



CONCELLO DE RIBADEO



CALIDAD TURÍSTICA

SERVICES LETTER OF THE BEACHES OF AS CATEDRAIS AND OS CASTROS-AS ILLAS 2018



AS CATEDRAIS



OS CASTROS-AS ILLAS

SERVICES LETTER

BATHING SEASON: 15th June – 14th September

PEAK PERIOD: 15th July – 15th August

CODE OF CONDUCT IN THE BEACH

In the beaches of As Catedrais and Os Castros-As Illas, it`s forbidden along the whole year:

- Presence of motor boats, motorcycles, etc., except those belonging to the security and rescue service.
- Presence of pets (prohibition at Easter and from 15 May to 15 September)
- Deposit of waste and packaging in unauthorized places
- Making of camping
- Passage of unauthorized vehicles
- Use of detergents in outdoor showers
- Other annoying activities for other users (annoying noises, unauthorized sports practices ...).

SERVICES AVAILABLE FOR BEACH USERS

	AS CATEDRAIS	OS CASTROS- AS ILLAS
ACCESS	The main accesses to the beach are located on the N-634 road, in the A Devesa area, which is also accessed from the A-8 motorway. There is access to the sandy beach, not adapted, if being accessible all the beach environment. In Easter, July, August and September, free authorization is required to visit (https://ascatedrais.xunta.gal)	The main accesses to the beach are located on the N-634 road, in the A Devesa area, which is also accessed from the A-8 motorway. There are 3 accesses to the sand, 2 in Os Castros and 1 in As Illas, not adapted, if being accessible all the beach environment.
TOILETS, SHOWERS, FOOTBATHS	The beach of As Catedrais has 3 bathrooms, one of them adapted for people with reduced mobility. In addition there are 4 showers, also adapted. It establishes a public price of 0.50 € for the use of toilets	In the access by ramps there are 4 toilets and 4 showers, as in the access by stairs. In the first aid and first aid stand located in the center of the walk there are 2 adapted toilets.
SOCORRISM AND FIRST AID SERVICE	On the beaches of As Catedrais and Os Castros-As Illas there is a rescue and first aid team composed of 14-16 lifeguards, 2-3 health technicians and Civil Protection volunteers, assisted by the Galician Health Service (SERGAS). The Health Center of Ribadeo has a Continuous Care Point 24 hours, located at Calle Reinante s / n, telephone 982130143, in which a medicalized ambulance is also available permanently.	
INFORMATION POINT	The information point on the beach of As Catedrais is located in the main access to it. The opening hours are from Monday to Sunday from 11 to 14 and from 16 to 19 hours. In addition, there is the Tourist Information Service in the town center of Ribadeo Town Hall, in the Plaza de España (Historic Center) with a schedule from Monday to Friday, from 9:30 a.m. to 4:00 p.m. and from 4:00 p.m. to 6:00 p.m. Sundays from 10 to 14 and from 16 to 20 hours. The telephone number is 982 128 689.	
LOCAL POLICE	The beaches of As Catedrais and Os Castros-As Illas will have police presence according to protocol defined by the local Police, from 11 to 20 hours from 15 June to 15 September. In other seasons (parties or special events), the minimums will be maintained.	
STAINLESS STEEL, CONTAINERS SELECTIVE COLLECTION	There is a daily cleaning service on the beaches of As Catedrais and Os Castros-As Illas, which cleans the surface of the beaches and their infrastructures and accesses. In addition, there are located bins and containers for the selective collection arranged in the main accesses, which are emptied daily.	

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ANALYSIS OF WATER QUALITY	There is a service of analysis of the water realized every 15 days through the Xunta de Galicia, by means of which it is tried to carry out a monitoring of the bath waters of these beaches, obtaining a guarantee of quality. The results of these updated analyzes can be consulted in the information panels located in the main accesses of the beaches from 15 June to 15 September.
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COMPLAINT AND SUGGESTIONS SYSTEM

There are sheets of complaints and complaints available to users of the beaches of As Catedrais and Os Castros-As Illas in the information points and in the rescue modules of the beaches. Also on the website of the City of Ribadeo and the Tourist Information Point there is a suggestion box for any idea that you want to contribute. In addition, within the quality system belonging to these beaches, there are records for incidents and nonconformities detected daily on the beaches.

