



PUERTO BANÚS
Marbella 1970

WELCOME GUIDE

WWW.PUERTO-BANUS.COM





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Since 1970 and year after year, 5 million visitors arrive at Puerto Banús not only to enjoy our waters and our 300 days of sunshine per year; they come because they know that nowhere else will they find the quality services and facilities to meet their expectations. And, of course, for the more than 100 luxury firms, which convert the port in one of most exclusive shopping centers in the world.



Designed for comfort and excellent security.



Personalised assistance for boats and crew.



915 moorings, perfect for the whole year.



15 hectares of sheltered water.

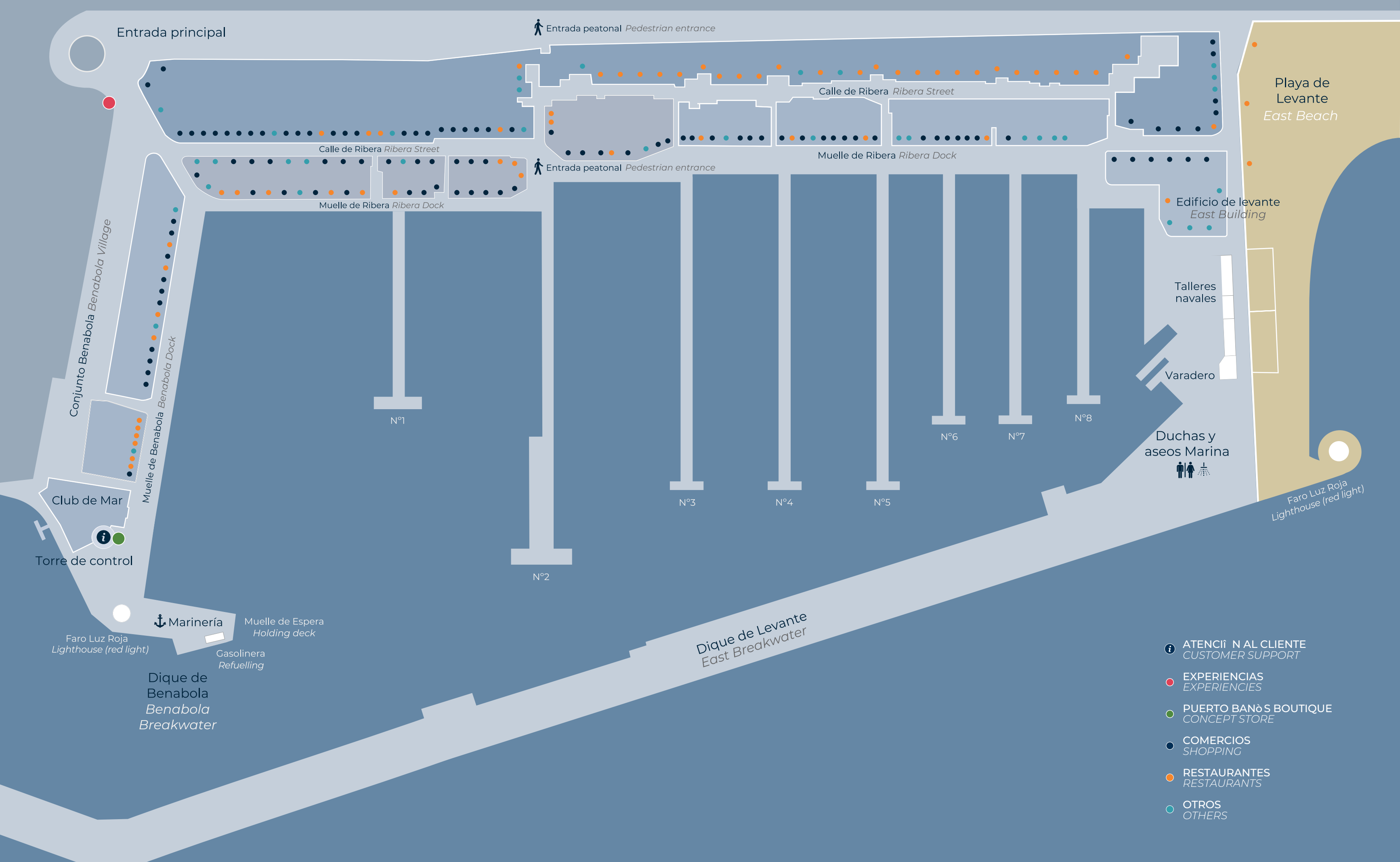


Maximum depth of 6 meters.



