

ACCESS AND PARKING OF VEHICLES TO MORAIG

The Council of El Poble Nou de Benitatxell wants to protect the Moraig cove and the entire natural environment of the LIC Penya-segats de la Marina, where the considerable increase of visitors has endangered the balance of the environment. To alleviate the lack of control and the overcrowding of vehicles in recent years, the solution proposed by the council is a new vehicle control system that avoids overloading and degradation of the environment and, at the same time, promotes energy saving and the reduction of greenhouse gas emissions.

This new vehicle control system is operational from **April 1st to October 15th** at the access to the car parking lot of Moraig cove, Testos cove and the route of the Cliffs. The car parking lot is payable for visitors and users of the beaches, but residents who meet the requirements set out in the Municipal Ordinance of El Poble Nou de Benitatxell are exempt and can access for free.

HOW THE SYSTEM WORKS

Any vehicle entering the area for more than 20 minutes must have authorisation for the day in question. This means that, on the one hand, resident vehicles must obtain this authorisation, which is free of charge, and on the other hand, non-resident vehicles must obtain the corresponding authorisation by paying the parking fee. The authorisation and payment procedure can be done through:

- Web: www.calamoraig.es
- App: Cala Moraig Reservations (IOs and Android)
- Physical kiosk at the access to Moraig Cove

Authorisation process for residents

In the case of people registered at El Poble Nou de Benitatxell and whose vehicle is paying the Tax on Motor Vehicles (IVTM) in our municipality, the parking permit procedure will be exempt from the fee. Your vehicle will already be registered in the system (provided that the date of registration in the municipal census of the vehicle is prior to January 1st of the current year), in which case it will be included in the database and, at the time of authorisation, the cost will be zero.

Despite having zero cost for residents, it will be necessary to carry out the procedure to authorise the parking of the vehicle. To check that your number

plate meets the zero cost requirements, you can enter it on the website or booking app. It is important to complete the purchase process (even if the cost is €0) like any other user.

If your vehicle does not appear at zero cost and you meet the above requirements, please contact incidencias@calamoraig.es.

There are a total of 15 green painted parking places marked with vertical signs that are for the exclusive use of residents.

Authorisation process for non-residents

Non-residents must pay a fee for parking in the cove's parking area. The system has a single fee of €12 per vehicle for the whole day, regardless of how long you want to stay in the restricted area. It is worth remembering that all vehicles will have 20 minutes authorised free of charge to follow this itinerary or to allow loading and unloading (people or goods) in those places established for this purpose, and in any case without obstructing traffic. Therefore, if your vehicle remains within the marked area for more than 20 minutes, you must pay the fee or you may be fined.

Authorisation process for people with reduced mobility

There are a total of 5 places reserved for people with functional diversity. You can apply for authorisation completely free of charge by following a few simple steps. You must specify that you are going to use the places reserved for this purpose and you must provide the following documentation:

- Blue card
- Holder of the vehicle
- ID card of the person with functional diversity

*They will have 4 days to submit the requested documentation by means of a general request at the electronic office of the Council, by email documentacion@calamoraig.es or physically at the Citizens' Attention Office (Escoles Street, 2).

FAQ'S

1. What are the opening hours and payment period?

From April 1st to October 15th, from 9:00 am to 7:00 pm.

2. Where can I pay and what methods are available?

The Cala Moraig Reservations App for mobile phones is available to all users, where you can apply for authorisation and pay using a credit or debit card.

Payment can also be made at the parking meter located in the parking area with a credit or debit card.

It may be the case that on the website it appears as "complete" but there is still the possibility to make the payment to obtain the authorisation through the parking meter and as long as there is a parking space in the area.

3. Is it necessary to put the ticket or proof of booking on the windscreen of the car?

No, it is not necessary. The system is fully automatic, but you should be able to save the ticket or take a photo of it to save the details that appear on it. You can check the conditions of purchase at the following link: <https://calamoraig.es/Tienda/CondicionesCompra>

4. Can I cancel or modify a reservation?

No, as indicated in the section 'Purchase conditions'. There is no possibility of modification or cancellation of any authorised registration. Before confirming payment, please make sure that everything is correct.

