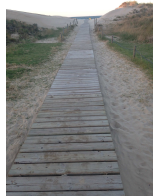


LA SALVÉ BEACH

LIST OF SERVICES 2023



BATHING SEASON 2023

MUNICIPALITY

La Salvé beach is located in the town of LAREDO (10.825 inhabitants).

SURROUNDING AREA

- *Towns nearby:* Limpias, Colindres, Liendo and across the river Asón is also Santoña. La Salvé beach is not border with any of these towns, although El Puntal area is opposite to Santoña's town.
- *The Mantilla river* flow into in the central area of the beach, close to the area known as Carlos V. The river flows underground for the final 300 metres, starting at Padre Ignacio Ellacuría street, and emerging again right on the beach, next to the Seafront wall.
- *Natural areas:* Santoña, Victoria and Joyel marshland Natural Reserve, ZEPA and LIC La Salvé and El Regatón beaches. The Coastal Development Plan approved under Law of Cantabria 2/2004 also affects the area.



LA SALVÉ BEACH

La Salvé beach is located between the section of the old dune that runs from **Laredo Port** (South Wall, Laredo Marina) to the end of the residential complex (República de Puerto Rico street, **End of the Laredo Seafront Seafront**).

The full list of services provided by La Salvé beach can be found in the beach First Aid Centre and on the Laredo Town Hall website: www.laredo.es
Additionally on the website you can find information regarding water and sand quality, the beach Integrated Policy etc.

QUALITY AND ENVIRONMENTAL POLICY

Laredo Town Hall has implemented a Quality Assurance System "**Q for Tourism Quality - ISO 13009**", Environmental System "**ISO 14001**" and accessibility according to "**ISO 170001**", in order to satisfy the experience of visitors to the beach.

To this end, the systems directors have compromised to develop and implement a quality and environmental policy in all areas, services and departments involved. The policy suits the goals and objectives defined by the systems directors.



CHARACTERISTICS LA SALVÉ BEACH

- Length: **4250 metres**
- Average width: **120 metres**
- Degree of occupation: **High**
- Degree of development: **Urban**
- Seafront: **Yes**
- Type of beach: **Urban**
- Composition: **Sand**
- Type of sand: **Golden**
- Swimming conditions: **Moderate waves / windy**
- Anchoring area: **NO**
- Nudist: **NO**
- Presence of vegetation: **Yes**
- Protected area: **NO**
- ISO 14001: **Yes**
- ISO 170001: **Yes**

BATHING SEASON:

From June 1st to September 30th

BATHING SCHEDULE

The bathing schedule for the present season is between 9:00 AM and 8:30 PM

HIGH SEASON (Period of maximum occupation)

From July 15th to August 15th

ACCESS

- **Main access** to La Salvé beach, **E4**.
- There are **2 access points** adapted for people with reduced mobility, provided with: accesses, bathroom, shower, resting platform on the beach, as well as adapted parking spaces (**E3 – E26**).
- There are a total of **29 entrances** to the beach (E1 to E29).

ENTRANCE (E)	Access by	ENTRANCE (E)	Access by
E1	Espigón Sur Puerto Deportivo	E15	C/ República de Colombia
E2	C/ Raimundo Revilla	E16	C/ República de Cuba
E3	C/ Equilior	E17	C/ República de Chile
E4	C/ Almirante Bonifaz	E18	C/ República Dominicana
E5	Paseo Marítimo 1 (Delfines)	E19	Parque Los Tres Laredos
E6	Paseo Marítimo 2	E20	C/ República de Ecuador
E7	Paseo Marítimo 3 (Duna)	E21	C/ República de Filipinas
E8	Restaurante Pescador	E22	C/ República Guatemala
E9	C/ Orquídeas	E23	C/ República de Honduras
E10	C/ Víctimas del Terrorismo	E24	C/ República de Méjico
E11	C/ Rosas	E25	C/ República de Panamá

