

# SERVICE CHARTER



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# 1. INTRODUCTION

This Service Charter provides information about the services offered by the Beaches Department of Fuengirola Town Hall.

Fuengirola boasts some of the highest-quality beaches in Spain, as evidenced by the thousands of tourists who choose our town as their holiday destination.

Stretching across 7 kilometres of coastline, Fuengirola's beaches are the municipality's main tourist attraction and a key economic driver, supporting thousands of jobs.

The Beaches Department aims to maintain the beaches in optimal conditions for public use by carrying out cleaning, maintenance, sand profiling, and other essential tasks.

The official bathing season on our beaches is established as follows:

- Easter Week, from the Friday before Palm Sunday until Easter Sunday.
- Saturdays and Sundays from Easter Week until 31st May.
- From 1st June to 30th September (daily).

Visitors can enjoy a wide range of services on these beaches, including leisure activities, restrooms, showers and footbaths, restaurants, and more. Notably, the beaches feature essential services such as lifeguarding, emergency medical assistance, drone surveillance, and beach monitoring.

Our beaches are fully accessible, with ramps providing direct access from the promenade to the shoreline.

Through the development and approval of this Beach Service Charter, Fuengirola Town Hall reaffirms its commitment to service quality and continuous improvement, always considering the needs and expectations of residents and visitors alike.

# 2. SERVICES OFFERED

## LIFEGUARD AND RESCUE SERVICE



Monitoring bathing areas and carrying out preventive maritime rescue operations, as well as responding to any incidents that may arise.

Equipment available in Fuengirola for this service:

- 1 Coordination Centre
- 4 Lifeguard Stations
- 10 Surveillance Towers

During the peak season, the Lifeguard and Rescue Service operates with a total of 55 personnel stationed along the coastline, distributed across the aforementioned facilities and along the shore.

Operating Dates and Hours:

- **Easter Week:** From the Saturday before Palm Sunday to Easter Sunday (inclusive), from 11:00 to 19:00 h.
- **Weekends (Saturdays and Sundays) and Public Holidays:**
  - From the weekend following Easter Sunday until 31st May.
  - From the weekend following 30th September until 15th October, from 11:00 to 19:00 h.
- From 1st June to 30th September: Daily from 11:00 to 20:00 h.





- **Medical Assistance:**

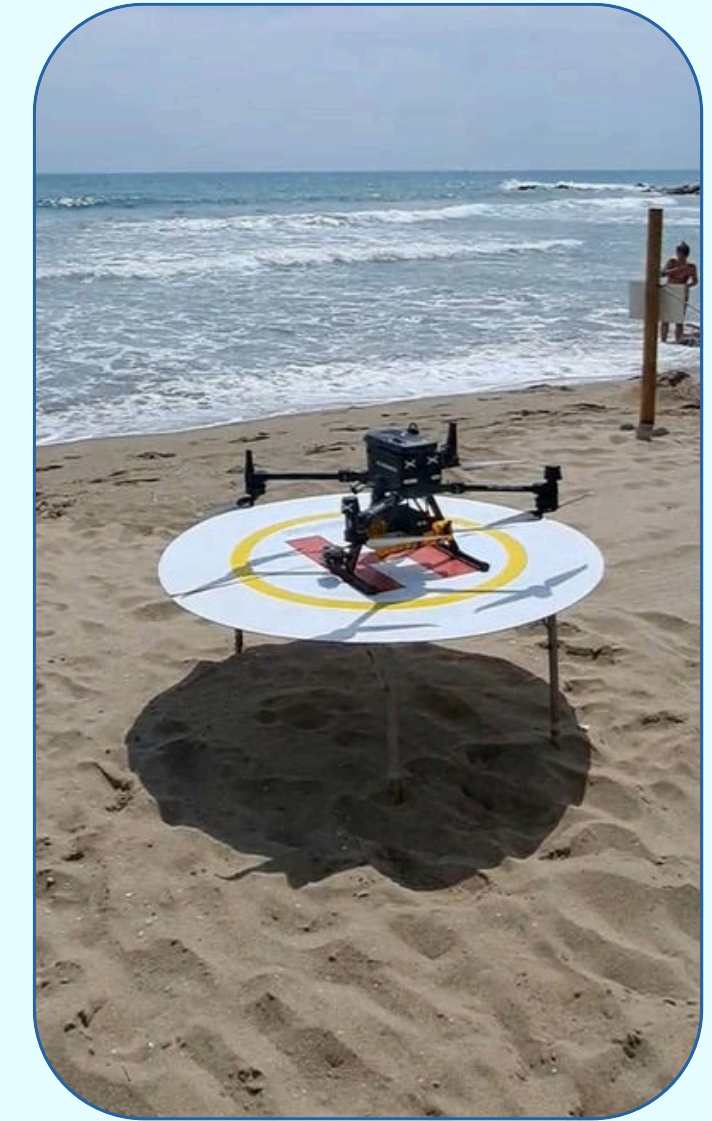
Providing first-aid medical care and, if necessary, ensuring the transfer of patients to the nearest healthcare centre or hospital.

