



PUERTO JOSÉ BANÚS ARRIVAL INSTRUCTIONS

BERTH RESERVATION

Reservation in advance at Puerto Banús is recommended. We cannot guarantee that berths will be available for customers arriving without prior reservation.

If you wish to make a reservation, please send an email to: clientes@puertojosebanus.es

For a reservation to become effective, 50% of the total indicated amount must be paid. In order to qualify for special discounts on annual rates, payment must always be made in advance at the time of the reservation.

As far as possible, it is important that you notify us in advance of the estimated time of your arrival so that our Harbour staff can plan your entry.

BERTH IN PUERTO BANÚS AND CHECK-IN

To notify your arrival, please contact the Harbour staff office via VHF channel 9 when you are 5 nautical miles from Puerto Banús, from where you will be given instructions to follow.

The Harbour staff will assist you at the time of mooring.

The maximum speed allowed in the channel and within the port is 3 knots. Vessels should avoid making waves in order not to disturb other vessels or damage the docks.

Please visit our Customer Service office to proceed with check-in. The remaining 50% of the reservation is to be paid during this process.

Our staff will answer any questions you may have about the port. In addition, our caretaker service can help you organize your stay with activities in the area, car rental arrangements and/or transportation to the airport/train station, supplies or any other service you may need.

The information provided by the owner or the captain may be verified. The lack of veracity will be an immediate cause of suspension of services by the port.

If your arrival is outside of office hours, please give advance notice of the estimated time of arrival. The Harbour staff will assist you with check-in and assign you a berth.

OFFICE HOURS / CONTACT DETAILS

Customer Service Office - Control Tower
Monday to Friday - 8.30 am to 6.30 pm
Saturday & Sunday - 8.30 am to 2 pm and 4 pm to 6.30 pm

Customer Service Office - Boatyard
Monday to Friday - 9 am to 2 pm

Harbour Staff Office
Open every day

Contact information:
Tel: +34 952909800
clientes@puertojosebanus.es



Check-in: Any time

Departures: The vessel must leave the facilities by 12 pm on the day of departure. Otherwise, you will be billed for an additional night of berthing.

Petrol station: refuelling service hours varies depending on the season

Low Season (November to April, both inclusive): 8 am to 6 pm

Medium and High Seasons (May to October, both inclusive): 7 am to 8 pm

NECESSARY DOCUMENTS

All vessels shall provide the following information:

- Crew and passenger list
- Copy of the captain's and owner's passport
- Register of the vessel
- Vessel insurance
- Estimated time of arrival / Estimated time of departure
- Port of origin and next destination
- Credit card: A valid credit card must be presented upon arrival.

CARETAKER SERVICE

If you would like our caretaker service to help you with any formalities and/or reservations, we recommend that you send us your needs by email to clientes@puertojosebanus.es so as to ensure that your stay in Puerto Banús is an unforgettable experience.

PARKING

All Puerto Banús customers can access the car park located within walking distance of the berth. Please contact Customer Service to acquire your access card during your stay.

CONSUMPTION

If necessary, the port has connectors for rent and sale for connection to the point of supply. Upon arrival at the port, they will be available at the Harbour staff's office, subject to payment of a deposit in the case of rental.

To connect to the port's Wi-Fi network, you will need to request the access code at our Customer Service office. The service is at no cost to our users.

ACCESS TO THE FACILITIES

To access the piers and toilets/changing rooms available to customers, you must request the corresponding access cards at the Harbour staff's office upon arrival, subject to payment of a deposit.

DEPARTURE

Prior to the vessel's departure, please go to one of the Customer Service offices where the invoice for outstanding services must be paid. The corresponding deposits (connectors and access cards) will be returned

Water and electricity consumption will be billed at official rates.



CANCELLATIONS

For vessels that are 14 metres long and over:

