

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	HOLY WEEK
SERVICE OF POLICE VIGILANCE	YES	YES
SERVICE OF SEAWEED CLEARING	YES	NO
BEACH VIGILANCE	NO	NO
BLUE FLAG	YES	YES
DAILY SAND CLEANING AND CLEARANCE OF WASTEPAPER BASKETS AND RUBBISH BINS	YES	NO
SERVICE & DAILY MAINTENANCE OF BEACH EQUIPMENT	YES	NO
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	NO
TOILET	YES	NO
RECYCLING BINS	YES	NO
SMALL SHELTER FOR LIFEGUARDS	YES	NO
BEACH WATCHTOWERS	YES	NO
CHILDREN PLAY AREA	NO	NO
FLOATING BEACH CHAIR (AMPHIBIOUS CHAIR FOR DISABLED)	NO	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

ISO 9001
ISO 14001
BUREAU VERITAS Certification

DESCRIPTION OF THE BEACH

Length: 234 mts.
Area: 6552 m²
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 Orihuela Costa Town Hall)

USERS SATISFACTION LEVEL ABOUT THE FOLLOWING SERVICES: Police & Emergency Services; Life-Guard Services; Public Information Panels; Beach Cleaning; Maintenance of Walkways & Rubbish Bins; 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.

SECURITY, RESCUE AND FIRST AID

- % compliance of schedules of First-Aid services.
- 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.

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

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 the Technician of Cleaning Dpt considers it necessary

TIMETABLE

DAILY SAND CLEANING -CLEARANCE OF WASTEPAPER BASKETS -RUBBISH BINS
 From 22:00h to 14:00h

LIFEGUARDS, LIFEBOAT
 From 15th June to 30th June and
 From 01st September to 15th September
 From 10:00h to 19:00h

From 01st July to 31st August
 From 10:00h to 20:00h

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

COMPLAINS AND SUGGESTIONS – Plaza del Oriol, 1 03189 Orihuela Costa
 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 📧 costa@orihuela.es

MUNICIPAL OFFICE OF TOURIST INFORMATION FOR THE BEACHES OF ORIHUELA – Plaza del Oriol, 1 03189 Orihuela Costa
 Here you can find information about Hotels, Bars and Restaurants, social and cultural activities, etc.
 Opening hours: from Monday to Friday, from 8:30 to 14:30 – info 24h Touch Screens located in Orihuela Costa Town Hall and C.Cial. Zenia Boulevard
 ☎ 966.76.12.50 📧 touristinfo_orihuelap@gva.es ☎ 966.76.00.00

HIGH SEASON: From 15 June to 15 September. HIGHEST SEASON: 1 July to 31 August LOW SEASON: From 16 September to 14 June JUNE/2018