



LIST OF SERVICES OF THE PONIENTE BEACH AND GRANADA BEACH

FOR ALL THE USERS OF THE PONIENTE BEACH AND THE GRANADA BEACH

In order to make your stay more pleasant on the Poniente beach and Granada beach, we offer you this directory of services, where we inform you of:

1. The services offered on each beach.
2. The complaints and suggestions system available.
3. Indicators of the environmental aspects and the most important sanitary hygienic risks.
4. The objectives established for this period.
5. The commitments of the Town Council for the benefit of all.
6. The results of significant Indicators the Hygienic-Sanitary Risks and Environmental Aspects, as well as the Objectives for this period and the level of fulfilment of the last period are available in the main Tourist Office.

Francisco Villoslada Correa

The Deputy Mayor of Tourism, Annexing Villages and Agriculture

LIST OF SERVICES

PONIENTE BEACH	GRANADA BEACH
<p>1.- SERVICES</p> <p>1.1 ACCESSES The configuration of the beach, isolated from the main road next to the Beach Promenade and the existing buildings on the beach front condition the ways of accessing it, fundamentally being made through adjacent pedestrian accesses that are distributed perpendicularly to the Promenade, from where a total of 18 wooden walkways start. There are two accessible points adapted for people with reduced mobility with platforms for resting. One of these also has a walkway that continues until the water's edge, as well as an amphibious chair, a pair of amphibious crutches and crane for disabled people.</p> <p>In function of the present services, the accesses to this beach are distributed in 4 areas: Access area 1 (walkways 1, 2, 3, 4 and 5) Access area 2 (walkways 6, 7, 8 and 9) Access area 3 (walkways 10, 11, 12, 13 and 14) Access area 4 (walkways 15, 16, 17 and 18)</p>	<p>1.- SERVICES</p> <p>1.1. ACCESSES The beach's configuration, partially closed by "Villa Astrida" and the "Robinson Club" (existing buildings on the seafront) conditions its accesses, being made fundamentally through the two entrances with car parking area, from where a total of 8 wooden walkways start, one of which extends to the sea's edge, so as to improve the accessibility for people with reduced mobility. This point has platforms for resting, as well as an amphibious chair, a pair of amphibious crutches and crane for disabled people.</p> <p>Granada beach offers two different access areas:</p> <p style="text-align: center;">Access area 1 Next to "Villa Astrida" (walkways 1 and 2)</p> <p>Access area 2 Next to "Los Moriscos" Golf Club (walkways 3, 4, 5, 6, 7 y 8)</p>
<p>1.2. CHANGING ROOMS AND TOILET MODULES There are 2 modules with toilets and 5 with toilets-changing rooms distributed along the beach: Access area 1: 1 adapted ladies and gents toilet Access area 2: 1 ladies toilet-changing room, 1 gent's toilet-changing room, 1 adapted toilet-changing room. Access area 3: 1 toilet-changing room with 3 toilets (ladies, gents and disabled) and 1 module of toilets (ladies and gents).</p> <p>During other seasons (mid season, holidays and special events) the toilets are maintained in the beach bars and restaurants that remain open.</p>	<p>1.2. CHANGING ROOMS AND TOILET MODULES There are 2 modules with adapted toilets distributed along the beach: Access area 1: 1 module with 3 toilets (ladies, gents and disabled). Access area 2: 1 module with 3 toilets (ladies, gents and disabled)</p>