- **Drone Surveillance System:**

Carrying out surveillance and rescue operations using four drones, stationed across Fuengirola's four beaches, from 1st June to 15th September, operating from 11:00 to 20:00.

- **Sea Condition Signage:**

Ensuring the safety of swimmers through an informational flag system that indicates sea conditions using the following colour codes:



## SURVEILLANCE SERVICE

Ensuring compliance with beach regulations, monitoring activities along the coastline, addressing any risk situations, providing information, and managing beach concessions and administrative authorisations.

This service is carried out by the Beach Patrol (a team of 14 personnel) and is coordinated by the Local Police.

These tasks are carried out daily, approximately from 11:30 AM to 7:00 PM, during the summer season, which runs from 15th June to 15th September.

# SEA SAFETY

**Buoy Marking System:** The entire coastline includes designated areas for swimmers, marked with yellow buoys at a distance of 200 metres from the shore.

**Annual Buoy Marking Plan:** A detailed plan is developed each year to determine the placement of these buoys.

**Nautical Corridors:** Specific channels marked for the safe entry and exit of watercraft

# INFORMATION SERVICE

- **Public Address System:**

An audio announcement system provides information on:  
The start and end times of lifeguard and surveillance services.  
Safety messages and sea condition updates.

- **Solar Traffic Lights (Solmáforos):**

A colour-coded system installed in four lifeguard stations, equipped with UV radiation sensors, to indicate solar exposure risk levels and promote sun protection.  
Accompanied by an explanatory panel offering recommendations on sun protection measures and appropriate clothing.





# ACCESIBILITY

- **Adapted Platforms for Assisted Bathing Users:**

To ensure that individuals with limited mobility can safely enjoy the sea, Fuengirola provides four adapted areas, one on each beach. These areas are equipped with essential services and infrastructure, including: adapted showers, sun loungers, amphibious chairs and crutches to facilitate access to the water, a lifting device to assist those with severe mobility limitations. These areas are managed by lifeguards, who provide assisted bathing services. This service operates during the same period as the lifeguard service (see page 5).

- **Adapted Platform for Senior Citizens:**

This platform is divided into three sections: semi-submerged seating area with 22 seats in the water, buoy-marked swimming lanes, allowing older users to swim safely and hold onto ropes if needed, handrails fixed to the seabed, providing support for easy entry and exit from the water.

