



It is for me, and for the citizens of Rota, with I represent, a pleasure to welcome you through this letter of Commitment published by the Delegation of Beaches. The main objective of the Corporation is to serve our neighbours and visitors efficiently, always seeking to satisfy their needs, and working on continuous improvement of our services.

Rota has 16 kilometers of beaches, a wide coastal strip of high natural and tourist attractions. Year after year, awards such as the Blue Flag, the Q of quality, ISO 14001 and EMAS are systems that legitimize the quality and good beaches, demonstrating that Rota is a Quality Tourist Town.

We hope you enjoy the beach and the services available, and we also request your involvement in our work by a civic behaviour and respect for the environment and other users.

**D. JOSE JAVIER RUIZ ARANA. TOWN MAYOR**

**USERS RIGHTS**

In accordance with the Law of the 30/1992 Regime Legal Public Administration and Procedure Common administrative, users are entitled to:

- Be treated with due respect, consideration, impartiality and without discrimination.
- Effective protection of their rights and freedoms and defense of person property.
- Respect for personal privacy and confidentiality in matters where the Delegation of Beaches become involved in the line of duty.
- Support and information about requests, demands, complaints and suggestions.
- Receive information of general interest related to the services and operations of the Delegation of beaches, either in the act, written or by telephone.
- Receive information regarding legal and technical requirements of operations or requests to carry out events that need to be presented to the Delegation of Beaches.
- Access to the files and registers of the Delegation of Beaches in agreement with the terms set out by law.
- A diligent handling of cases requiring, in a effectively and quickly manner, as well as making available information regarding the status of the procedure affecting the interested.



**Módulo Central "La Costilla"**

Location map

**ADDRESSES: ACCESS ROUTES AND PUBLIC TRANSPORT**

- Address: **Headquarters:** Paseo Marítimo de la Costilla. .
- Bureau: España Square, Alcalde Carlos González Camoyán Building. *First floor.*
- Telephone: 956 84 00 03
- Website: [www.aytorota.es/playa](http://www.aytorota.es/playa)
- Email: [playas@modusrota.es](mailto:playas@modusrota.es)
- Public transport: **Access through lines 1and 2 in city buses.**

**PUBLIC OPENING HOURS**

- Beaches: 09:00 to 21:00 Hour. (Monday to Sunday)
- Offices: 08:00 to 14:00 Hour. (Monday to Friday)

**QUALITY AND ENVIRONMENTAL CERTIFICATES 2023**

GALEONES	✓	✓	✓	✓	✓	✓
ROMPIDILLO-CHORRILLO	✓	✓	✓	✓	✓	✓
COSTILLA	✓	✓	✓	✓	✓	✓
PUNTALILLO	✓	✓	✓	✓	✓	✓
PUNTA CANDOR	✓	✓	✓	✓	✓	✓
BALLENA	✓	✓	✓	✓	✓	✓

For more information you can consult the Rota Town Hall web site, in the section of Beaches.

[www.aytorota.es/playa](http://www.aytorota.es/playa)



**STATEMENT OF BEACHES**



**ROTA TOWN HALL**

[www.aytorota.es](http://www.aytorota.es)

The statement of services is a suitable method to strictly define the levels of quality that users can expect from the services that they request. It also serves to publicly outline the materialisation of the principles of transparency, participation and responsibility.

In this manner, the Statement of Services becomes a management tool that can be used to improve the quality of services offered in relation to the needs and expectations of the users, drawing public services and end user closer.

CS Rev.19 15/03/2023

## PORPOSE

Ensure maximum enjoyment of the beaches of Rota to users, keeping a respectful environmental performance.

