



Charter of Services

Events Department

Presentation

Both festive associations and Benidorm City Council are betting on a type of actions that, they have been proven, strongly impact both residents and tourists who visits us throughout the year. We talk about promotional activities, it is about reaching a series of objectives consistent with the evolution that the Fiesta has presented through our traditions in Benidorm.

This Service Charter aims to be an instrument at the service of citizens and visitors of Benidorm that improves the information and knowledge of the different services that the Department of Events puts at your disposal and in which we assume our commitment to your needs.

Fundamental Principles of the Service Charter

The Services Charter of the Department of Events is an informative document addressed to users, citizens and visitors of Benidorm in which the services provided by the Department are collected as well as the rights that assist them while assuming the commitment to the provision of such services and the corresponding corrective measures are established.

What is the Department of Events?

It is the municipal department, which is responsible for managing and coordinating the different offers of musical events that arrive in Benidorm and are intended to be carried out in the municipal venues.

Our function is to look for the best events for the city, those that have a greater economic and tourist impact.

What is our vision of the future?

Continue to increase the quality of the events held here, and consolidate those that already represent a success of assistance and organization. Increase visibility, and the attractiveness of Benidorm to the great national promoters so that they continue to include our venues in their tours.

Services we provide

Transfer of spaces, administrative procedures, advice on production and use of the premises, coordination with the different municipal departments.

Commitments and Indicators

Commitments	Indicators
1. Study on the main attractions	Degree of satisfaction with the festive offer of the municipality Quality indices in the festive offer
2. Boosting festivities through tourism	Impact on social networks with "like" (Facebook, Instagram and Twitter)

3. Integration and boost of tourists in local festivals	Number of attendees to the talk Degree of satisfaction of party goers
4. Technological incorporation	Number of people connected live
5. Promotion of local and traditional festivals	Number of meetings held for the promotion of the holidays
6. Programming of festive revitalization events	Number of scheduled parties
7. Shared agenda with all municipal areas	Number of event uploads
8. Training regarding social networks	Number of course attendees
9. Study the scope of the events held	Degree of satisfaction through tourism Social media impacts

Rights of visitors and users

Visitors and users have the right to:

1. Clearly identify the administrative unit that is competent for the provision of the required service.
2. Receive general administrative information in person, by telephone and electronically in an efficient and fast way.
3. Be treated with respect and consideration.
4. Receive real and truthful administrative information.
5. Choose the channel through which to interact with the Department.
6. Obtain information through electronic means of the procedures necessary to access the activities of the service and for its exercise.
7. The security and confidentiality of the data contained in the files, systems and applications of the Department.
8. The quality of public services provided electronically by the agency.
9. Collaborate and participate with the Department of Events by making inquiries, proposals or comments through email, by phone or by mail.
10. Submit suggestions and complaints in person, through the electronic office or by mail.

Breach of commitments

In case of breach of the commitments contained in this Service Charter, the Department of Events proposes the following measures:

- Preferably execute the procedures that are affected by the commitments acquired in this Charter of Services without prejudice to the citizen's right to submit the pertinent complaints and suggestions.

- Communication of apologies from the top person in charge of the organization in which the corrective measures are informed to correct the breach.
- At the request of those affected, meeting with the head of the organization in which they will be given timely information of the corrective measures to remedy the breach.
- The communication will be made, preferably via email or through the website to make the response more flexible and faster.

Hours, location and contact

Events Department

Calle La Biga, 3. Casa del Fester "Diego Cano Enguera".

03501 Benidorm (Alicante)

Office Hours: From Monday to Friday from 8:00 a.m. to 3:00 p.m. and from 5:00 p.m. to 10:00 p.m.

Administrative schedule: From Monday to Friday 07:45 a.m. to 3:15 p.m.

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