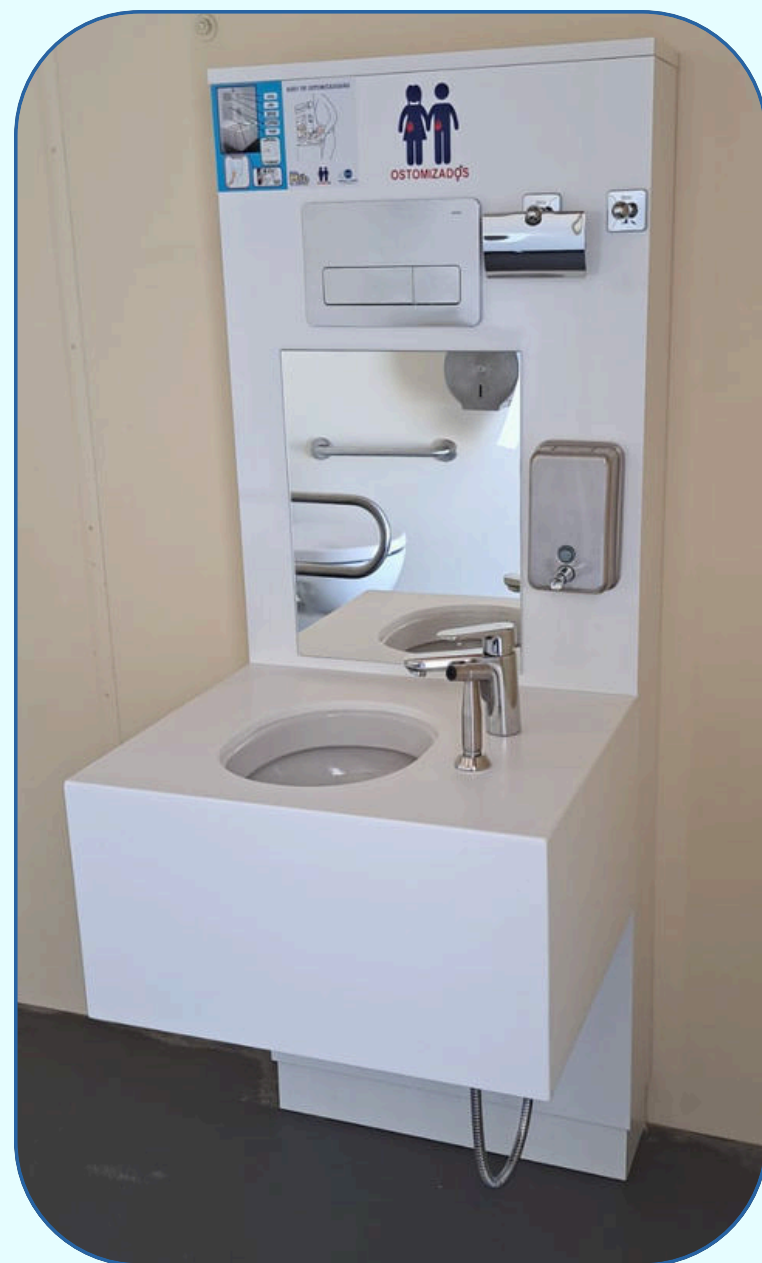
- **Equipment for Visually Impaired Individuals:**

An acoustic bathing aid device provides an integrated solution to maximise autonomy for visually impaired users, allowing them to enjoy the beach and sea independently. This device includes: a reception totem, tactile beacons, sound beacons in the sea, clocks and other navigation aids, this service is managed by lifeguards at the adapted platform and operates from 1st June to 15th September. It is located at the Los Boliches-Gaviotas adapted platform.



- **Ostomy-Bathroom:**

A specialised hygiene module for ostomate users is available in the reduced mobility platform at Los Boliches Beach. There is other in Castillo Beach.



- **Parking Spaces for Individuals with Reduced Mobility:**

Designated accessible parking spaces are available at each of Fuengirola's beaches.

- **Access Ramps and Walkways**

To ensure full accessibility, Fuengirola's beaches are equipped with: access ramps leading directly to the beach, walkways connecting to shower and footbath platforms as well as biosaludable (outdoor fitness) areas.



# HYGIENE

- **Bathing Water Quality Analysis and Monitoring:**

During the bathing season, hygienic-sanitary water quality checks are carried out every 15 days to ensure its suitability for swimming.

Four monitoring points have been established, and the obtained values are published at the lifeguard stations.

These tests are conducted by professionals from the Junta de Andalucía.

- **Public Toilets:**

Fuengirola's beaches have a total of 15 public toilets, all of which are accessible for people with reduced mobility and undergo daily inspections to ensure proper functioning.

In addition, there are 29 additional public toilets available at beach bars (chiringuitos) across the coastline.

- **Showers and Footbaths:**

Shower and footbath platforms are located at the entrance of each beach, with: 79 showers and 140 footbaths

These services are available depending on water restriction policies in the area.



# BEACH CLEANING

- **Sand Cleaning and Organic Waste Collection:**

The maintenance and cleaning service operates year-round.

Workers are assigned to specific areas and carry out sand cleaning both manually and mechanically, as well as the collection of waste from beach bins.

- **Selective Waste Collection:**

Recycling bins are strategically placed along the beaches for the collection of plastic containers, glass, and paper.

- **Sea Surface Cleaning:**

To maintain clean bathing areas, boats from the Western Costa del Sol Municipal Association patrol the coastline, removing sea foam and floating debris from the water's surface.



