



PUERTO BANÚS
Marbella 1970

ARRIVAL INSTRUCTIONS AT PUERTO JOSÉ BANÚS

MOORING RESERVATION

Advance booking is recommended in Puerto Banús. We cannot guarantee that moorings will be available for customers arriving without prior booking.

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

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

As far as possible, it is important that you inform us in advance of your estimated time of arrival so that our team of deckhands can plan for your arrival.

MOORING IN PUERTO BANUS & CHECK IN

To notify your arrival, please contact the dockhand office on VHF channel 9 when you are within 5 nautical miles of Puerto Banus, from where you will be given instructions to follow.

The dockhand staff will assist you when mooring.

The maximum speed allowed in the channel and within the harbour is 3 knots. Boats should avoid making waves in order not to disturb other boats or damage the quays.

You must visit our Customer Service office to proceed with the check-in and payment of the stay.

Our staff will be happy to answer any questions you may have about the port. In addition, our concierge service can help you organise your stay with activities in the area, arrange car hire and/or transport to the airport/train station, provisioning or any other service you may require.

The information provided by the owner or the master may be verified. Failure to do so will result in immediate suspension of services by the port.

If your arrival is outside Customer Service office hours, please advise us in advance of your estimated time of arrival. Dockhand staff will assist you with check-in and assign you a berth.

OFFICE HOURS / CONTACT DETAILS

Customer Service Offices - Control Tower

Monday to Friday - 08:30 h to 18:30 h

Saturday & Sunday - 08:30 h to 14:00 h 16:00 h to 18:30 h

Dockhand Staff Office

Open Daily (24h)

Contact details

Tel: 0034 952 909 800

clientes@puertojosebanus.es



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Check-in: Any time

Departures: The boat must leave the facilities at 12.00 on the day of departure. If not, an additional night's mooring will be charged.

Petrol station: refuelling service hours vary depending on the season.

Low Season (November to April, both inclusive): 08:00 -18:00 h

Mid and High Season (May to October, both inclusive): 07:00 -20:00 h

DOCUMENTS REQUIRED

All boats shall provide the following information:

- List of crew and passengers
- Copy of master and owner's passport
- Boat registration
- Boat insurance
- Estimated time of arrival / Estimated time of departure
- Port of origin and next destination
- Credit Card: A valid credit card must be presented on arrival.

CONCIERGE SERVICE

If you would like our concierge service to help you with any of your bookings, reservations and/or arrangements, we recommend that you send us your requirements by email to clientes@puertojosebanus.es to ensure that your stay in Puerto Banús is an unforgettable experience.

We recommend you to follow us through our social networks to discover before anyone else the news and events that will take place soon.

PARKING

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

CONSUMPTION

If necessary, the port has connectors available for hire and sale for connection to the supply point. On arrival at the port, they will be available at the dockhand 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 a password from our Customer Service office. The service is free of charge for our users.

ACCESS TO FACILITIES

To access the pontoons and the toilets/shower rooms available to customers, they must request the corresponding accesses on arrival at the Customer Service or dockhand staff Office.



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DEPARTURE

Before the departure of the boat, you must go to the Customer Service office where the invoice for outstanding services must be paid and the corresponding deposits (connectors and access cards), if any, must be returned.

Water and electricity consumption will be billed according to the official tariffs.

CANCELLATIONS

For boats of 14 metres in length and over

- In high season, any change or cancellation of the booking must be notified in writing via email to clientes@puertojosebanus.es 7 days in advance, otherwise the 50% paid for the booking will not be refunded.
- In mid/low season, 72 hours written notice of the expected date of arrival must be given. After 72 hours no refund of 50% of the booking fee will be made.

For boats less than 14 metres in length:

- Any change or cancellation of the booking, in any of the seasons, must be notified in writing 48 hours in advance. After this period, the 50% paid at the time of booking will not be refunded.

