conditions  
 Mechanical cleaning and daily screening of the sand  
 Maintaining the information panels in a good condition  
 Maintaining the foot showers for optimum functionality  
 Maintaining the beach WC for optimum functionality  
 Maintaining the children playground areas.  
 Provision for persons with reduced mobility, portable toilets, changing rooms, shade adapted areas.  
 Presence of lifeguards every day, continuously  
 Daily and continuous collection of the contents of the waste baskets and rubbish bins  
 Closing beach reason: notified by megaphone. When open: notified on information board

**UNDERTAKINGS IN LOW SEASON**

Fortnightly analysis of sea water quality and publication of the results.  
 Guaranty of a vigilant Police service.  
 Maintaining the information panels in a good condition.  
 Fortnightly collection of the contents of the waste paper baskets and rubbish bins.

- Mechanical cleaning sand sieve, if necessary.

**TIMETABLE**

**LIFEGUARDS, LIFEBOAT**  
Please, check timetable at the information board

**POLICE ON THE BEACH**  
From 11:00h. to 19:00h

**BEACH VIGILANCE**  
From 10:30h. to 18:30h

**DAILY SAND CLEANING -CLEARANCE OF WASTEPAPER BASKETS -RUBBISH BINS**  
From 00:00h. to 12:15h.

**SNACK BARS**  
From 9:00h. to 00:00h.

**COMPLAINS AND SUGGESTIONS**  
You can present your complaints, reclamations or suggestions about the beach service in the Municipal Office of Coast from Monday to Friday from 9:00 to 14:00 ☎ 966.76.00.00 📠 966.76.12.50 📧 promocionlocal@orihuela.es

**MUNICIPAL OFFICE OF TOURIST INFORMATION FOR THE BEACHES OF ORIHUELA**  
Here you can find information about Hotels, Bars and Restaurants, social and cultural activities, etc.  
Opening hours: from Monday to Friday, from 9:00 to 14:00 ☎ 966.76.00.00 📠 966.76.12.50 📧 touristinfo\_orihuelap@gva.es

HIGH SEASON: Eastern time and from 15 June to 15 September. HIGHEST SEASON: 1 July to 31 August  
LOW SEASON: from 16 September to 14 June  
JUNE/2011