5. Do I always have to go through the authorisation process?

Any vehicle entering the zone for more than 20 minutes must have authorisation for the day in question. This means that both resident and non-resident vehicles must obtain authorisation. The authorisation can be obtained through the website, APP or at the parking meter located on the parking esplanade of Moraig cove.

6. How long can a vehicle stay in the restricted area free of charge?

Each vehicle will have 20 minutes to drive along the Moraig cove area without the need to pay the fee or to be an authorised vehicle.

7. Can I stop in the area to allow people to get off the vehicle?

Yes, you may do so as long as you do not obstruct the circulation of vehicles and pedestrians. Remember that you will only be allowed 20 minutes to remain within the restricted area.

8. What about motorbikes?

Mopeds, cycles and motorbikes are exempt from payment and from any type of authorisation request. However, they are obliged to park only in the area designated for this use, and may not park in any other area.

9. What happens if I am a resident and the 15 resident parking places are occupied?

No problem, you will be able to use the other NON-RESIDENT parking places. Remember that you will have to carry out the corresponding authorisation process for the day in question.

10. Are the parking places designated or numbered?

No. Once the payment or authorisation process has been completed, you will be able to park in any free space, except those specifically designated for other users such as residents, motorbikes, loading and unloading, etc.

11. What happens if the parking meter does not print the ticket?

In this case it is advisable to note down the time at which the payment was made and the license plate number of the vehicle you have entered. If you wish, you can send us the incident by e-mail to incidencias@calamoraig.es with the time of payment and the license plate number so that we can take it into account.

12. What happens if the website or the App indicates that there are no places available for a specific date? Can I go without booking in advance?

The website and the App publish a certain number of places available, but some extra places are always reserved for users who go in person and use the parking meter at the access to the beach. Therefore, you can go without booking and check the availability of places at the parking meter on the same day.

13. What happens if I don't know the license plate number of the vehicle I'm going to Moraig Cove with?

You can only carry out the authorisation process in advance if you know the license plate number. If you don't know it, you must wait to carry out the process at the parking meter on the same day you are going to use it.

14. What happens to improperly parked vehicles (in designated areas without payment, in non-designated areas or with motorbikes occupying a parking space)?

Vehicles parked incorrectly or without payment will be sanctioned and, where appropriate, removed with a crane.

15. How can I get to the beach without my own vehicle?

There is a shuttle bus service available during the busiest months, in July and August. Timetables and stops can be checked on Turisme Benitatxell website: <https://www.turismobenitatxell.es/es/playas/13-cala-del-moraig/>

16. Can I drive my vehicle down the last descent to the cove?

NO. Access is totally restricted except for expressly authorised vehicles.

17. Can I access the cove before or after the established payment schedule?

Yes, for vehicles entering and leaving the area between 19:00h and 9:00h the following day, it is not necessary to pay the fee of 12€. The payment schedule is between 9:00 am and 7:00 pm.

18. What happens with buses used for occasional passenger transportation?

Buses must leave the buses in the area set aside for loading and unloading passengers and park outside the area, in the parking lot in front of the Lady Elizabeth School. Afterwards, they may return to pick up the passengers. In any case, they can never stay more than 20 minutes in the restricted area.

Any bus needing access must have the appropriate authorization for access. In order to do so, the procedure must be carried out through our electronic site: [Click here](#).

19. What should you do if, due to technical problems, you have not been able to make the payment correctly?

You must justify the problem for which you have not been able to make the payment on the day of your visit, and no later than 3 days later you must contact incidencias@calamoraig.es to analyze your case and indicate the steps to follow.

20. What should I do if I have a holiday home within the restricted area?

You will be able to communicate the registration numbers of the tenants through the e-mail residentes@calamoraig.es, where you will be informed of the protocol to follow.

21. Why can't I use the car parking lot free of charge if I pay the IBI and rubbish taxes?

The benefit of the free parking is only for registered residents who live at El Poble Nou de Benitatxell throughout the year and who also pay the IVTM in the municipality; not for holidaymakers or owners of second homes.

Remember, we will check that you are registered in the municipality and that you have paid the IVTM tax in the current year.

22. Are pets allowed on the beach?

No. Moraig cove is not a pet-friendly beach.