E12	C/ García Learniz	E26	Parque de Cenon 1
E13	C/ República de Argentina	E27	Parque de Cenon 2
E14	C/ República de Bolivia	E28	C/ República de Paraguay
		E29	C/ República de Perú

GENERAL SERVICES DURING BEACH SEASON

- **FIRST AID SERVICE.** The beach has a First Aid Centre with medical service and ambulance, as well as 7 surveillance towers.
 - Surveillance Towers nº 1 – E4
 - Surveillance Towers nº 2 – E10
 - Surveillance Towers nº 3 – E15
 - Surveillance Towers nº 4 – E19
 - Surveillance Towers nº 5 – E23
 - Surveillance Towers nº 6 – E27
 - Surveillance Towers nº 7 – E29
- **BATHING CONDITIONS SIGNS:**
 Green flag: Good swimming conditions
 Yellow flag: Swim with caution
 Red flag: Swimming forbidden
- **POLICE SERVICE:** There are police patrolling on the Seafront pursuant to the protocol defined by the Local Police Superintendent.
- **INFORMATION POINT:** Users are provided with information on the services available at the beach during bathing season, Laredo tourism information, management system, codes of conduct and safety by means of the information panels located on the Seafront. Further information: www.laredo.es
- **CLEANING AND MAINTENANCE SERVICES FOR THE INSTALLATIONS AND EQUIPMENT:** The Town Hall takes care of the sand conditions, maintenance of the beach equipment, collection and management of selective waste, application of fungicides on walkways, showers, etc.
- **SPORTS ACTIVITIES:** There are volley-ball courts than can be used, free of charge.
- **SHOWERS AND FOOT WASHERS:** Most of the entrances have showers and foot washers installed on platforms. At the two adapted access points, there are showers and foot washers modified for people with reduced mobility. Water quality checks and tests for fungus on the platform surfaces are carried out.
- **BATHROOMS:** There are bathrooms with guaranteed hygiene on the beach seafront.
- **FOUNTAINS:** There are fountains providing drinking water on the beach and along the seafront.
- **PLAYGROUND:** There are children's play areas on the beach.
- **ASSISTED BATHING:** There is an amphibian beach chair that provides safe access to bathing in the sea.
- **WATER QUALITY ANALYSIS AND MONITORING:** The water quality is analysed regularly. Users can obtain information on this at the Rescue Coordination Centre.

GENERAL SERVICES OUT OF BEACH SEASON

- **POLICE SERVICE:** The beach La Salvé and the seafront have presence of local Police according to the protocol defined by the Head of Local Police.

- **CLEANING SERVICE:** requested by the Council of Laredo.
- **INFORMATION BOARD:** Safety, Environmental Information and Dogs Allowed information.

CODE OF CONDUCT

- Pets are forbidden during the bathing schedule 9:00 AM to 8:30 PM
- It is forbidden to swim at the water sports entry - exit area
- Boat traffic is forbidden.
- Camping is forbidden.
- Soap/ detergent in the showers is forbidden.
- Vehicle traffic is forbidden.
- Annoying activities are forbidden (noise, non-authorised sports, etc.).
- Excessive use of water is forbidden.
- Waste must be deposited at authorised points.
- Bonfires are not allowed.



BEACH "DOGS ALLOWED"

Local Ordinance Regulatory for the Use of Laredo's Beaches

The modifications of the Local Ordinance Regulatory for the Use of Laredo's Beaches were published on the 19th of May de 2021, at the Official bulletin of Cantabria Nº 95, according to the presence of dogs at Laredo's beaches. In the article nº **12 are defined the prohibitions, "The presence of animals is forbidden in Laredo's beaches during the bathing schedule of the bathing season"**.

Therefore, is communicated to the citizens that **the presence of animals at Laredo's beaches will be allowed during the bathing season (out of the bathing shchedule)**, stablished anually in the notification of Bathing Season at La Salvé Beach.

Laredo's Town Council has stablished several rules to comply with for all the animal owners, with the objective of a good cohabitation with the rest of swimmers, visitors, the rest of animals and the environment.