# ENTERTAINMENT

- **Children's Play Areas:**  
Designated children's play areas are available on the beach for younger visitors.
- **Sports Zones:**  
Across the coastline, there are 28 sports equipment areas, including calisthenics training facilities.
- **Biosaludable Areas:**  
The beaches feature biosaludable (health-promoting) areas, aimed at improving the well-being of residents and visitors.



- **‘Parques de la Vida’ (Life Parks):**

These grass-covered rest areas are situated between the seawall of the promenade and the beach. There are two Life Parks, one at Los Boliches-Gaviotas Beach and another at Fuengirola Beach.

- **Hydropedal Areas:**

From 1st April to 31st October, designated hydropedal areas provide recreational pedal boat services.

- **Paddle Surf:**

Two paddle surf zones are available at El Castillo Beach and Carvajal Beach.

- **Trampolines:**

Trampoline areas are available at Fuengirola Beach and Los Boliches-Gaviotas Beach, offering fun for younger visitors.



## 'MORAGA' BARBECUE BOATS

To enhance the leisure offerings of the municipality, 11 moraga boats are available at El Castillo Beach. To reserve a boat, interested parties must: request authorisation from the Local Police, pay the applicable fee at the Town Hall and provide the necessary documentation.

Each boat is equipped with waste containers for users to dispose of generated waste. The boats are divided into two sections, allowing for two simultaneous moragas (beach barbecues) per boat.

One of the boats is adapted for people with reduced mobility. To reserve this boat, in addition to the previous procedure, a disability certificate must be presented. The accessible boat can be reserved Monday to Thursday with priority given. If not reserved by Friday, it will be open for general public use.

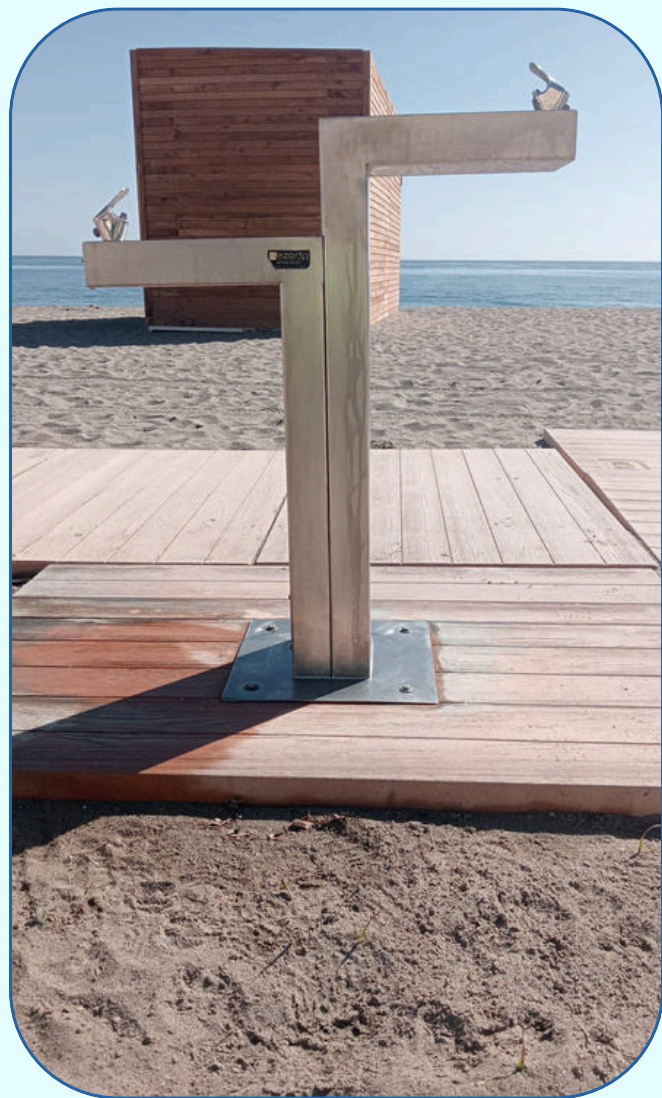


## SUNBED PARCELS

This service is provided directly on the sand at each of Fuengirola's beaches, offering the rental of sunbeds and parasols year-round.

Each of the 78 parcels is equipped with an information sign displaying the parcel's identification, pricing, and operating hours. Additionally, sunbed attendants will be uniformed.