Possibility of anchoring for large yachts.

A LUXURY PORT



Entrada principal

Entrada peatonal *Pedestrian entrance*

Calle de Ribera *Ribera Street*

Calle de Ribera *Ribera Street*

Muelle de Ribera *Ribera Dock*

Muelle de Ribera *Ribera Dock*

Edificio de levante
East Building

Talleres
navales

Varadero

Duchas y
aseos Marina

Faro Luz Roja
Lighthouse (red light)

Dique de Levante
East Breakwater

Dique de
Benabola
*Benabola
Breakwater*

Marinería

Muelle de Espera
Holding deck

Gasolinera
Refuelling

Club de Mar

Torre de control

Faro Luz Roja
Lighthouse (red light)

Conjunto Benabola *Benabola Village*

Muelle de Benabola *Benabola Dock*

ATENCIÓN AL CLIENTE
CUSTOMER SUPPORT

EXPERIENCIAS
EXPERIENCES

PUERTO BANOS BOUTIQUE
CONCEPT STORE

COMERCIOS
SHOPPING

RESTAURANTES
RESTAURANTS

OTROS
OTHERS

INFORMATION AND CONTACT

TELEPHONE

Customer Service:
+34 952 909 800
Security 24h/365d:
+34 696 424 871

PARKING

All Puerto Banús customers can access the car park located a short distance from the berth. Contact the Customer Service offices to purchase your access card during your stay.

OPENING HOURS

Monday - Friday: 08:30 a.m. - 6:30 p.m.
Saturday - Sunday: 08:30 a.m. - 2:00 p.m. / 4:00 p.m. - 6:30 p.m.

E-MAIL

Exclusive for clients
clientes@puertojosebanus.es
Questions and suggestions
info@puertojosebanus.es

WIFI

Request the access code at the Control Tower to enjoy the Wi-Fi connection from anywhere in the port.



ENVIRONMENT



During your stay, we appreciate your collaboration in preserving our environment and keeping the port facilities in perfect condition. For more information about our environmental commitment, see:

puerto-banus.com/en/sustainability-2/



PUERTO BANÚS

From Puerto Banús, we have initiated a strategic cross-cutting development plan that will take us down the path to becoming a Sustainable Marina, balancing economic development, social equity, and environmental protection.

Given the activity we carry out, within this SDG Implementation and Compliance Plan, we have chosen to increase our efforts in the following territories:

- PROTECTION OF THE OCEANS
- BIODIVERSITY
- RESPONSIBLE CONSUMPTION
- REDUCTION OF POLLUTION

This plan towards a Sustainable Marina in which we will continue to work on different goals and actions over the next few years, each one leads to meeting the 17 Objectives established by the United Nations in its 2030 Agenda, with the aim of making our world a better place to live in the coming years, trying to put an end to poverty, protect our planet and guarantee peace and prosperity for all people.




Discover our Environmental Best Practices

It doesn't matter what you have in mind. Our customer service team will be happy to help you with anything you may need during your stay in Puerto Banús. And if you have a special request, do not hesitate to consult our Concierge Service that we put at your disposal.

 **Customer Service Telephone:**
+34 952 909 800

 **Email:**
clientes@puertojosebanus.es

 **Concierge Email:**
info@puertojosebanus.es

 **Customer Service Hours:**
Mon - Fri: 08:30 a.m. to 6:30 p.m.
Sat - Sun: 08:30 a.m. to 2:00 p.m. / 4:00 p.m. to 6:30 p.m.

CUSTOMER SERVICE AND MARINE TEAM

PUERTO BANÚS



**VANESSA
GARRIDO**

Customer Service Manager
ENG · SP



**AURORA
HERNÁNDEZ**

Customer Service
ENG · SP



**ELISA
ESTEBAN**

Customer Service
ENG · SP · FR



**SARAH
NIKOLAUS**

Customer Service
ENG · SP · FR · DE

Thank you for choosing Puerto Banús,
an exclusive destination to further
enjoy your stay in Marbella.

BOAT ARRIVALS AND DEPARTURES



INFORMATION UPON ARRIVAL

Communicate your arrival at the harbour mouth through channel 9 and remain on hold until confirmed. Our sailors will guide you to your mooring and offer you all the help you need during your entry. If you need electricity, they will also provide you with the connections you need, upon payment of a deposit at the Port Captaincy.

CONTROL TOWER

Submit the following documentation at the Control Tower:

- RVessel registration
- Valid insurance policy
- Captain's passport
- Credit card as collateral
- Crew and passenger list

You can also process your registration in advance. All you have to do is send the documentation to clientes@puertojosebanus.es, confirming the approximate time of arrival. Please note that any cancellations must be made 24 hours in advance.

