

Welcome manual for Altea

Altea Town Hall



Ajuntament d'Altea



Altea counts amongst its population a very large number of foreigners. Currently, four out of every ten people registered on the town census come from other countries.

This manual, as its name implies, has been produced to ensure that newcomers to Altea will settle easily, with this information and practical advice regarding municipal matters: services, healthcare, education, entertainment etc.

As Mayor of Altea, I hope that this book will fulfil the important function of making people's arrival and settling into our town easier, and that it will demonstrate that we would like to welcome newcomers with open arms.

Andrés Ripoll Llorens
Mayor of Altea



INTRODUCTION

The Town Council of Altea would like to take this opportunity to warmly welcome you to our town.

This booklet has been produced to guide, inform and advise anyone who has decided to settle in Altea, especially foreigners, but it will also be very useful for Spaniards who come to live here.

We aim to ensure that this method of communication for new comers, remains relevant and current by updating it annually.

Being a newcomer is not easy for anyone. To feel uninformed, helpless and lost when confronted with a problem is not necessary. This guide will hopefully assist and be a welcoming friend when you are confronted with an issue you need to solve.

Carolina Punset Bannel
Department of Foreign Residents

CAIXALTEA

www.caixaltea.es



Bienvenido a Altea

Caixaltea es la Entidad Financiera de Altea que le ayudará en todas sus gestiones económicas.



Willkommen in Altea

Caixaltea ist das Finanzierungsinstitut in Altea, das Ihnen in allen finanziellen Fragen hilft.



Welcome to Altea

Caixaltea, the bank of Altea, here to help you with all your financial needs.



Bienvenue à Altea

Caixaltea est l'établissement financier d'Altea qui vous accompagnera dans toutes vos démarches économiques.



Bine ați venit la Altea!

Caixaltea este instituția financiară din Altea care vă va ajuta la toate gestiunile economice ale dumneavoastră.

Servicios Centrales
Tel.: 965 841 500

Miembro de:

Banco Cooperativo Español, S.A.
Asociación Española de Cajas Rurales
Rural Servicios Informáticos
Rural Grupo Asegurador



Asociada a:

Unión Nacional de Cooperativas de Crédito

Federación de Cajas Rurales y
Cooperativas de Crédito de la Comunidad Valenciana



Certificado de Gestión Medioambiental



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1. Altea

1.1 GEOGRAPHY AND HISTORY

GEOGRAPHICAL SITUATION

Altea is situated in la marina Baja between the Point of Albir & the Morro del Toix, 10 km from Benidorm and 50 Km Alicante.

Access: From the A-7 autopista junction 64. The National road N322 between Alicante-Valencia runs through the town. The local train between Alicante-Dénia stops at 4 stations in Altea.

ALTEA

"Altea" is a Greek word indicating medicine and health and attributed to a plant "Malva" which has curative properties. Some also say it signifies healthy sweet water, but some dismiss these relationships. Algar means "river of health".





Panoramic view of Altea

HISTORY

The remains of a necropolis from the 1st Century can be found in the area which would originally have been Altea la Vella. In the middle ages the area was called "Altaya". During the 15th and 16th century the population declined until it almost became nonexistent, and a new settlement was established on the other side of the river Algar in 1560 and which became known as "Altea" during the 17th Century. Successive civilizations

have lived in the area and have left their influence on the town. (Iberians, Greeks, Venetians Romans and Arabs).

The Greeks and the Romans were great traders, and established fishing and farming to this area of the Costa Blanca. The Arabs introduced more sophisticated farming and fishing techniques, some of which are still used today. The expul-

sion of the Arabs in 1609, and the increase in pirate raids, resulted in an economic & population decline of Altea.

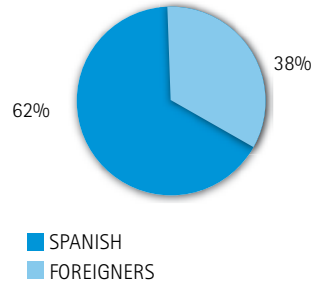
However Altea port served as a troop disembarkation point for Archduke Carlos, who consequently, in 1704, gave Altea the title of Villa. It is said that at this time there were more than 300 Altea inhabitants serving in the Spanish Royal Navy.

From this time until now the indigenous population have lived from traditional agriculture, fishing, and visitors. Today one of the biggest sources of income in the town is through tourism and from foreigners who choose to live here.

POPULATION

September 2008:

Number of inhabitants: 24.000



Bernia Fort (Sierra de Bernia)

1.2 TOWN HALL



Ayuntamiento

Plaza José María Planelles 1
Tel: 96 584 1300/1400
Web: www.ayuntamientoaltea.es

MAP 4 - C3



Ajuntament d'Altea

1.2.1 Office for the Attention of Citizens (OAC)

OPENING HOURS

Monday-Friday, de 8:30am – 5pm

Tel. 966883010

E mail: altea.direct@cv.gva.es

SERVICES OFFERED BY OAC:

1. **INFORMATION:** The office is able to advise and give information to members of the public regarding the services undertaken by the Altea town hall.

2. **RECEPTION:** Deals with enquiries and serves, and as the reception for complaints, or matters, which need to be brought to the



Attention for the public

attention of the town hall (solicitudes & instancias). It also verifies documents required for processes, which relate to dealings people have with the town hall.

3. ADMINISTRATION OFFICERS:

Process the above, and allocates them to be dealt with by the appropriate department of the town hall.

Management of the Town's public Census

- Monitoring rises, falls, and modifications of the population.
- Issuing and certifying onto the census individual members of the public and their families.
- Municipal census documents (Padronamientos)
- Certificates proving cohabitation.
- Certificates required by children who live outside a school catchment and are therefore eligible for travel subsidies (3Km)

4. COLLECTION OF MUNICIPAL TAXES

- Payments and receipts for capital gains tax (Housing).
- Housing Certificates.
- Land registry information
- Land registry certificates.

OTHER SERVICES

- Allocation of school places.
- Application for financial assistance with school textbooks.
- Applications for nursery school places.
- Copies of municipal ordinances
- Permits for bonfires
- Application for financial subsidies (municipal rubbish collection costs etc....)



Office for the Attention of Citizens (OAC)

TOWN HALL SUB OFFICES

TOWN HALL SUB OFFICE ALTEA LA VELLA

Carretera de Callosa, 1, Local 7

Telephone: 96 584 63 28

Opening hours: between 9am Et 2pm

Apart from the administration assistant it also offers the following:

- The Ayuntamiento representative for Altea la Vella, Monday to Friday between 8.30 and 9.30 am.
- The Councillor responsible for foreigners, every Monday between 12:00 and 13:30 pm.
- Social Services Thursday 9am 1.30pm

TOWN HALL SUB OFFICE PLA DE CASTELL

MAP 6 - D2

C/ Villajoyosa, 3

Tel.: 96 688 04 45

Opening hours: 9am to 1.30pm



Public Office - Altea la Vella



Public Office - Altea la Vella



Public Office - Pla de Castell

1.2.2 POLITICAL STRUCTURE

PSOE/PSPV	Partido Socialista Obrero Español /Partido Socialista País Valencià
PP	Partido Popular
Bloc-Verds	Bloc Nacionalista Valencià
CIPAL	Ciudadanos por Altea

In the May 2007 election 21 councillors were elected (9 PP, 8 PSOE, 3 BLOC, 1CIPAL)

Mayor: Sr. D. Andrés Ripoll Llorens (PSOE) inaugurated in July 2007

Altea town council is formed by 8 councillors from the PSOE, with 1 councillor from CIPAL. That govern in a minority with the following councillors:

TOWN PLANNING

Verónica López

altea.urbanismo@cv.gva.es

TAX, SPORT, YOUTH

CONTRACTS & INHERITANCE

Eloy Hidalgo

altea.hacienda@cv.gva.es

SOCIAL SERVICES

WOMEN, PENSIONERS

INMIGRATION

Gemma Córcoles

altea.areafamilia@cv.gva.es

INFRASTRUCTURES

ENVIRONMENT

BEACHES

STREET ACTIVITIES

HUMAN RESOURCES

Santiago Ronda

altea.desarrollomunicipal@cv.gva.es

AGRICULTURE

CITIZEN PARTICIPATION

HEALTH, FORGEIGNERS

Carolina Punset

altea.ciudadanos@cv.gva.es

**TOURISM, COMMERCE
CULTURAL, FOUNDATIONS
PALAU ALTEA
MEDIA & COMMUNICATION**

Miquel Zaragoza
altea.culturaycomercio@cv.gva.es

**EDUCATION
FIESTAS
TOWN TWINNING
PARISHES**

Pepa Perles
altea.educacion@cv.gva.es

**TRAFFIC & SECURITY
CITIZENS BUREAU
MODERNIZATION
ATENCIÓN AL CIUDADANO (OAC)
IT & STATISTICS**

Patricia Mora
altea.trafico@cv.gva.es

Each political party & town councillor has an office in the Town Hall.

Members of the public are welcome to visit but previous appointments are appreciated.
Tel.: **96 584 13 00.**

The Council normally convenes on the last Thursday of each month at 12:00md in the auditorium of the Social Centre. Members of the public are welcome to attend but they may not take part in the proceedings or interrupt.

INSTANCIAS & SOLICITUDES



In order to bring to the attention of individual councillors and their departments public concerns requests or complaints, it is necessary to submit one of the above in writing to the office on the ground floor of the town hall. (OAC or Oficina de Atención Ciudadana). Once signed the administration employees of the OAC will stamp it, with a date of submission and number. They will then distribute it to the corresponding department for action (health, infrastructure planning etc.). A copy is returned to the member of the public who submits it, so that with the number they are able to follow up on their submission.

1.2.3 BUDGETS

These are approved annually during the general town council meeting.

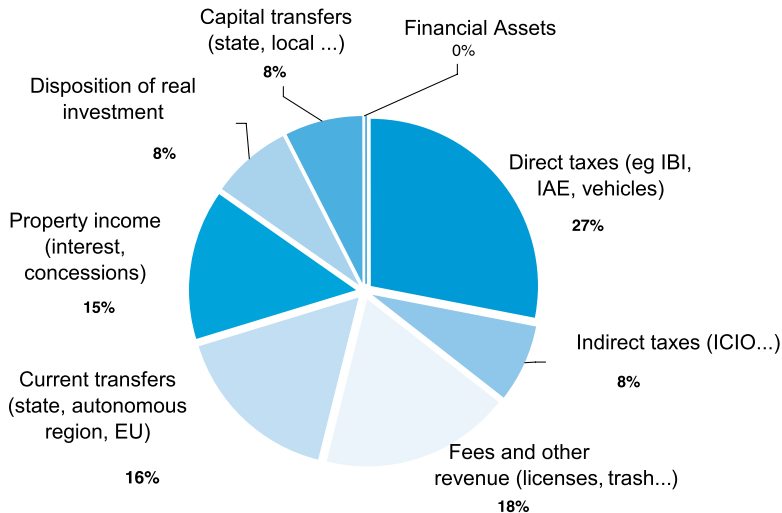
Income received by the town council is dependant on the population inscribed onto the Altea town census. The funds are provided by:

1. **Central Government**
2. **Community of Valencia (Generalitat Valenciana)**
3. **Local taxes**

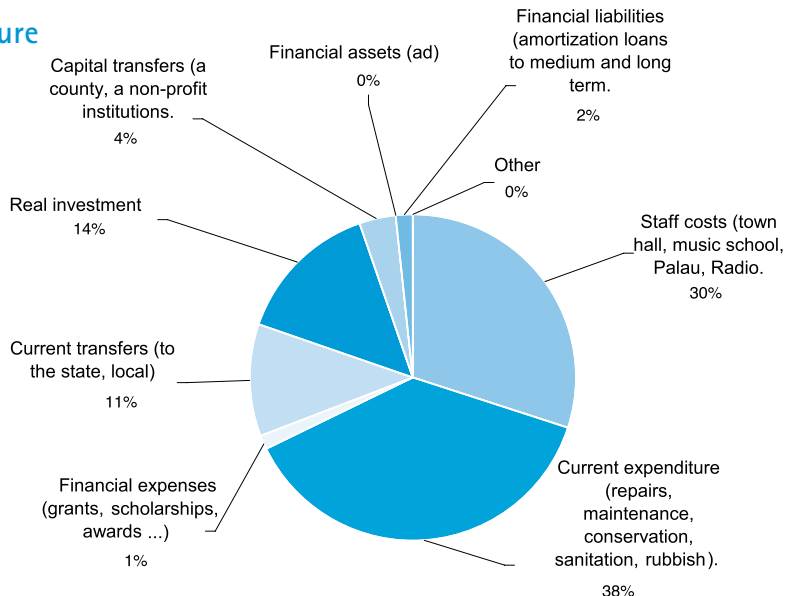
2008 TOWN HALL BUDGET

Income and Expenditure charts. (Variations may occur).

Income



Expenditure



1.2.4. MUNICIPAL AND ELECTORAL CENSUS

Inscription onto the municipal census is of significant importance to the town. The municipal census assists the planning, organising and management of the town. Transport, public services, education provision, health and social services are all dependent on the population inscribed onto it. Currently (September 2008) Altea has 24.023 registered on the municipal census of which 9.100 are foreigners.

In addition, the census establishes an individual's habitual domicile for the authorities.

Regulations for registering onto the MUNICIPAL census (padrón)

- Everyone who lives in Spain is obliged to register on the municipal census in the town in which they live. (More than 6 months)

- Anyone who lives in more than one municipality must register in the one where they spend most time during the year.
- Minors and the elderly infirm must be registered in the same municipality as their parents or carers.
- People who live in a municipality, but do not have their permanent home there, should make their situation known to the appropriate social services where appropriate.

How to register onto the MUNICIPAL Town Census:

It is necessary to:

- Complete and sign a form stating your personal details.
- Supply identification documents (Passport, NIE, or Residents certificate...)
- Supply the address details of where you live in Altea, supported by evidence, house deeds, rental contract, etc.

Please note, once you are registered, you should ensure any change of details are notified to the town hall

Benefits, of being registered onto the MUNICIPAL CENSUS

- Provides Proof of the **time** you have resided in Spain
- Enables you to collaborate in improving **public health services**. (The financial provision of health services from the Community of Valencia, is dependant on the number of people registered on the town hall census).
- Use public **municipal services** such as health system, schools and nurseries, libraries, access to Spanish classes for foreigners, excursions for senior citizens, etc.
- Make legally stipulated economic and personal contributions for the execution of **municipal powers**.
- Participate in **municipal management** in accordance with the Law.
- **Request and receive information** regarding files and documentation from the Municipal administration.
- **Access municipal archives**, and administrative registers, except those that affect the defence of the State or an individual's privacy.

- Demand that a certain **public service** is offered or set up, if such a service must be provided by the municipality. The legitimising of public services will only be granted to residents
- **Vote and be elected** following the conditions established in local electoral legislation, foreign residents must indicate their wish to vote, and make sure they are inscribed onto the electoral census. (EU Citizens)

Where to Register on MUNICIPAL CENSUS: Town Hall of Altea

- **Office for the Attention of Citizens (OAC)**

Opening hours 8.30am to 4.30pm

- **Sub Office Altea la Vella**

Opening hours 9am to 2pm

- **Sub Office Pla De Castell.**

C. Villajoyosa 3

Opening hours 9am to 2pm.

+ INFO:

E-mail: residenteseuropeos@altea.es

ELECTORAL CENSUS

Spanish citizens, who are registered on the census of a town, have an automatic right to vote in the local and general elections.

European Union Citizens and Norwegians however are only eligible to vote in the Local and European elections, and must indicate explicitly their wish to vote when registering on the municipal census at the town hall.

South American citizens are in some circumstances permitted to vote and must then also explicitly register their wish to vote.

POSTAL VOTING

Postal voting is possible and common in Spain. A form requesting a postal vote must be completed at the post office 10 days before the election date. The central electoral office will send a prepaid envelope with the electoral slips. It must be returned with your selected slip, to the same office 3 days before the election.

Information about the electoral census.

Avda. Oscar Esplá nº 15. Alicante 03071

Tel: 901 101 900.

Opening Hours: Monday to Friday 9am to 2pm and 4pm to 6pm. Saturday 9am to 2pm

1.3 TOURISM

Below is a list of places of interest. These are also marked and numbered in the map provided with this guide. A little more detail is outlined here

1. Town hall Square:



Town hall Square

MAP 4 - C3

2. Parish Church Our lady of Consolation

MAP 3 -B2

This is the main parish church, which is easily identified by its blue and white tiled dome. It was built and financed by the local people of Altea at the beginning of the 20th Century. It replaces a much earlier church. It is the centre of all major religious services.

3. Torre & Barrio de Bellaguarda

This barrio like the rest of Altea Old town projects the local Mediterranean architectural



View of the parish church in the old town

style. The Bellaguarda tower, now refurbished was one of Altea's first buildings. **MAP 3 -D2**

4. Palau de las Artes

MAP 6 - A1

This 900 seat theatre is the centre for Altea's famous cultural heritage. Exhibitions Concerts plays etc take place in this modern building. At Christmas an impressive Nativity scene (Belén) is on display. Tickets for performances can be bought at the town hall (9am to 2pm), SERVICAM www.servicam.com 902 44 43 00 (by telephone or internet, or at the box office 2 hrs before the performances).

Address: Partida Rotes

Calle Alcoy, 1 - 03590 Altea

Tel: 966 881 924

Email: gestion@palaualtea.com

www.palaualtea.com



Bellaguarda quarter



Palau Altea

5. Villa Gadea

Built as a summerhouse at the end of the 19th Century, this Villa was restored and became the office for festivals in the 70s. It currently houses the local Police Station.



6. Fundación Schlötter:

MAP 3 - C2

This foundation and art gallery was constituted in 1995 and houses 1045 works of the renowned artist Eberhart Schlötter who has lived

in Altea since the 50s. The foundation is host to exhibitions, concerts etc

Costera dels Matxos, 2. Casco Antiguo.

www.fundacionschlötter.org

Tel/Fax 96 584 28 57

7. Weekly Market

Takes place on Tuesdays and is held in 2 different streets:

- Fruit and vegetable market is in C/ Filarmónica between 8 am and 1.30 pm **MAP 3 - CD4**
- The goods market along C/ Camí del Algar between 10 am and 1.30pm. **MAP 5 - D1**



Fruit and vegetable market

8.7. Promenade MAP 2 – BCD3

With Shops Restaurants and Cafes.