## SERVICES

The Delegation of Beaches offers the following services to the users;

- Cleanliness of the sand of the beaches.
- Cleanliness of the promenade and public restrooms.
- Waste management and control.
- Care and maintenance of the gardens along the promenade.
- Monitoring and control of contamination of bathing waters.
- Coordination with Civil Protection:
  - Monitoring, Life-saving and First-Aid.
  - Medical services and transport of beach users.
  - Zoning and safety in the sea.
  - Special services for disabled.
- Civil safety (via the Local Police)
- Information and Loudspeakers announcements:
  - Information about beach services.
  - Tourist information.
  - Information regarding code of conduct.
  - Information about safety and life-saving.
  - Hygiene-Sanitation-Environmental Information.
- Beach Promotion, via coordination with other delegations:
  - Environmental awareness
  - Sporting activities
  - Tourist activities
  - Festive events
  - Cultural events
  - Workshops, games,...Etc.
- Management and control of concessions
- Response to Hygiene- Sanitation-Environmental incidents.



QUALITY AND ENVIRONMENT COMMITMENT
<ul style="list-style-type: none"> <li>• Sand cleanliness, before 11:00 am, with the exception of specific events that require a high level of clean-up: Absence of cigarette butts, stains, spills, urban residues, inert residues, dangerous and/or bio- residues, tide-borne and/or animal residues.</li> </ul>
<ul style="list-style-type: none"> <li>• Promenade and public restroom cleanliness, high or very high.</li> </ul>
<ul style="list-style-type: none"> <li>• Selective collection of residues or waste, separated and classified as urban waste, tide-born waste, dangerous waste, bio-waste and inert waste.</li> </ul>
<ul style="list-style-type: none"> <li>• Monitoring and controlling water contamination levels of the bathing areas of the sea, to ensure that the hygiene and sanitary levels are optimal and agreed to the certification held.</li> </ul>
<ul style="list-style-type: none"> <li>• Responding to complaints and suggestions, within a maximum period of 10 days, in an effort to constantly improve our services.</li> </ul>
<ul style="list-style-type: none"> <li>• Inspecting concessions stands, to ensure their suitability.</li> </ul>
<ul style="list-style-type: none"> <li>• Public information, provided by the Delegation of Beaches of the Rota Town Hall with regards to the levels of compliance to the commitments laid out in this Statement and in The Environmental Declaration, as well as the services that are available, the rights you have, and the possible ways of collaboration and participation.</li> </ul>

## QUALITY AND ENVIRONMENTAL INDICATORS

The Delegation of Beaches of Rota Town Hall has at your disposal an Integrated Management System for Quality and Environment which includes numerous indicators for tracking the efficiency and effectiveness of the Services that are provided to the end user. These are a few evaluation indicators of the Statement of Services:

- Time to resolve incidents.
- Number of complaints with respect to internal incidents.
- Average levels of cleanliness of sand.
- Average levels of cleanliness of the promenade.
- Selectively collected residues.
- Ratio of concession stands that conform to standards.

## QUALITY AND ENVIRONMENT OBJECTIVES

The Aims set out the present year and the results reached the previous year, can be consulted in the Environmental declarations, they are available in the web page of the Rota Town Hall. [www.aytorota.es](http://www.aytorota.es)

## WAYS TO COLLABORATE AND PARTICIPATE

The users of the Delegation of Beaches can collaborate with the provider of services in the following ways:

- By expressing their opinions in yearly satisfaction surveys.
- Writing to the OAC (Citizens Attention Office) of the Town Hall, or to the respective offices of the Delegation of Beaches, or in the Beach Modules.
- Filling the form of complaints and suggestions of this Delegation.

## COMPLAINTS AND SUGGESTIONS

• End users can present their complaints and suggestions regarding the functioning of our services, writing to the OAC (Citizens Attention office) of the Rota Town Hall located at España Square unnumbered, by e-mail [oac@aytorota.es](mailto:oac@aytorota.es) or through the web page [www.aytorota.es](http://www.aytorota.es)

• Complaints and suggestions forms can also be presented at the offices located in España Square, or at the main beach module located at Paseo Marítimo de la Costilla or through the following email: [playas@modusrota.es](mailto:playas@modusrota.es)

**For further information,**

**please visit our website:**

[www.aytorota.es/playa](http://www.aytorota.es/playa)



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