INFORMATION ON DEPARTURE

The check out will take place at the Control Tower to return all the material delivered upon arrival. (plugs, cards, remote...).



GENERAL AND NAUTICAL SERVICES

GENERAL

- Private parking.
- Petrol station. Hours: 7 a.m. to 8:30 p.m., 365 days a year.
- Gasoline supply from 3,000 litres. You must request the service at least 48 hours in advance.
- Restriction of access for security and privacy through the use of personal cards.
- CCTV and security personnel 24h/365d.
- Marines service 24h/365d.
- Parcel reception 24h/365d.
- Fire service.
- Yacht rental and sale service.
- Yacht Provisioning.
- Shower service at shipyard.
- Banco Popular, Sabadell Solbank, Santander and foreign exchange offices.

IN MOORING

- Supply of running water.
- Wifi.
- Electrical connection depending on length: 16 Ah, 32 Ah, 63 Ah, 250 Ah.

MOORINGS IN MUELLE DE HONOR

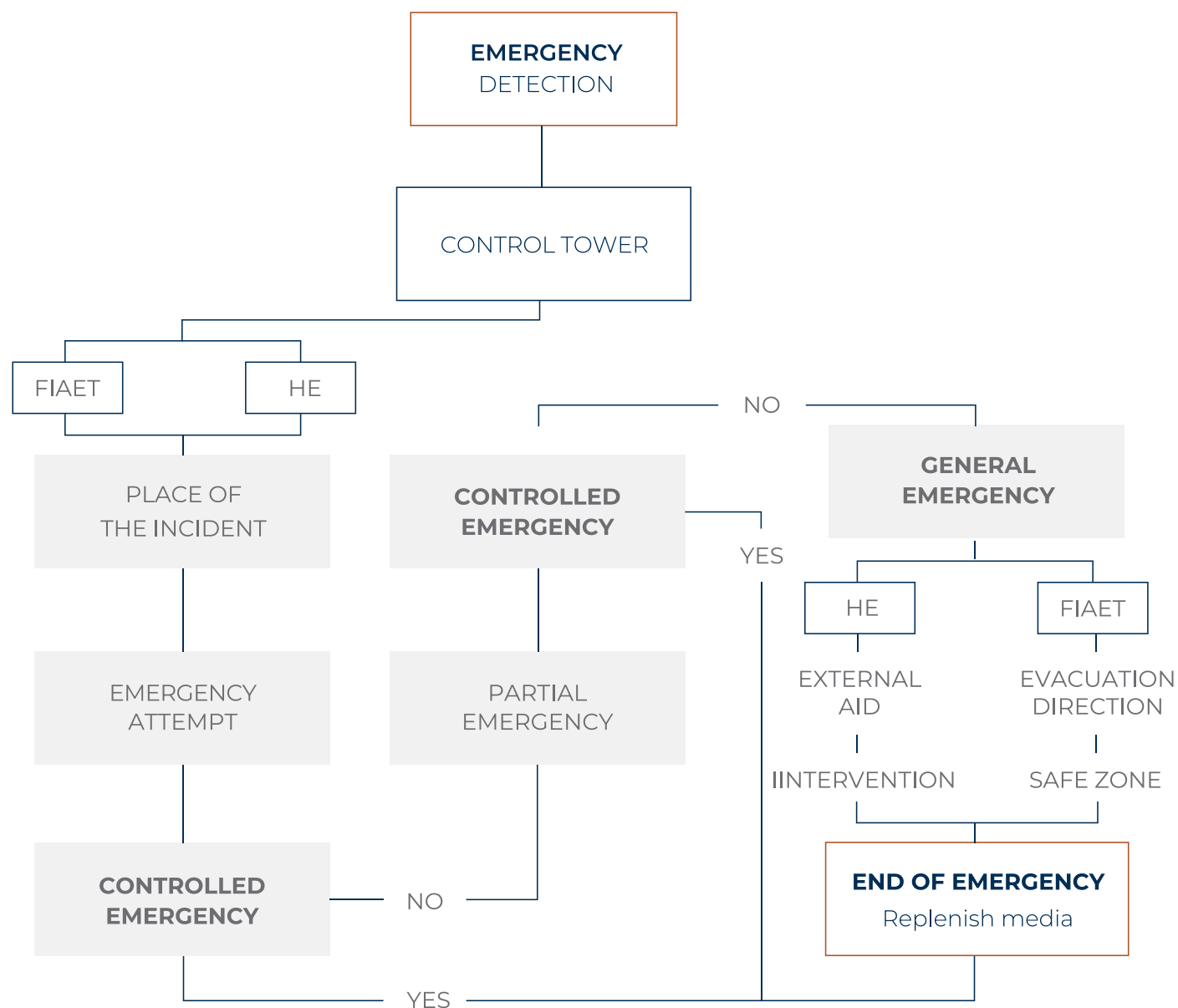
- Fuel supply at the mooring post.
- Waste collection.