Promenade

9. Municipal Market MAP 4 – B3

Altea has its own permanent market, selling fresh fruit, vegetables, meat, fish etc. It is located in Avda. Jaime I and it is open mornings only.

10. Altea Port: MAP 2 – B3

Houses the Altea fishing fleet as well as being used for private moorings.

Private ports: Puerto Luis Campomanes, El portet y Marymontaña



Fishing boat in the port

11. Yacht Club:

MAP 2 - A3

Private yacht Club , with water sports such as sailing, canoeing and kayaking etc.

Tel: 96 584 1591 / 96 584 2185,

email: cnaltea@ctv.es

web: www.cnaltea.com

12. Altea la Vella:

Old settlement village and an adjunct to Altea. It is worth visiting it's parish church Santa Anna and walking the stations of the cross which is lined by cypress bushes. It's back



Harbour entrance

drop the Sierra de Bernia, with its fountain Garroferet and the old fort up on the mountain are worth a visit.



Garroferet fountain. Altea la Vella



Stations of the Cross - Altea la Vella



Cultural centre

13. 13 Casa de Cultura/Public Library:

MAP 3 - D3

Provides a display of cultural activities occurring locally and library facilities in Spanish and Valenciano. On the first floor there is a permanent display of Moors and Christian costumes.

+ info: Altea Tourist Information Office

C/ Sant Pere 9/11

MAP 2 - C3

Tel: 96 584 41 14

altea@touristinfo.net

Opening Hours: Monday to Friday 9.30am to 2pm and 5pm to 7,30pm
Saturday 10.30am to 1pm



Santa Ana church - Altea la Vella



Tourist office

1.4 HOLIDAYS IN ALTEA

1.4.1 Local Holidays:

Altea town's heritage fiesta is celebrated in the last week of September. Often referred to as "The Moors and Christians". It lasts all week with many organised processions and events. A program is produced every year.

Altea la Vella's heritage fiesta is in the 1st Weekend in February and honours Cristo de la Salud of Sta. Ana (working day, but school is closed).

Autonomous Holidays:

October 9th Valencia day.

National Holidays:

1st January: New Year.

6th January: The Kings. It celebrates the bringing of gifts. There is a procession in Altea and in Altea la Vella culminating in a ceremony where the Kings distribute the gifts for those who wish to participate.

Easter: This celebration date changes depending on the moon. The Sunday before Palm Sunday is celebrated with a processions in both



Kings procession



Palm Sunday

Altea and Altea La Vella. The festive days run from Thursday to Monday, when traditionally a cake called "la Mona" is eaten.

19th March: San José (Father's Day)

1st May: Labour Day

15th August: Assumption day

12th October: Spanish day (Virgen del Pilar)

1st November: All saints Day

6th December: Spanish Constitution day

8th December: The immaculate conception

25th December: Christmas day

1.4.2 ALTEA CELEBRATIONS (FIESTAS)

Altea celebrates continuously! Every parish pays tribute to its own patron. Both those living in Altea as well as visitors participate

and everyone is welcome to join in the celebrations.



Mig Any

CRISTO DE LA SALUD D'ALTEA LA VELLA

is the first fiesta of the year. It takes place in the first week of February, and is in honour of the Cristo de la Salud. The festivities include religious and family processions through the streets of Altea la Vella. It is a festival that coincides with and celebrates the coming of spring and the first appearance of the almond blossom in the region. The local orchestra always performs a concert in the cultural centre of Altea La Vella



Fiestas of Saint Joan

The Saints Trinidad, Sant Antoni y Sant Joan (In the old town) are all celebrated in June. The highlight of the fiesta of **Saint Joan** occurs on the night of the 23rd and 24th June, when the young people accompany the fiesta organisers and construct a tree in the Plaza de la Iglesia decorating it with items of their clothing, upon which the young men also tie their names for the young women to take. A giant paella and Coca is also part of these festivities

In July the fishermen honour **San Pere** and the **Virgen del Carmen**, this is followed by **Saint Jaume** in the parish of Cap Blanc and **Saint Ana** the patron saint of Altea la Vella.

In July there is also a competition and exhibition by local artists, "**The Balconades**". Paintings are hung on the balconies following a route from the Plaza de la Iglesia around the old town. Brochures, which show the route, can be obtained from the Casa de Cultura and the tourist information office.

The Fiesta of **Sant Roc** starts in August and is followed by **Sant Llorenç**, which includes a spectacular firework display usually on the first saturday of August called "**Castell de L'Olla**", **Sant Isidre y Sant Lluís**.

In September **Saint Thomas** is honoured and

during the fourth week of September which marks the end of summer, the fiesta which marks Altea's heritage in honour of **Cristo del Sagrario, Sant Blai y Moors & Christians** is held.

The year finishes in December when **Saint Barbara** of the parish of Sogay and la Purísima in Altea La Vella are celebrated.



Castell de l'Olla"

PATRIMONIAL CELEBRATION IN ALTEA

"Fiestas del Cristo", have a tradition of more than 100 years. Altea pays tribute to Cristo del Sagrario, whose statue can be found in the parish church of our Lady of Consolation (The Parish church in the old town). The fiesta has two main organisers and a committee of supporters who manage the festivities. They elect

a **queen for the fiesta**. (An adult and a child), as well as a number of maids of honour. Throughout the year the committee raises the money for the celebrations through lotteries, publicity and concerts etc. in order that dances, concerts and other activities, which take place during the fiesta, can be financed. The



Coronation & costume presentation

Sunday which marks the day of Cristo is the most important and is marked by a solemn mass as well as a procession, firecrackers and fireworks display in the evening.

"FIESTAS DE MOROS Y CRISTIANOS", since 1979.



MOORS & CHRISTIANS poster 2008

The **"Moors and Christians Fiesta"** has been in existence in Altea since 1979. Spain was occupied and under the control of Arabs for hundreds of years at a time when they were in a period of expansion, and conquering

new territories. They were finally expelled in the 16th century. In the 19th century people living on the Mediterranean started to mark this expulsion through processions and fiestas. In 1979 the organisers of the Cristo fiesta in Altea decided to form 4 peñas (Fiesta associations). These have now grown to 20 with 1200 members. Each year they elect **Kings, their consorts, ambassadors, standard bearers and a child representative (alférez).**

Magnificent **processions of the two kings, Christian and Muslim,** and their entourage take place on Saturday and Sunday of the holiday, along the Avenida de Jaime I. The 3hr. long processions are watched by the local



Procession of christians



Audience of the Ambassador with the King

people and tourists. The Bands, which accompany the processions come from both Altea and from nearby towns. It is the most elaborate weeklong fiesta of the year.

On the first floor of the library at the casa de

cultura there is a museum of costume examples on permanent display. Here, you can also get the names and contact numbers for the Peñas, should you wish to become involved in this spectacular event.

2. IDENTIFICATION

2.1 NIE (IDENTIFICATION NUMBER FOR FOREIGNERS)

The NIE is a number (not a card). It is a personal number that is unique and exclusive, assigned to all non Spanish citizens. Spanish citizens have an equivalent identification number, the DNI. Every foreigner who lives in Spain **should have one**.

The number is issued to enable non Spanish citizens to obtain any kind of extension of stay or other documents which will allow them to stay on Spanish territory, and to enable them to manage their economic, professional or social affairs whilst living in Spain.

- This personal number **identifies an individual as a non Spanish citizen** and should be quoted on all documents either required or requested such as obtaining an identity certificate or passport. It is required to buy property,

obtain mortgages, pay taxes or obtain a health card. It is also required to obtain inheritances.

- The NIE is **not an identity document**. Individuals should carry additional identification appropriate to their home country for identity purposes, such as a card or passport.
- **EU citizens:** Until recently EU citizens were issued with a resident's card that included their photo. This is no longer issued, or renewed. In its place EU citizens who solicit an NIE number for the first time are at the same time issued with a Residents Certificate which will include their NIE number. EU citizens who want to renew their resident's card will be issued with the Residents certificate and it will include their original NIE number.

APPLICATION

National Police in Benidorm (the office for foreigners in Altea will deal with this in the future. In the meantime it is advisable phone and ask before you want to apply Tel: 96 501 92 60)

To Obtain an NIE number the following are required:

- **A copy of application form EX 14**
to download : www.mir.es/SGACAVT/modelos/extranjeria/modelos_extranje/ex_14.pdf
- **Receipt of charge (in 2008 it was 9€).**
- **Valid Passport or journey evidence.**
- **It is advisable to also take a "Padron" certificate and pictures**
- **NON EU Citizens**
 - Reason for application (tribunal administration, property registration, business, Notary issues, traffic issues, Social security, Unemployment office etc.)
 - Documentation which justifies the application

2.2 INSCRIPTION ONTO THE CENTRAL REGISTER FOR FOREIGNERS

EU CITIZENS

Citizens who come from other EU member states have the legal right by law to live in any other member state, e.g. Spain. Those living in Altea must personally register at the Office for Foreigners in Altea (San Isidro, 1) for inscription into the Central Register for Foreigners.

The application should be made within 3 months of entering Spain. It will register the persons name, nationality and address,

and include their NIE number, and the date of issue.

If the EU citizen applying does not have an NIE number, an application for it should be made in advance.

Where an EU citizen already has a residents card, which requires renewal or which has been lost, stolen or damaged a Residents certificate should be applied for to replace it.

NECESSARY DOCUMENTATION:

- Application form EX16. To download: www.map.es/servicios/servicios_on_line/extranjeria/modelos_oficiales_solicitudes/ex16/document_es/EX16.pdf
- Valid Passport or other identification document. (In the event that the document has expired, a copy of the renewal application is required).
- Charge (in 2008 6.60€)
- It is advisable to also take a "Padron" certificate

Application takes time. Same day applications can be processed where the applicant goes directly to the commission in Benidorm.

FURTHER INFORMATION:

Agency AMICS

MAP 4 - C2

Agency to assist integration of immigrants.

At: Social Services Department of Altea Town Hall: C/ Síndic de greuges nº 5.

Tel: **96 688 27 02**

E-mail: altea.amics@cv.gva.es

ALTEA OFFICE FOR FOREIGNERS

C/ San Isidro Labrador nº 1

MAP 3 - C1

Tel and appointments: 96 501 92 60

Appointments by internet:

www.consultor.com/oue

You are able to download and print all the necessary forms for obtaining an NIE number (ex16) (Look for : modo presentación solicitudes)

ALICANTE OFFICE FOR FOREIGNERS

C/ Ebanistería, 4 y 6 (Polígono de Babel)

03071 - ALICANTE

Tel: **96 501 93 00**

Appointments: **96 501 94 55**

POLICE STATION BENIDORM

C/ Apolo XI, 36 Benidorm

Tel.: **966831930**

Opening Hours: 9am to 2pm



Foreigners office - Altea

2.3 CITIZENS WITH SPANISH NATIONALITY

DNI: APPLICATION OR RENEWAL:

Address: Benidorm (Av. Callosa D'En Sarria, 2)

Tel: **965856121 902 24 73 64**

www.citapreviadnie.es

Office hours: Monday to Friday 9am to 2pm and 4pm to 7pm

Altea: has an office which is periodically manned but for which there are no defined dates.

For more information contact the OAC department at the Ayuntamiento

3. HEALTH

3.1 PUBLIC HEALTH

Spain has a universal health service. To access it is necessary to obtain a SIP card.

What is a SIP Card?

A SIP card is an administrative registration, which is available to all people who are included on the Altea municipal census. It has a number of 7 digits, which remains constant on all medical and pharmaceutical forms in the name of the individual.

Who Can access the system?

Everyone, foreigners, Spaniards and their families who work or have worked in Spain can access the health services in Spain (there are exceptions).

Can EU citizens and Norwegians access medical services?

Yes with a European SIP card or if they are in the Spanish Social security system.

Minors at risk, the pregnant or those EU citizens who are below the minimum international income threshold and who have not previously made social security contributions in Spain can also access the system.

Where do you go to obtain a SIP card?

In the first instance make an appointment with the medical social worker at the Altea Health Centre to obtain current information (see medical centres).

DOCUMENTS FOR OBTAINING SIP CARD:

1 Social security contributors

- Work Contract or employer
- ID documents of worker and family
- Certificate of Municipal Census
- Application form "Hoja de inclusion" from INSS Office Benidorm

2 People without means:

- Contact the social worker for an appointment Altea health centre.
Tel. 96 688 00 25.



SIP card

EU convention for obtaining a SIP Card:

1. Renewals of European SIP card: INSS
- National Institute of Social Security,
Tomas Ortuño, No 69. Benidorm Tel:
965855909
2. Documents confirming status, pensioner
or working
3. ID document



European health card

MEDICAL SERVICES OFFERED WITH A SIP CARD

Medical and psychological care and treatment including emergencies. Specialist referrals, orthodontic and dental hygiene assistance, access to medical social worker.

The first consultation is always for a consultation with a GP, who will decide if further investigations, analysis or referral to a specialist in Benidorm or Villajoyosa hospital is necessary.

OTHER SERVICES:

- **Orthodontic** care For children born in 2000 & 2001
- **Wheelchairs** via Agencia Valencia de Salud
- **Walking aids**, to the value of 30 euros when supported by a Doctor or social worker referral
- **Subsidised Spectacles** for children below the age of 6yrs, when supported by social worker referral.

Note: Doubts, concerns or queries and complaints about the SIP card should in the first instance be referred to the medical social worker at the La Galotxa Health Centre Hours 8am to 3pm by appointment.

FOR ALL MEDICAL MATTERS EXCEPT EMERGENCIES AN APPOINTMENT SHOULD BE MADE.

AUTOMATIC TELEPHONE SERVICE

901 22 77 22 - 96 346 93 99

(In Spanish, Valenciano and English)

INTERNET:

www.san.gva.es/cas/ciud/solicitud.html

(you will need your 7 digit SIP number and date of birth and you can print of the appointment time for reference) .

MOBILE PHONE.

 Send sms 7373

- The message should contain the word : cita-space bar-nº SIP.
e.g. cita 1234567891
- In a few minutes you will receive a message with an appointment time
- Confirm the message with "cita OK"
- You will receive a final confirmation message
- Cost: 0.15€ (that is 30 cents for 2 messages).

TELEPHONE TO THE MEDICAL CENTRE

(See medical centres)

Altea has a main medical centre with 3 auxiliary clinics.

ALTEA HEALTH CENTRE GALOTXA:

C/ Galotxa, s/n

MAP 5 - A3

Telephone(s) for appointments:

96 688 01 06

96 688 04 35

96 584 21 51

Phone (s) for Casualties:

96 688 00 25

Hours for consultations:

from **8:00** to **21:00** from Monday to Friday (except for holidays)

Casualties: 24 hr



Health centre

AUXILIARY CLINICS

Altea La Vella Surgery:

Cura Linares, s/n

For a consultation phone: **96.584.66.59**

Consulting hours: from 11:30 - 14:00 Mon day to Friday (except for holidays)

Contact: Dra. Teresa Revilla Lorenzo

Pla de Castell Surgery

MAP 6 - D2

C/ Villajoyosa, 3.

Appointments and info.: **96 688 32 59**

Consulting hours: from 8:00 - 15:00 Mon day to Friday (except for holidays)

Cofradía de Pescadores Surgery

C/ S. Pere, 9

MAP 3 - B5

Tel. 96 584 01 24

Consulting hours: from 9 to 11 am. Monday to friday

INSS - (Social Security Centre)

Tomás Ortuño, nº 69 · 03501 Benidorm

Tel. **96 585 5909**

SPECIALIST OUTPATIENTS (Centro de Especialidades de Foietes)

Avda. Venezuela. Benidorm
Tel.: 96 685 98 00

Hospital Marina Baixa- Villajoyosa
Av. Alcalde en Jaume Botella Major, 7, 7
03570 Villajoyosa
Central Tel. **966859800**
www.dep16.san.gva.es/es/visitavirtual.htm

DISTRICT HOSPITAL

The public hospital for our municipality is located in Villajoyosa-



Villajoyosa hospital

3.2 PRIVATE MEDICAL CENTRES

IN ALTEA

There are a significant number of private doctors in practice within the municipality
+INFO: Yellow pages.

PRIVATE MEDICAL CENTRES

HOSPITAL CLÍNICA BENIDORM

Avda. Alfonso Puchades, 8 · 03501 Benidorm

Tlf. general: **96 585 38 50**

www.clinicabenidorm.com

CLÍNICA EUROPA

Av.de Europa 8 · Benidorm

Tel: 96 585 7648

HOSPITAL DE LEVANTE

Cl Ramón y Cajal, 7 · 03503 Benidorm

Tlf: (+34) **96 687 87 87**

Fax: 96 586 17 56

www.hospitaldelevante.com

3.3 ANNUAL ILL HEALTH PREVENTION CAMPAIGNS IN ALTEA

Altea Town hall supports a number of health campaigns throughout the year, which are offered free of charge. Dates and times are well publicised in the press and media.

BLOOD DONATION

Special donations, July and December. Centre for blood transfusion. **Tel. 965658112**

GLAUCOMA TESTING

promoted in association with the Institute Mobayed of Ophthalmology (Benidorm Clinic) and takes place annually at CEAM. For more information consult the Ayuntamiento web page www.ayuntamientoaltea.es.

MELANOMA

Promoted in association with the association for the prevention of Melanoma and the Valencian Department of Health.

Tel: 965 14 20 72

AMBLIOPIA

Ambliopia in schools for children between 4 and 6yrs in association with the Jorge Alio Foundation. **Tel. 9652669190**

www.fundacionalio.com

WORLD AIDS DAY

Dec 1st

CARDIOVASCULAR RISK ASSESSMENT

In association with Benidorm Clinic Tel. **96 585 38 50** www.clinicabenidorm.com. The date are published in the Ayuntamiento.

