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LOS ALCÁZARES BEACH SERVICES CHARTER 2026

The Beach Services Charter for the beaches of **La Concha, Carrión, Manzanares, El Espejo, Las Palmeras and Los Narejos** provides information on the characteristics and services available on these beaches and in their surrounding areas.

The Beach Services Charter is available in printed format at:

- Los Alcázares Tourist Information Office (Avenida Trece de Octubre, No. 8).
- Beach Lifeguard and Rescue Stations.

The electronic version of the Charter is available on the tourism website: <https://turismo.losalczares.es> or by scanning the corresponding QR code.



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GENERAL BEACH SERVICES

Lifeguard, Rescue and First Aid Service (According to the bathing season schedule)

Continuous service from **11:30 a.m. to 7:30 p.m.**

- **LIMA 1 – Las Salinas Beach:** July and August.
- **LIMA 2 – Los Narejos Beach:** June, July, August and September.
- **LIMA 3 – Las Palmeras Beach:** June, July, August and September.
- **LIMA 4 – El Espejo Beach:** July and August.
- **LIMA 5 – Manzanares Beach:** June, July, August and September.
- **LIMA 6 – Carrión and La Concha Beaches:** July and August.
- Maritime rescue service available throughout the year.
- 112 Emergency Service; Local Police and Civil Guard available year-round.
- Sea condition signage (green, yellow or red flag) during the operating periods of the beach lifeguard stations.
- Signposting of restricted-use areas for bathers during the period established by the Autonomous Community.
- Buoy-marked bathing areas during the period established by the Autonomous Community.
- Mobility support and adapted bathing equipment (during the operating periods of the beach lifeguard stations).
- Assisted bathing service for users requiring accompaniment (during the operating periods of the beach lifeguard stations).
- Shaded area for persons with reduced mobility (PRM).
- Beach closure in the event of uncontrolled wastewater discharges, marine infestations or any other factor that may pose a potential risk.
- Information service providing users with details regarding beach services available during the bathing season, codes of conduct, safety information, hygienic and health conditions, and expected behaviour when using the beaches.
- Information points:
 - Beach information panels located near the main access points.
 - Information panels at first aid stations.

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- Cleaning service: manual and mechanical cleaning of sand, foot-wash facilities, walkways, parking areas, pedestrian accesses, public toilets, litter bins, benches, information panels and selective waste collection points throughout the year.
- Public toilets, both in beach bars and municipal beach facilities, ensuring availability during extended opening hours.
- Beach bars, sunbeds and parasols.*
- Seawater quality monitoring and analysis from May to September, according to the schedule established by the Directorate-General for Public Health.
- Microbiological monitoring of sand, foot-wash surfaces, and inspections of products and surfaces in beach bars. Monitoring is carried out during the months of medium to high beach attendance: June, July, August and September.
- Night lighting.
- Benches.
- Litter bins along promenades and beach access points. Selective waste collection points.
- Nearest marina: **Mar Menor Club Náutico**
- Tourist Information Office: Los Alcázares Tourist Information Office, Avda. Trece de Octubre, 12.
- Taxi rank: Avenida de la Libertad, corner of Calle Isla Farallón.
- Bus services: BAM (Alicante–Cartagena), Interbus (Murcia), Travepym (urban service) and ALSA (Cartagena–San Pedro del Pinatar / Los Arcos Hospital).

* Seasonal facilities are subject to the corresponding authorisation from the Coastal Authority and to the outcome of the relevant tendering and award procedures.

BATHING SEASON

Taking into account local weather conditions, customs and beach usage patterns, the following seasons are established:

- **High Bathing Season:** from 1 July to 31 August.
- **Mid Bathing Season:** from 1 June to 30 June and from 1 September to 30 September.
- **Low Season:** the remainder of the year.

