



Charter of Services

Fiestas Department

Presentation

Both, festive associations and Benidorm City Hall are betting on a type of actions that, it has been proven, have a strong impact on both residents and tourists who visits us throughout the year. We talk about promotional actions, it is about reaching a series of consisten objectives with the evolution that our Fiestas have showed through Benidorm's traditions.

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 Fiestas Department puts at your disposal and in which we assume our commitment to your needs.



Fundamental Principles of the Service Charter

The Charter of Services of the Fiestas Department 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 Fiestas Department?

The Fiestas Department has as a main competence the promotion, management and organization of both traditional festivities in the city and those considered public holidays. Therefore, functions such as the authorization of shows promoted by the city's festive entities and the performance of acts and events are attributed.

What is our vision of the future?

The purpose of the department is to have a multiannual framework for tourism promotion that contains a set of initiatives that are capable of promoting traditions and festivities to get closer to tourists and increase the ability of attraction. The objective is to establish a framework for action from which all actions and initiatives are coordinated and aimed at promoting and revitalizing the sector.

Services we provide

Technical support to all festive entities:

Technical services:

- Tables
- Chairs
- Fences
- Scenarios assembly

- Pallets
- Stage decoration
- Water outlets
- Light shots

Citizen security:

- Street cuts
- Vehicle Withdrawal
- Music permit
- Police surveillance
- Authorization for events
- Police escort
- Civil protection

Road Cleaning:

- Cleaning Service
- Container request

Beaches and Coasts:

- Authorization request for events in maritime zone
- Removed urban furniture on beaches

Red Cross:

- Application for ambulance coverage for events

Firefighters:

- Firefighters coverage in pyrotechnic acts

Government Subdelegation:

- Pyrotechnic acts authorizations of more than 50Kg, according to regulations.
- Reservation of spaces in public building of Casa del Fester “Diego Cano Enguera”.
- Reserve of public space “Festa Espai”.

Commitments and Indicators

Indicator	Commitments
1. Study on the main attractions	Degree of satisfaction with the festive offer of the municipality. Quality indices in the festive offer
2. Boosting the party through tourism	Impact on social networks with "like" (Facebook, Instagram and Twitter)
3. Integration of tourists in the local parties	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 festivals
6. Programming of revitalization events	Number of scheduled parties
7. Agenda shared with all municipal áreas	Number of event uploads
8. Training regarding social networks	Number of course attendees
9. Study the scope of the events carried out	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, efficiently and quickly.
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 and 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 Fiestas Department 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 Fiestas 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 head of the organization in which the corrective measures are reported to correct the breach.
- At the request of the affected persons, 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 carried out, preferably via email or through the electronic headquarters to make the response more flexible and faster.

Hours, location and contact

Fiestas Department

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

03501 Benidorm (Alicante)

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; from 07:45 a.m. to 3:15 p.m.

Tel: 966 80 17 00

E-mail: fiestas@benidorm.org

Web: <http://www.benidorm.org/>