ANTIRABIES CAMPAIGN FOR DOGS:

Organised by the Health Department in collaboration with the vets of Altea. Information communicated and available on the Ayuntamiento web site.

3.4 CHEMISTS

Many medicines require prescriptions eg. Antibiotics, antidepressants etc. If a medicine has been prescribed through the health centre the price is reduced. Private prescrip-

tions or those issued by the emergency department of the health centre or hospital cost more.



Chemist - La Olla



Chemist - Plaza del Ayuntamiento

LISTADO DE FARMACIAS DE ALTEA

Lda. Magdalena Lloret Gorgoll

Partida Cap Negret 18, Altea
96 584 14 89

Lda. Marta Soler Esquerdo

Plaza Ayuntamiento 22, Altea
96 584 11 83

MAP 4 - C3

Lda. Juan Galiana Ferrando

C/ Sant Pere 36, Altea
96 584 16 92

MAP 2 - C3

Lda. Angela Lerma Pérez

Pont de Montcau 1, Altea
96 584 06 19

MAP 3 - D4

Lda. Leandra Chorro Salva

Ctra. Callosa 25, Altea la Vella
96 584 80 57

Ldo. Matias Guillem Riera

C/ La Sequia 17
96 584 15 85

MAP 3 - D3

Lda. Francisca Pérez Albiñana

Beniardá 2
96 584 11 83

MAP 6 - B3

HOURS:

de Monday to Friday 9.30 am -1.30 pm & 5 pm-8 pm.

Saturdays: 10 am -1:30 pm

EMERGENCY CHEMISTS

In principle only emergency medicines with a prescription are dispensed.

Each pharmacy displays information regarding which one is on duty.

In addition this information is available at the health centre in Altea/Altea la Vella by calling the police, or consulting the council's website: www.ayuntamientoaltea.es (Farmacias).

AMBULANCES

If you see an accident or an emergency, DYA ambulances are available 24hr at the centre of Altea (CEAM) Tel: **667 50 13 87**

Emergency Tel. nº: 112



Ambulances DYA

4. EDUCATION

4.1 NURSERY SCHOOLS: 0 TO 3 YEARS

At the moment, in Altea there are no public nursery schools, although means tested subsidise are available. Applications should be made to OAC at the Town Hall

Nanets

Castellón, 19 · Tel: 965 841 104

PRIVATE NURSERY SCHOOLS

Escuela infantil Altea

Llimeres, 1 · Tel: 965 843 340

Escuela Infantil Fina

C/ Zubeldia, 5 · Tel: 965 842 099

Arco Iris

La Carrasca, 1 · Tel: 96584 5584

Chiquets

Pda. Les Rotes, 2 · Tel: 965 972 355

La Caseta de l'Horta

Part. l'Horta, 29 · Tel: 965 842 993



4.2 INFANTS EDUCATION & CHILDREN'S PRIMARY EDUCATION

Altea has 5 public schools and one private school.

- **EDUCATION FOR CHILDREN:** 1st, 2nd and 3rd courses of 3 to 6 years. It is not compulsory.
- **PRIMARY EDUCATION:** 1st, 2nd, 3rd, 4th, 5th and 6th grade, 6 to 12 years. Mandatory

Annual Enrolment is managed by the town hall from April onwards. The school year begins in September and ends in June. All public schools have school meals, which currently cost +-60 euros per month.

The public schools are in different areas of the municipality, and children's places are assigned according to specific guidelines, but as close to their homes as possible.

If a pupil is joining **during the school year**, it is necessary to make an application at the Town Hall, and a place will be allocated according to where a vacancy is available.

Children allocated a school place outside his / her catchment area (3 Km), is entitled to **transport assistance**.

Schools hold classes in Valenciano (in full) or incorporating Progressive Valenciano (Valenciano in some subjects and others in Spanish).

PRIMARY SCHOOLS:

COLEGIO PÚBLICO BLANQUINAL.

Pla de Castell, 26.

MAP 1

Tlfn.: 96 584 19 98.

www.blanquinal.es

COLEGIO PÚBLICO LES ROTES.

C/ Alcoi, 26.

MAP 6 -A1

Tlfn.: 96 584 27 86.

COLEGIO PÚBLICO GARGANES

Avda. Corts Valencianes, 12.

MAP 5 - C1

Tlfn.: 96 688 17 35

COLEGIO PÚBLICO LA OLLA.

Este colegio tiene la definición de **"rural"**, es decir, un tutor imparte clases a dos cursos a la vez. Las clases son, por ello, de menor cupo.

Pda. L'Olla , 123.

Tfno: 96 584 05 72

COLEGIO PÚBLICO ALTEA LA VELLA

Carretera de Callosa s/n.

Tfno.: 96 584 85 08

COLEGIO EL PLANET (private)

Partida Planet, 71.

Tlfn.: 96 584 42 24.

mentaldi@hotmail.com



Garganes school

PRIVATE SCHOOLS CLOSE TO ALTEA

- Colegio Lope de Vega (Benidorm)
- Colegio Almeida (Callosa d'En Sarrià)
- In English: Costa Blanca (Benidorm), Elian's (la Nucia), British School (Alfaz del Pi)
- In Norwegian: Colegio noruego (Alfaz del Pi)
- In French Colegio Pablo Picasso (Benidorm)



Altea la Vella school

CHRISTMAS AND SUMMER SCHOOLS

These are offered to assist parents who work during these holidays.

Summer School: July and August 9am to 2pm

Christmas School: Christmas school holidays, except "Fiesta days"

Activities: Various

Applications: Social Centre (Calle Marina Baixa, 2)

4.3 SECONDARY EDUCATION

In the public institutes you can study:

- **ESO** (Obligatory Secondary Education) from 12 to 16 years
- **Baccalaureate** (16 and 17 years) Preparation for access to college

The ESO and Baccalaureate courses are divided into two sections, either Valenciano, or Progressive Valenciano. At the end of ESO, the student receives the **title of graduate in ESO**, a qualification accepted in the workplace.

"BELLAGUARDA" HIGH SCHOOL

C/ Galotxa, 1. Tel.: 96 584 07 54. MAP 5 - C1

e-mail: 03002573@centres.cult.gva.es

"ALTAIA" HIGH SCHOOL

MAP 6 - B2

C/ Benidorm, nº 11 Tel.: 96 584 43 61.

e-mail: 03010831@centres.cult.gva.es



Altaia High School

4.4 PARENTS ASSOCIATION (A.M.P.A.)

All public schools have an AMPA. It advises parents on their rights, and their relationships with the school.

To become a member of the school AMPA, an annual membership fee per family (15€) is required at the beginning of the school year. Parents can also stand for election to the Board of representatives at the school.

4.5 EDUCATIONAL SUBSIDIES

TEXTBOOKS:

Students must buy textbooks, but people with a low income, can apply for grants towards the cost (applications and deadline information at OAC in the town hall).

FELLOWSHIP OF TRANSPORTATION:

Children who must travel more than 3km. to attend their allocated school receive assistance with transport (applications as above).

ADULT WORK TRAINING

In Altea:

- **Construction, marketing and land surveying**
"Bellaguarda" HIGH SCHOOL, C/ Galotxa, 1.
Tel.: 96 584 07 54)

There are numerous training courses in Benidorm:

- **Hairdressing and Beauty:** Tel.: 96 680 26 03
- **Software:** Tel.: 96 585 20 47
- **Sales and Marketing, Secretarial and**

Accountancy, Auxiliary Nursing, and Laboratory Technicians Tel: 96 586 09 06

- **Maintenance and gas Installation, heating and cooling engineers** (Health and Safety. Assembly facilities and building processes). + Info: 605 45 06 11
- **Hotel Management and Tourism**
Tel.: 96 585 82 57

4.6 ADULT EDUCATION (FPA)

Cami del Institut S/N (ALTEA) **MAP 5 - A2**
Tel.: 96 688 58 18

TRAINING PROGRAMS (Free)

- **1st-stage:** basic skills (Literacy, basic education)
- **2nd stage:** a degree in secondary education
- Free courses of **Spanish and Valenciano** from October to June (Inscription September)

4.7 HIGHER EDUCATION

In the province of Alicante there are two universities. Both give degrees and diplomas in technology, science and the humanities.

UNIVERSITY MIGUEL HERNÁNDEZ (FINE ARTS)

MAP 6 - B2

Miguel Hernandez University which is based in Elche, has a faculty in Altea: FINE ARTS (5 academic courses)

Pla de Castell, sn

Tel: 96 685 91 31

www.umh.es

UNIVERSITY OF ALICANTE

It is located in San Vicente de Raspeig (45km from Altea)

Carretera San Vicente del Raspeig s / n - 03690 San Vicente del Raspeig - Alicante

Tel. 96 590 3400 - Fax 96 590 3464

www.ua.es

email: wwwadm@ua.es

NATIONAL UNIVERSITY for DISTANCE LEARNING (UNED)

It offers the possibility of earning a diploma by attending classes regularly at:

Elche:

C / Candalix, s / n ELCHE

Tel: 96 661 00 00

info@elx.uned.es www.uned.es/ca.elche

Denia-Jávea:

Denia, Javea: C / En Forn, s / n, 03730 Jávea

Tel: 96 646 25 06

info@denia.uned.es www.uneddenia.org

UNIVERSITY STUDENTS ASSOCIATION OF ALTEA (A.D.E.A)

C/ Pont de Moncau, 12 (Casa de Cultura)

Tel.: 647 866 451

adea_altea@hotmail.com

www.adea.es/vg/

Amongst other things they organise travel at competitive prices to and from the university. Leaving at 7am and 3pm and returning at 3pm and 9pm.

4.8 UNIVERSITY CLASSES FOR MATURE STUDENTS (UNIV. MIGUEL HERNÁNDEZ)

<http://mayores.umh.es/>

MAP 4 - C2

Students over 55 yrs

Cost 90 euros

Times:

- Monday and Wednesday 5pm to 7.15pm in CEAM **Level 1**
- Tuesday and Thursday 5pm to 7.15pm in CEAM **Level 2**

There are various classes in subjects such as literature, art, nutrition anthropology and basic law. There are speakers and pupil participation. Many foreigners with a medium level of Spanish attend to improve their language skills, and many others return to study further and obtain a qualification.

Coordinator in Altea

Ignacio Beltran Moraleda

Biblioteca Publica Municipal

Calle Pont de Moncau, 14

Tel. 96 584 28 53

E mail: atbiblioteca@cv.gva.es

MAP 3 - D3

AUNEXA

Association of ex students of the above classes. Ex students can attend talks every last Friday of the month in the social centre, and join in cultural excursions financed by the town hall.

Tel: 96 665 8774

PERMANENT UNIVERSITY, UNIVERSITY OF ALICANTE

Courses for people over 50yrs

Aim: To be a meeting-point for people who wish to work on their socio-cultural development.

Campus San Vicente, Alicante

Tel: 96 590 9454

Email: universidad.permanente@ua.es

U3A (UNIVERSITY OF THE THIRD AGE)

www.u3amarinabaixa.com

U3A is a non-profit making organisation for people over 50, who meet in educative groups.

Activities: walking, Spanish lectures, pe-tanca, Spanish history and culture. Activities,

from Bridge to Card making, or from creative writing to learning a language and they even organise holidays.

President:

Marina Baixa: Maureen Scott: tel: 608 12 33 72

Calpe: Roger Wilson tel. 965748827

4.9 SPANISH LESSONS FOR FOREIGNERS

Address and Applications:

Centro Social de Altea

MAP 4 - C2

C/ Marina Baixa · Tel: 96 584 3075.

Facilitated by the town hall Spanish language classes for foreigners are available. A small fee is charged. There are three levels: beginners, intermediate, and advanced. The academic year runs between October and June.

Spanish Conversation Club in Altea la Vella: A club to enable a different way of understanding the Spanish language and culture.

Information: Jose Quirante

clubconversacion@gmail.com or the councillor for foreigners at the town hall

Tel: 96 584 13 00

FPA (Formación de Personas Adultas)

Free Spanish and valencian lessons run by the Regional Government. (From October to June) There are three levels: beginners, intermediate, and advanced.

Camí de L'institut s/n · Tel.: 96 688 58 18

4.10 LIBRARIES

MUNICIPAL LIBRARIES:

ALTEA: C/ Pont de Moncau, nº 14

Tel.: 96 584 28 53

MAP 3 - D3

E-mail: atbiblioteca@cv.gva.es

Opening hours: Monday to Friday

9:30am to 2pm / 4.30pm to 8.30pm

ALTEA LA VELLA : Carretera callosa, 1

Edif. Sant Jordi · Tel.: 96 584 85 42

E-mail: altea.biblioav@cv.gva.es

Opening Hours: Monday to Friday

10.30am to 1.30pm / 5pm to 8pm



Altea's library

- Adult and children's books in Spanish and Valenciano (Some foreign language books etc in Altea la Vella), DVD's, CD audio y CD rom.
- Lending for members who have a library card.
- Lending service for the housebound
- Reference Library
- Computer access

ENGLISH LIBRARY

MAP 3 - D5

Benefiting a cancer charity, this library is situated on the promenade opposite the car park, upstairs above Bar Miramar.

Opening hours: Monday Tuesday and Friday
11am to 1pm

4.11 MUSIC

As in the rest of the west coast of the Mediterranean Altea has a strong musical tradition, especially in wind instruments. It is an

essential part of the Altea life. Young people learn to play the instruments and join the bands which accompany the local fiestas.



Pulso y púa orchestra

MUSIC CENTRES

MUNICIPAL PROFESSIONAL MUSIC CONSERVATORY OF ALTEA

Camino Viejo de Alicante s/n.

MAP 3 – A3

Tel: **96 584 5844**

Email: conservatorio.altea@cv.gva.es

From 8 yrs. Examination entry is required.
(Normally in September)

Grades

- Elementary 4yrs Tuition
- Intermediary 6yrs Tuition

Students start by studying musical notes and the instrument of their choice (if there are places available) and go on to take exams,



Municipal Music School

which enables them to specialise. In order to become a music teacher, the student would then have to join a Superior Conservatory of music, normally in a major city.

To obtain higher levels senior tuition is required (larger cities)

The Conservatory offers 15 specialities and has 21 teachers in 7 departments.

Specialities:

Piano, flute, clarinet, saxophone, trumpet, trombone, horn, tuba percussion, guitar, oboe, violin, violoncello, double bass and viola.

Financial Assistance:

- Families with 3 children or more pay half fees.
- From intermediate grade scholarships are available.

ALTEA PHILHARMONIC SOCIETY

Tel: 96 584 4499 / 629 854 88 **PLANO 3 - D4**

C/ Filarmónica 12 -Bajo

www.sfaltea.com

Originating in 1889, when a group of musicians wanted to include more music into the fiestas, the society now participates in many musical activities. Composing and performing throughout the year, they also always give a concert in honour of the patron saint of music St Cecilia (22 November)

Main groups:

Symphony orchestra: approximately 140 musicians

Choir: 50 choristers

Orchestra de Pols y púa: 20 musicians

Orchestra de cuerda: 15 musicians approximately.

Colla de Dolçaina y tabalet (Typical regional instruments)

Courses: (Monday to friday 4pm to 10pm)

Jardín Musical

From 3 to 5 yrs music and movement

From 6 to 7yrs introduction to music

Instrument optional from 6 yrs



Altea philharmonic orchestra

Elementary Grande

From 8 yrs to Adult

Examination: musical notation, instruments and singing.

Preparation for entry to Conservatory

Free Choice

From 14 yrs to adult

Xirimita and Tabalet (regional instruments)

Tabalet from 6yrs

Xirimita from 12 yrs

Introduction to Dance

Modern / Classical (From 8yrs to adult)

Valencian folk dancing

Free Tuition: Lutes, Bassoon, tuba, viola, drum, double bass

MUSICAL RECREATION SOCIETY OF ALTEA LA VELLA

Ctra. Callosa, 2 · 03599 Altea la Vella

Tel: 96 584 80 47

CENTRO MUSICAL N3

(PRIVATE)

C/ Convent 1, bajo · Altea 03590

Tel: 96 688 5805

Opening Hours:

10 am – 1:30 pm and 5-9 pm.

Classes in piano, violin, cello, music and movement.



Philharmonic centre

5. PENSIONERS

In Spain the retirement age is 65yrs. However for medical or other reasons some may retire before this age. Pensioners receive financial subsidies for certain cultural and transport facilities. In order to obtain these, pensioners must be registered on the municipal census (padrón).

5.1 VALENCIAN COMMUNITY CULTURAL CARD

This card entitles the holder to enjoy reduced entry prices to museums, theatre etc.

Application: With Padrón Certificate and photo at Social Centre Altea

MAP 4 - C2

Tel.: 96 584 30 75

Hours: Mon to Fri 8am to 9pm

Member of Social centre Card

Discount to cultural and sports centre as well as discounts for courses held at the social centre, and in the restaurant

Transport card

Transport discount card for people above the age of 65 and with an income below 600 euros a month.

Application: As before.

Dorada card (RENFE)

Reduced rail fares.

MAP 2 - D3

Application: Altea railway station

5.2 CEAM (Centre for the 3rd age)

C/ Marina Baixa nº 6

PLANO 4 - C2

Tel.: 96 688 00 46

Hours: From 8am to 8pm Monday to Friday

ELIGIBILITY REQUIREMENTS:

(MEMBER OF SOCIAL CENTRE CARD)

- 60+ years
- Inscribed on the municipal census (Padron) in Altea
- Not in paid employment



Centre for 3rd age

C.E.A.M. offers geriatric assistance for people living in Altea. It offers specialised services and activities with the objective of assisting older people to maintain independent and active lives as well as reducing loneliness.

SERVICES:

- Medically supervised Physiotherapy, rehabilitation in the Gym, and hydrotherapy.
- Psychology
- Home visits
- Chiropody
- Hairdressing
- Lending library
- Occupational Therapy, cultural, yoga, tai chi, memory, patchwork, ceramics, painting, introduction to IT, dress making, etc.

5.3 ASSISTED LIVING ACCOMMODATION FOR THE ELDERLY CEAM

Situated above CEAM, are 38, 2 person apartments especially for the elderly. Each apartment has 43m². It is authorised by the Generalitat of Valencia.