The Local Ordinance of beaches, between others, stipulate that the presence of dogs during the non authorised Schedule is a SEVERE OFFENCE and could be penalised with a fine "from 751 until 1.500 €".

¿WHEN IS THE PRESENCE OF DOGS AUTHORISED?

▶ **OUT OF THE BATHING SEASON:**
ALWAYS

▶ **DURING BATHING SEASON:**
NOT DURING THE BATHING SCHEDULE

▶ **SCHEDULE AUTHORISED:**
From 9:00 AM until 8:30 PM

▶ The guide or assistance dogs do not have any limitation to Access the beaches, as they are essential for their owners.

RULES OF USE “DOG FRIENDLY BEACH”

- Is forbidden the acces of dogs to the beach within the bathing Schedule stablished on each season.
- According to the article 23 of the Beach Ordenance, is forbidden that the dogs are not tied. The dogs will be with their owners always attached with the lead.
- The Access to the beach will be always by the stablished paths, avoiding the vegetation destruction existing in the arenal.
- The animal must be controlled by the owner at all times.
- The owner have the obligation of controlling, preserve the quiet and try that the animal doesn't disturb to the rest of users of the beach and other dogs, as the owner will be the responsable of any damage that could cause to the people
- The dog owner must have the animal with the vaxines and in a good higenyc condition and must have the justification documents updateed. The documents required are the microchip, passport, obligatory vaxines and insurance in case of Potencially Dangerous Dog.
- If the animal is classified as Potentially Dangerous Dog, it must be always with the lead and have the muzzle at all times.
- The owner have to collect the excrements of the dog. It should carry enough bags to collect it and leave it in the especific bins located around the beach.
- Is not allowed the use of showers, footbaths and fountains that are located at the beach and the seafront, by the dogs.
- The Local Ordenance of Laredo's beaches, between others, stipulate that the presence of dogs during the non authorised schedule is a SEVERE OFFENCE and it could be penalised with a fine up to 1.500 €.

	LIST OF SERVICES	 AYUNTAMIENTO DE LAREDO
	LA SALVÉ BEACH	

SUGGESTION AND COMPLAINT SYSTEM:

All beach users are entitled to make suggestions and lodge complaints and claims on the operation of the services provided at the beach, therefore:

- All users at La Salvé are entitled to make suggestions and lodge complaints and claims on the operation of the services provided at the beach. To this end, there are **forms for suggestions, complaints and claims** available to beach users at: *the rescue centre and at the surveillance posts.*
- Beach users may also submit a suggestion, complaint or claim at the *Laredo Town Hall.*
- A survey on the degree of satisfaction with the beach will be carried out each season.

SERVICES SCHEDULE / FEES:

SCHEDULE	HIGH SEASON						
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
24 hrs.	POLICE SURVEILLANCE THROUGHOUT THE TOWN.						
11:30 to 19:30	RESCUE Service BATHING CONDITIONS SIGNPOSTING.						
06:00 to 11:00	CLEANING AND SELECTIVE COLLECTION SERVICE AT THE BEACH. CLEANING OF SHOWERS, FOOT WASHERS, WALKWAYS AND WASTE BASKETS.						
11:30 to 19:30	BATHROOM MODULES ≈ (Price: €0.50) (<i>Unless there is bad weather</i>)						
7:30 to 22:00	6 ADAPTED BATHROOMS ≈ (Price: €0.50)						
DAILY	EQUIPMENT MAINTENANCE SERVICE						
11:30 to 19:30	ASSISTED BATHING SERVICE FOR PEOPLE WITH REDUCED MOBILITY						
MONTHLY	ANALYSIS OF THE BATHING WATER						
EVERY FIFTEEN DAYS	ANALYSIS OF THE BEACH SAND						
MONTH AND A HALF	ANALYSIS FOR THE PRESENCE OF FUNGI AND BACTERIA ON SHOWERS AND FOOT WASHERS						