RESULTS OF ENVIRONMENTAL INDICATORS IN 2017

Indicator	Unit	Os Castros-Illas	As Catedrais
Biodiversity	m2/worker	4.892,31	3,155,56
Power consumption	kWh/ worker	0,00	0,00
Water consumption	m3/ worker	34,20	46,22
Toner Consumption	kg/ worker	0,01	0,01
Office paper consumption	kg/ worker	0,05	0,04
Toilet paper consumption	kg/ worker	2,86	8,89
Handling paper consumption	kg/ worker	0,00	11,83
Consumption of cleaning products	kg/ worker	1,39	6,18
Fuel consumption	GJ/ worker	0,78	0,65
Generation of residuals of rest fraction	t/ worker	2,89	3,43
Generation of packaging waste	t/ worker	0,39	0,22
Generation of paper-cardboard waste	t/ worker	0,04	0,05
Generation of glass waste	t/ worker	0,25	0,21
Generation of septic tank waste	t/ worker	0,40	1,44
Generation of biosanitary waste	t/ worker	0,00	0,00
Discharge of sanitary waters and cleaning	m3/ worker	6,84	9,24
Wastewater discharge	m3/ worker	27,36	36,98
Emissions	t CO2/ worker	0,05	0,04
Quality of bath water	Final clasification	Excellent	Excellent
Sand quality	TPHS (mg/kg)	Suitable	Suitable
Quality of water sheet	Analysis visual	Suitable	Suitable
Fungus and yeast for showers and footbaths	ufc/25 cm2	Suitable	Suitable

RESULTS OF HYGIENIC-SANITARY INDICATORS IN 2017

Indicator	Os Castros-Illas	As Catedrais
Nº of stings by marine animals	34	78
Nº of stings by terrestrial animals	0	13
Nº of cuts	10	83
Nº of contractures, blows or sprains	2	15
No. of wounds, splinters, scrapes or burns	6	155
No. of rescues	1	0
Nº days of prohibition of bathing (other than red flag)	0	0
No other events (rashes, blisters, dizziness, etc.)	2	40
Nº of attendances with diversion to health center or hospital	2	10

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Total number of assists		55	384
SIGNIFICANT INDICATORS 2018			
Beach	Normal and abnormal functioning	Impact	
Os Castros-As Illas	Water consumption	Exhaustion of natural resources	
As Catedrais Os Castros-As Illas	Fuel consumption	Exhaustion of natural resources	
As Catedrais Os Castros-As Illas	Cleaning products consumption	Exhaustion of natural resources	
As Catedrais	Dry paper consumption	Exhaustion of natural resources	
As Catedrais	Toilet paper consumption	Exhaustion of natural resources	
As Catedrais Os Castros-As Illas	Waste rest	Soil and water contamination	
As Catedrais Os Castros-As Illas	Waste glass	Soil and water contamination	
As Catedrais Os Castros-As Illas	Hazardous waste vehicle maintenance	Soil and water contamination	
As Catedrais Os Castros-As Illas	water discharge	Soil and water contamination	
Beach	Hygienic health risks	Impact	
As Catedrais Os Castros-As Illas	Marine animal stings	Affection to health	
As Catedrais	Blows or scratches	Affection to health	
As Catedrais	Cuts for crystals, stones or waste in the sand	Affection to health	
Beach	Emergency situations	Impact	
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OTHER HIGHLIGHTS

- Number of complaints received from users of the beach in relation to the first aid and first aid service (No. complaints season 2017 = 0)
- Number of complaints about maintenance and cleaning services of facilities and equipment (No. complaints season 2017 = 1)
- Number of complaints received regarding the user satisfaction survey (No. complaints season 2016 = 0)
- Number of surveys carried out (No. surveys season 2017 = 206)
- Number of incidents detected in the inspections with respect to the existing maintenance service on the beach (No. incidents season 2017 = 0)
- Number of complaints received regarding the leisure service (No. complaints season 2017 = 0)
- Number of complaints received regarding access to the beach service (No. of complaints season 2017 = 0)
- Number of complaints received regarding the surveillance service (No. complaints season 2017 = 0)
- Number of incidents detected in the inspections with respect to the existing information service on the beach (No. incidences season 2017 = 0)

OBJECTIVES ESTABLISHED 2017

1. Reduce water consumption on the beach of Os Castros-As Illas by 10%.
Result: The objective is fulfilled more than once, reaching a reduction of 32.24%.
2. Realization of a greater number of awareness activities on beaches.
Result: Objective met when carrying out 6 campaigns against the 5 proposals as a minimum.

NEW OBJECTIVES ESTABLISHED 2018

1. Reduce the consumption of raw materials in As Catedrais and in Os Castros-As Illas (10% each significant aspect)
2. Reduce water consumption on the beach of Os Castros-As Illas by 10%

COMMITMENTS ACQUIRED BY THE RIBADEO CITY COUNCIL

The City Council of Ribadeo acquired commitments of both quality and environmental management that are reflected in the beach and environmental management policies approved by the local government board and which are exposed to the public.

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