- **Drinking fountains:**

Drinking water fountains are located at:

1. In Castillo Beach: 2 fountains
2. In Fuengirola Beach: 2 fountains
3. In Boliches-Gaviotas Beach: 2 fountains
4. In Carvajal Beach: 2 fountains

- **Night illumination:**

Given the city's tourist nature, the promenade and beaches are equipped with lighting year-round.

- **Beach's Restaurants 'Chiringuitos':**

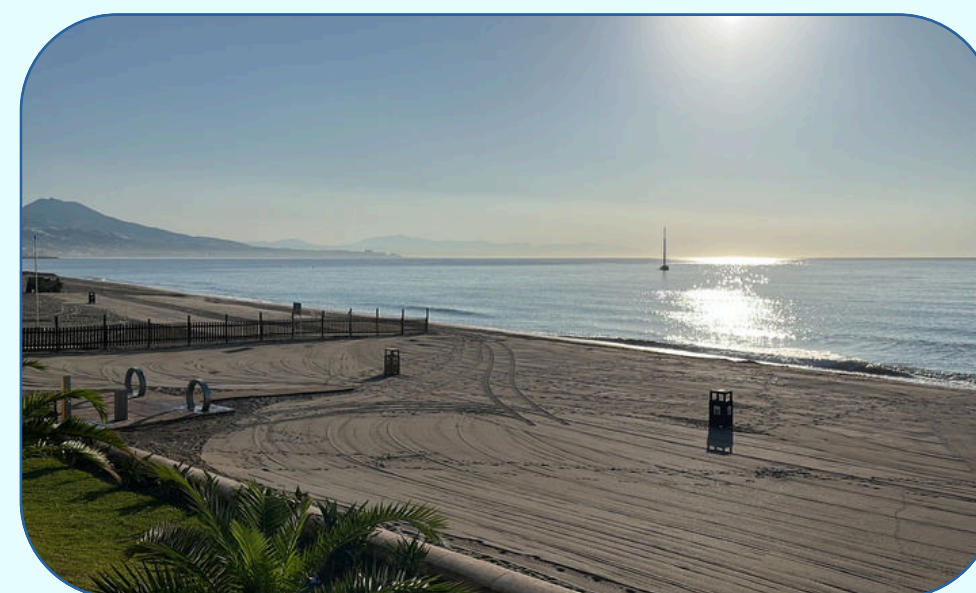
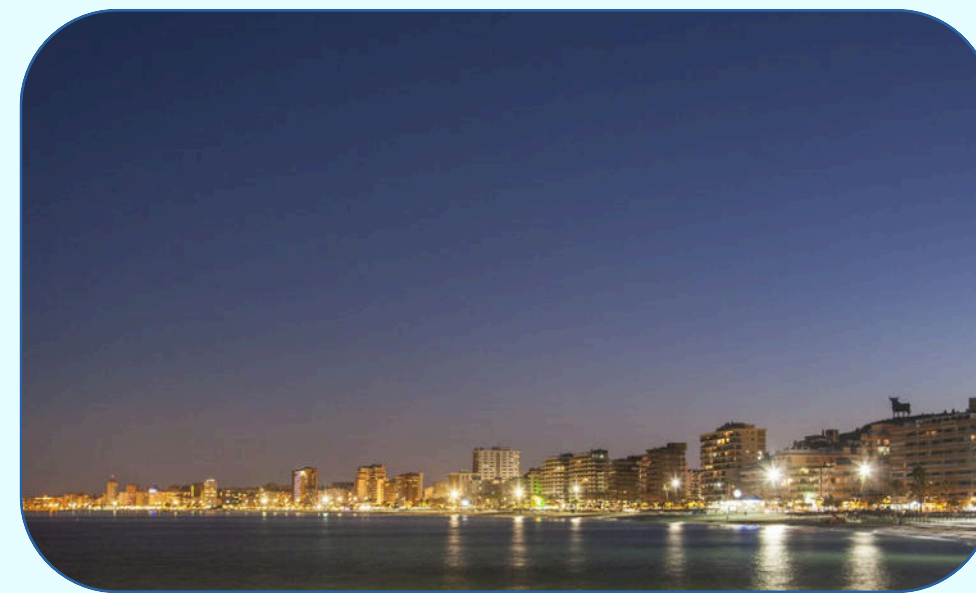
Fuengirola's beaches have 29 chiringuitos (beach bars), offering a wide variety of food and the opportunity to enjoy local dishes from the Costa del Sol.