HYGIENE-SANITARY RISKS AND ENVIRONMENTAL ASPECTS
(Emergency Situations)

HYGIENE-SANITARY ASPECTS	Values 2022	SIGNIFICANT	
		YES	NO
Microbiological contamination of shower and foot-wash platforms	0		X
Presence of waste	34	X (*)	
Presence of live organisms (jellyfish, scorpion fish, etc.)	245		X
Seawater quality	0		X
Unsafe bathing conditions	0	X(**)	
Installations and equipment in bad condition	37		X
Drinking water supply	0		X
Cleanliness of the beach surface (Quality of the sand)	3		X
Physical features of the beach (rocks, dunes, water, etc.); accesses, flora, etc.	181		X
Heavy rains (Floods and flash flooding)	0		X
Tide conditions	0		X
Coastal erosion	0		X
Warnings and basic safety information	0		X
Sand quality due to the presence of dogs	0		X
Dogs attacks to visitors due to the presence of dogs at the beach	0		X
Comments: (*) The past year a contract was signed for the cleaning of the beach in September of 2022. During the bathing season in 2022, the cleaning activity was lower than in previous years. The contract has a duration of 1 year, so the cleaning services are covered during the 2023 season. (**) There are in place mechanisms to ban the bath when is not allowed (red flag). The local ordinance regulates the fines to those that do not comply with the rules.			

ENVIRONMENTAL ASPECTS	Values 2022	SIGNIFICANT	
		YES	NO
Waste generated by fire	0		X
Atmospheric emissions due to fire	0		X
Waste generated by vandalism	0		X
Accidental spills of oil, fuel or other liquids on the sand.	0		X
Uncontrolled dumping from sanitation infrastructures	0		X
Uncontrolled offshore spills	0		X
Pollutant discharge from the water channel	0		X
Presence of dead animals	0		X
Environmental impact of storms (erosion, waste and effects on the beach and dunes ecosystems)	0		X

INDICATORS ESTABLISHED FOR THE 2023 SEASON:

	INDICATOR	OBJETIVE	Results 2022
1	Nº Quality Objectives	≥ 2	9
2	Ambulance arrival waiting time	<15 minutes	2min 04 seg
3	Degree of satisfaction with rescue and first-aid services at the beach	≥ 3	3,9
4	Degree of satisfaction with the beach safety services	≥ 3	2,8
6	Response time for rescue	<4 minutes	2min 20 seg.
7	Number of spills of hazardous substances	≤ 2	0
8	Degree of satisfaction with maintenance	≥ 3	1,9
9	Degree of satisfaction with beach cleanliness	≥ 3	2,5
10	Degree of satisfaction of leisure options	≥ 3	2,4
11	Satisfaction surveys assessment	≥ 5	5
12	Compliance with Water Analyses	100	100 %
13	Degree of satisfaction with water	≥ 3	3,7
14	Degree of satisfaction with sand at the beach	≥ 3	3,3
15	Degree of satisfaction with the equipment	≥ 3	1,9
16	Degree of satisfaction with accesses	≥ 3	1,9
17	Degree of satisfaction with accessibility	≥ 3	2
18	Degree of satisfaction with parking	≥ 3	2,8
19	Degree of satisfaction with the information	≥ 3	2,6
20	Number of beach safety actions	<120	32
21	Number of beach safety actions in the water (swimmers)	< 1 % Loading capacity of the beach during the bathing season	11
22	Number of health care actions	< 1 % Loading capacity of the beach during the bathing season	679
23	Number of evacuations to the Hospital	< 1 % Loading capacity of the beach during the bathing season	15
24	Organic and algae waste collected (beach cleaning) (kg)	Monitoring	11.055 kg
25	Plastic waste generated (kg)	Monitoring	314,41 kg
26	Sanitary waste generated (kg)	Monitoring	2
27	Number of dead animals collected	Monitoring	0
28	Consumption of fuel during cleaning activities (L)	Monitoring	42,77 l
29	Consumption of oil during cleaning activities (L)	Monitoring	0,23 l
30	Consumption of fuel by the First Aid service (L)	Monitoring	21,04 l
31	Consumption of water registered. Third trimester (m³)	Monitoring	(*)
32	Nº of reports related with environmental aspects	≤ 3	0
33	Nº of reports due to the presence of dogs out of the authorised period.	Monitoring	8
34	Nº of complaints due to the presence of dogs out of the authorised period.	Monitoring	8

(*) Note: There is only one water meter that can be readed, the rest are in bad conditions.