NAUTICAL

- 5.500 m2 approx. of technical area with Travelift 50 Tn (Max Beam 5.45 m), mobile crane 4.5 Tn and workshops.
- Specific recycling zones and Green Point located at shipyard.
- MARPOL waste extraction service (IV, V). Gray water / bilge.
- Towing service.
- Diving service authorised by Port Offices.
- Bilge of boats.
- Raft rental.



EMERGENCY PROTOCOL

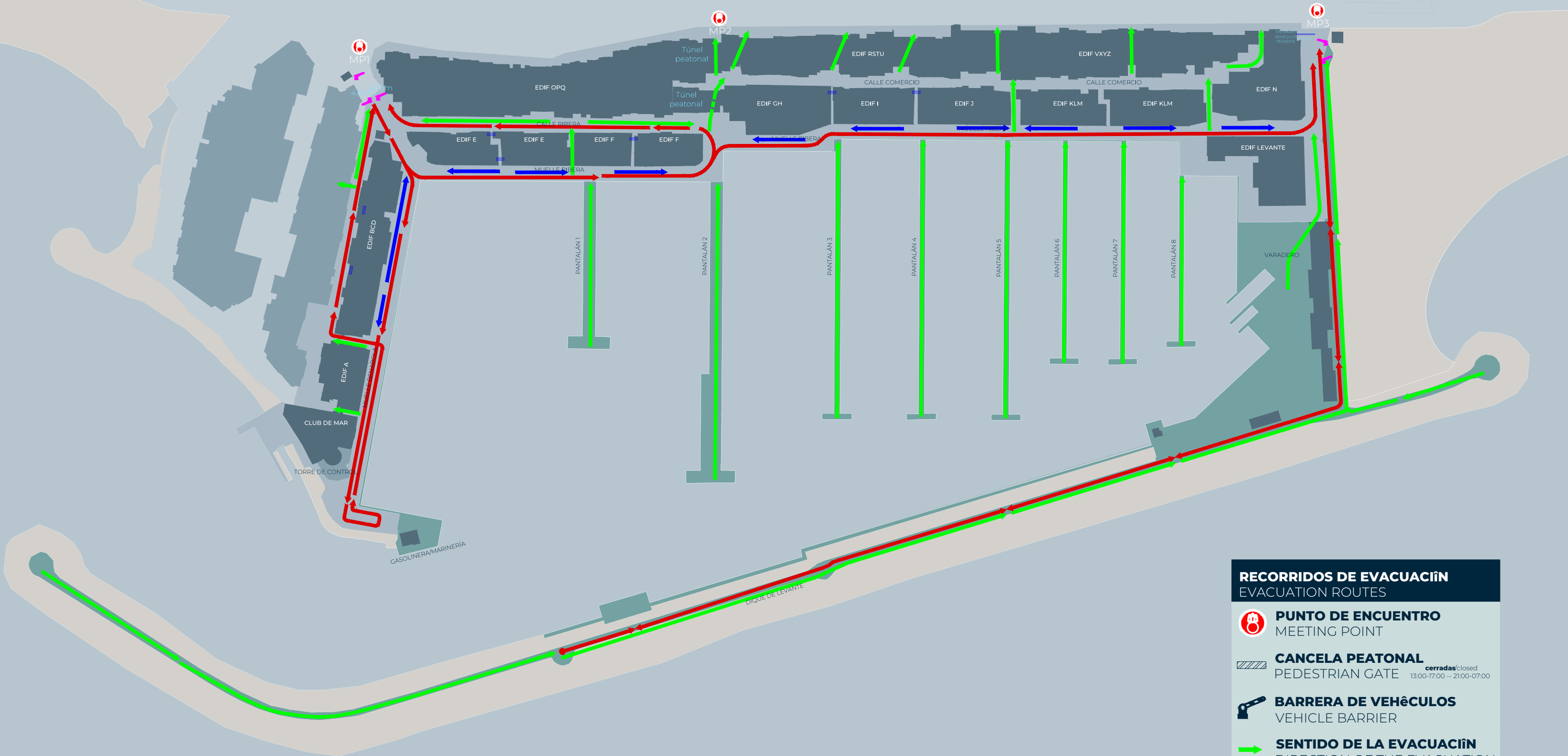


ABBREVIATIONS

HE: Head of Emergencies

FIAET: First Intervention Alarm and Evacuation Team





RECORRIDOS DE EVACUACIÓN EVACUATION ROUTES



PUNTO DE ENCUENTRO
MEETING POINT



CANCELA PEATONAL
PEDESTRIAN GATE cerradas/closed
13:00-17:00 -- 21:00-07:00



BARRERA DE VEHÍCULOS
VEHICLE BARRIER



SENTIDO DE LA EVACUACIÓN
DIRECTION OF THE EVACUATION



EVACUACIÓN: VEHÍCULOS
EVACUATION: VEHICLES



EVACUACIÓN: PEATONES
EVACUATION: PEDESTRIAN



CONCIERGE
SERVICE

Turn your stay in Marbella and Puerto Banús into an unforgettable holiday with our Concierge Service, an exclusive service that will take care of providing you with everything you need to make the most of your stay with us. From booking a restaurant, organising an excursion, car rental or laundry service, our strict selection of suppliers guarantees discretion, professionalism and quality in each and every one of the services we offer.

✉ **E-mail:**
clientes@puertojosebanus.es

☎ **Telephone:**
+34 952 909 800

🕒 **Customer Service Hours:**
Mon - Fri: 08:30 a.m. to 6:30 p.m.
Sat - Sun: 08:30 a.m. to 2:00 p.m. / 4:00 p.m.
to 6:30 p.m.

WE TAKE
CARE OF
EVERYTHING

PUERTO BANÚS





Get access to the most VIP and fashionable spaces in the city thanks to the preferential treatment that all our clients have. Reservations for restaurants, clubs, hotels, flights or taxis are just some of the arrangements we can help you with. Consult our team to discover all the suggestions we provide.

PREFERENTIAL RESERVATIONS

Forget about waiting lists

PUERTO BANÚS

PERSONAL SHOPPER

No one can resist an afternoon of shopping