- **Dog friendly beach:**

A section of El Castillo Beach is designated as a dog-friendly beach, where visitors can enjoy the beach with their dogs. This area is fenced off with gates and includes: dog showers y drinking water fountain for dogs.

To use this area, the following rules apply:

- The dog owner must keep the dog under control at all times. Dogs over 20 kg or with an irritable temperament must wear a muzzle.
- Animal waste must be cleaned up by the owner, including any affected sand, using hygienic bags.
- Animal identification documentation must be carried.



# 3. COMMITMENTS AND QUALITY INDICATORS

COMMITMENTS	INDICATORS
Have a lifeguard service. Respond to rescue and first aid calls.	Lifeguard service monitoring. Response time per intervention.
Conduct at least one bathing water analysis every 15 days. Clean the bathing water surface daily.	Bathing water analysis records. Reports from the Mancomunidad.
Clean public restrooms with the frequency established in the cleaning service contract.	Restroom cleaning log.
Maintain showers and footbaths, including performing analyses and fungicidal treatments. Repair breakdowns.	Records of analyses and fungicidal treatments. Maintenance log.
Clean the sand and collect waste from bins and selective collection containers daily.	Cleaning service monitoring. Visual beach inspections.
Perform maintenance on various equipment.	Maintenance log.
Maintain the quality management system for all certifications.	Documentation management for each standard. Internal and external audits.
Conduct at least 5 environmental activities during the bathing season.	Log of the number of activities carried out.
Clean the beach.	Cleaning log. Visual inspections.
Provide a quality service on the beaches.	Overall user satisfaction assessment. Visual inspections.

# 4. RIGHTS AND RESPONSIBILITIES OF CITIZENS

## RIGHTS

- Access both facilities and various services provided without any form of discrimination.
- Enjoy the beaches of Fuengirola safely.
- Be treated with respect and courtesy by municipal staff.
- Submit any suggestions, complaints, or claims and receive a response within the established timeframe.
- Hold the Administration and its personnel accountable.

## RESPONSIBILITIES

- Do not use sound reproduction devices that disturb other users.
- Do not engage in games or sports that may cause inconvenience or pose a physical risk to others, except in designated areas.
- Navigate only within designated swimming areas.
- Respect the instructions of lifeguards and the beach flag system indicating sea conditions.
- Comply with regulations regarding access with domestic animals.
- Do not use soap or shampoo in the showers.
- Do not light fires or barbecues except in designated areas.
- Camping and sleeping on the beach are not allowed.
- Street vending is prohibited.
- Maintain a polite and respectful attitude toward staff and other users.
- Use beach facilities and equipment properly.

# 5. CITIZEN PARTICIPATION

Citizens can contribute to the continuous improvement and development of services through the following means:

- Responding to satisfaction surveys conducted on the beach at different times.
- Participating in meetings organized by the Fuengirola City Council.
- Submitting citizen proposals.

The Fuengirola City Council has a Suggestions and Complaints System, through which citizens and public or private institutions can exercise their right to submit suggestions for the improvement of services provided; complaints regarding incidents or errors in service operations.

Suggestions and complaints can be submitted through:

- Gecor Application
- Fuengirola City Council Transparency Portal
- Fuengirola City Council Electronic Office
- Fuengirola City Council Registry Offices

**Contact the Beaches Department:**

- Operational Services Facility: Av. Leopoldo Werner s/n, 29640, Fuengirola
- Phone: +34 952 58 23 20
- Office hours: Monday to Friday, from 8:00 AM to 3:00 PM
- Email: [playas@fuengirola.org](mailto:playas@fuengirola.org)

# 6. BEACH MAPS

OUR BEACHES



# PLAYA EL CASTILLO

← PLAYA DE FUENGIROLA

MIJAS →



## LEYENDA LEGEND

### SERVICIOS BÁSICOS BASIC SERVICES

**PÉRGOLA**

- ACCESO PEATONAL  
PEDESTRIAN ACCESS
- PASARELA  
WALKWAY
- LIMPIEZA DE LA ARENA  
SAND CLEANING
- DUCHAS  
SHOWERS
- LAVAPIÉS  
FOOT SHOWERS
- RECOGIDA DE BASURA  
RUBISH COLLECTION

