



Charter of Services

Historical Heritage

Presentation



The Department of Historical Heritage of Benidorm City Hall is responsible for the planning, programming, direction and coordination of the competences in matters of museums and exhibitions, as well as the identification, protection and enhancement of the archaeological, paleontological and ethnographic heritage of the town.

The Department of Historical Heritage of Benidorm City Hall uses consolidated methods and techniques in its management and scientific fields to guarantee the fulfillment of its tasks.

Likewise, it establishes collaborations and agreements with different institutions in the area of archaeological, paleontological and artistic heritage for the identification, conservation and enhancement of the assets that make up this heritage in our city.

Fundamental Principles of the Service Charter

The Charter of Services of the Department Historical Heritage is an informative document aimed at 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 Area of Historical Heritage?

The Department of Historical Heritage has the responsibility of preserving, disseminating and providing access to all archaeological, artistic, architectural and heritage that has historical value so that through its management and development it can be contemplated and understood by citizens and tourists of Benidorm so that the origin and development of this tourist city is known.

What is our vision of future?

The Department of Historical Heritage must be the benchmark of the material history of Benidorm, from its own cultural heritage, being the point of reference so that all citizens of Benidorm or tourists can understand and understand the historical past of the city.

Services we provide

- Management of the three museums of the city (Boca del Calvari, L'Hort de Colon and the Maritime Cultural Center).
- Management of donations of heritage assets by individuals, institutions and other organizations.
- Coordination of guided and theatrical visits for the dissemination of the cultural heritage of the town.
- Planning of temporary or permanent exhibitions in the Museums of the city.

- Planning and coordination of archaeological excavation campaigns carried out in the municipality.
- Preparation and maintenance of the catalog of heritage assets of Benidorm City Hall.

Commitments and Indicators

Commitments	Indicators
1. Plan and coordinate the different excavations carried out in the municipality	Number of excavations performed Number of urgent archaeological interventions Impact on social media and networks
2. Creation of the museum collection	Number of pieces cataloged Number of visitors to the collection
3. Determine reserve area for mandatory archeological testing before building	Number of tastings made
4. Dissemination of historical and archaeological heritage	Number of guided tours Number of planned historical routes Number of visitors Number of interactions in social networks
5. Preparation and maintenance of the catalog of heritage assets	Number of assets incorporated Number of goods written off
6. Management of Boca del Calvari Museum	Number of exposures Number of visitors per exhibition Degree of visitor satisfaction Number of interactions in social networks and media
7. Management of L'Hort del Colón House-Museum	Number of visitors Number of activities carried out Degree of visitor satisfaction Number of interactions in social networks
8. Management of Maritime Cultural Center	Number of visitors Degree of visitor satisfaction Number of interactions in social networks

9. Management of donations of heritage assets	<p>Number of donations accepted by the City Council Plenary</p> <p>Number of pieces incorporated into the municipal cultural heritage</p> <p>Total value of donations</p>
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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 correct 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 Department of Historical Heritage 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 Charter of Services, the Department of Historical Heritage 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, 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.

Schedules, location and contact

Historical Heritage

Address: Plaza SSMM Reyes de España, 1.

03501 Benidorm (Alicante)

Office Hours: From Monday to Friday from 08:00 to 14:00horas

Tel: 966 815 486 - 965855098

E-mail:

patrimonihistoric@benidorm.org

Web: <https://benidorm.org>

Museu Boca del Calvari

Calle Tomas Ortuño s/n

Tel.: 966 830 674 – 966815 486 - 965 855 098

Office Hours:

WINTER

Monday(Closed).

Tuesday to Friday: From 10:30 to 13.30 hours and From 17:00 to 20.30 hours

Saturday and Sunday – From 10:00h to 13:30 hours

SUMMER

From Monday to Sunday: 18'00 to 23'00 hours

Museo Hort de Colón

Calle de Tomás Ortuño, 16, 03501 Benidorm, Alicante

Telf: 966 815 486 – 965 855 098

Official Hours:

WINTER

Monday(Closed).

From Tuesday to Friday: 10:30 a 13.30 hours and from 17:00 to 20.30 hours

Saturday and Sunday – From 10:00h to 13:30 hours

SUMMER

From Monday to Sunday: 18'00 to 23'00 hours

Centro Cultural Marítimo

Address: Paseo de Colón s/n Benidorm, Alicante

Tel: 966 815 486 – 965 855 098

Office Hours:

WINTER

From Monday to Friday from 09:00 to 13:00 h. and from 17:00 to 20:00.

Saturday from 09:00 to 13:00 h.

SUMMER

From Monday to Friday from 09:00 to 14:00 h. and from 15:00 to 21:00 h.