Whether you have a special event or fancy renewing your wardrobe, do it with the help of our team of Image Consultants, while discovering the most exclusive boutiques in Puerto Banús. Hermès, Dior, Valentino, Loro Piana, which one is your favourite?

More than 100 luxury firms are at your disposal in our marina!



CATERING

The table ready at any time?

Our team will take care of providing any catering service, including support staff, on board your boat. We have an extensive menu of the best quality, suitable for all needs (vegetarians, celiacs, diabetics, etc.) and times of the day, from intimate breakfasts to private parties.

DELICATESSEN

A craving?

For lovers of the most exclusive cuisine, the Concierge Service offers you the possibility of tasting the best products in the world, organising tastings on board, showcooking or home shopping service. Don't worry about the exclusivity of your tastes; we take care of everything to satisfy the most demanding palates.

WELLNESS

FITNESS & HEALTHCARE

We want you to feel well.

That is why we offer you an exclusive fitness and healthcare service that ranges from personal trainers and yoga or pilates instructors to acupuncture, osteopathy and oxygen therapy services, among others. Professionals with great experience and preparation for you o keep fit, even during your holidays, both inside and outside your boat.

AESTHETICS

A little help to improve your appearance.

Anti-aging and firming treatments, waxing, makeup, manicures, pedicures and special treatments for men, etc. Enjoy the latest aesthetic and beauty treatments, either in a specialised center or on board your own boat, at the hands of highly qualified professionals.



PUERTO BANÚS

MASSAGES

A gift for the body.

A good massage is the ideal way to relax body and mind. Our team of professionals would give you a choice between a full menu of details that you can enjoy, if you prefer, without leaving your boat: Ayurveda massage, sports, anti-stress, Shiatsu, foot reflexology, chiromassage, acupuncture, lymphatic drainage, aromatherapy. ... What do you fancy today?