CANAL RÁPIDO FAST CHANNEL	PADDEL SURF PADDEL SURF	ESPETERO SPIT FISH STALL	CHIRINGUITO BEACH BAR	ZONA DE MORAGA GRILLED AREA	HAMACAS SUNBEDS	AGUA POTABLE DRINKING WATER	PUNTO DE MUESTREO SAMPLING POINT	ASEOS TOILETS	PARKOUR PARKOUR
CALISTENIA CALISTHENICS	APARCAMIENTO ADAPTADO ACCESSIBLE PARKING	MEGAFONÍA MEGAPHONY	DUCHA PARA PERROS DOG SHOWER	PLAYA CANINA DOG BEACH	RECOGIDA SELECTIVA DE RESIDUOS SELECTIVE COLLECTION OF WASTE	ZONA DE BAÑO ASISTIDO ASSISTED BATHING AREA	DUCHAS ADAPTADA DISABLED SHOWERS	ZONA ADAPTADA DE HAMACAS DISABLED SUNBEDS	DRON DE VIGILANCIA SURVEILLANCE DRONE
ESTADO DEL MAR SEA CONDITION	TORRE DE VIGILANCIA WATCH TOWER	SOLMÁFORO SOLAR RADIATION METER	PRIMEROS AUXILIOS FIRST AID	ZONA DE BALIZAMIENTO MARKING AREA					

# PLAYA DE FUENGIROLA



## LEYENDA LEGEND

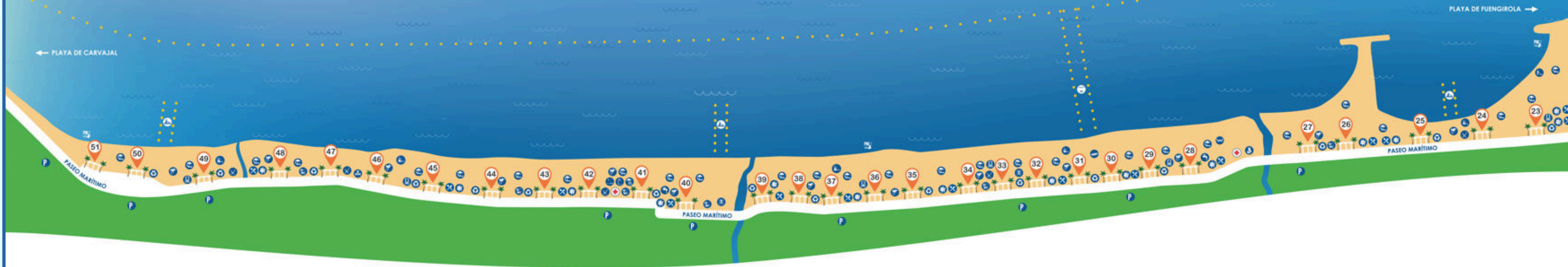
**SERVICIOS BÁSICOS**  
BASIC SERVICES

**PÉRGOLA**

- ACCESO PEATONAL  
PEDESTRIAN ACCESS
- PASARELA  
WALKWAY
- LIMPIEZA DE LA ARENA  
SAND CLEANING
- DUCHAS  
SHOWERS
- LAVAPIÉS  
FOOT SHOWERS
- RECOGIDA DE BASURA  
RUBISH COLLECTION

HIDROPEDALES PEDAL BOAT	QUIOSCO KIOSK	ESPETERO SPIT FISH STALL	CHIRINGUITO BEACH BAR	HAMACAS SUNBEDS	PUNTO DE MUESTREO SAMPLING POINT	ASEOS TOILETS	OFICINA DE TURISMO TOURISM OFFICE	AGUA POTABLE DRINKING WATER	APARCAMIENTO ADAPTADO ACCESSIBLE PARKING
CAMA ELÁSTICA TRAMPOLINE	ÁREA INFANTIL CHILDREN AREA	BIOSALUDABLE FITNESS EXERCISE MACHINE	CALISTENIA CALISTHENICS	RECOGIDA SELECTIVA DE RESIDUOS SELECTIVE COLLECTION OF WASTE	ZONA DE BAÑO ASISTIDO ASSISTED BATHING AREA	DUCHAS ADAPTADAS DISABLED SHOWER	ZONA ADAPTADA DE HAMACAS DISABLED SUNBEDS	TORRE DE VIGILANCIA WATCH TOWER	ESTADO DEL MAR SEA CONDITION
DRON DE VIGILANCIA SURVEILLANCE DRONE	MEGAFONÍA MEGAPHONY	SOLMÁFORO SOLAR RADIATION METER	PRIMEROS AUXILIOS FIRST AID	ZONA DE BALIZAMIENTO MARKING AREA					