Eligibility: Aged over 60 yr. People must be inscribed on the municipal census and living

in rented accommodation. An individual's level of need is established through physical and psychological assessment and with regard to social or economic criteria

Further information:

CEAM: Tel. 96 688 00 46

5.4 RESIDENTIAL HOME & DAY CARE CENTRE " LES BOQUERES"

Partida Plá del Castell, 110

Tel.: 966 88 17 91

info@boqueres.e.telefonica.net

Residential places for 92 people and day care places for 30 people

Eligibility:

- Older people over the age of 60 or 65yrs who have ceased working
- Established Health and family need
- To be inscribed in the municipal census

is not obligatory and people from other provinces or foreigners may apply, but preference will be given to those who are in the Altea municipal census.

Services

- 24hour care 365 days a year
- Medical and nursing care, with ancillary services such as physiotherapy, hydrotherapy, occupational therapy etc.

- Social interaction (handicrafts, bingo, gymnastics, walking, birthday parties etc.)
- Cognitive stimulation: Talks, conversation...
- Hairdresser, chiropody, café.

Day Care Centre

- From 8am to 8pm with transport arrangements, offering the same services as above.

Boqueres II:

- Capacity for 10 places situated 200 meters from the residence.
- Available to people with a certain level of independence
- Residents use the services of the day centre Monday to Friday and are supported by professional help at the weekend.



Pensioners

6. SOCIAL CENTRE

C/ Marina Baixa nº2

MAP 4 - C2

Teléfono: 96 584 30 75

Opening Hours:

Monday to Friday 8am to 10pm

Saturday 12md to 1.30pm

The cafe is open Monday to Sunday from 9.30am to 9pm. Tel: 966880672

The Social Centre offers many activities for the public of Altea. It has multipurpose rooms where different activities according to demand can be offered. The centre caters for old and young, and many associations.

(The restaurant offers a daily menu subsidised for pensioners).

Activities (From 4 years)

- Artistic (painting, dance, theatre), self esteem workshops.
- Language classes (Spanish and English for adults)
- Physical (yoga, tai chi, pilates)
- Children introduction to painting, dance, ballet
- Excursions etc

ASSOCIATIONS

(Hours subject to holidays)

Rooms are available for booking meetings

ADEMMBA (Multiple Sclerosis Association of the Marina Baja): Monday 5pm to 7.30pm & Wednesday 5.30pm to 6.30pm

LARGE FAMILY ASSOCIATION Monday
10am to 1.30pm

ALCOHOLICS ANONYMOUS:

Spanish: Monday to Friday between 8pm and 9.45pm.

In English: Wednesday between 8pm and 9pm.

SPANISH ASSOCIATION AGAINST CANCER AECC:

Wednesday: 12md to 2pm physical.

6pm to 8pm group psychological support

ADA: Altea Association for the disabled:
Wednesday 10am to 12md. Every other
Thursday 7pm to 9pm.

BREAST CANCER SELF HELP GROUP:

Friday 10am to 1pm.



Social Centre

7. SOCIAL SERVICES

Department for Social Services

Sindic de Greuges nº 5

MAP 4 - C2

Tel.: 96 688 27 02 (by appointment)

altea.ssociales@cv.gva.es



Department of Social Services

7.1 SERVICES AVAILABLE

Offers Information, guidance and advice on the rights, resources and services for social welfare, including processing, and referral to other specialized services and/or administrations.

- **In the Home:** Home help support services which enable independence.
- **A 24hr telephone communication support** system for the elderly or disabled, which enables immediate assistance when required. E.g. accidents.
- **Meals on wheels** service for the elderly who, for their health and well being require the support of a daily meal to be prepared for them.

GENERAL WELFARE

Assistance, subject to the annual rules issued by the Generalitat of Valencia, which meet people's basic welfare needs, where they are unable to fulfil these independently.

- State economic benefits
- Social emergencies
- Personal development for older people (over 60 years).
- Aids for people with disabilities, (under 60 years with a disability rating).
- Foster Care.

TRAINING FOR LIFE

TAPIS: or people with physical or mental difficulties to provide them with skills and abilities to access employment and full integration into society.

PREVENTATIVE ASSISTANCE

Mediation and intervention in situations of risk or conflict within families, in order to improve family relationships and provide the conditions necessary for the best personal and social development of all its members.

COOPERATION

Promotion and facilitation for community participation in social initiatives that are developed in Altea, through grants and collaboration with organisations seeking to activate initiatives that will improve the living conditions of the citizens of Altea.

PSYCHOSOCIAL AND LEGAL ADVICE

Domestic violence, separation or divorce and, custody of children situations.

7.2 AMICS Agency (Attention For Immigrants)

This service functions throughout the Community of Valencia. It informs, mediates, assesses and assists immigrants practically and administratively to integrate.

SERVICES OFFERED:

- **Social Information:** Providing information and guidance regarding regrouping of families, resident status and voluntary repatriation.
- **Administrative information for resident status applications:** Information re documentation requires, obtaining appointments by computer with the office of foreigners, preparing application forms etc...
- **Voluntary Repatriation:** Information and assistance through the Red Cross and OIM, as well as assistance with preparing documents and requests.
- **Workshops** in training, and integration.
- **Education:** Information, assessment, and cooperation with education centres to validate qualifications, and offer Spanish language classes.
- **Obtaining Nationality:** Information regarding documentation required, the process judicial derivation.
- **Community Residents:** Information and application for the registration certificate and assistance where language problems arise.
- **Health:** Assistance to obtain a SIP Card.
- **Employment assistance:** Job vacancy list, ETTS, composing and writing a Curriculum Vitae, derivation SERVEF-INEM, information about

work permits, assistance about the employment mediation service.

- **Associations:** Assist to create associations, application assistance, technical help to realise projects. Technical advice and explanation of legal aid.

- **Integration:** Assistance for integration for the social well-being.



MAP 4 - C2

Address:

AMICS ALTEA Calle Sindic de Greuges Local 5

Office Hours Monday to Thursday 9am to 2pm by appointment

Friday 9am to 2pm home visits

E-mail: altea.amics@cv.gva.es

Useful web pages

www.amics.gva.es

www.extranjeros.mtas.es

8. 8. VEHICLES IN SPAIN

To drive in Spain you must:

- Be of a legal age (18+ yrs cars, 14yrs moped below 50cc).
- Hold a valid licence.
- Carry all necessary documents at all times.
- Hold valid accident insurance

For more information: **Dirección General de Tráfico: www.dgt.es**

Altea does not have a traffic office. When necessary visit:

Department of Transport Alicante

C/ Ferré Vidiella, 4 esquina S. Juan Bosco, 12 - 03071 Alicante

Tel.: 965 12 54 66 / Fax: 965 92 57 59

Office Hours Monday to Thursday 8.30am to 4.30pm Friday 8.30am to 1pm



Parking Palau

8.1 DRIVING LICENCES

REQUIREMENTS

To obtain a valid driving licence, for whatever vehicle, it is necessary to:

- **Pass a theory examination.**
- **Pass a practical examination on public roads:** vehicle specific.
- **Obtain a renewable medical test from an authorized centre:**

In Altea:

Cemeco: Passatge Constitució, 3

Tel: 96 688 20 83

MAP 4 - C4

TYPES OF LICENCE

CARS: The most common are:

PERMISO B (up to 3.500kg weight).

- Practical examination over 18yrs
- Theoretical examination from 16 yrs
- With 3 yrs driving experience of class B individuals are able to drive class A1 vehicles

MOTORCYCLES

PERMIT A1 (up to 125cc) minimum age

16yrs (18yrs to take passengers)

PERMIT A (above 125cc) from 18yrs

Above 500cc: 2 yrs experience with

Permit A

MOPEDS

Minimum age 14yrs to drive, and 18yrs to carry passengers, with theoretical exam and a practical test on a circuit completed.

RENEWAL OF SPANISH DRIVING LICENSE:

- Between 18 y 70yrs: every 10yrs
- From 70yrs: every 5 years

EU, Norwegian, Iceland and Liechtenstein Citizens

Driving licences from the above countries conform to EU legislation and therefore maintain their validity in Spain, but they can be exchanged for a Spanish licence at the Traffic Department Alicante.

Licences, which have been issued in Bulgaria or Rumania, require a consultation appo-

intment before they can be exchanged.

To obtain printed application forms, requests and more information contact:

+ INFO: www.educacionvial.dgt.es/tramites/canjes/unioneuropea.htm

OTHER CITIZENS

Spain has a signed agreement with the following countries: **Andorra, Algeria, Argentina, Chile, Colombia, S. Korea, Croatia, Ecuador, Japan, Morocco, Peru, Dominican Republic, Switzerland, Uruguay y Venezuela.**

For some licences, particularly heavy goods vehicle licences, a special theory and practical examination is necessary. **Bolivia y Paraguay** licenses are also subject to specific examination, especially for heavy goods vehicles.

Appointments:

For the exchange of driving licenses issued in Argentina, Algeria, Colombia, Ecuador, Morocco, Peru, Uruguay, Chile, Dominican Republic and Venezuela. It is important to use the pre-appointment system, either via

the internet

https://canjes.dgt.es/CANJES-DGT/canjes/index_canjes.jsp?formulario=si

or Tel: **902.300.175**

Driving Licence Points

In Spain, every driver is issued with a licence that has **12 POINTS**. Novice drivers, (Less than 3 yrs are issued **8 POINTS**).

Infractions: Depending on the severity of the infraction a licence will be deducted between 6 and 12 points. If all points are lost the driver loses his licence for 6 months.

A licence is lost for one year if the driver re-offends during that time, the driver is then required to re-sit a new examination.

Points can be partially re-instated if a driver attends driving awareness classes.

All points are reinstated if the driver remains without infractions for 3 years.

8.2 VEHICLES. ITV

EU VEHICLES

Under Spanish law EU registered cars are allowed to be on the road for a maximum of 6 months. This is calculated on the accumulated time the driver spends in Spain. Therefore the legality of the car is dependant on whether an owner spends one day more or less then 6 months in Spain. To prove legality documentation of entrances and exits are required.

VEHICLE INSURANCE

The vehicle insurance should be valid in the country where the car was registered. Where the insurance has been issued outside the country of registration it must be valid for Spain. Current insurance documents must be carried in the vehicle at all times.

ITV (Technical inspection of vehicles)

Av Comunidad Valenciana, s/n (Benidorm)

Tel.: 96 683 1102 / 902 196 196

Technical inspection of vehicles is obligatory, and must be carried out at authorised centres. Failure to comply is an infraction of the law.

FREQUENCY:

a) Motorcycles, 3 wheeled cars, quads, 3 wheel motorcycles

Up to 4 yrs no requirement.

4 years, and over, every 2 years.

b) Motor Scooters

Up to 3yrs no requirement.

3 years and over every 2 years.

c) Private Cars for carrying people up to 9 places including the driver, and motor homes.

Up to 4 years no requirement.

4 years and over, every 2 years.

10 years and over, annually.

All vehicles that have undergone and passed the ITV should display the **sticker in a visible place** and carry the latest ITV inspection certificate available for the police or other authorities who request to see it.

Where a vehicle does not pass the ITV inspection the owner has 2 months in which to rectify the elements on which it failed, and return to the ITV centre for **re-examination** and review to ensure that the defects have been rectified. If after 2 months the vehicle has not been returned for inspection the ITV centre will notify the provincial Traffic Department in Alicante and/or local traffic police, proposing that the vehicle is scrapped.

The age of vehicles **already registered** before entering Spain from abroad, is calculated from the date of first registration shown on the registration documents or equivalent papers.

BUYING A VEHICLE

NEW VEHICLES:

The agent should include as a minimum:

- A written guarantee.
- Log Book
- Technical inspection card.
- Maintenance and information manual
- Purchase agreement and Receipt.

Normally the agent will also include the administration of the vehicle licence tax, which should be paid to Tracción Mecánica (IVTM) at SUMA

MAP 4 - D3

SECOND HAND VEHICLES:

Documentation:

The seller should provide all the technical documentation for the vehicle to the buyer.

To change the ownership of a vehicle at the traffic department the following are required:

- Receipts of all taxes paid to *Vehículos de Tracción Mecánica*.
- Current ITV certificate (If the car is more than 4 years old)
- Log Book
- Copy of Transfer Notification signed by both buyer and seller

- Transfer request form. To be presented at the Provincial Traffic Department Alicante

REGISTERING YOUR VEHICLE:

Once you have purchased your new or used vehicle it must be registered. **New cars:** The agent will normally do this. **Second hand cars:** The dealer or a gestoría can process the transfer for both buyer and seller, for a fee. You can also visit the Provincial Traffic Dept. (Jefatura Provincial de Tráfico) and complete the process yourself. They will inform the Town Hall of the new registration.

A 4% transfer tax is levied on the sale of used vehicles. This tax (Wealth transfer tax) is paid to the Spanish Tax Agency on Form 620 in tax office C / Beniarda, 2 - Benidorm. Tel. 965 860 411 / 412

PAYMENTS AND ARRANGEMENTS:

- An administration fee may be charged by the seller.
- The buyer has 30 days to apply and register his name onto the log book.
- The seller is responsible for defects not visible to the naked eye

- In sales between private parties, the buyer can waive this guarantee, however if the seller is a dealer he is obliged to respond to defects on the car at the time of acquisition.
- The seller can pass on the insurance policy of the purchased vehicle to the buyer. In these cases, the seller must inform of any conditions and notify the insurance company.

ANNUAL TAX

IVTM. Annual Municipal Vehicle Tax (Impuesto Municipal sobre Vehículos de Tracción Mecánica)

It is based on the horsepower and Co2 emissions of the car.

It is collected and paid at SUMA **MAP 4 - D3**

Av. Jaume I, 36 · Tel. 96 688 02 17.

It can be paid by direct debit.

Note! You will not receive notification of when payment is due. Suma (the tax collecting agency) starts advertising before debiting your account around April. When taxing your car for the first time we recommend you take all the paperwork with you to the Suma office to ensure that any queries regarding the registration can be resolved.

VEHICLE INSURANCE

Vehicle insurance is mandatory in Spain, and a policy certificate along with the payment receipt must be carried in your car at all times.

There are 2 types of insurance cover:

- All risk Comprehensive insurance
- Third party (minimum cover required by Spanish law)

When is a car considered a write off?

A car is declared a write off when the sum required to repair it is more than its value.

Breakdowns

Breakdown assistance is obligatory. It is against the law to tow a private vehicle in Spain

OBJECTS AND DOCUMENTS TO CARRY IN THE CAR

By Law you are obliged to carry the following when you are driving in Spain:

- Two warning triangles for breakdowns.
- Sufficient Reflective vests for those travelling, minimum 2, for wearing during a breakdown. They must be kept within reach of the driving seat, never in the boot.
- Driving Licence.
- Driver ID
- Insurance certificate and bank payment slip.
- ITV test certificate, where appropriate.
- Municipal vehicle tax receipt.

SPEED LIMITS

Motorway 120/km/h Towns 50Km/h, Built up areas and around schools 20-30Km/h

IN CASE OF AN ACCIDENT

- a. If there are injured parties call 112 and DYA Ambulance Tel: 667501387

Note: Do not move an injured person

- b. It is compulsory to wear your reflective jacket before getting out of the car
- c. It is obligatory to stop at an accident in order to offer assistance if necessary

- d. It is necessary to complete one insurance incident form

- e. It is obligatory to place warning triangles 50metres in front and behind the vehicle (On motorways 100 metres behind the vehicle)

8.3 CAR PARKS IN ALTEA

PAYING CAR PARKS

- **Parking Altea:** MAP 4 - C3
Entrance at the back of the Town Hall (Calle Zubeldia)
- **CEAM. C/ Marina Baixa** MAP 4 - C2
- **Parking la Pau** MAP 4 - D1
Entrance Av. Comunidad Valenciana.
Opening hours: 8am to 1am.

FREE CAR PARKS

- Paseo del Mediterráneo MAP 3 - D5
- Parking Palau Altea MAP 6 - A2
- Parking del Mercadillo MAP 5 - D1
- Parking de S. Jerónimo MAP 3 - A3
- Parking del Ferrocarril MAP 2 - D3
- Parking Bellas Artes MAP 6 - B1
- Parking Pla. dels Esports MAP 5 - B3
- Parking Filarmónica (ORA) MAP 3 - C4
- Parking Puerto MAP 2 - B3
- Parking Altea la Vella (next to Caixaltea)

Blue Zones (ORA)



Parking pay point - ORA

Designated by blue lines. Your parked car must display inside your windscreen, a valid parking ticket from the ticket dispensing machine (marked by a blue sign with a "P"). Parking permitted from 20 minutes to 2hrs.

ILLEGAL PARKING

You must never park on yellow lines, on the pavement, on zebra crossings, in designated spaces for the disabled, or blocking the entrance to a property e.g. a garage entrance, emergency exits or fire hydrants. Or where you see the sign "Vado Permanente" sign.

ILLEGALLY PARKED CARS

These can be towed away. Local traffic police monitor all restricted parking areas, and apply penalties for violation of the rules. Recovering impounded cars costs more than 60€. The car pound is located at:

Villa Gadea, Ptda. La Olla nº 27

Tel: 96 584 55 11

Opening hours 24 hrs

Police Post at Town hall: Monday to Friday
7:30am to 10pm.

9. SERVICES

9.1 WATER

"Altea" means healthy water, and the town has never up to now been short of sweet drinking water. The source of the water comes from the "Fuentes del Algar", and there are many "Fonts" taps around the town where it can be collected. This source is considered so environmentally important that it has been declared a special humidity protection zone in the Community of Valencia.

WATER COMPANIES

·**Aigües de Altea** (Old town and surrounding urban areas)

MAP 4 - C1

C/ Comunidad Valenciana, 5

Tel: 96 584 37 00

Emergency Tel.: 963 860 638

Office Hours: Monday to Friday 8.30 -1.30pm

It is necessary to sign a contract.

