

WELCOME TO ACCESSIBLE BEACHES 2017



The Benidorm town hall beaches department would like to thank you for the trust placed in us in deciding to use the facilities provided.

We are continuously working to improve the quality of the accessible beach service and for this reason we would welcome your ideas, thoughts, experiences and knowledge to develop this service even further.

Please do not hesitate to contact us with your suggestions as together we can continue to improve for the future.

We await you!

Best regards.



ACCESSIBLE BEACH POINT

An accessible beach point is an area where the disabled can gain access to the beaches and the sea via adequate urban infrastructures such as accessible public transport, reserved parking spaces and other elements such as access ramps, shaded areas and changing rooms. A specialised team is onsite to assist.

GROUPS

It is advisable that groups book in advance to ensure that the services provided are not over congested at any one time and to be able to provide additional support personnel for assistance if necessary.

Please Call: 603821915

96 681 54 67 (from 9h – 14h)

660106555



FREE SUN LOUNGERS AND UMBRELLAS

The Benidorm beaches department has an agreement with the company responsible for sun loungers and umbrellas.

They offer a free card to people with the following characteristics:

- More than 65% disability.
- Registered as a resident at the town hall.
- Owner of a property in the town of Benidorm.

All documents must be presented at the following address:

R.A. Benidorm, Provima building, Lepanto st. corner with Mallorca st.

Telf. 96 585 45 48

Fax. 96 586 05 77



ACCESSIBLE BEACH MEETING POINTS

Benidorm beaches have three disabled access points:

1. Levante beach, Murcia st.

Surface area: 218 m²

Operating since 2000

2. Poniente beach, Mont Benidorm Avenue:

Surface area: 138 m²

Operating Since 2001

3. Poniente beach, Elche park:

Surface area: 150 m²

Operating since 2003



MAPS

LEVANTE (Murcia st.)



PONIENTE (Elche park and Mont Benidorm Av.)



OUR JOB... ...OUR COMMITMENT

Our goal is to constantly improve the service so we monitor the facilities and customer service provided regularly. That is the reason why our service is full of empathy, so that our communication is totally personalised and the user feels satisfied with the service received.

We want to ensure that expectations are exceeded via the most advanced resources and the collaboration of an excellent team of motivated professionals for the benefit of our users.



PLANNING

DISABLED ACCESS AREAS	WINTER All year (except from 15th January until 14 th February)	SUMMER From 1st June until 30th September
Vicente Llorca	From 10:30h until 14:30h	From 09:30h until 18:30h
Parque de Elche	From 10:30h until 14:30h	From 09:30h until 18:30h
Murcia str.	From 10:30h until 14:30h	From 09:30h until 18:30h

PERSONNEL	WINTER	From 14th February until 31st May	SUMMER
Vicente Llorca	1	2	3
Parque de Elche	1	2	3
Murcia str.	1	2	3

Anomalies personnel	679173263 660106555
Emergencies - lifeguard personnel:	603821915

FACILITIES

- **1 access ramp.**
- **1 walkway.**
- **1 adapted changing room.**
- **1 adapted WC.**
- **Shaded areas.**
- **Windbreaks.**
- **3 adult amphibious chairs.**
- **1 child amphibious chair.**
- **3 pairs of amphibious crutches different sizes.**
- **Lifeguards as support personnel to help with bathing.**
- **Buoys to delimit bathing area.**
- **Wifi zone**



STANDARD REGULATIONS

- 1. If a bather uses the amphibious wheelchair they will be assisted by a staff member.**
- 2. People with higher grade of disabilities must be accompanied by an adult. The organisation cannot be responsible for administrating food, drinks or sun cream.**
- 3. Accessible WC will be exclusive for people with disabilities and the organisation.**
- 4. Families of the users can stay in the shaded area as long as the space is not needed for other disabled users.**
- 5. People with disabilities who use the amphibious chair to access the water and then decide to swim of their own accord must sign an agreement saying this is under their own responsibility and that the town hall or organisation will not be responsible for any possible consequences.**



- 6. The frequency and duration of the bathing time will depend of the number of users waiting in the area and the staff available.**

RELATIONSHIP WITH USERS

- **Personnel attitude must be helpful in keeping with their job role towards the users of this service.**
- **Personnel will help the user to sit on the amphibious chair, stay in the water and help them back to their own chair again.**
- **The staff monitors will always show respect.**
- **The suggestion box can be used.**
- **Service personnel will be informed about specific groups, number of persons and schedule of visit.**

USEFUL TELEPHONE NUMBERS

Benidorm Town Hall	966815400
Beaches department	966815467
Environmental department	966815485
Local police	966807766
Local beach police	965853075
Lost objects office	966815541
Life guard, safety and rescue service	661725720
Emergencies call centre	112
CICU (Information and cooperation in emergencies)	965144000
Firefighters	965854475
Red cross	966808934
Hospital (Villajoyosa)	966859800
National police station	966831930
Civil Guard	965854272

USEFUL TELEPHONE NUMBERS

Customer service centre	900101215
OMIC	965851306
Tourist Information: Martínez Alejos str.	965851311
Tourist Information: Derramador str.	966805914
Tourist Information: Europa str.	965860095
Tourist Information: Bus station.	966831648
Transport: Bus station	966830014
Transport: TRAM station	965851895
Transport: Taxi	965861818 965862626
Environmental Volunteer	618946580
Environmental guard	608260565
Institute of Coastal Ecology	965657690

USEFUL TELEPHONE NUMBERS

Local Municipal Administration offices	Address	Tel.	Fax
Alfredo Corral	Limones str., 24	966805600 966812825	966805600
La Cala (Tánit)	Secretario D. Juan Antonio Baldoví str., 2	966812689 965863005	965863005
Els Tolls / Salt de l'Aigua	Andalucía str., 9	966809832 966812913	966809832
Foietes-Colonia Madrid	Beniardá Av., 61	965858778 966819424	966808209
Rincón de Loix	Juan Fuster Zaragoza Av., 1	966809715 966812897	966809715

_____ adult, with I.D. card.
Number/passport n° _____, neighbour of
_____ address: _____
Phone number _____.

STATE:

Having knowledge of the procedure of use and enjoyment of the Adapted plan for disabled persons on the beaches of Benidorm's municipal area, and understanding that they have been established for my total safety, I commit to fulfilling them

I commit to comply with the instructions of the personnel, and not to move away from the amphibious wheelchair, expressly exempting the concessionary company of the service and the Town hall of Benidorm, of any responsibility for the consequences that could stem from the breach of my part of the regulatory procedure of the Accessible Beaches Service adapted for disabled persons.

Benidorm, _____ of _____ 2.01_.