# PLAYA DE LOS BOLICHES-GAVIOTAS



## LEYENDA LEGEND

**SERVICIOS BÁSICOS**  
BASIC SERVICES

**PÉRGOLA**

- ACCESO PEATONAL  
PEDESTRIAN ACCESS
- PASARELA  
WALKWAY
- LIMPIEZA DE LA ARENA  
SAND CLEANING
- DUCHAS  
SHOWERS
- LAVAPIÉS  
FOOT SHOWERS
- RECOGIDA DE BASURA  
RUBBISH COLLECTION

CANAL RÁPIDO FAST CHANNEL	HIDROPEDAL PEDAL BOAT	CHIRINGUITO BEACH BAR	ESPETERO SPIT FISH STALL	HAMACAS SUNBEDS	AGUA POTABLE DRINKING WATER	RECOGIDA SELECTIVA DE RESIDUOS-SELECTIVE COLLECTION OF WASTE
VARADERO DOCKYARD	ASEO OSTOMIZADO OSTOMIZED TOILET	ASEOS TOILETS	CALISTENIA CALISTHENICS	BIOSALUDABLE FITNESS EXERCISE MACHINE	VOLEIBOL VOLLEYBALL	ÁREA INFANTIL CHILDREN AREA
P. APARCAMIENTO ADAPTADO ACCESSIBLE PARKING	ZONA DE BAÑO PARA MAYORES SENIOR BATHING AREA	DUCHAS ADAPTADAS DISABLED SHOWERS	ZONA DE BAÑO ASISTIDO ASSISTED BATHING AREA	ZONA ADAPTADA DE HAMACAS DISABLED SUNBEDS	DRON DE VIGILANCIA SURVEILLANCE DRONE	TORRE DE VIGILANCIA WATCH TOWER
PM PUNTO DE MUESTREO SAMPLING POINT	MEGAFONÍA MEGAPHONY	ESTADO DEL MAR SEA CONDITION	COORDINACIÓN VIGILANTES DE PLAYA BEACH PATROL COORDINATION	SOLMÁFORO SOLAR RADIATION METER	PRIMEROS AUXILIOS FIRST AID	ZONA DE BALIZAMIENTO MARKING AREA

# PLAYA DE CARVAJAL



## LEYENDA LEGEND

**SERVICIOS BÁSICOS**  
BASIC SERVICES

**PÉRGOLA**

- ACCESO PEATONAL  
PEDESTRIAN ACCESS
- PASARELA  
WALKWAY
- LIMPIEZA DE LA ARENA  
SAND CLEANING
- DUCHAS  
SHOWERS
- LAVAPIÉS  
FOOT SHOWERS
- RECOGIDA DE BASURA  
RUBISH COLLECTION

PADDEL SURF PADDEL SURF	CHIRINGUITO BEACH BAR	ESPETERO SPIT FISH STALL	AGUA POTABLE DRINKING WATER	HAMACAS SUNBEDS	RECOGIDA SELECTIVA DE RESIDUOS SELECTIVE COLLECTION OF WASTE	PUNTO DE MUESTREO SAMPLING POINT	ASEOS TOILETS	MEGAFONÍA MEGAPHONY	APARCAMIENTO ADAPTADO ACCESIBLE PARKING
FÚTBOL SOCCER	BIOSALUDABLE FITNESS EXERCISE MACHINE	ÁREA INFANTIL CHILDREN AREA	CALISTENIA CALISTHENICS	ESTADO DEL MAR SEA CONDITION	ZONA DE BAÑO ASISTIDO ASSISTED BATHING AREA	DUCHAS ADAPTADAS DISABLED SHOWERS	ZONA ADAPTADA DE HAMACAS DISABLED SUNBEDS	TORRE DE VIGILANCIA WATCH TOWER	DRON DE VIGILANCIA SURVEILLANCE DRONE
			SOLMÁFORO SOLAR RADIATION METER	PRIMEROS AUXILIOS FIRST AID	ZONA DE BALIZAMIENTO MARKING AREA				



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