Payment schedule: 3 monthly direct or through the bank.

www.aguasdevalencia.es (look for Altea)

·**Apobersa** (Sierra de Altea)

C/ Canna, nº 6 · Altea

Tel. 96 584 61 99

Office Hours: Monday to Friday 8am to 3pm

Payment: By direct debit every 2 months



Aigües d'Altea - water company

9.2 ELECTRICITY

IBERDROLA OFFICE: JUYSA MASTER CADENA

PLANO 4 - C2

Calle Vora la vía edif. Llimera1, local A. Altea · Tel: Madrid 901202020

Payment: monthly at the bank, or by direct debit. Bills are estimated on alternate months. If estimates are high call 901 202 020 and they can be adjusted with your meter reading.

9.3 GAS (PROPANE OR BUTANE)

Altea has no piped gas. Gas is obtained by the following methods:

- Small bottles butane, sold at depots and petrol stations
- Big bottles of propane by home delivery
- Gas Tanks refilled by home delivery

A contract is necessary and inspection every 5 years is obligatory.

SUPPLIERS

CEPSA

FOR SMALL BUTANE BOTTLES:

Can be bought at CEPSA /REPSOL garages and Cooperativa Altea.

Contracts at **Futugas:**

The office is in Calpe: Av. Norte, 38 bis

Tel. 96 583 63 39 (they speak German and English)

Office Hours: Monday to Friday 9am to 2pm and 4.30p. to 7.30pm; Saturday 10am to 1pm.

You can also fax: **96 583 89 04** (call beforehand).

- **New Builds:** In order to obtain a contract for a new house, you must visit the office with a certificate of installation from a qualified gas fitter.

TANK REFILLS:

Racuda, s.l.

CEPSA concession in Alicante.

Carraterra Ocaña. Km 407

Tel: 96 5110551 / 96 5111893/ 96 5111893

General information: 902 416 46.

Emergencies: 902 100 224.

Contract by internet: **www.cepsa.com**

REPSOL

FOR BOTTLES

PLANO 3 - C4

Altea Office: C/ La Mar, 32. Altea.

Tel. 96 584 27 30

Office Hours: Monday to Friday 8am to 3pm

- **New Builds:** In order to obtain a contract for a new house you need to visit the office with a certificate of installation from a qualified gas fitter in order to be able to sign the contract.
- **Rental properties or second hand properties contract changes:** Request an

official inspection Tel: 965953602

The inspector should verify the installation and issue a certificate of fitness, after which a new contract is signed at the office. Free home visit Tel. 965842730

Bottles can also be purchased at:

Repsol petrol stations: El Planet, Montagud and El Algar.

Repsol depot on N332 between the A7 motorway J 64 pay booths and Calpe.

TANK REFILLS:

Tel: **901 100 100**

9.4 RECYCLING & RUBBISH

Rubbish collection in Altea is managed by the Town Hall. The service is outsourced to a sub-contractor. Everyone is charged an annual fee for using the service.

Rubbish Containers:

- **Dark Green:** for organic and household waste. (from 9pm).
- **Yellow:** For plastic and packaging.
- **Green round container:** For glass.
- **Blue:** For paper and cardboard.
- **White and green:** For used oil.

Leaving litter or dumping in non specified areas is prohibited and should be reported by making an official "denuncia" (complaint) to SEPRONA the environmental arm of the **Guardia Civil**. Tel.: 96 584 05 25



Recycling containers / Rubbish containers

- **Disposal of other items:** Furniture or heavy objects can be collected free of charge by the Town hall. Tel: 96 584 15 66
- **White Goods:** Old fridges washing machines etc; should be removed by the company supplying the new item, or you can Tel. 96 584 15 66 to arrange free collection.
- **Batteries:** in all Town Hall buildings there are specific yellow containers for batteries.
- **Old Medicines:** All chemists in Altea, have a container for depositing these (Punto SIGRE).

Old DVDs or CDs

- Libraries of Altea and Altea la Vella.



Punto SIGRE - Container for old medicines

Eco Park Benidorm Partida Foia del Ca (The road to Finestrat)

- This area has large capacity containers for disposal of different types of rubbish as well as a small area where dangerous materials can be safely disposed.

EMAUS

This non profit making organisation in Altea, is always grateful for good condition second hand items, including clothes, furniture and electric appliances which can still be used or repaired. They refurbish items and sell them at their Address.

Ctra of Nucia. Pda. Pla de Castell s / n
Tel.: 96 584 28 74

Office Hours: Monday to Friday: 9am to 1pm and 4:30pm to 7.30pm

Rental of containers for garden refuse or building work:

- Bolo y Baldomero Tel. 96 584 13 73
- Solbes Tel. 96 686 68 17
- Maquinaria OP "El Estudiante".
Tel: 96 584 23 31

Cost approximately € 60-90 per container.

Disposing of Garden Waste

This should not be placed in the Green rubbish containers! If you have garden waste and wish

to make a bonfire you must obtain a licence from OAC at the town Hall (see bonfire licence, Ayuntamiento).

9.5 TELEPHONE AND INTERNET

TELEPHONE

Landlines are owned by Telefonica, & line rental must be paid to them. For a new line, contact the customer service department (English is spoken) on 1004. There are many private companies who contract telephone services

INTERNET

Internet ADSL lines are easily available through many providers. The public libraries have internet access

9.6 OMIC (Municipal Office for Consumer advice)

Gives information to the public about consumer rights. It assists in recourse, arbitration applications to the consumer council, and helps consumers where their rights and guarantees have been infringed.

At **Altea Tourist information office**

C/ S. Pere, 9 · Fridays 9.30am to 1.30am

Tel: 96 584 57 89 · **E-mail:** omic@altea.es

MAP 3 - B5



Customer service office

9.7 BANKS

Bank opening hours vary and they do not open on Saturdays. Domestic bill payments can usually only be made at certain times.

Banks display their hours for this service "*Domiciliación*".

10. ANIMALS

10.1 ORDINANCE AND REGULATIONS

This ordinance for the protection and caring fo animals can be found on the Town Hall web site

www.ayuntamientoaltea.es/documentos/118.pdf

You can also obtain a hard copy at the Town Hall. (Plaza José M. Planelles,) It explains the rules regarding animals

DOGS:

It is obligatory for all dogs older then 3 months to be vaccinated, be chipped, and wear an identity tag. They must also have a passport. Information regarding the animal's vaccinations should be inscribed in its papers.

In the street: Dogs should wear a collar and be kept on a lead. Potentially aggressive dogs



or those recognised as aggressive breeds, should wear a muzzle and be kept on a lead no longer then 2 meters.

Owners of Hotels hostels bars cafes and restaurants etc have the right to prohibit animals on their premises. They should display a sign clearly visible to this effect. Where ani-

imals are permitted, they should be on a lead and if necessary muzzled.

Beaches and in children's play areas: For reasons of hygiene owners are prohibited from walking their dogs in these areas.

Excrement: It is prohibited to leave animal excrement in the street or in public areas. Owners are responsible for ensuring excrement is removed and infringement of this will result in fines.



10.2 OBLIGATORY VACCINATIONS

DOGS

- Distemper parainfluenza, leptospira, hepatitis, parvo virus, coronavirus y rabies (every 2 yrs)

CATS:

Vaccination for cats: During the first year kittens must be vaccinated for, la feline trivalent felina

(rinotraqueitis, calicivirus y panleucopenia), la Feline Leukaemia, su recordatorio (pentavalente) y Infectious peritonitis (PIF).

Adult cats require revaccination every year for PIF, la trivalent y la leukaemia.

Rabies vaccination is recommended but not obligatory

10.3 POTENTIALLY DANGEROUS DOGS

Spanish law requires a specific licence for dogs considered potentially dangerous. Owners of these breeds must be over 18 years, and have passed a psychological test at an official medical centre. Owners must possess civil responsibility insurance.

Dangerous Dogs:

Pit Bull Terrier, Staffordshire Bull Terrier, American Staffordshire Terrier, Rottweiler, Doberman, German Shepherd, Boxer, Bull-

mastiff, Mastín Napolitano, Dogo argentino, Dogo tibetano, Dogo de Burdeos, Presa Mallorquín, Fila Brasileiro, Presa Canario, Tosa Inu, Akita Inu.

Owners must inscribe the dogs onto a register of dangerous animals at the town hall before the dog reaches 3 months of age. (For more information Tel. 96 688 27 02)

10.4 ABANDONED ANIMALS

Abandoned animals should be reported to Local **Police** Tel. 96 584 55 11 or to the "**Defence**

Animal" Tel. 663 709 494 organisation, who will make arrangements to collect the animal.

10.5 VETS IN ALTEA

IN ALTEA

- **Clinica Veterinaria Algar**
Camino El Algar 26
Tel.: 96 584 58 90
algar26jjazcarate@gmail.com

- **Clínica veterinaria El Port**
C/ La Mar 159
Tel.: 96 688 06 12
clinicaelport@terra.es

- **Clínica veterinaria Altea**
Pda. la Olla 29
Tel.: 96 584 02 32
michelcfollet@hotmail.com

- **Hospital veterinario Althaia**
C/ Cuesta de las Narices 40 Local 5
Tel.: 96 688 01 57
info@vetaltea.com

- **Clínica veterinaria La Pau**
Pza de la Pau nº 3 local B (Altea)
Tel.: 96 688 27 19
cvlapau@yahoo.es

IN ALTEA LA VELLA

- **Centro veterinario Altea la Vella**
C/ Cura Llinares 16
Tel.: 96 584 63 12
cevalaltea@gmail.com

- **Servicios veterinarios El Port**
Carretera de Callosa
Edificio Morería 11 Bajo
Tel.: 96 584 62 64

There are no kennels in Altea, the nearest are in Benidorm and Finestrat.

10.6 PEST CONTROL

Altea Town Hall has the responsibility for pest control in public areas. Problems or issues for these areas **should be notified to the town hall** by phone Tel: 96 584 13 00. The company contracted to investigate and resolve the problem has a customer service department who will get in touch.

Where a personal problem occurs contact the company directly as soon as possible.

PEST CONTROL COMPANY IN ALTEA:

Insecticidas El Palasiet.

Calle Garganes s/n. Tel: 965841291

11. TAXES

The Spanish tax system, has two major types of taxes:

- **DIRECT TAXES:** personal taxes, related to wealth and income earned. These include personal income tax, corporation tax, and taxes on property and land.
- **INDIRECT TAXES:** which apply to transactions or money spent. These are: VAT, Excise tax, and taxes on legal transactions.

LOCAL TAXES (SUMA)

Altea, subcontracts the collecting of some local taxes to an organisation called SUMA.

SUMA TAX MANAGEMENT

Av. Jaume I, nº 36

Tel: 96 688 02 17

MAP 4 - D3

To consult on any issues, **Tel.** 96 529 20 00 (Mon-Fri 8am to 8pm) or go to: **www.suma.es**

Office Hours: Monday to Friday 8.30am to 2pm. **In winter**, also Thursday from 4.30pm to 7pm



Suma office

FUNCTIONS OF SUMA:

- Management and Tax Collection of IBI, both Urban and Rural.
- Land Registry Management (IBI Urban & Rustic)
- Changes of Ownership.
- Handling taxes due on the value of property.
- Certification of Land rights.

The main taxes that SUMA manages are:

1 Property tax – IBI – (Impuesto sobre Bienes Inmuebles)

- This is the tax on the ownership of property, whether rural or urban. It is also known as the “Contribución”.
- It is paid annually, usually in October.
- It is calculated by applying a tax rate (0825%) to the Registry value of the property.
- It is necessary to apply to the SUMA office, when you pay IBI for the first time. It is advisable to avoid forgetting to pay

on time, as this incurs financial penalties.

IBI can be paid through the bank.

2 Vehicle and registration tax

IVTM (Impuesto sobre Vehículos de Tracción Mecánica o de Circulación)

- This is the tax on the ownership of registered vehicles, likely to travel by public roads, whatever their class or category.
- It is paid annually, usually in April, and it is necessary to apply, the first time you pay it to the office.
- IVTM can be paid by direct debit.

3 Traffic penalty fines tax

- You have 15 days to challenge a penalty charge, and 1 month to lodge an appeal, after notification of the sanction.

MUNICIPAL DEMAND TAX

1. Rubbish Tax

- This is an annual charge for using the municipal rubbish collection and sewerage services.
- It is paid directly to the town Hall, or by direct debit annually.
- People over 65 years, below the income threshold can apply for exemption at the town hall.

2 ICIO (tax on construction works)

- It is paid in connection with obtaining a building licence and is a percentage of the estimated cost of the work.

3 Tax on the increased value of land or buildings (Plusvalía) Capital gains Tax.

- It is based on the change in value, and is payable in connection with the sale, gift or inheritance of property.

Note: Taxes 1A, 2A, & 3A can be paid directly to the Town Hall at the OAC cashier. 200 euros or less, in cash, sums above 200 euros by credit card.

Town Hall:

Plaza José María Planelles, s/n

Tel 96 584 13 00

MAP 4 - C3



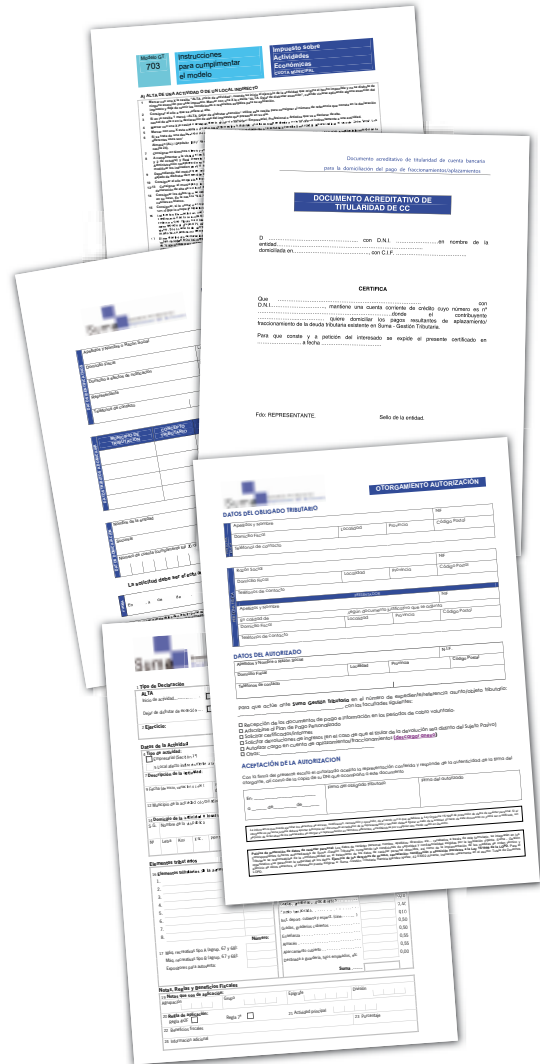
OTHER TAXES

Value Added Tax (IVA)

This is an indirect tax that is included in the price of goods and services (food, clothing, hotels, restaurants ...). It is paid by the consumer on each purchase. (normally 16% but there are certain reductions of between 7% and 4%)

EUROPEAN UNION

Member States have signed treaties specifically designed to avoid double taxation. These agreements also determine where the person is fiscally resident. As a "tax resident" in a EU country, the regulations apply to your worldwide assets.



Documents for taxes

12. SPORTS

FACILITIES & CLUBS

Altea's municipal sports site is situated in the river Algar. Many sports can be enjoyed: football, handball, basketball, valencia pelota, volleyball, gymnastics and swimming pool. Before the end of 2009 Altea la Vella will have an artificial football pitch and a sports area.

ALTEA SPORTS CENTRE In Garganes

Facilities: Permanent pitches and 2 grass pitches one of them artificial, as well as a swimming pool.

Pda. Garganes Basseta s/nº.

MAP 5 - C3

Tel. 96 584 13 34 and 96 584 12 35



Sports centre

Opening Hours:

Monday to Friday between 8am and 3pm and 4pm to midnight . Saturday 9am to 2pm. Sundays teams and competitions only.

MUNICIPAL SWIMMING POOL

Heated in winter, open in summer

Tel: 96 584 07 74

Opening Hours: Monday to Friday 8am to 10pm. Saturday 10am to 3pm and 5pm to 8pm. Sunday 10am to 3pm

12.1 MUNICIPAL SPORTS

School children are able to participate in a number of sports activities after school hours. Handball, volleyball, 7 aside football or at the gymnasium, cycling, gymnastics, etc.

These activities are funded by the Town Hall, a symbolic charge of 6 euros is made per child for summer courses and it is necessary to

inscribe for these courses in the last week of June at OAC in the Town Hall, at the sub office of the Altea Town Hall in Altea La Vella, or at the Tourist Office (St. Pere 9).

More Information Sport Centre

Tel.: 96 584 12 35 or 96 688 18 59



Football pitch



Gymnastic

12.2 SPORTS CLUBS IN ALTEA

Altea has a Football Team, Basketball team, Handball team and a Volleyball team, which practice, play and participate in leagues every weekend in the sports halls.



Unión Deportiva Altea - Altea football team

Basket Ball Club Basket Altea

Volleyball Club de Voleibol Altea

Athletics Club Atletismo Altea

Football indoor Club Deportivo
"Club Fútbol Sala"

Other Clubs:

Golf Club De Golf Don Cayo
Avda. Ppal de la Sierra s/n; Tel 96 584 8046



Handbol Esportiu Altea - Altea handball team

Billiards Club Billar Altea
C/ Almendros, 11 Telf: 96 584 44 17

Club de tiro y Arrastre (traditional horse sport)

Club de Colombicultura (pigeon training)

Moto Club Altea: www.motoclub-altea.com

Cycling Club Ciclista Altea
Tel 96 584 22 53

GYMS

NEW WOMAN

C/ Mar 91; Tel 96 584 2024

JANKO

Sant Pere, 36. Telf. 965 842 156

WELLNESS CENTER

Part. Planet, 46 Telf. 965 843 272

TENNIS

Club de Tenis Altea,

Partida los Arcos, 110 Tel: 96 584 4827

Club de Tenis Altea Hills

Urb. Altea Hills, s/n Tel: 96 584 5822

SAILING SPORTS

Club Náutico de Altea

Avda. Puerto Altea, s/n; Tel 96 584 1591
Courses: rowing (Illaút mediterráneo), sailing,
canoeing.