In the event that the reservation corresponds to a stay of one year or more:

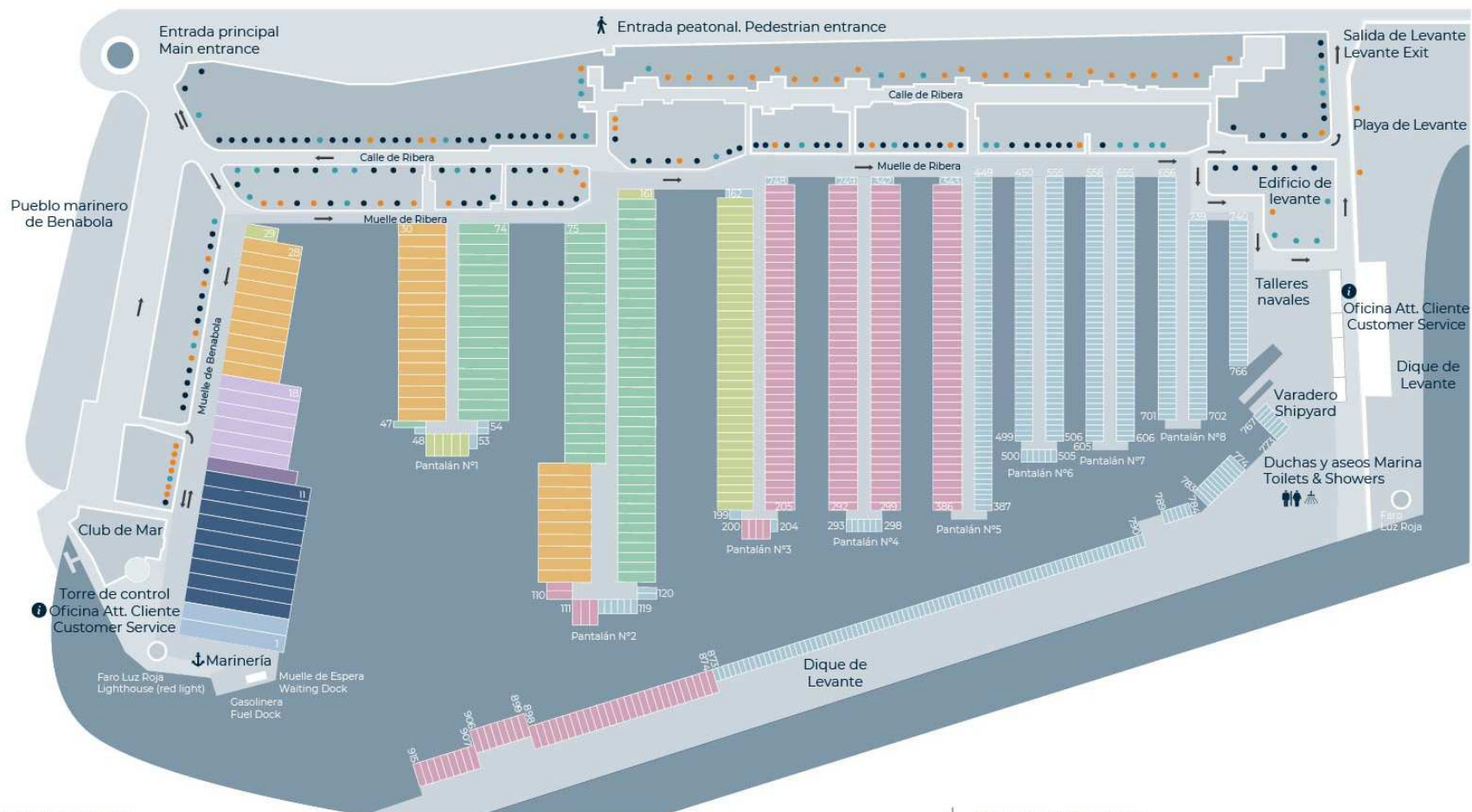
- Annual fees may only be cancelled prior to the entry of the boat into port, provided that written notice is given 7 days in advance by email to clientes@puertojosebanus.es

We wish you a pleasant stay in Puerto Banús and would like to remind you that we are at your entire disposal for any queries you may have.