MEDICAL CARE

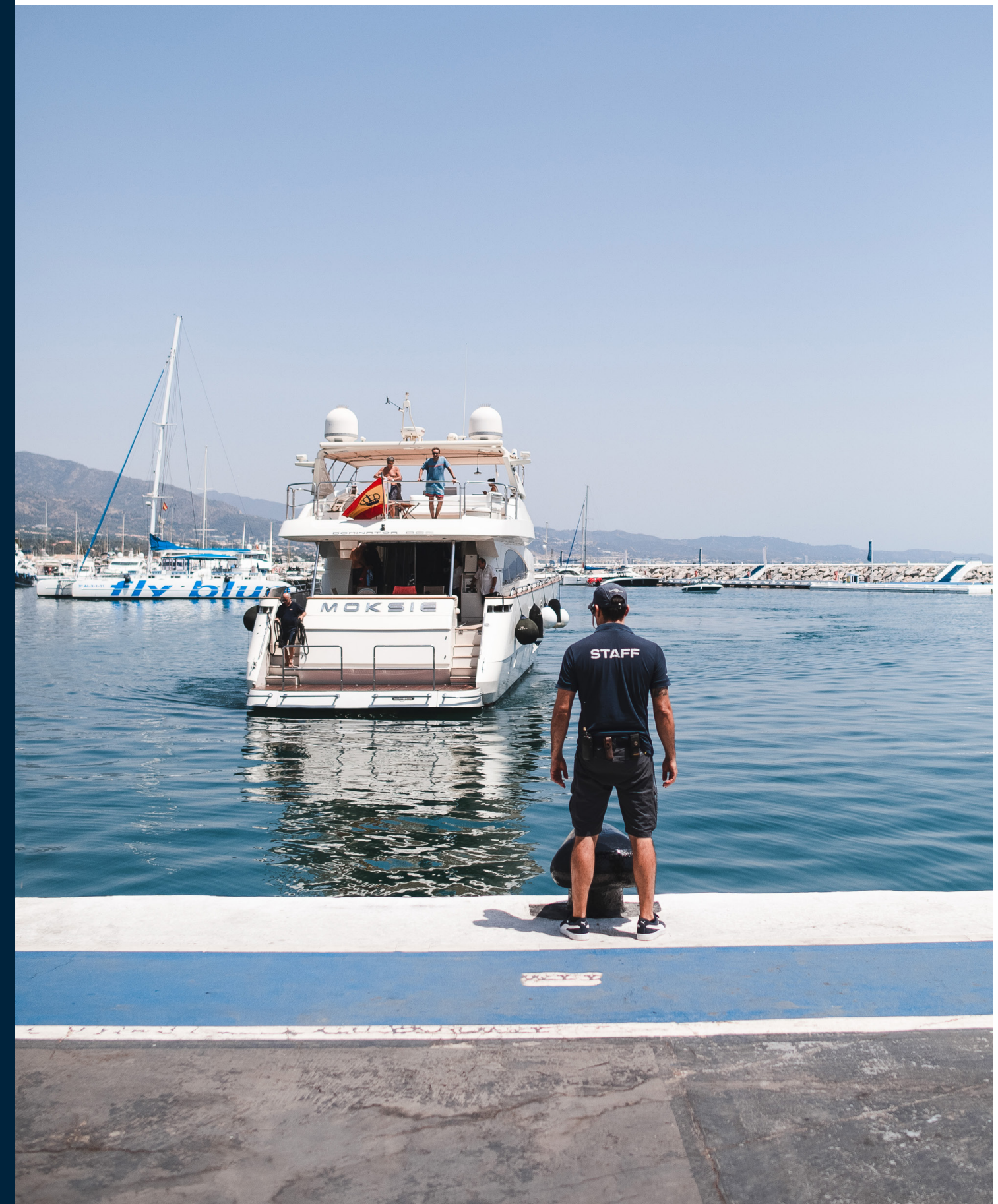
Your health comes first for us too.

In Puerto Banús everything is planned in case you need medical attention, special treatments or simple regular check-ups. We also have a team of dieticians and nutritionists who will offer you a complete service and advice during your stay. And if what you are looking for is babysitting or animal care, you can rest assured: in our Concierge Service we have all the attention you need.

CREW SERVICE

Do you need an extra hand?

If you want to host a party, an event or simply need to reinforce your crew or domestic service at a specific time, do not hesitate to ask us: we have reinforcement personnel, of absolute seriousness and trust, to cover profiles such as captain or skipper with qualifications, sailors, maintenance and domestic service, cooks, specialized chefs...



LAUNDRY

Feel like in a hotel.

Our team of professionals will take care of the collection, cleaning and ironing of all types of garments in just 24 hours, from the most delicate to those for daily use, such as sheets or towels.

CLEANING

Your boat always perfect.

A fast and efficient job in both daily and occasional cleaning services: interiors, exteriors, carpets, canvas, metal or teak... No matter the material, we only work with specific products of the highest quality so that the finish is always perfect.