Club Náutico Campomanes

Urb. Mascarat, s/n Tel 96 584 5552

Club Náutico Mascarat

Urb. Mascarat, s/n Tel 96 584 2307

CATMARINA

Puerto Luis Campomanes, local 60 · Altea.
Tel 96 688 8667; mobile 626 237434
Web: www.cat-marina.com

NAVEGARIA

C/ Corbeta 21, Pto. Campomanes · Altea
Tel: 629 664 902 Web: www.navegaria.com

ALBIR MARINA

Avda. del Puerto, 22 · Altea
Tel: 965 84 51 75

ALTEA VELA

Sierra Altea II, Ed. Entrepinos 9 · Altea
Tel 96 584 6366/609 188 648

FUERZA 6: Tel. 96 584 5582

KAYAKS

Kayaking Costablanca

Avda. del Puerto, Club Náutico Altea · Altea
Tel. 605 884 420

PADDLE SURF: SUP Costa Blanca

Club dedicated to teaching **"Stand Up Paddle Surf" (SUP).**

Pda. La Olla, 28 · Tel. 695 49 35 58
costablanca-sup.blogspot.com
email: labad67@yahoo.es



Paddle Surf en la Isla de l'Olla

13. BEACHES

All beaches in Altea are public. Altea boasts many along its 8km coastline. The year round temperature of the water varies between 10 and 27degC. The beaches between Mascarat and Albir are La Olla, Cap Negret, the estuary to the river Algar, La Roda just past the promenade, which was awarded the blue flag for excellence, and finally Cap Blanch.

Throughout the summer the sea water is analysed for quality and the results are displayed on the notice boards at the beaches.

La Olla, La Roda in Calle San Per have special facilities for disabled access. During the summer months, lifeguards are on duty.





BEACH RULES

- **FLAGS:**



Green: Safe to swim.



Yellow: Swim with caution



Red: Swimming prohibited

- **Dogs** are not allowed on the beaches for hygiene reasons

- People have **priority** at all times both on the beach and in the water. Activities such as football, hand ball or other games must not disturb people who are relaxing on the beach or in the water.
- **Rubbish** must be disposed of in the containers provided by the Town Hall

- **Glass** is prohibited on the beach
- **Fires** are prohibited on the beach (except 23rd to 24th June -San Juan- with permission of the town hall)
- **Structures** may not be erected, except in certain circumstances only with permission from the Town hall.
- **Swimming zones** are designated by yellow buoys 200m from the beaches, with designated corridors where sports vehicles may access the beach. Elsewhere the swimming zones are 50m from the shore. No water sports may take place within these swimming zones.
- **Motorised boats** and other equipment may not come further inland than this and must not travel at more than 3 knots.
- **Fishing** is only permitted in swimming areas between the hours of 9pm and 9am, and only if no one is swimming.
- **Boats and Windsurfers, etc.** may not be stored at the waters edge.
- **Camping and motor homes** are prohibited.



14. EMPLOYMENT



FOREIGNERS (Non EU Citizens)

To work in Spain you need a permit. Evidence that you have had an offer of employment is required. For more information consult the **Foreigners office**: Calle San Isidro (also see AMICS page section 7 Social services). MAP 3 - C1

If you have permanent residency this proof is not required.

If you need to renew your permission to work this must be done 60 days before the expiry date (inclusive of holidays).

More Information: See AMICS Section 7 Social Services. MAP 4 - C2

EU Citizens

Spanish legislation enables all citizens of EU member states to access work in Spain on an

equal basis with Spanish nationals in both public and private employment.

EMPLOYMENT CONDITIONS

1. EMPLOYEES

When working for an employer it is necessary sign a contract and make social security contributions. The employer pays a percentage contribution of the salary towards social security benefits, such as sick leave, maternity. If the contract is terminated after more than a year, unemployment benefit can be claimed (the period is dependant on the amount of time worked and the contributions made).

If an employee terminates the contract and leaves, he is not entitled to unemployment benefit.

There are collective agreements in all sectors regarding the terms and conditions of employment (salary, leave, working hours etc.).

2. SELF EMPLOYED

Self employed people need to register as such, pay social security contributions and make quarterly financial statement returns.

To do this the self employed need to supply proof of income and expenditure and the

bills they issue need to display their name, address and ID details (DNI NIE)

Insurance Contributions for the Self Employed:

The self-employed worker's social security contributions entitle them to public health care access (including sick pay after 4 days of incapacity), and a retirement pension.

Self employed people can choose what level insurance contribution they wish to make, with the subsequent level of benefits.

Taxes for the Self Employed

Self-employed people have an obligation to make quarterly financial income and expenditure statements to the tax office, so that that VAT contributions can be calculated.

VAT should be charged to all purchases of goods or services linked to the busi-

ness. VAT is typically 16%, (this percentage may vary according to the activity and can be altered fiscally) .

Personal Income Tax must be paid.

In addition a percentage (Usually 15%) should be calculated for IRPF (Impuesto de la Renta de las Personas Físicas).

UNEMPLOYMENT

The department dealing with unemployment is **SERVEF**.

CENTRO SERVEF DE EMPLEO CALPE (There is no Office in Altea)

Tel.: **965 83 49 11**

C/ Benissa s/n Ed. Atalaya - CALPE

AFIC ALTEA – AGENCY FOR BUILDING BUSINESS INITIATIVES

Altea has a municipal office for free advice regarding the workplace:

C / San Pere, 9 (Inside the Tourist Information Office)

Tel: **96 584 57 89**

MAP 3 – B5

- Inform and advice for start-ups
- Job search
- Active search techniques: Vacancy lists.
- Processing CV's
- Collaborating with the Employment Service Valenciano (Servef)
- Courses for continuing training

15. TRANSPORT

Altea is easily accessible by road rail and air, 50Km from Alicante, 10Km from Benidorm & 130Km from Valencia. The N332, and A7 (Exit 64) motorway. The nearest airport is El Altet 57 Km to the south. Valencia Manises airport is 140Km to the north. The local railway runs between Alicante-Denia and stops at 2 stations in Altea. The bus company ALSA, which connects to all areas of Spain stops in Altea.

BUS

ALTEA LOCAL BUSES

The company Llorent Bus www.llorentebus.es serves the Altea municipality with two routes
Tel. 96 585 43 22

- ***LINE 10:** Benidorm Altea la Vella (every 15min between 6.30am and 10pm)
 - ***LINE 20:** Finestrat – Guadalest
- * Timetable: see next pages

NATIONAL BUS

ALSA: 902 42 22 42

The Altea / Valencia line stops in Altea in Calle Mar nº 135, Bar Granada Tel: 965842787. It goes via small villages.

FROM BENIDORM

Bus station: CN-322 Benidorm exit Levante.

Address: Partida Salto del Agua s/n
Tel: 96 683 00 14

LINE 10

Benidorm Centro – Altea La Vella

De lunes a viernes
laborables
From monday to friday
working day

Salidas desde:
Departures from:

BENIDORM CENTRO

07:15 07:45
08:15 08:45
09:00 09:15 09:30 09:45
10:00 10:15 10:30 10:45
11:00 11:15 11:30 11:45
12:00 12:15 12:30 12:45
13:00 13:15 13:30 13:45
14:00 14:15 14:30 14:45
15:00 15:15 15:30 15:45
16:00 16:15 16:30 16:50
17:10 17:30 17:50
18:10 18:30 18:50
19:10 19:30 19:45
20:00 20:20 20:40
21:00 21:20 21:40
22:00 22:20

hacia/to Altea la Vella

Salidas desde:
Departures from:

ALTEA

07:15 07:45
08:15 08:30 08:45
09:00 09:15 09:30 09:45
10:00 10:15 10:30 10:45
11:00 11:15 11:30 11:45
12:00 12:15 12:30 12:45
13:00 13:15 13:30 13:45
14:00 14:15 14:30 14:45
15:00 15:15 15:30 15:45
16:00 16:15 16:30 16:50
17:10 17:30 17:50
18:10 18:30 18:50
19:10 19:30 19:50
20:10 20:30 20:50
21:10 21:30 21:50
22:10 22:30

ALTEA LA VELLA

08:15 09:15 10:30 13:00
15:30 18:10 20:50

Todos los sábados,
domingos y festivos
Every saturday,
Sunday & Bank holiday

Salidas desde:
Departures from:

BENIDORM CENTRO

07:15 07:45
08:15 08:45
09:10 09:30 09:50
10:10 10:30 10:45
11:00 11:15 11:30 11:45
12:00 12:15 12:30 12:45
13:00 13:15 13:30 13:45
14:00 14:15 14:30 14:45
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16:00 16:20 16:40
17:00 17:20 17:40
18:00 18:20 18:40
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20:10 20:30 20:50
21:10 21:30 21:50
22:10 22:30

hacia/to Altea la Vella

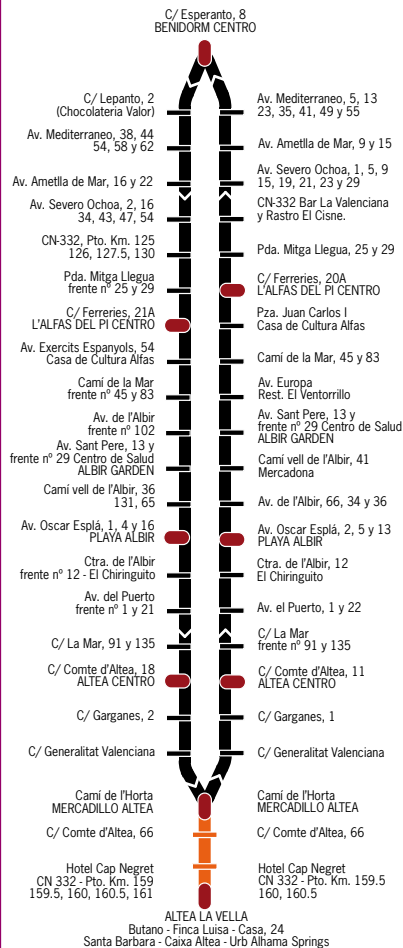
Salidas desde:
Departures from:

ALTEA

07:15 07:45
08:15 08:30 08:50
09:10 09:30 09:50
10:10 10:30 10:45
11:00 11:15 11:30 11:45
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13:00 13:15 13:30 13:45
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15:00 15:20 15:40
16:00 16:20 16:40
17:00 17:20 17:40
18:00 18:20 18:40
19:00 19:20 19:40
20:00 20:20 20:40
21:00 21:20 21:40
22:00 22:20

ALTEA LA VELLA

08:15 10:45 15:20 17:40
20:00



LINE 20

De lunes a viernes laborables
From monday to friday working days

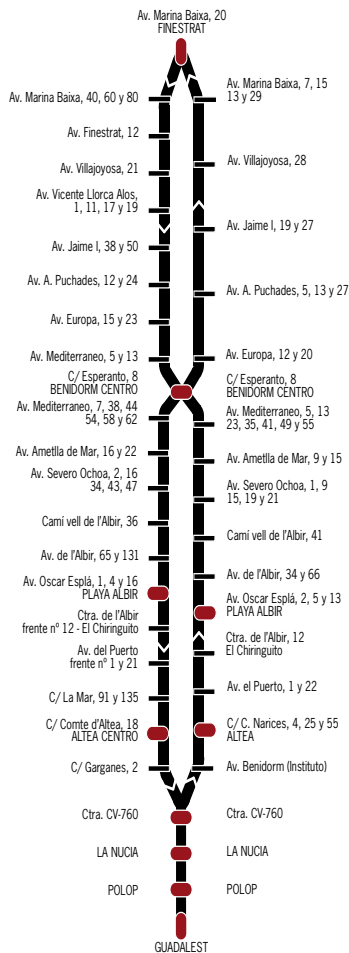
Salidas desde:
Departures from:

		€
		Precio hasta Guadalest: Price to Guadalest:
CALA DE FINESTRAT	08:40	3,30 €
PLAYA DE PONIENTE	08:45	3,05 €
ESTACION F.G.V.	09:00	2,90 €
BENIDORM CENTRO	09:10	2,75 € (4,95 € i/v)
BINCÓN DE LOIX	09:15	2,50 € (4,55 € i/v)
PLAYA DEL ALBIR	09:30	1,95 €
ALTEA	09:40	1,70 €
LA NUCIA	09:50	1,20 €
POLOP	09:55	1,20 €

Salidas desde:
Departures from:

GUADALEST	12:30	
POLOP	12:45	
LA NUCIA	12:50	
ALTEA	13:05	
PLAYA DEL ALBIR	13:15	
BINCÓN DE LOIX	13:25	
BENIDORM CENTRO	13:35	
ESTACION F.G.V.	13:45	
PLAYA DE PONIENTE	14:00	

Finestrat - Guadalest



- **ALSA**

Tel: 902 42 22 42

This company offers many routes to all the major cities in Spain and also to the main cities of Italy and the south of France.

- **BILMAN BUS**

Tel: 96 586 15 58

Go to País Vasco and Navarra

- **AUTOBUSES JIMÉNEZ**

Tel 96 586 27 70

Go to Aragón

ALICANTE BUS STATION

Tel 96 513 07 00

TAXIS

TEL. **SERVITAXI** 966 810 010

RANKS IN ALTEA

C/Pont de Moncau

C/ La Mar (opposite to Guardia Civil)

MAP 4 - A3

MAP 2 - D3

RANK IN ALTEA LA VELLA

Ctra. de Callosa, Edif. Moreria (opposite to Caixaltea)

TRAIN

The local train (**Ferrocarriles de la Generalitat Valenciana-TRAM**) runs between Alicante and Denia.

4 STOPS:

Main Station Calle La Mar (opposite Guardia Civil), at Garganes (behind the Town hall), Casilla zone of Cap Negret and La Olla.

Tel: **900 72 04 72**

TIMETABLE TRAM

FROM BENIDORM-ALICANTE

Olla Altea	Cap Negret	Garganes	ALTEA
		6:14	6:16
7:10	7:12	7:13	7:16
8:10	8:12	8:13	8:16
9:10	9:12	9:13	9:16
10:10	10:12	10:13	10:16
11:10	11:12	11:13	11:16
12:10	12:12	12:13	12:16
13:10	13:12	13:13	13:16
14:10	14:12	14:13	14:16
15:10	15:12	15:13	15:16
16:10	16:12	16:13	16:16
17:10	17:12	17:13	17:16
18:10	18:12	18:13	18:16
19:10	19:12	19:13	19:16
20:10	20:12	20:13	20:16
		21:14	21:16

TIMETABLE TRAM

FROM CALPE-DÉNIA

ALTEA	Garganes	Cap Negret	Olla Alta
7:14	7:16	7:17	7:19
8:14	8:16	8:17	8:19
9:14	9:16	9:17	9:19
10:14	10:16	10:17	10:19
11:14	11:16	11:17	11:19
12:14	12:16	12:17	12:19
13:14	13:16	13:17	13:19
14:14	14:16	14:17	14:19
15:14	15:16	15:17	15:19
16:14	16:16	16:17	16:19
17:14	17:16	17:17	17:19
18:14	18:16	18:17	18:19
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20:14	20:16	20:17	20:19
21:14	21:16	21:17	21:19

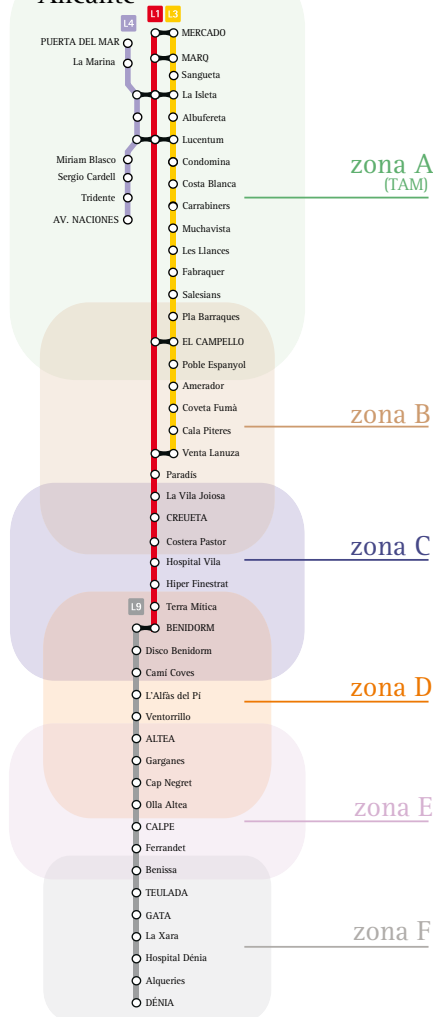
Approximate timetable (october 2008)

PRICE

ZONES	ONE WAY	RETURN	LARGE FAMILY	GROUPS	PENSIONISTS
1 zone	1,15€	2,00 €	1,15€	0,70€	1,15€
2 zones	2,25€	3,85€	1,80€	1,35€	1,15€
3 zones	3,30€	5,65€	2,65€	2,00€	1,65€
4 zones	4,40€	7,50€	3,55€	2,65€	2,20€
5 zones	5,45€	9,30€	4,40€	3,30€	2,75€
6 zones	6,50€	11,05€	5,20€	3,90€	3,25€

Prices January 2009.

Alicante



National Railway RENFE

Information and reservations:

Tel: **902 24 02 02** www.renfe.es

ESTACIÓN DE ALICANTE

Central Station Av. de Salamanca, 1-3
ALICANTE. Tel: 96 592 02 02

Destination

MADRID - IRUN - ZAMORA - VIGO -
VALLADOLID - GIJON - OVIEDO - VALENCIA
- BARCELONA - MURCIA - ELDA - VILLENA.

CYCLE LANE

Altea currently has a short dedicated bicycle route. It runs from the port to the end of the municipality at Alfaz del Pi.



Cycle Lane

ROADS

The main road is the N332 which links Altea with Calpe and Benidorm.

The Motorway AP-7 has 2 exits for Altea. 64 to the North and 63 to the south at Benidorm Levante.

Altea also has numerous local roads.