COMMITMENTS: WE ARE WORKING TO achieve these goals:

1. Improve waste management.
2. Improve beach equipment and services.
3. Reduce hygiene-sanitary-environmental risks.
4. Improve awareness and training.
5. Improve water consumption and sanitation.
6. Monitor the quality of water and seawater.
7. Improve accessibility to the beach.
8. Improve information on the beach.

	LIST OF SERVICES LA SALVÉ BEACH	 AYUNTAMIENTO DE LAREDO

OBJETIVES 2022

Objetives 2022	Actions 2022	Achieved
1.- Accessibility	To maintain the Bath Assistant Service for people with reduced mobility.	YES
Indicator: Nº of users complains asking for the need of this service. Year 2022: 0		
2.- Accessibility II	To certify the 2 access to the beach by the norm UNE 170001-2	YES
Indicator: Certify 2 access. Year 2022: 100 %		
3.- To minimize the health-hygenic risks and environmentals	Radio campaign: Water saving, waste managment, take care of the dune system; behaviour norms	YES
Indicator: Minimum 2 adverts per day. Year 2022: 100 %		
4.- Equipment/ Environment	Purchase of 50 meters of technological wood walkway (recycled and recycling material), 2 meter wide.	NO
	Indicator: To reduce complaints from beach users by 5%. Year 2021: 3 / Year 2022: 31 1.- It is not economically viable to buy a wooden walkway to provide all the entrances to the beach with it 2.- There are accesses on La Salvé beach, in which accessibility is conditioned by the existence of a dune in the access, and as it is a protected natural element, in no case can it be modified or altered due to the express prohibition of the current laws.	
	Renovate technological wood balustrade and handrails (recycled and recycle material), main entrance.	YES
	Indicator: No. of user complaints: 0. Year 2022: 0	
	Renovation of the wooden platforms for showers and footbaths, accessible entrance 1 by platforms of technological wood (recycled and recycling material).	YES
	Indicator: No. of user complaints: 0. Year 2022: 0	
5.- Satisfaction of beach users	Analyze the information of comments and scores about the beach on platforms such as Google, etc. as a complement to the satisfaction analysis.	YES
Indicator: Analysis of comments in the Google platform. Year 2022: 100%		
6.- Dog friendly beach	Carry out at least one campaign in social media to advertise the "Dog friendly beach", and the conditions of their presence.	YES
	Indicator: Minimum 1 publication during the season. Year 2022: 100%	
	Include in the Ordenance of beaches, aspects related to " Dog friendly beach "	YES
Indicator: Include at least 2 aspects. Year 2022: 100%		
7.- "Fag end" waste environmental campaign	Advertising campaign: Do you know what you smoke? and what pollutes? Through the distribution of flyers and bookmarks	YES
Indicator: Distribution of a minimum of 200 flyers and 200 bookmarks. Year 2022: 100%		

	LIST OF SERVICES	 AYUNTAMIENTO DE LAREDO
	LA SALVÉ BEACH	

8.- Improvement of the dune ecosystem	Carry out at least 1 campaign to eliminate invasive plants in the dunes	NO
Indicator: Perform at least one cleaning. Year 2022: 0 Lack of volunteers to carry out the activity.		
9. Equipment	Public address system on the beach	NO
Indicador: 100 %. Year 2022: 0 Economically unfeasible. It is too expensive to achieve this public address system within the local budget.		
10.- La Salvé Beach	Provision of a temporary and artificial sand dune cordon barrier to prevent post-temporary damage to the beach.	YES
Indicator: 100% beach access. Year 2022: 100%		

