



CONCELLO DE RIBADEO



CALIDAD TURÍSTICA

SERVICES LETTER OF THE BEACHES OF AS CATEDRAIS AND OS CASTROS-AS ILLAS 2023



AS CATEDRAIS



OS CASTROS-AS ILLAS

SERVICES LETTER

BATHING SEASON: 01th July – 07th September

PEAK PERIOD: 15th July – 15th August

REGULATORY ORDINANCE OF THE USE OF RIBADEO BEACHES - BOP Lugo nº 138 19/06/2021

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	As Catedrais beach has 3 bathrooms, one of them adapted for people with reduced mobility. Public price of € 1.00 for the use of the toilets. Hours: 8 hours depending on the tide. The showers, fountains and footbaths located at the entrances are enabled.	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. Schedule toilets: from 11:30 to 19:30
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 one group leader, 15 lifeguards, 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. Service hours: from 11:30 a.m. to 7:30 p.m.	
INFORMATION POINT	The information point on As Catedrais beach is located at the main access to it. The opening hours are based on low tide. In addition, there is the Tourist Information Service in the urban area of the Ribadeo City Council, in the Plaza de España (Center of the Historic District) with hours from Monday to Saturday from 10 a.m. to 2 p.m. and from 4 p.m. to 7 p.m. in winter and from Monday to Sunday from 10 to 14 and from 16 to 20 in summer. The phone 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.	
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 2022

Indicator	Unit	Os Castros-Illas	As Catedrais
Biodiversity	m2/1.000 users	7,10	2,49
Power consumption	kWh/ 1.000 users	0,00	0,00
Water consumption	m3/ 1.000 users	79,05	14,95
Toner Consumption	kg/ 1.000 users	0,0141	0,0055
Office paper consumption	kg/ 1.000 users	0,0705	0,0275
Toilet paper consumption	kg/ 1.000 users	4,18	7,54
Handling paper consumption	kg/ 1.000 users	0,43	2,81
Consumption of cleaning products	kg/ 1.000 users	1,48	0,09
Fuel consumption	GJ/ 1.000 users	17,66	6,93
Generation of residuals of rest fraction	t/ 1.000 users	5.458,04	3.038,29
Generation of packaging waste	t/ 1.000 users	1.122,79	442,80
Generation of paper-cardboard waste	t/ 1.000 users	300,36	152,98
Generation of glass waste	t/ 1.000 users	550,13	147,11
Generation of septic tank waste	t/ 1.000 users	669,94	1.139,70
Generation of biosanitary waste	t/ 1.000 users	0,00	0,00
Discharge of sanitary waters and cleaning	m3/ 1.000 users	15,81	2,99
Wastewater discharge	m3/ 1.000 users	63,24	11,96
Emissions	t CO2/ 1.000 users	42,03	16,49
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 2022

Indicator	Os Castros-Illas	As Catedrais
Nº of stings by marine animals	24	25
Nº of stings by terrestrial animals	5	3
Nº of cuts	3	19
Nº of contractures, blows or sprains	9	28
No. of wounds, splinters, scrapes or burns	8	48
No. of rescues	3	1
Nº days of prohibition of bathing (other than red flag)	0	0
No other events (rashes, blisters, dizziness, etc.)	1	11
Nº of attendances with diversion to health center or hospital	7	10
Total number of assists	53	135

SIGNIFICANT INDICATORS 2022

Beach	Normal and abnormal functioning	Impact
As Catedrais Os Castros-As Illas	Fuel consumption	Natural resource depletion
As Catedrais Os Castros-As Illas	Consumption of cleaning products	Natural resource depletion

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As Catedrais	Hand drying paper and toilet paper consumption	Natural resource depletion
As Catedrais	Generation of residual fraction waste, packaging and glass	Soil and water contamination
As Catedrais Os Castros-As Illas	Generation 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	Drop in height / at different level	Health condition
As Catedrais Os Castros-As Illas	Marine animal stings	Health condition
As Catedrais	Bumps or chafing	Health condition
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 previous season = 0)
- Number of complaints about maintenance and cleaning services of facilities and equipment (No. complaints previous season = 1)
- Number of complaints received regarding the user satisfaction survey (No. complaints previous season = 0)
- Number of surveys carried out (No. surveys previous season = 100 Os Castros-As Illas / 121 As Catedrais)
- Number of incidents detected in the inspections with respect to the existing maintenance service on the beach (No. incidents previous season = 0)
- Number of complaints received regarding the leisure service (No. complaints previous season = 0)
- Number of complaints received regarding access to the beach service (No. of complaints previous season = 0)
- Number of complaints received regarding the surveillance service (No. complaints previous season = 0)
- Number of incidents detected in the inspections with respect to the existing information service on the beach (No. incidences previous season = 0)

OBJECTIVES ESTABLISHED 2022

- OBJECTIVE No. 1: Reduce the generation of residual fraction waste by increasing waste segregation
Result: Objective achieved in As Catedrais by obtaining a reduction of 6,93% compared to the 5% set, while in Os Castros-As Illas, despite achieving a reduction in the indicator, the objective was not met as this reduction was 2,40%

NEW OBJECTIVES ESTABLISHED 2023

- OBJECTIVE No. 1: Reduce fuel consumption on the beaches by 5%.

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.