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COMERCIOS (SHOPS)

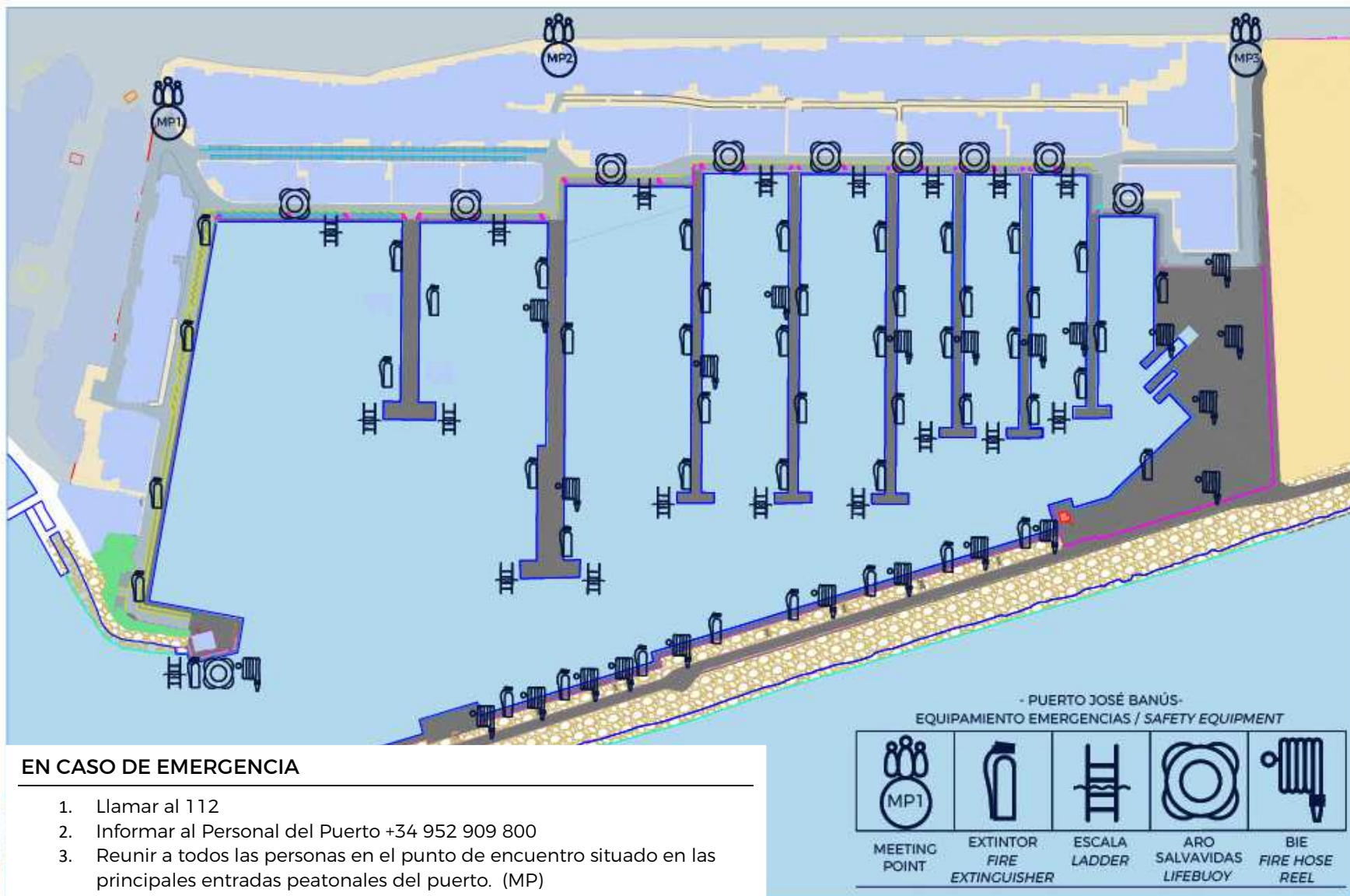
- MODA & COMPLEMENTOS / SHOPPING
- RESTAURACIÓN / RESTAURANTS
- OTROS / OTHERS

AMARRES (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 |



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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)