OBJETIVES 2023

OBJETIVES UNE ISO 13009	ACTION PLAN
1.- Accessibility I	To maintain the Bath Assistant Service for people with reduced mobility.
2.- Accessibility II	Extend the days of the Assisted Bath Service to the duration of the First Aid Service.
3.- Accessibility III	Provide support with information on the Assisted Bath Service.
4.- To minimize the health-hygienic risks and environmentals	Radio campaign: Water saving, waste management, take care of the dune system; behaviour norms
5.- Equipment/ Environment	GAC grant, 40,000€ to purchase a walkway and shaded areas.
	Renovation of 2 wooden platforms for showers and footbaths accessible entrance (E1 and E3) by technological wood platforms (recycled and recycling material).
6.- Satisfaction of beach users	Analyze the information of comments and scores about the beach on platforms such as Google, etc. as a complement to the satisfaction analysis.
7.- Dog friendly beach	Carry out at least one campaign in social media to advertise the "Dog friendly beach", and the conditions of their presence.
	Include in the Ordinance of beaches, aspects related to " Dog friendly beach "
8.- La Salvé Beach	Provision of a temporary and artificial sand dune cordon barrier to prevent post-temporary damage to the beach.

MUNICIPAL ORDINANCE “USE AND ENJOYMENT OF LAREDO BEACHES”.

In 2011 the Laredo Town Hall passed the **Municipal Ordinance** regulating the correct **USE AND ENJOYMENT OF LAREDO BEACHES**, published in the Official Gazette No.116, of 7th June 2011. The aim of the new document is to preserve the environmental and landscape elements and maintain the quality of water and equipment.

GOOD ENVIRONMENTAL PRACTICES

1. *The beach is a great place to enjoy family and friends. Take care of it and share it.*
2. *Be selective and dispose of each item in its proper container.*
3. *If you smoke, do not throw ash or cigarette butts in the sand.*
4. *It is also up to you to keep the water clean.*
5. *There is room for everything and for everyone at the Laredo beaches.*
6. *If you want to enjoy your music, listen to it with your headphones or earbuds.*
7. *If you want to play, please do so in the designated areas.*
8. *Respect the areas signposted for incoming and outgoing boats.*
9. *If you use the showers and foot washers carefully, they will always be ready to use.*
10. *Moderate water consumption, please do not waste it.*

CARTA DE SERVICIOS DE LA PLAYA LA SALVÉ

If you wish to have the 2023 Services Charter of La Salvé Beach, request it via email to turismo@laredo.es

USEFUL PHONE NUMBERS

○ Laredo Town Hall	942 60 51 00
○ Local Police	942 60 57 84
○ Guardia Civil	942 60 51 35
○ Emergency service	112
○ Health Centre	942 60 75 58
○ Laredo Regional Hospital	942 63 85 00
○ Hospital A&E	942 63 85 10
○ Rescue and Lifeguard Base	942 61 24 12
○ Tourism Office	942 61 10 96
○ Consumer Office	942 68 33 52
○ Dr. Velasco Cultural Centre	942 60 61 77
○ Bus Station	942 60 49 67
○ Taxi service	942 60 52 83
○ Equipment issues	942 60 51 00 / 942 60 57 84
○ Veterinary Clinic LAREDO	942 60 34 45
○ Veterinary Clinic LA SALVE	942 60 71 10

■ BEACH INFORMATION



■ BEACH SEASON INFORMATION



■ SATISFACTION SURVEY



■ MUNICIPAL BEACHES ORDINANCE



■ ANALYSIS OF THE BATHING
WATER



■ ANALYSIS OF THE BEACH SAND



	LIST OF SERVICES	 AYUNTAMIENTO DE LAREDO
	LA SALVÉ BEACH	

LAREDO TOURISTIC INFORMATION

WWW.LAREDOTURISMO.ES

