

LIST OF ABBREVIATED SERVICES IN 2017

WELCOME

The Town Hall of Mijas, through the Beaches Department, welcomes you to our municipality. The main aim of this local government is to attend the needs of our neighbours and visitors efficiently, always looking for the satisfaction of their needs and demands; for which we are striving to improve our services.

We hope you enjoy the beach and the services supplied for you and at the same time ask you for your collaboration and implication in carrying out good use of the supplied services and facilities, keeping the beach tidy, as well as being respectful to the environment and to other users of the beach. Thank you very much and enjoy our beach!

MANAGEMENT POLICY

The Mijas Town Hall with the implementation of this Management System, wants to offer its visitors a secure and ecosystem of a high nature value, as well as quality services in line with the requirements of the set standards.

The Town Hall will commit, within its capabilities, to establish the technical and economic means to reduce and prevent the pollution from the source, as well as prevent and eliminate as far as possible any impact that may be caused on the environment from the activities carried out. Guarantee, and track all activities carried out on the coast by creating and using mechanisms for the control of continuous improvement, in collaboration with all the sectors of the municipality, ensuring an evolution not only in the quality of the environment, but also of the services provided.

In the development of all the activities carried out on the coast of Mijas and the beaches of: Calahonda-La Luna-Royal, Calahonda-Riviera, El Bombo, La Cala, Las Doradas, Las Doradas-El Chaparral, Charcón and El Faro, the Town Hall agrees to establish initiatives to ensure compliance with legal and regulatory requirements, as well as the demands of the users of the beaches or other requirements applicable to the activities taking place on the beach, and promote the participation of all staff and users in the coastal protection and improvement, through training and awareness programs, focusing on communication at all levels.

The Town Hall will periodically define and evaluate quality objectives and environment on the beaches in order to continuously improve our beaches.

The coast is a common good, which is why the Town Hall wants to involve all the users as well as all those that carry out activities on the beach, promoting collaboration in this project, and seeking the satisfaction of all those who in one way or another enjoy the beaches of Mijas.

In this line of environmental protection and quality, the principles that will govern henceforth the management of the Mijas beaches are:

- The identification and assessment of environmental impacts arising from the management of the beaches, to eliminate or reduce them as much as possible, in order to prevent environmental pollution, and thus achieve the continuous improvement of this management system.
- Comply with laws and regulations applicable to the comprehensive management of the beaches of Mijas and the quality of its waters and the service provided to its users.
- Set goals and provide the necessary resources, that will be reviewed and updated periodically by the Delegate of Beaches, to ensure continuous improvement of its environmental performance and pollution prevention.
- Strive to save natural resources, through the pursuit of quality, by minimizing the use of these resources using eco-efficient methods.

- Conducting training schemes and long term environmental education courses on the protection of the coastal environment; with the aim of raising awareness, both of the employees as that of the users of the beaches.
- Spare no effort in meeting the needs and expectations of users of our beaches, keeping them satisfied.
- And finally, commit to continuous improvement of this management system.

SERVICES

- High Season of the Beaches: 15th of June to the 15th of September.
- Surveillance and rescue hours: 11am to 7pm from Monday to Sunday.
- Access via wooden and stone walkways .
- Beach area equipped for to persons with reduced mobility.
- Modules with services and changing rooms.
- Fountains with drinking water.
- Showers and foot-washes.
- Bathrooms for people with reduced mobility according to high tide schedule.
- Daily cleaning and waste collection.
- Infrastructure maintenance.
- Establishment with vending machines of food and drink.
- Disabled parking areas.

RECOMMENDATIONS:

- Do not wastewater.
- Do not use sound equipment that disturbs the peace of other users.
- Place waste/garbage in supplied containers.
- Camping is prohibited.
- No entry to unauthorized vehicles.
- Do not use personal care products in the showers.
- It is totally forbidden to light fires and barbecues on the beach.
- No pets are allowed on the beach.
- Sports activities are only allowed in the designated areas.
- It is prohibited to navigate in areas marked for bathing.
- For your safety it is prohibited to bath in the sea when the red danger flag is flying.

PRECAUTIONS FOR A SAFE SUMMER

- Please obey the signal flags and indications of the Local Police and Lifesaving Service.
- Do not leave children unattended.
- Be careful of dangerous sea conditions.
- From 12 noon 4pm, be careful of the heat.

ABOUT OUR COAST.....

The coast of Mijas has a seabed with a large biodiversity; with European, African, Atlantic and Mediterranean species. Calahonda's seabed was listed as "Site of Community Interest" (SCI ES 6170030 Calahonda) in June 2006 to ensure the conservation of habitats and species that live in that area which is of 1403.57 hectare in size. Its uniqueness is due to the shore of the natural range of habitat and home to unspoilt stretches, where abundant vegetation flourishes, especially the Oceanic Poseidon. Also of great value, is the existence of Gorgonians (a type of coral) and the fact that the area has cetaceans.

Foreseen Objectives for the year 2016

Objective 1: Renovation and extension of areas to protect the flora and fauna of the coast.

Objective 2: Incorporate in the specifications the regulations, to ensure the legality of the commercialization of wood and products Wood

Objective 3: Obtain an 80% of public satisfaction

Objective 4: Obtain 9 beaches with "Q Calidad" Certificate

ENVIRONMENTAL ISSUES

There has been no remarkable facts that can be considered significant. Small incidents that may have occurred within the normal limits.

The analysis to determine the quality of the water is within legal parameters that state our waters are suitable for bathing.

INDICATORS

We have established a set of indicators in order to ensure the quality of our services. An extended version of the list of services can be viewed at the Tourist Office, The Department of Environment and the Beach Department of the Mijas Town Hall.

Through the Beach Department we will continue to work for the welfare and the safety of the users of our beaches.

USEFUL TELEPHONE NUMBERS

Mijas Town Hall	952 48 59 00
Health Center, La Cala	951 26 73 60
Health Center, Las Lagunas	951 06 22 47
Costa del Sol Hospital	951 97 66 69
Medical Emergencies	061
General Emergencies	112
Local Police	952 46 08 08 / 09 09
Fire Brigade	085

LIST OF SERVICES 2016

If you want to know the Service Charter 2016, of the beaches certified with Q Quality, ask via email to medioambiente@mijas.es

COMPLAINTS AND SUGGESTIONS

Mijas Town Hall has a system where residents and visitors can place their complaints and suggestions which is evaluated to improve the services we provide. The forms are available at the Tourist Information office and the Registry offices of The Mijas Town Hall. Complaints and suggestions can also be sent via email to: medioambiente@mijas.es