Beaches services letter 2024



The Blue Flag, the Q of quality of the ICTE, the ISO 14001 and EMAS of environmental certification are mechanisms that the Castelló d'Empúries Town Council has to ensure that the beaches, along with the services and installations, is a model of sustainable quality in environment terms.

1. Our beaches

Castelló d'Empuries-Empuriabrava has, almost 7 km of beaches, a wide coastal band of high natural interest, that is partially included in the Natural Park of Aiguamolls de l'Empordà and of high tourist interest, as in summer the number of visitors greatly increases.

There are three beaches:
- The Beach of Can Comes, included in the natural reservoir of the Natural Park of Aiguamolls de l'Empordà.
- The Beach of Empuriabrava, which has all the required services to competently attend to the needs of its tourists.
- The Beach of La Rubina, also known as the wild beach.

2. Services

The beach of Empuriabrava possesses all the sanitary, security and leisure services necessary to assure the satisfactory stay of the users, thanks to the Blue Flag, a label that recognizes the adaptation of the beach to determinate criteria of legality, accessibility, health, cleanliness and security, revised periodically. With this international label, granted by the ADEAC-FEE foundation, Empuriabrava tries to obtain a sustainable development for tourism and the correct environmental management of the municipal littoral.



As to the beach's services, there are showers, temporarely closed now due to drought, public toilets, adapted toilets, parking places and access for handicapped. Also parking places for bikes, snack-bars, public transport, selective withdrawal, sportive areas, life guard and first aid posts with chairs and ambulance, two points of water analysis and a public use channel.

Lifeguard and first aid service available during the high season for bathing, from 21 June to 11 September, from 11.00 to 19.00 hours, Monday to Sunday, consisting of 2 first aid posts and 6 lifeguard towers, three on the beach of Empuriabrava and three on the beach of la Rubina.

In 2009, we have obtained the certification with the Q of quality tourism, ISO 14001 and EMAS, environmental badges, which guarantee the users satisfaction and the efficiency of the production under environmental criteria in the planning, development and management of the provision of services on the beaches.

3. Suggestions and complaints



The Castelló d'Empúries Town Council has a system of suggestions and complaints for users of the beach, through which you can expose us to your opinions and help to improve the services that we offer. You can pass on any suggestions, ideas, remarks or complaints that you may have directly to the Town hall website or in this mail participacio@castello.cat.

EMAS GESTIÓ AMBIENTAL VERIFICADA ES-CAT-000325

CALIDAD TURISTICA

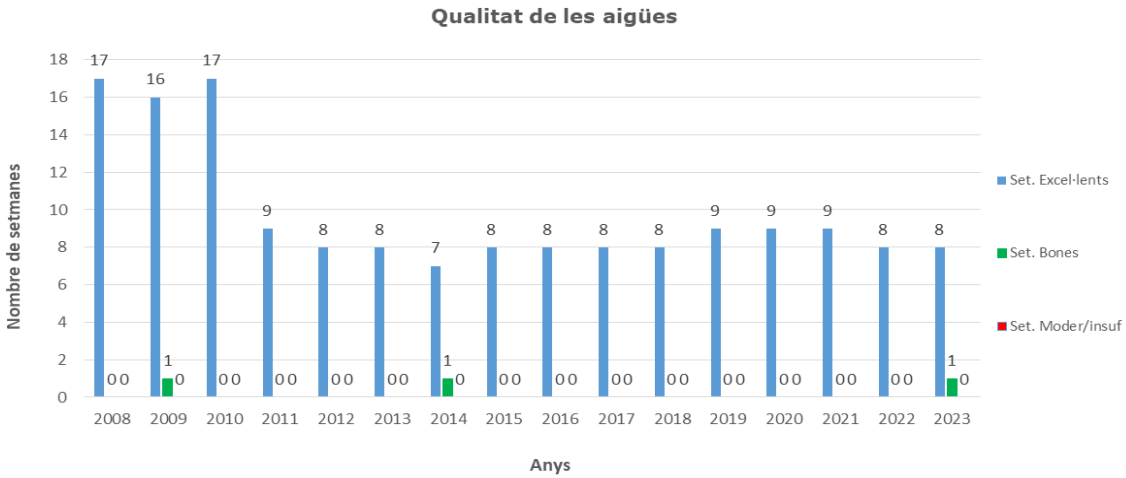
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OCA ISO14001

Castelló d'Empúries Empuriabrava

4. Appearance and quality of water

The quality of the water is determined by the Catalan Agency of water, who make a weekly test. Throughout the last season, the beach of Empuriabrava has obtained a rate of excellent.





5. Commitments and indicators

1. Continuous lifeguard from 21 June until 11 September from 11.00 to 19.00 hours, Monday to Sunday. The bathing high season is from mid July to the third week of August.
2. Cleaning of the sand on a daily basis.
3. Removal of waste, empting of waste-paper bins every day, with classification at destination. Increase of frequency during the bathing high season.
4. Existence of a protocol in presence of risk factors for the users.
5. Location of buoys along the full length of the beach, to indicate bathing areas and also areas where water crafts can approach the beach.
6. Restrictions compliance controlled by the Green Police, the Environment and Health department and the local waste management.
7. Emergency service delay lower than 4 minutes.
8. The Town-Hal take the compromise, if is necessary again, to implement all the hygienic measures in all its facilities to avoid the spread of the Covid-19.

All the information related to the environmental aspects and the hygienic risks is written in the Environmental Declaration.



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6. Expected behaviour at the beach

To promote the civic behaviour and the respect for the environment there are some prohibitions in use:

- Use of portable audio players.
- Presence of domestic pets.
- Motor vehicles, except lifeguard, emergency and waste removal service.
- Practice of games or sports that can disturb or be hazardous to other beach users. These are expected to be conducted in the areas designated for this purpose.
- Hawking or distribution of publicity in any format.
- Camping and fire ignition.
- Littering of waste outside the waste-paper bins, or in an inappropriate place.
- Washing or maintenance of boats due to the possibility of spills of toxic products into the water.
- Use of water motorbikes without special permission, without registration or civil assurance.
- Sailing inside the buoy bathing areas, less than 50 meters from other boats or the coastline, and also less than 200 meters from beaches without buoys.
- Bathing when the red flag has been raised. This can be sanctioned by the indications of the lifeguards. Also, the bathers and boat users are expected to respect the lifeguard's indications and the signalization flags.
- All user is responsible for complying with the Hygiene and Health current regulations at all times.