AIRPORT

El **Altet** is the nearest airport to the South of Altea is Alicante

Tel. 96 691 90 00

A Bus runs between the Airport and Benidorm bus station, at 9am 10am, 12md, 1pm, 3pm, 5pm, 7pm, 9pm for further information consult www.alsa.es

16. PLANNING (URBANISMO)

Altea Urban Planning Office
Ptd Garganes Calle Consell, nº 6 Bajo
Tel: 96 584 29 70

MAP 5 - B1

This office facilitates consultations and construction licence applications for all types of commercial and private buildings, and manages the certification for occupation "cedulas de habitabilidad" as well as having responsibility for all aspects of urban planning.



Planning department

16.1 BUILDING LICENCES

· MAJOR WORKS LICENCE (Licencia de Obra Mayor):

For building large building projects, apartments, new houses, swimming pools, and demolitions, as well as grouping of plots and changes of use. Renovations or enlargements that affect the structure of a

building also require this licence.

Application should be made before the work is started and work should not be commenced until after it has been granted.

A tax (2% of the estimated cost) has to be paid to obtain the licence as well as a 3.5%

tax. Applications and the following documentation for paying the tax are made at OAC (see OAC).

- **MINOR WORKS LICENCE (Licencia de Obra Menor):**

For building minor works which do not affect the structural infrastructure of a house or commercial premises.

Necessary documents:

- Application signed by the proprietor and the builder
- Comprehensible plans which are supported with the signature of a technician /architect

A licence is time limited, where work has not commenced in this time frame the licence is revoked.

Note! Starting work without previously obtaining the necessary authority could result in a fine, an order to rectify or in serious cases demolition of the work. An indicator could also be placed against the property, which could affect a future sale of the property.

LICENSES ISSUED BY THE PLANNING DEPARTMENT

- **FIT FOR OCCUPATION LICENCE (Cédula de Habitabilidad)**

Licence certifying a new building is fit for occupation. Without it contracts for gas, electricity and water cannot be obtained.

- **FIRST OCCUPIER LICENCE (Licencia de Primera Ocupación)**

- Certification that the final work of the project has been completed
- Certification that the completed work complies with the plans submitted.
- Charge 1% of the cost of the works

- **FIT FOR OCCUPATION LICENCE 2ND OCCUPATION (Cédula de Habitabilidad 2nd owner).**

To obtain this license, a certificate issued by a competent technician and stamped by the relevant professional association, or the municipal authority certifying that the building meets habitability standards will be required in addition to the other documentation. There is a fee for this.

16.2 USEFUL ADDRESSES

NOTARIES IN ALTEA

Salvador Pastor Pérez, MAP 4 - C1
Avda. Comunidad Valenciana, 7.
Tel: 965 840 221

Beatriz Azpitarte Melero MAP 4 - D1
Plaça La Pau, 1
Tel: 966 882 545

Solicitors: List on the telephone directory under "abogados".

Banks: List on the telephone directory under "Bancos"

PROPERTY REGISTER

Avenida del Puerto, 1-A Altea
Tel: 966 885 470 MAP 2 - B3

MERCANTILE REGISTER OF ALICANTE

Avda Eusebio Sempere, 13
03003 Alicante
Tel.: 965 928 170

16.3 BUYING A PROPERTY

Firstly when buying a property you will be asked to pay a **"señal"** (Deposit, which is usually a percentage of the final price often 3%). You should ensure that a gestor, lawyer or estate agent gives you a document stating this transaction (contrato privado) which also reflects the intention to buy and sell in "concepto de arras", signed by both parties, and which includes important details of dates prices etc, and which states how long the deposit secures the sale for. It is also important to include clauses regarding penalties if either party changes their mind and wants to withdraw from the transaction.

Note! If buying a property off plan, the promotor should have registered it in the Registro Mercantil

GENERAL ADVICE:

- You should examine the deeds of the property and consult the property register to ensure that **the seller is the**



Flats in construction - Barrio de Garganes

property owner and that there are no charges or mortgage payments outstanding on the property.

- If it is a new build the promoter should inform you about the detailed plans and **characteristics of the building**, together with evidence of services to be supplied and evidence that the promoter is legally able to sell the property.
- The promoter is not able to charge the client for **costs**, which are legally his

responsibility such as bank transaction penalties.

- You should obtain **Proof** that the seller has paid all his community fees and local taxes..
- Assure yourself that the property you intend to buy **is not rented** and carefully read the statutes of the community of owners to make yourself aware of your rights and obligations with regard to the property.

- If the property is a new build assure yourself that all licences have been applied for and granted. That the estate agent or builder has complied with all the planning obligations and that the building has been granted it's "**Cédula de Habitabilidad**" Fit for occupation certificate.
- Once the new deed has been signed at the Notary it should be presented to the **Property Registry**, so that the property can be registered in your name.
- The law requires builders to **rectify faults** (10 years guarantee)
- If the seller does not live in Spain the buyer should retain **3% of the price** in case the seller defaults on the taxes due.
- **Remember!** There is a charge of 7% on the asking price payable to the tax office within 30 days of purchase on new builds. If it is a second hand house **7% Vat** as well as 0.5% of the price must be paid.
- **Plus Valía Municipal** (capital gains tax on the difference between the original price and the selling price) must also be paid when selling second homes.

WHAT IS AN "ESCRITURA PÚBLICA"?

It is a "**Deed**" signed and witnessed by a Notary who is not acting on behalf of either the buyer or the seller, but is legitimising the transaction between the two.

The **costs** are the responsibility of the buyer and dependant on the value of the property, mortgage etc.

With the copy of the Deed, which will be issued by the Notary you can obtain **utilities** such as gas water and inscribe to pay municipal charges such as rubbish.

Note! If you have a piece of land with an Escritura and you build on it, you should renew the Escritura to include the building.

MORTGAGE

When wishing to raise the money to buy a property in Spain, money can be borrowed by obtaining a **Spanish mortgage**.

There are a variety of **Banks** with branches in Altea. There 2 types "**Banco**" and "**Caja de Ahorros**". There is fundamentally no difference between them and they offer similar services.

Mortgages offers are **negotiable**, and can be transferred from the owner to a new owner if the property is sold.

If the terms of the mortgage are not met, the property can be reposed by the lender.

COSTS OF A SPANISH BANK MORTGAGE:

It is necessary to pay the Notario for registering the property, cost of application to the bank, an administration fee, and the costs of the "gestor" who does the paperwork.

IMPORTANT CONSIDERATIONS

Repayment rate must be clearly stated including the bank interest debited.

Mortgages must be within the **means of the borrower** taking into account possible changes in circumstance such as rate rises or changes in personal circumstances. This includes variable rate mortgages.

Fixed interest mortgages are usually offered over a shorter 15 years term.

The mortgage applicant is **responsible for paying the Notary**, property registration, bank admin costs, tax for obtaining the legal document and the agency who processes the contract.

16.4 RENTING OR LEASING A PROPERTY

Verbal leases are legal in Spain, however a written agreement containing all the clauses, which both parties deem appropriate is advisable. Agreements can be purchased at Tobacconist shops, which are licenced to sell contract documents:

There are 3 types of contract:

- For commercial units
- For Housing
- An AEDE contract (European Association for Arbitration) An agreed contract following mediation as a result of problems.

CONTENTS OF A LEASE AGREEMENT

Full name of the owner, and the tenant. DNI, NIE or Passport.

It is advisable to mention in the contract if anyone else other than the tenant or his family will occupy the property.

Duration of contract: If no figure is stated one year is assumed. If there is no notification to the contrary, contracts are extended every

year for 5 years. From then if the parties wish the contract can be extended annually for 3 years.

Rent (or monthly payment)

Usually calculated over a month, with payments usually made within the first 7 days of the month.

The manner of payment is agreed by tenant and landlord although it is customary to pay by direct debit or bank transfer, which also serves as evidence of payment for the tenant.

It is the landlord's responsibility to ensure that the tenant always receives a receipt.

Rent rises are reviewed annually according to the Consumer Price Index (CPI).

In addition or included in the rent, the tenant is responsible for paying service costs such as electricity, water, telephone etc and with agreement of both parties Community fees may be paid in part or in full by the tenant depending on the agreement.

DEPOSIT

- Money to the equivalent of one months rent is usual upon signing the agreement.

The deposit is refundable in full at the end of the lease, but can be withheld in the case of serious damage to the property or furniture.

Other guarantees may be requested e.g. a third person to act as guarantor.

PRINCIPAL RIGHTS AND OBLIGATIONS OF A TENANT

RIGHTS

- The leaseholder cannot enter the property without the consent of the tenant
- The leased property is in a habitable state.
- The leaseholder, without raising the rent, is responsible for the cost of repairs and other work, which ensures the property is habitable.

- If the tenant or any of his family are disabled, adaptations can be made but the property must be reinstated to its original state at the end of the contract.
- An offer must be legally made to buy the property at a preferable rate should the landlord decide it during the course of the lease.
- Return of the deposit at the end of the contract.
- In the event of the tenant dying the other members of the family who were living with the tenant have a right to remain and become tenants.
- The tenant has the right to register in the municipal census.

OBLIGATIONS

- Pay the rent monthly and any agreed costs in a convenient manner.
- Pay the rent according to the signed contract.
- Support any maintenance work, which has to be undertaken.
- Support any work required (Large or small) before the end of the contract.
- Make known to the landlord any repairs, which need to be undertaken to ensure the property is not adversely affected.
- Pay for small repairs, which were caused by the tenant's general use of the property.
- Do not undertake any work without the landlords consent.
- Do not undertake any activity that will affect the property adversely.
- Return the property in the same condition as it was received.
- Compensate the landlord if the tenant leaves before the end of the contract.

COMPLETION OF LEASE CONTRACT

The lease is completed when:

The term has expired, and if the legal options for extending it have not been elected.

By agreement of Tenant and landlord

Loss of property (administratively certified) not caused by the tenant (fire, earthquake or collapse etc.)

In general, notices of any kind between landlords and tenants should be made in writing, inclusive of dates and within the law, usually one month.

Disputes that might arise regarding leases should be referred to the civil courts.

TAXATION

Landlords are obliged to make a tax return with regard to the income from their rented property annually.

In the Valencian region tenants can receive tax deductions of the IRPF (Renta de Las Personas Físicas) of 10% to a maximum.

STATE HELP

Help for tenants:

To acquire supported housing, House renovations

+Info: www.alquilerjoven.es/ayudas

Tel: 900 900 707

RECOMMENDATIONS

- Ensure you have a written rental agreement.
- Ensure there is an inventory of furniture and white goods.
- It is preferable to have building and contents insurance.
- Include an inventory which is signed by both parties.
- Sign a document at the end of the lease that states the property was returned in the same condition as it was received and that the deposit has been returned.
- It is advisable to use the services of a professional to ensure the rental contract includes all the correct information pertaining to rights and obligations.
- It would be in your interest to have the contract in two columns one for Spanish and the other in the language, most easy for the tenant to understand.

GESTORS IN ALTEA

A "gestor" is a fiscal advisor who also acts for you in regard to legal and administrative processes.

- **Gestoría Asesoría Lloret:** Tel: 96 688 03 59
- **Gestoría Candela:** Tel: 96 584 00 00
- **Krima Consult S.L.:** Tel: 96 688 07 99
- **Gestmase:** Tel: 96 688 25 22
- **Guinzo Pérez, Gestores Administrativos:**
Tel: 96 688 51 78
- **Altea Vida, S.L.:** Tel: 96 688 07 34
- **Noguera.:** Tel: 96 584 43 54



Apartment for rent

16.5 COMMUNITIES OF OWNERS & ASSOCIATION OF NEIGHBOURS

COMMUNITIES OF OWNERS

In Spain all apartment blocks and Urbanizations have a Community of Owners.

The object is for owners and neighbours to decide and address matters pertaining to their buildings or urbanizations.

Generally meetings are held every 6 months in ordinary or extraordinary convocation as necessary.

The members pay a contribution (monthly, quarterly, yearly ...) which pays for the expenses of the community (electricity, cleaning, concierge, maintenance of the garden or the pool if any ...)

Decisions are made about the common areas of the community.

There is an elected committee who agree the actions and rules of the community, which must then be respected by the members.

An Administrator is usually appointed to present the annual accounts.

ASSOCIATION OF NEIGHBOURS

The Object is for the neighbours to facilitate action on behalf of their community to defend the quality of their surroundings and life, by maintaining and improving their environment .

Creating a residents' association:

- Constitution a board of directors, ratified by a Notary and registered in the Municipal Register of Neighbourhood Associations in Valencia.
- Keep records and hold an AGM which must be formally minuted.
- Keep audited accounts.
- Registration at Altea Town Hall (secretariat).
- Altea department for Foreigners in the Town Hall offers a small subsidy for neighbourhoods who which to formally convene an association.

17. ENVIRONMENT

Altea forms part of the natural park of the Sierra Helada (545hectores land and 4920 Hectores sea) con Benidorm y l'Alfàs del Pí. In all this area not only protects the Sierra as but also the 3 islands of Benidorm, Mitjana, La Olla and La Galera.

It is the first combined sea/land park in the Valencian region.



Partial view of *Sierra Helada*

17.1 VEGETATION

La sierra alberga has an exceptional quality of flora and fauna including fossils. In the sea the Posidonia sea weed is of great importance to the equilibrium of the local environment.



Altea la Vella

17.2 WALKING ROUTE

PR-CV-7, SIERRA DE BÈRNIA.

A route of approximately 9 km. It runs between the river bed of the Algar and the ravine of Mascarat in a circular route. It ascends to the top of Bernia mountain range 1.126m with spectacular views.



17.3 NOISE

- In Altea Hills the number of hours when construction work can be undertaken is limited.
- 2 wheeled Vehicles:
 - May not produce acceleration noise or customise silencers.
 - Have an ITV test every 4 years
- Animals must not be left on balconies for long periods of time and barking dogs, which disturb the neighbours, should be reported.

- In general, excluding Fiestas noise nuisance can be reported to the Guardia Civil if it commences before 8am and continues after 12midnight, or if it affects Sundays

17.4 FIRE RISKS

and Holy days.

Altea, because of its climate and vegetation is an area of high fire risk. Extreme care should be taken at all times.

Bonfires & fireworks: Require authorisation from the Town Hall (OAC Department).

BONFIRE SCHEDULE

- Between 15th October and 15th June, Monday to Saturday inclusive between sunrise and 11am.
- Between 16th June and 14th October only in critical circumstances Tuesday to Saturday inclusive. During any other time bonfires are prohibited.

PRECAUTIONS AGAINST FIRE

- The licence should be on your person
- Make the fire in an open area free from brush and other flammable material
- Make a surround not less then 2 mts in height in which to burn the material
- Have close at hand whatever is necessary to ensure the fire remains under control
- Keep watch until you are assured the fire is completely extinguished.
- All fires should be 40 mts from other vegetation and at least 20 mts from adjacent plots.
- It is prohibited to throw ashes or cigarette ends from moving vehicles because they could ignite a fire.

17.5 TREES

A licence is required for felling trees applications should be made to the OAC department of the Town Hall.

18. TRAFFIC AND PUBLIC SAFETY

The bodies protecting our safety are:

GUARDIA CIVIL OF ALTEA

C/ La Mar, 109
Tel. 96 584 05 25

MAP 2 - D3

CENTRAL LOCAL POLICE

Edf. Villa Gadea Pda. La Olla nº 27
Tel.: 96 584 55 11 (24hrs)
Email: atpolici@cv.gva.es

TOWN HALL

Plaza José María Planelles s/n
Tel.: 96 584 13 00
Monday to Friday 7.30am to 9.30pm (except holidays)

MAP 4 - C3

LOCAL POLICE SERVICES

1. PREVENTION OF CRIMES AND
MISDEMEANOURS.

2. 2 Neighbourhood Watch (VECINOS COOPERANDO .

The Town Hall, local police, and some urbanizations of the Sierra have initiated participation in the national scheme of neighbourhood watch, in order that neighbours can quickly alert each other and the local police in the event of a crime. Registration is free, and registered members receive "alerts" directly via e mail. The web site www.vecinoscooperandoaltea.es/ publishes advice sheets on security issues.



3.. EDUCATION IN SCHOOLS

4. TRAFFIC CAMPAIGNS

5. ABANDONED VEHICLES

6. LOST PROPERTY

7. TRAFFIC CONTROL

8 PATROL OF PUBLIC AREAS

9 DOMESTIC VIOLENCE: The Local Police have a specific protocol for dealing with domestic violence. 24-hour assistance is available.

FUNCTIONS:

- Control and follow up on Court Protection Orders
- Specialised assistance
- Daily contact with the Guardia Civil and the Court to follow up on protection orders.
- Give medical assistance in emergency cases
- Legal advise to support the social services competencies
- Access to assistance where it might be necessary to relocate an affected person
- Telephone contact with victim (Language interpreters available when necessary)

TELEPHONE FOR INFORMATION AND "DENUNCIA" .Tel: **016**

900 116 016 Telephone for the hearing impaired

900 580 888 Telephone women 24 hrs.

902 011 029 Women's justice.



Local Police

NATIONAL POLICE

There is no office in Altea, the nearest is Benidorm.

Tel: 96 585 53 08 - Emergency **112**.

Address Comisaria de Policia de Benidorm:
Calle Apolo XI, 36 Benidorm.

Tel: 96 683 19 30

19. RELIGION

In Spain the predominant religion is Roman Catholic. Churches like the parish church of Our Lady of Consolation in the old town can be found throughout Spain, however the mixture of cultures that has come to live to Altea has created great diversity, and has seen the first Russian orthodox church in Spain being built here.

CHURCHES

PARISH CHURCH - ALTEA

Iglesia Nuestra Sra del Consuelo

Plaza de la Iglesia

MAP 3 - B2

Tel: 965 84 01 17

Mass: daily: 7pm.

Saturday: 6:30pm. Sunday: 11:30am



CHURCHES

Iglesia de S. Francisco

Plaza Convento (N-332)

MAP 4 - A3

Mass: daily 8pm.

Saturday 8pm. Sunday 12md and 7pm.



Parish Church - Nuestra Sra. del Consuelo

LA OLLA

Church Social centre –Centro Cultural de S. Llorens – Olla Altea

Villa Gadea - Olla Altea

Mass: Sundays 10am.