FLORIS

We create unique spaces.

Our floristry and decoration service will help you create a special atmosphere through center pieces, decorations, aromatherapy or exotic plants.

DOMESTIC SERVICES



OTHER SERVICES



WATERSPORTS

¿Ya ha probado un JetLev?

Experience the latest technology in water fun: JetLev, JetSurf, Seabob, water jets, jet skis or water skiing... With our rental service of nautical equipment and accessories you can take the fun on board on your next outing.

BUSINESS

Sometimes business can't wait.

We will provide you with everything you need to organise any work meeting, from private spaces to translators and interpreters in various languages, through to a comprehensive courier service for sending information and materials.

RENT A CAR

Do you need a sportscar for today?

From private jets to helicopters, limousines, luxury cars, 4x4 or minibuses. We put any type of transport at your disposal, with or without a driver.

SURVEILLANCE AND ESCORT

Your peace of mind is our top priority.

We have Security Guards with the specialty of Private Security Escorts, to take care of your protection with the utmost professionalism and discretion within the framework of current regulations.



EXPERIENCES



We propose over 50 activities to enjoy as a couple, with family or friends during your stay in Puerto Banús.

Choose which adventure you want to enjoy and we will take care of everything!



Scan and discover our entire catalogue of experiences.



By sea, by land, by air... we offer you the best activities to enjoy worry-free. Discover the most TOP:

PRIVATE FLIGHTS

We offer you a professional and flexible service adapted to your needs: from a tourist flight to trips to golf courses, airports or any national or international destination, by private jet.

Seeing the coast from the air is an exciting experience and enjoying the landscape from a bird's eye view is a unique sensation.

All our flight services include the necessary ground transportation for your total comfort.

PUERTO BANÚS



REQUEST OUR CATALOGUE OF
HELICOPTERS AND PRIVATE
JETS AND CHOOSE THE
EXPERIENCE THAT BEST SUITS
YOUR NEEDS

SPORTSCAR AND LUXURY VEHICLE RENTAL

Enjoy your stay in Marbella aboard one of the most exclusive supercars on the market; the most unique way to tour Marbella.

Live an exciting and unforgettable experience along the Golden Mile and the most emblematic avenues of Marbella. Access and tour the docks of Puerto Banús aboard the supercar of your choice.

In Puerto Banús, we find the vehicle that best suits your needs. A McLaren, a LaFerrari, a Bugatti? Choose from hundreds of models and colours.

PUERTO BANÚS



OPTION OF ACCESS CARD
TO PUERTO BANÚS DURING
YOUR ENTIRE STAY.
CHECK CONDITIONS

OLIVE OIL & WINE EXPERIENCE

The mountains to the north of Malaga, which connect eastern with western Andalusia, are also the border with the Granada and Cordoba provinces and its landscape are simply stunning because of the olive trees and vineyards where “Malaga wine” grows. The area has its very own characteristic signs of identity, such as its traditional architecture or its gastronomy.

In this amazing environment that reminds us of Italian Tuscany, you will discover – together with the local inhabitants – the secrets of elaboration of our best Extra Virgin Olive Oil and Malaga wine.

PUERTO BANÚS



PRIVATE TOUR OF AN OLIVE OIL GROVE
AND MILL (TASTING INCLUDED)

PRIVATE VISIT TO A WINERY
(TASTING IS INCLUDED)

MEAL IN A TRADITIONAL
RESTAURANT

GOLF EXPERIENCIA

Enjoy golf and the sun all year round in Marbella and its surroundings. With over 70 golf courses, the Costa del Sol has become an ideal destination for golf lovers from all over Europe.

Also known as “Costa del Golf”, there are few places that offer the quality of golf and the weather that Marbella does. The numerous courses offer a wide variety for all. Enjoy golf in Marbella 12 months a year!

PUERTO BANÚS



EQUIPMENT RENTAL

GOLF TOURNAMENTS

GOLF SCHOOL WITH TUTOR

HEMINGWAY'S RONDA

Located between the natural parks of Grazalema, Sierra de las Nieves and Los Alcornocales, is in Ronda, one of the oldest and most beautiful cities in Spain.

The unusual geography of Ronda, which is divided in two by the precipice of the Guadalevín River, leaves nobody indifferent. In this experience, you will visit the most emblematic places together with our best guide.

Do not miss the gastronomy of Ronda, based on simple dishes such as tomato and garlic soups, chickpea or lentil stew, asparagus and mushrooms.