<p style="text-align: center;">PONIENTE BEACH</p>	<p style="text-align: center;">GRANADA BEACH</p>
<p>1.3. SHOWERS AND FEET WASHERS The beach has a total of 14 stainless steel modules with 2 showers and 1 feet washer in each one, located at the beginning of the walkways, two of which are adapted for people with reduced mobility; 9 modules of 2 showers and 4 modules of feet washers situated in the green islands and main accessible point.</p> <p>Access area 1: (8 modules, 14 showers and 8 feet washers) Access area 2: (7 modules, 9 showers, 1 adapted and 11 feet washers) Access area 3: (8 modules, 13 showers, 1 adapted and 8 feet washers) Access area 4: (4 modules, 8 showers and 4 feet washers)</p>	<p>1.3. SHOWERS AND FEET WASHERS The beach has a total of 8 stainless steel modules each one with 2 showers and 1 feet washer, located at the beginning of the walkways, one of which is adapted for people with reduced mobility:</p> <p>Access area 1: (2 modules) 4 showers and 2 feet washers Access area 2: (6 modules) 11 showers, 1 adapted shower and 6 feet washers</p>
<p>1.4. RESCUE AND LIFE SAVING The rescue and life saving services on the Poniente beach are carried out by the Motril Civil Protection Group of Volunteers, assisted by the technical doctors and workers of the Andalusian Health Service nearest to the beach, in this case, the medical surgery in Santa Adela, where there is also an ambulance available during their service hours.</p> <p>The beach has an operative coordination centre for rescue and security and two rescue and life-saving modules, with their corresponding first-aid post. They are located in the following areas:</p> <p>Access area 1: Between walkways 2 and 3. Access area 2: Next to changing room modules. Access area 3: In the main accessible entrance to the beach. In the proximities of the modules, there are also the corresponding watchtowers.</p>	<p>1.4. RESCUE AND LIFE SAVING The rescue and life saving services on the Granada beach are carried out by the Motril Civil Protection Group of Volunteers, assisted by the technical doctors and workers of the Andalusian Health Service nearest to the beach, in this case, the medical surgery in Santa Adela, where there is also an ambulance available during their service hours.</p> <p>The beach has two rescue and life saving modules, with their corresponding first-aid post. They are located in the following areas:</p> <p>Access area 1 Access area 2</p>

PONIENTE AND GRANADA BEACHES

1.5. LOCAL POLICE

The Poniente beach and Granada beach offer police protection according to the protocol defined by the Local Police.

1.6. BEACH INFORMATION POINT

Both Poniente and Granada beaches each have information points, located in the first case in the access zone 3, and in the second case in the access zone 2. In these information points you will find information on the beaches and general tourist information on the Municipal Area.

2.- COMPLAINT AND SUGGESTION FORM SYSTEM

All users of the beaches have the right to express their suggestions or complaints about the functioning of the services offered on the beaches, for that reason:

- There are complaint and suggestion forms at the disposal of all the users of the Poniente beach and Granada beach available in the Tourist Information Points and in the Rescue modules situated on the beach.
- There is also the possibility that any user of the beaches can present a suggestion or complaint in Motril's Tourist Office or Town Hall.
- Annually a satisfaction questionnaire about the beaches is carried out

3.- SIGNIFICANT INDICATORS AND OBJECTIVES

The Organisation has established a series of significant indicators and objectives available to the public in the main Tourist Office:

- The results of significant Indicators the Hygienic-Sanitary Risks and Environmental Aspects.
- Objectives for this period and the level of fulfilment of the last period.
- Results of Analysis of bathing water.
- Response times of Emergency and Maintenance Services.
- Satisfaction of users of the beaches

4.- ESTABLISHED OBJECTIVES

- 1: Improvement in the Management of Residues
- 2: Improvement of beach equipment and services
- 3: Reduction of hygienic-sanitary environment risks
- 4: Improvement of the organization of social dynamics activities
- 5: Improvement of the control of water consumption and drainage
- 6: Control of the quality of bathing water
- 7: Improvement of the accessibility of the beaches

5.- GENERAL OPENING TIMES OF SERVICES

Monday to Sunday, from 11:00 am to 20:00 pm in high season (15th June to 15th September)

Mondays to Sunday, from 11:00 am to 17:00 pm in mid season (Easter Week)

The opening time of the information points will be displayed in each one of them.