COMMITMENTS AND INDICATORS

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Commitments

- Ensuring the presence of qualified lifeguard personnel during established service hours.
- Responding promptly to public safety, lifeguard and rescue alerts.
- Maintaining an action protocol in the event of factors posing a potential risk to bathers.
- Displaying flags indicating sea conditions according to weather conditions or the presence of marine infestations or waste (green: optimal conditions; yellow: caution; red: bathing prohibited).
- Ensuring that concession holders operating seasonal facilities comply with applicable regulations.
- Maintaining beach services and facilities in good working order.
- Providing adapted bathing facilities and maintaining accessible beach access routes for persons with reduced mobility.
- Ensuring proper beach cleaning through the use of suitable equipment and procedures. This includes waste collection, emptying litter bins and containers, and daily cleaning and maintenance of the sand.
- Publishing analysis results on the tourism website, at lifeguard and rescue stations and in tourist information offices.
- Carrying out microbiological controls of sand, foot-wash surfaces and beach bar products and surfaces.
- Monitoring and evaluating user satisfaction through surveys.
- Analysing the opinions and suggestions gathered through user surveys.

Indicators

Quality indicators are an essential tool in quality management. They allow the evaluation and control of system processes.

Beach Management System indicators are related to:

- Waste collection data (municipal waste, paper, glass and plastics).
- Water consumption data for foot-wash facilities.
- Maintenance, incident and breakdown records.
- Emergency and safety service statistics.
- User satisfaction data

OBJECTIVES

Quality objectives are specific targets that the Town Council aims to achieve in order to improve operational performance and increase the satisfaction of users, residents and the public in general, always focusing on continuous improvement.

Biomass removal is a key measure in addressing the critical situation of the Mar

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Menor. Cooperation between the Beach and Environment Departments is essential to safeguard and preserve this coastal ecosystem.

Managing public resources to keep beaches in optimal condition is a significant challenge. Prioritising and adjusting expenditure is crucial to guarantee the safety and comfort of beach users.

Services such as bathing islands, access points, walkways leading to the water and toilet facilities are essential for a positive beach experience. Sand loss and other environmental factors may directly affect both infrastructure and the quality of available services.

The Department will continue to maintain these services on the beaches.

In addition, the Beach Management Authority annually defines specific, measurable and time-bound objectives and improvement actions aimed at enhancing beach services, including safety, infrastructure, information, leisure facilities and accessibility.

These objectives are aligned with the Sustainable Development Goals (SDGs) implemented by the Municipality and described in the Sustainability Report available at: <https://turismo.losalczares.es/>

COMPLAINTS AND SUGGESTIONS SYSTEM

The Beach Management Authority is committed to listening to and analysing opinions and suggestions gathered through public satisfaction surveys.

Any request for information, suggestion, complaint or proposal related to beach management services and activities, or to any situation involving an environmental impact, may be submitted through:

- Written submissions to the Town Council General Registry.
- Los Alcázares Electronic Headquarters.
- Suggestions submitted through beach and tourist office satisfaction surveys.
- Official complaint forms available at tourist offices and concession facilities.
- Email and telephone contact channels of the Town Council and tourist offices.
- Personal interviews.
- Municipal Green Line ("Línea Verde") incident reporting service.
- **CONECTAmbiental App** for reporting environmental incidents affecting the Mar Menor and its surroundings

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WATER, SAND AND FOOT-WASH SURFACE QUALITY

In accordance with **Royal Decree 1341/2007 of 11 October on Bathing Water Quality Management**, the Autonomous Community of the Region of Murcia carries out numerous bathing water samplings and visual inspections of both sand and water.

Updated information on bathing water quality is available at:

- Tourist Information Offices.
- Lifeguard, Rescue and First Aid Stations.
- Tourism website: <https://turismo.losalcazares.es>
- Murcia Health Portal: <https://www.murciasalud.es>
- NÁYADE Bathing Water Information System: <http://nayadeciudadano.sanidad.gob.es>
- Mar Menor Channel: <https://canalmarmenor.carm.es>

In addition, Los Alcázares Town Council carries out disinfection activities on foot-wash facilities and walkways and monitors the presence of fungi in sand and foot-wash surfaces from June to September.