PUERTO BANÚS



OFFICIAL PRIVATE GUIDE (3H)

BULLRING, DON BOSCO HOUSE OR
THE MONDRAGÓN PALACE

FREE TIME IN RONDA (1.5H)



PUERTO BANÚS

Discover a collection of products made with sustainable materials inspired by luxury sailing.

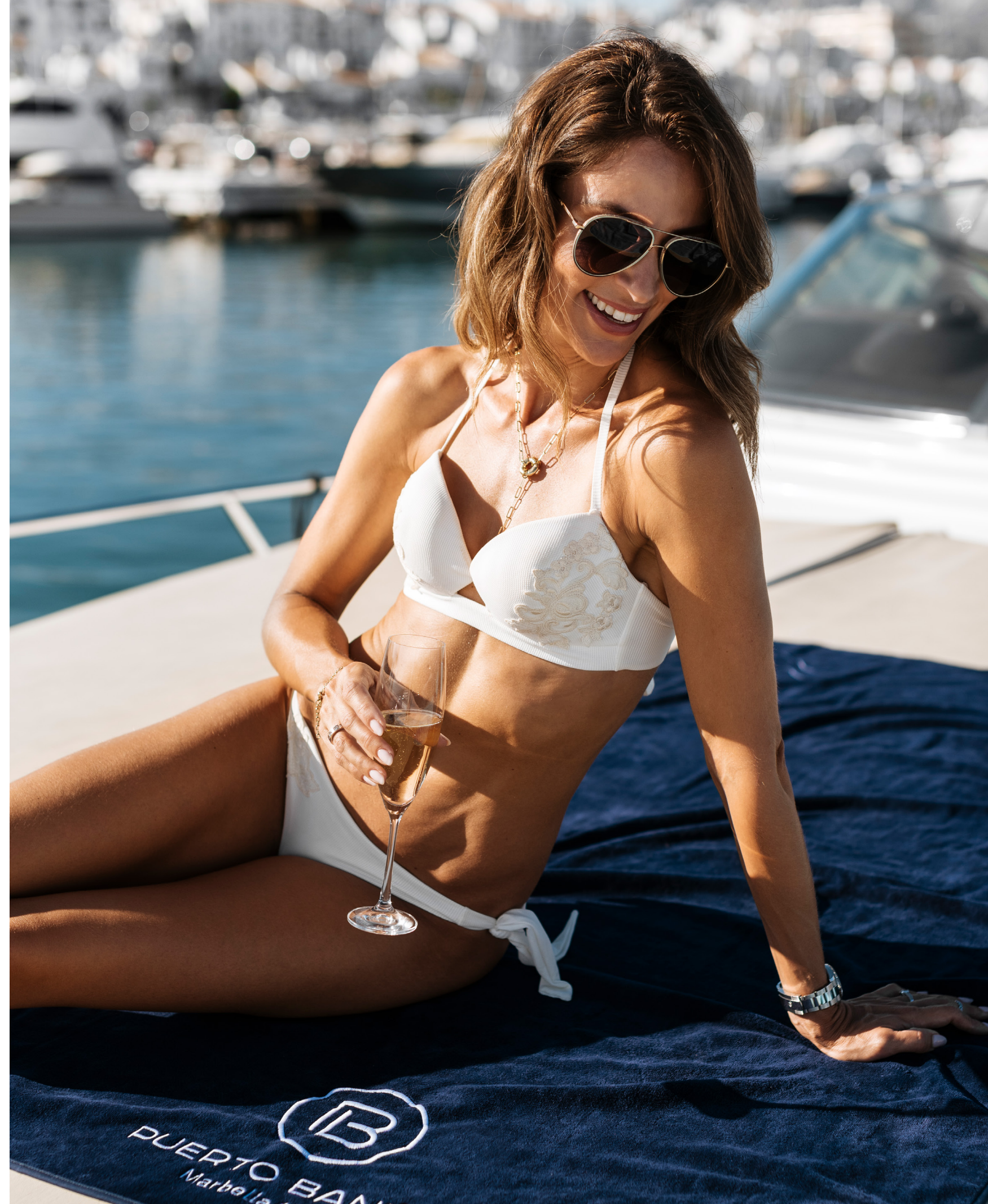
Clothing, accessories, jewelry, gadgets and gastronomy...

Explore our catalogue made up of limited units in which large renowned firms have collaborated.



Scan and visit our online store.

BOUTIQUE
CONCEPT
STORE





PUERTO BANÚS
Marbella 1970

ENJOY PUERTO BANÚS



info@puertojosebanus.es



952 909 800



680 53 81 23