Carmelite Convent

Olla Altea - (N332)

Tel. 966 99 23 86

Mass: daily: 7.25pm.

Saturday and Sunday 7.30pm.

CHURCHES – ALTEA LA VELLA

Santa Ana

Old Town · Tel. 965 848 039

Mass: daily: 7.30pm – summer 8pm.

Saturday: 8pm– summer 8.30pm.

Sunday: 8.30am, 12md – summer 1pm

OTHER DENOMINATIONS

Russian Orthodox Church. Altea Hills.

Iglesia Cristiana Evangélica Nueva Vida.

Cuesta de las Narices, 42. Tel: 96 588 90 78.

Primera Iglesia Evangelica Bautista “La Trinidad”, Cami del Algar, 40. Tel: 96 688 09 89.

Jehovas Witness. Calle del Ferrocarril, nº 6.

For further information consult the listings in the weekly foreign newspapers



Church - Sta. Ana

20. DEATHS

20.1 PRACTICALITIES IN THE EVENT OF A DEATH

- Call the police (Policía Municipal). Tel: 092
- Contact a doctor who will certify the cause of death and issue a certificate of death
- Contact a funeral parlour (tanatorio) to remove the body (identification must accompany the body in order for it to be moved)
- Notify the death to the Registro Civil, situated in the office of the Justice of the Peace (Juzgado de Paz). C/ la Mar, 91 – Tel: 96 584 15 48.
- Usually the tanatorio will deal with this.
- The Registro Civil will ensure the deceased name is removed from the municipal census.
- Tanatorio Villajoyosa: Ctra. N-332, KM 142. Villajoyosa. Tel: 965 851 305.

MAP 2 - D3

If the death occurs in a hospital, the adminis-

trative authorities will manage the process and undertakers (pompas fúnebres) are licensed to manage funeral arrangements and the burial or cremation of a body.

TYPES OF DEATH CERTIFICATE

- **International or Plurilingual:** Effective in all countries who have ratified the Vienna convention 8th September 1976.
- **Bilingual:** Certificates issued by an Autonomous region. Issued in the language of the region and in Spanish.

When the death registration has been completed a burial licence is issued and a formal funeral can take place.

The Death Certificate (Certificado de Defunción) will be issued by the Civil Registry office. Multiple copies can be requested.

ALTEA CEMETERY. C/ Alcoy s/n.

Tel. 96 584 44 45

MAP 1

ALTEA LA VELLA CEMETERY. (C/ Violeta)

CREMATORIUM TANATORIO VILLAJYOUSA

Tel: 96 585 13 05

Funerals in Spain

Spanish Law stipulates that a body should be interred within 48hrs of the death, however in the case of foreigners whose family must travel to Spain to attend the funeral of a deceased family member, this can be extended.

Funeral insurance is available in Spain or funeral expenses can be paid in advance to the undertakers.

20.2 REPATRIATION OF A BODY

A **Plurilingual Death Certificate** must be issued by the Doctor. The **passport** of the deceased is required. Repatriation may be covered by **travel or life insurance**. Ashes can be sent to the home country. Embassies and consulates can provide advice, but not financial assistance with regard to repatriation.

Note! In the case where a person dies suddenly without the individuals instruction or

family being available, the Guardia Civil can appoint a Funeral director and the remains cremated within 24 hours.

20.3 LAST WILL AND TESTAMENT

Where foreigners have property and assets in Spain, a Spanish last will and testament is advisable. You should consult the rules of your own country however.

Making a last will and testament is easy and inexpensive in Spain.

Olografo Open Testament is the most common, it is witnessed by a Notary.

Advantages:

- It receives advice from the notary on the legal way to achieve what we want to happen to the assets.
- It is economical. Between 40 and 70 euros.
- It is retained by the Notary and registered in the Register of last Wills and testaments.
- It is therefore not necessary to go to court after the death to ratify the contents of it.

You need: ID. Passport, Resident certificate, NIE. 2 witnesses. An interpreter if you do not speak Spanish.

21. MARRYING IN ALTEA

The frequency of Foreigners wishing to marry in Altea is increasing all the time:

CHURCH MARRIAGES

Religious marriages in Spain also serve as civil recognition of the union.

You need to supply a baptism certificate of the country in which you were born and attend marriage preparation classes.

It is necessary to go to the parish office in Altea Tel: 965840117 to make an appointment with the parish priest to establish the date of the marriage.

CIVIL MARRIAGE

Civil ceremonies are conducted at the office of the Justice of the Peace, but can also be conducted at other venues on request. Calle

La Mar 91; Tel. 96 584 15 48

CEREMONIES CAN BE CONDUCTED BY:

- The Mayor, or by any one of the town councillors. The Town Hall charges 120€ for this duty.
- The Justice of the Peace or by the Secretary of the Civil Registry.
- Ceremonies are held in the Office of the Justice of the peace Monday to Friday, but can be conducted elsewhere by appointment.

NECESSARY DOCUMENTS

- **Photocopies of ID** for both parties, and Passport or residents certificate
- **Original Birth certificate**, which has been stamped with the Apostille of the Hague Stamp. (This is obtained from a Notary in Spain or from the home country)

- Certificated Town **census certificate** from the municipality where the individual has lived for 2 years
- **Nationality Certificate**
- **Proof of single status**
- Photocopy of **ID** documents of the **2 witnesses**
- **Widows and Widowers** Original marriage and death certificates
- **Divorced People** Original marriage certificate, certified with the final divorce declaration

Note! If one of the parties is a resident of another country consular advice should be sought. Same sex civil partnerships are legal in Spain and the above rules apply.

21.1 DIVORCE

1. **Mutual Agreement:** Where both parties agree to the break up of the union can be applied for to the courts by letter or by either one or both parties after 3 months of union. In addition to the application, a proposal for division of assets and responsibility for children should be included. In the case of total agreement a divorce can be granted within 2 months.
2. **Contested Divorce:** Either party can apply unilaterally.
It is possible to a consult lawyer privately or through SOJ below.
The court considers joint custody of children preferable unless there are exceptional circumstances such as domestic violence or abuse.

Processing Court Benidorm nº 2 (Finlandia, 6). Tel. 96 586 01 12

+ **info:** SOJ: Av. Comunidades europeas, s/n. Tel: 965 866 780

22. BIRTHS

REGISTERING BIRTHS IN ALTEA

Following the birth the hospital supplies a birth certificate to the parents. (Certificado de Nacimiento y el Informe del Recién Nacido). Many hospitals also supply the Informe de Maternidad, which should be taken to the place where the mother works and also to the INSS office to ensure that benefits can be received.

In addition the child needs to be inscribed into:

1. **The civic register (Registro Civil)**, situated in the office of the Justice of the Peace (juzgado de paz (C/ la Mar, 91 – Tel: 965841548).

In Spain children are registered with 2 surnames, the first from each parent.

2. **The Municipal Census (Padrón)** (see OAC and Padrón)
3. **Social security** INNS Tomas Ortuño 69, Benidorm Tel: 965 855 905) for obtaining the card which will enable access to public health and request that the child be documented as a dependant of both the Mother and the Father if both are beneficiaries of the social security system. Documentation required: Family Book with photocopy and birth certificate.
4. **Application for a SIP** card from the health centre.

23. LEGAL SERVICES

Residents of Spain are entitled to the following legal services:

23.1 LEGAL GUIDANCE SERVICE – S.O.J.

A free legal advice service from the College of Lawyers, available to all citizens, both Spanish and foreign. It provides necessary information prior to the processing of dossiers for civil matters.

Altea: The College of Alicante lawyers is situated in Benidorm

Av. Comunidades europeas, s/n. 1ª Planta. Tel: 96 586 67 80. Opening hours: 9am to 1pm

www.registrocivil.gva.es

There is no lawyer in the office, but it will assist in sending the documents to Alicante, where a lawyer will be assigned in appropriate circumstances free of charge.

23.2 OMBUDSMAN

The Ombudsman's role is to protect and defend the fundamental rights and freedoms of citizens. The Office ensures that government services protect the public interest without prejudice, with objectivity and within the law.

It is a free service. Complaints and enquiries should be made by:

Writing to Calle Zurbano, 42 - 28010 Madrid.

Tel. 900 101 025

www.defensordelpueblo.es

23.3 SÍNDIC DE GREUGES

Very similar to the Ombudsman, this service is relevant to the Valencian region. The "Sindic" ensures the rights and freedoms as set out Parts I, II and the Spanish Constitution for the Statutes of Autonomous Regions. It is the territorial jurisdiction for the Valencia Region.

It is a free service. Complaints and enquires should be made in writing.

Tel. Free: 900210970

E-mail: Consultas_sindic@gva.es

24. USEFUL INFORMATION

24.1 MAIL

POSTAL CODE

ALTEA: 03590 / ALTEA LA VELLA: 03599

Correos delivers mail to your home if you live within the town or the Old Town. Apartment buildings have personal post boxes for owners and tenants.

In Urbanisations and in the surrounding areas of Altea there is no house delivery, and you therefore need to rent an *Apartado de Correos* at the post office, or a Buzón at your urbanisation. You will receive no mail unless there is a Buzon or Apdo. de Correos number in your delivery address. Remember to record this detail on all official documents, direct debits, SUMA, etc.

POST OFFICES. (CORREOS)

ALTEA

MAP 4 - B2

Pza del Llavador nº4. Tel. 96 584 01 74

Opening hours: Monday to friday 8.30am to 8.30pm. Saturdays 9.30am to 1pm

ALTEA LA VELLA

Ctra de Callosa (behind the Ferreteria by the traffic lights). Opening hours: Monday to Friday 12:00 and 2 pm. Saturday 11am to 12md

STAMPS

All post offices provide stamps, but they can also be purchased at Tobacconist shops (Estanco).

24.2 SMOKING

It is prohibited to smoke in **public buildings**, bars or restaurants or areas of more than 100m². Where smoking is permitted a separate area must be provided. Establishments of less than 100m² may elect whether to permit smoking, and should clearly display at the entrance whether or not smoking is permitted.

24.3 CHILDREN'S PLAY AREAS

- **GARGANES-BASSETA** MAP 5 – B1
- **PLAYAS:** La Roda beach MAP 3 – B5
- **PARQUE DE S. PERE:** Close to the Port MAP 2 – C3
- **CENTRO SOCIAL** MAP 4 – C2
- **SAN XOXIM** MAP 6 – A3
- **PARQUE INFANTIL CARBONERA:** behind the port- (Av. Costa Blanca)
- **PZA. DE LA CARRASCA** MAP 6 – C2
- **PARQUE DE NARANJOS:** Ave Cortes Valencianas, next to El Palasiet (protected building) MAP 5 – A1/A2



Children's play areas in Garganes

CHILDRENS PLAY AREA RULES OF BEHAVIOUR

- Minimum noise during siestas, and between 8pm and midnight
- To be used appropriately by young children
- Pets are prohibited, and excrement to be removed where this is unavoidable
- Rubbish bins are provided for litter

24.4 MEDIA

NEWSPAPERS

NATIONAL PAPERS: El Pais, El Mundo, Marca, La Vanguardia, etc.

The most read newspaper in the Alicante Region is **Informacion**. There is also a local free newspaper: **Escaparate** (commercial for buying, selling, renting, etc.).

FOREIGN LANGUAGE PAPERS:

- **COSTA BLANCA NACHRICHTEN:** in german. www.cbn.es
- **COSTA BLANCA NEWS:** in english, on fridays. www.costablancanews.com
- **ROUND TOWN NEWS:** in english, on fridays. www.roundtownnews.com
- **EUROWEEKLY NEWS:** in english www.euroweeklynews.com
- **ALTEA INFO:** in german www.altea_info.com
- **DE WEEK:** in dutch on thursdays www.deweek.net
- **LA GAVIOTA:** French. www.journal-lagaviota.com

RADIO

- | | | |
|------------------------|--------------|----------------|
| • COAST FM | 92.3 | English |
| • REM FM | 94.6 | English |
| • RADIO ALTEA | 107.6 | Spanish |
| • RADIO KISS FM | 89.2 | Dutch |

TELEVISION STATIONS

ALTEA

Grupo Noticias: Commercial

TeVes Altea: Private Local

Canal Nou: Public valencian broad casting

Televisión Española 1&t2: Public spanish broad casting

USEFUL WEBSITES

www.ayuntamientoaltea.es

www.alteadigital.com

web page for Town Hall news

Web page on foreign affairs:

www.residenteseuropeos.com

Spanish Ministry of the Interior:

www.mir.es

Spanish Ministry of Foreign Affairs and Co-operation:

www.maec.es

Aliens Office of Alicante:

www.consultor.com/oue

Office of the Secretary of State for Immigration and Emigration:

www.extranjeros.mtas.es

Information of the PROP service on association:

<http://www.gva.es/jsp/portaigv.jsp>

Model of articles of association for an association. PROP service

<http://www.prop.gva.es/datos/varios/impresos/Est1Castellano.doc>

Consellería de Justicia, Interior y Administraciones Públicas (Dept. of Justice, Interior and Public Administrations)

<http://www.mir.es/SGACAVT/asociaciones/telephonic.html>

Administración Estatal de la Agencia Tributaria (Spanish Tax Department (AEAT))

www.aeat.es

European Residents' Department,
Avda. Orihuela 128, 03006 Alicante
Tel: 96 510 7400

www.dip-alicante.es
residenteseuropeos@dip.alicante.es

Escuela Oficial de Idiomas de Alicante
C/Marques de Molins, 56-58, Alicante.
Tel: 96 514 4143 ; 96 514 3612

www.eoi.alicante.com

Website with information about notary activities and the addresses and telephone numbers of all the notaries public of Spain:

www.notariado.org

Website of the Spanish Ministry of the Interior (Register of Last Wills and Testaments):

www.mir.es

Consellería de Economía, Hacienda y Empleo
(Department of Economy, Taxes and Employment):

www.agenciatributaria.es

www.portaltea.com : information on local companies and businesses, general information.

24.5 USEFUL TELEPHONE NUMBERS

CONSULATES

IN BENIDORM:

Finland: **965 866 942**

Norway: **965 852 166 / 107**

Sweden **96 585 20 00**

IN LA NUCIA:

Holland: **965 857 012**

IN ALICANTE:

UK: **96 521 60 22**

Algeria: **96 522.99.44**

Germany: **96 521 70 60**

Belgium: **96 592 91 47**

France: **96 592 18 36**

Morrocco: **96 521 35 33**

EMERGENCIES

Emergencies: **112**

Ambulance DYA: **96 688 41 12**

Fire Service: **1085 / 082**

Red Cross: **96 584 31 83**

Local Police: **96 584 55 11**

Guardia Civil de Altea: **96 584 05 25**

Sub section Guardia Civil **061**

Health Centre: **96 688 00 25** Automatic appointment: **901 22 77 22**

Hospital Villajoyosa: **96 685 98 00**

National Police: **96 683 19 30 / 091**

Abandoned Animals: **663 70 94 94**

Consumer rights: **900 500 222**

Womens help Line 24hrs (Free): **900 580 888**

TOWN HALL ALTEA

Central Switchboard: **96 584 13 00**

OAC (Oficina de Atención al ciudadano): **96 688 30 10**

Altea la Vella sub Office: **96 584 63 28**

Pla de Castell office: **96 688 00 72**

Oficina Altea la Vella: **96 584 65 93**

Social services: **96 688 27 02**

Urban Planning and environment: **96 584 29 70**

Sports Centre: **96 584 12 35 ó 96 688 18 59**

Palau Altea: **96 688 19 24**

ACKNOWLEDGMENTS

Our grateful thanks go to all the volunteers who have worked tirelessly for more than a year to obtain, edit and translate all information contained in this booklet.

My appreciation also goes to all the departments in the Town hall who helped us in preparing the guide, by providing the information, and validating details. Especially the OAC Department.

Finally, my thanks also goes to the Councillors who have contributed. Without their oversight of the information we would not have been able to verify it's accuracy and finish the manual.

You will find the information included in this booklet in Spanish, Romanian and English on the Ayuntamiento www.alteadirecta.com and www.cipal.es

NOTE: The data contained in this manual is for information purposes only. The information may vary, is subject to changes and there may be some unforeseen errors, for which the Department of Foreigners cannot be held responsible. Should you detect any inaccuracies we would be grateful if you inform us at residenteseuropeos@altea.es so that we can make corrections and improve future publications.



CEMENTERIO
Cemetery

COLEGIO
LES ROTES
School

PALAU ALTEA

P

FACULTAD
BELLAS ARTES
University

P

P

P

CI BENIDORM

INSTITUTO
ALTAIA

ALCOI

P



CUESTA DE LA MARCES

CAMÍ VELL D'ALLACANT

Train Station
ESTACION
FERROCARRIL

P

N-332 - CARRER LA MAR

GUARDIA
CIVIL



PASEO SANT PERE



CONSULTORIO
COFRADÍA
*Health
surgery*

OFICINA
TURISTICA

P

PUERTO
DE PESCADORES
Fishing port

PUERTO
DEPORTIVO
Yacht club

PLAYA DE LA RODA



School

COLEGIO BLANQUINAL

AVDA. JUAN ALVADO

EXT. ADMIN. AYTO.

CONSULTORIO PLA DE CASTELL
Health surgery

P

OFICINA EXTRANJERIA
Foreigners office

AVDA. VALENCIA

CAMI DE L'HORTA
COMUNITAT VALENCIANA

Tuesdays market

URBANISMO
Planning department

P

Social Services
BIENESTAR SOCIAL
CENTRO SOCIAL
Social Centre

CEAM

P

FPA
Centre for adult education
INSTITUTO BELLAGUARDA

CENTRO DE SALUD
Health centre

P

CIUDAD DEPORTIVA
Sport Centre

PONT DE MONTECAU

CASA DE CULTURA
Cultural Centre Library

AYUNTAMIENTO
Town Hall

SUMA

IGLESIA ALTEA
Parish Church

P

Tuesdays market

English Library

P

N-332 - CONDE DE ALTEA
Promenade
PASEO DEL MEDITERRANEO

Altea La Vella

CINEMA

SMO
Tourist office

Map 2

A

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A

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Map 3

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Map 4

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Map 5

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Map 6

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