LOS NAREJOS BEACH – SPECIFIC SERVICES



Characteristics

- ☐ Length: 1,500 m
- ☐ Occupancy level: High
- ☐ Urbanisation level: Urban
- ☐ Composition: Sand
- ☐ Sand grain: Coarse
- ☐ Bathing season: 1 June – 30 September

Services

- ☐ First Aid Station (LIMA 2)
- ☐ Amphibious chair
- ☐ Amphibious crutches
- ☐ Walking frame
- ☐ Therapeutic float
- ☐ Assisted bathing service
- ☐ PRM shaded area
- ☐ Colour-contrasted beach walkways
- ☐ Buoy-marked bathing area
- ☐ Selective waste collection point
- ☐ Bicycle parking
- ☐ Beach bars
- ☐ Sunbed and parasol rental
- ☐ Water sports equipment rental
- ☐ Children's playground on the seafront promenade
- ☐ Sports facilities on the seafront promenade
- ☐ Foot-wash facilities
- ☐ Reserved parking for persons with reduced mobility

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- ☐ Toilet and changing module (changing room exclusively for persons with reduced mobility)
- ☐ Public toilets
- ☐ Litter bins
- ☐ Benches
- ☐ Night lighting
- ☐ Tourist and environmental information board
- ☐ Adapted bathing area
- ☐ Walkways and stairs providing access to the water

LAS PALMERAS BEACH – SPECIFIC SERVICES



Características:

- ☐ **Length:** 1,000 metres.
- ☐ **Occupancy level:** Medium.
- ☐ **Urbanisation level:** Urban.
- ☐ **Composition:** Sand.
- ☐ **Sand type:** Coarse sand.
- ☐ **Bathing season:** From 1 June to 30 September

Servicios:

- ☐ First Aid Station (LIMA 3).
- ☐ Amphibious chair.
- ☐ Amphibious crutches.
- ☐ Walking frame.
- ☐ Therapeutic float.
- ☐ Assisted bathing service for users requiring support.
- ☐ Shaded area for persons with reduced mobility (PRM).
- ☐ Colour-contrasted access walkways across the sand.
- ☐ Beach access ramps.
- ☐ Buoy-marked bathing area.
- ☐ Selective waste collection point.
- ☐ Bicycle parking facilities.
- ☐ Food and beverage establishment.
- ☐ Sunbed and parasol rental service.

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- ☐ Children's play area on the seafront promenade.
- ☐ Sports and recreational facilities on the seafront promenade (outdoor fitness circuit and calisthenics area).
- ☐ Foot-wash facilities.
- ☐ Reserved parking spaces for persons with reduced mobility.
- ☐ Public toilets.
- ☐ Litter bins along the seafront promenade and beach access points.
- ☐ Benches.
- ☐ Night-time lighting.
- ☐ Tourist and environmental information board

EL ESPEJO BEACH – SPECIFIC SERVICES



Characteristics

- ☐ **Length:** 1,200 metres
- ☐ **Occupancy level:** High
- ☐ **Urbanisation level:** Urban
- ☐ **Composition:** Sand
- ☐ **Sand type:** Coarse sand
- ☐ **Bathing season:** From 1 July to 31 August

Services

- ☐ First Aid Station (LIMA 4)
- ☐ Amphibious chair
- ☐ Amphibious crutches
- ☐ Walking frame
- ☐ Therapeutic float
- ☐ Assisted bathing service for users requiring support
- ☐ Shaded area for persons with reduced mobility (PRM)
- ☐ Colour-contrasted access walkways across the sand
- ☐ Buoy-marked bathing area
- ☐ Selective waste collection point

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- ☐ Bicycle parking facilities
- ☐ Food and beverage establishment
- ☐ Sunbed and parasol rental service
- ☐ Children's play area on the seafront promenade
- ☐ Water sports equipment rental
- ☐ Sports and recreational facilities on the seafront promenade
- ☐ Foot-wash facilities
- ☐ Reserved parking spaces for persons with reduced mobility
- ☐ Public toilets
- ☐ Litter bins along the seafront promenade and beach access points
- ☐ Benches
- ☐ Night-time lighting
- ☐ Tourist and environmental information board