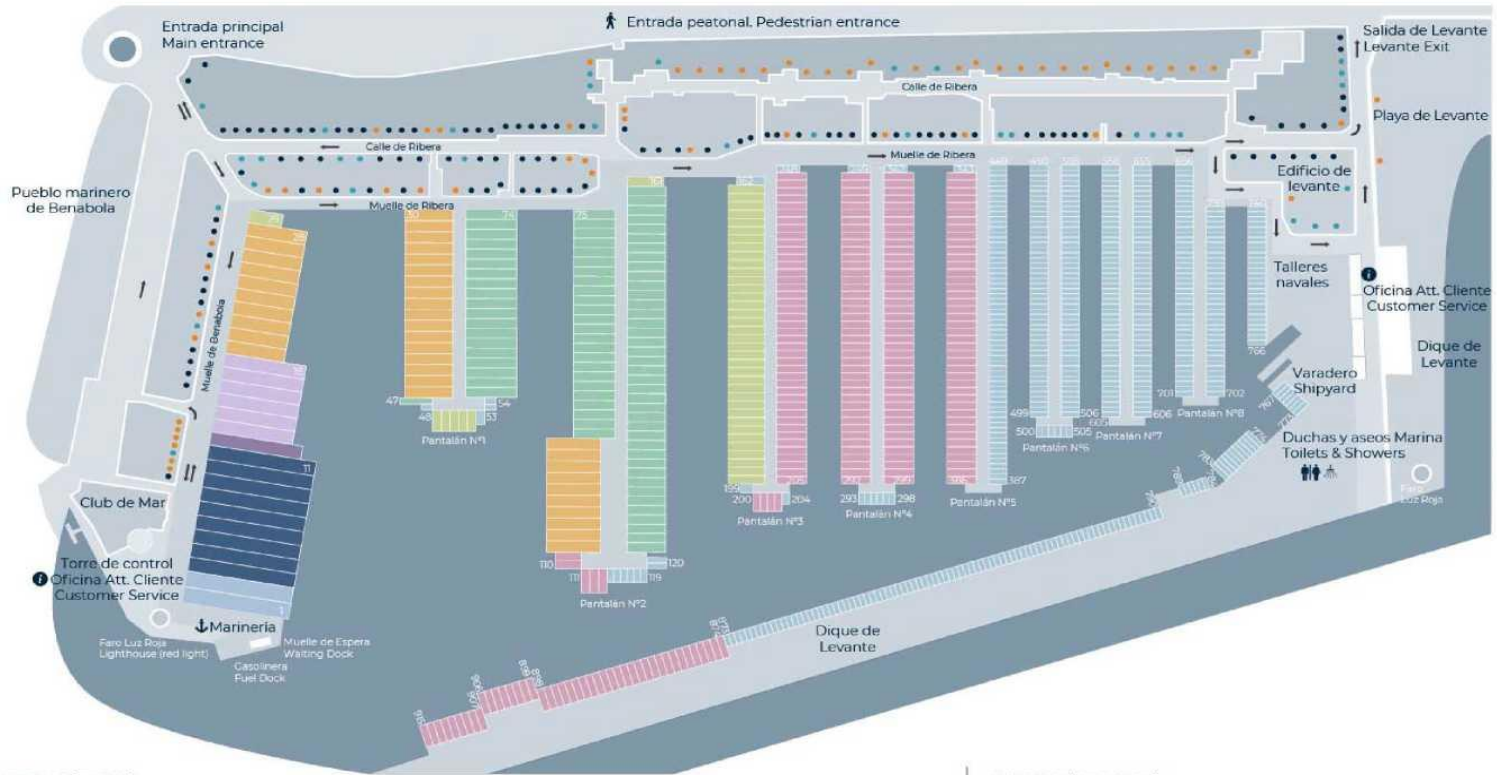
- In high season, any change or cancellation of the reservation must be notified in writing by email to clientes@puertojosebanus.es 7 days in advance, otherwise the 50% paid for the reservation will not be refunded.
- In medium/low season, it must be notified in writing 72 hours in advance of the expected arrival date. If done less than 72 hours in advance, the 50% of the reservation fee will not be refunded.

For vessels less than 14 metres long:

- Any change or cancellation of the reservation, in any season, must be notified in writing 48 hours in advance. If done less than 48 hours in advance, the 50% of the reservation fee will not be refunded.

If the reservation is for a stay of one year or more:

- Annual rates may only be cancelled prior to the arrival of the vessel into port, provided that it is notified in writing by email to clientes@puertojosebanus.es 7 days in advance.



COMERCIOS (SHOPS)

- MODA & COMPLEMENTOS / SHOPPING
- RESTAURACIÓN / RESTAURANTS
- OTROS / OTHERS

AMARRÉS (MOORINGS)

- | | | |
|------------------|------------------|------------------|
| ■ 50,00 x 9,00 m | ■ 30,00 x 6,50 m | ■ 15,00 x 4,30 m |
| ■ 50,00 x 8,00 m | ■ 26,00 x 5,80 m | ■ 12,00 x 3,75 m |
| ■ 35,00 x 7,00 m | ■ 18,00 x 4,80 m | ■ 8,00 x 2,60 m |

PUERTO JOSE BANUS SA. TORRE DE CONTROL. MARBELLA 29660 (MÁLAGA)
 (+34) 952 909 800 - www.puertojosebanus.es
 clientes@puertojosebanus.es

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YEARS

PUERTO BANÚS
Málaga 1955



EN CASO DE EMERGENCIA

1. Llamar al 112
2. Informar al Personal del Puerto +34 952 909 800
3. Reunir a todas las personas en el punto de encuentro situado en las principales entradas peatonales del puerto. (MP)



IN CASE OF EMERGENCY

Call 112

Notify Port Staff +34 952909800

Gather all people at the rendezvous point located at the main pedestrian entrances of the port. (MP)

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