PLAYA MANZANARES - SERVICIOS ESPECÍFICOS



Characteristics

- ☐ **Length:** 800 metres
- ☐ **Occupancy level:** Medium
- ☐ **Urbanisation level:** Urban
- ☐ **Composition:** Sand
- ☐ **Sand type:** Coarse sand
- ☐ **Bathing season:** From 1 June to 30 September

Services

- ☐ First Aid Station (LIMA 5)

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- ☐ Amphibious chair
- ☐ Amphibious crutches
- ☐ Walking frame
- ☐ Therapeutic float
- ☐ Assisted bathing service for users requiring support
- ☐ Shaded area for persons with reduced mobility (PRM)
- ☐ Colour-contrasted access walkways across the sand
- ☐ Buoy-marked bathing area
- ☐ Selective waste collection point
- ☐ Bicycle parking facilities
- ☐ Food and beverage establishment
- ☐ Sunbed and parasol rental service
- ☐ Foot-wash facilities
- ☐ Reserved parking spaces for persons with reduced mobility
- ☐ Accessible toilet facility
- ☐ Litter bins along the seafront promenade and beach access points
- ☐ Benches
- ☐ Night-time lighting
- ☐ Tourist and environmental information board

CARRIÓN BEACH – SPECIFIC SERVICES



Characteristics

- ☐ **Length:** 600 metres
- ☐ **Occupancy level:** Low
- ☐ **Urbanisation level:** Urban
- ☐ **Composition:** Sand
- ☐ **Sand type:** Coarse sand
- ☐ **Bathing season:** From 1 July to 31 August

Services

- ☐ First Aid Station (LIMA 6)



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- ☐ Amphibious chair
- ☐ Amphibious crutches
- ☐ Walking frame
- ☐ Therapeutic float
- ☐ Assisted bathing service for users requiring support
- ☐ Shaded area for persons with reduced mobility (PRM)
- ☐ Colour-contrasted access walkways across the sand
- ☐ Buoy-marked bathing area
- ☐ Selective waste collection point
- ☐ Bicycle parking facilities
- ☐ Food and beverage establishment
- ☐ Sunbed and parasol rental service
- ☐ Children's play area on the seafront promenade
- ☐ Foot-wash facilities
- ☐ Reserved parking spaces for persons with reduced mobility at the main access
- ☐ Public toilet
- ☐ Litter bins along the seafront promenade and beach access points
- ☐ Benches
- ☐ Night-time lighting
- ☐ Tourist and environmental information board
- ☐ Adapted bathing area
- ☐ Bathing access jetty (pier)

LA CONCHA BEACH – SPECIFIC SERVICES



Características:

- ☐ **Length:** 400 metres
- ☐ **Occupancy level:** Low
- ☐ **Urbanisation level:** Urban
- ☐ **Composition:** Sand
- ☐ **Sand type:** Coarse sand
- ☐ **Bathing season:** From 1 July to 31 August

Services

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- ☐ Sports beach area with sports equipment on the sand (beach volleyball, football tennis, table tennis table and goalposts)
- ☐ Beach supervised by the staff of **Carrión Beach (LIMA 6)**, depending on the number of users present
- ☐ Colour-contrasted access walkways across the sand
- ☐ Shaded area for persons with reduced mobility (PRM)
- ☐ Buoy-marked bathing area
- ☐ Selective waste collection point
- ☐ Bicycle parking facilities
- ☐ Food and beverage establishment
- ☐ Sports and recreational facilities on the seafront promenade (outdoor fitness circuit)
- ☐ Foot-wash facilities
- ☐ Reserved parking spaces for persons with reduced mobility
- ☐ Public toilet
- ☐ Litter bins along the seafront promenade and beach access points
- ☐ Benches
- ☐ Night-time lighting
- ☐ Tourist and environmental information board

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