



IN THE BAIX EMPORDÀ

WE ARE COMMITTED TO

RESPONSIBLE

TOURISM

GUIDE TO GOOD PRACTICES



Empordà Costa Brava
Baix Empordà



CONSELL COMARCAL
DEL BAIX EMPORDÀ



Empordà

The Baix Empordà, defined by the contrasts that define the Empordà. The calm of the inland regions and the bustle of the coast, the long sandy beaches and the coves nestling between cliffs, the plain and the massifs, the culinary tradition and the gastronomic innovation... There isn't just one Baix Empordà, there are many, and a great variety of them!

The cuisine, the commerce, the heritage and the surroundings will make your stay a unique experience, not forgetting their inhabitants, who extend a warm welcome to all who share their love for this land.

So we encourage you to discover it all or, even better, to construct your own Baix Empordà! But we ask you to do it showing responsibility towards the land and the people living in it, using this guide, which contains a series of good practices for enjoying your destination sustainably, with respect for our people, our heritage and our natural surroundings.

Welcome to the Baix Empordà!





Take part in our local festivals and customs. The empordanese traditions make our land unique!

In the Baix Empordà we celebrate a variety of festivals and traditions that follow the Catalan holiday calendar, and we incorporate our Empordanese character and the special quality of a genuine land into them all.

Annual festivals, concerts, dances, culinary sessions, fairs, etc. All these cultural expressions relive our land's past and bring us closer to current traditions that are still alive today thanks to the involvement of the Empordà people, who carry on its legacy and open it up for visitors to take part.

Also, if you stroll through the streets and observe our daily lives, you'll see the way we go about our daily activities, and you can even actively participate in many of them.

These include **shopping at local markets** or **attending workshops and guided tours** that producers and craftsmen provide to pitch their trades.

So we invite you to discover our traditions and enjoy them like a local!

Discover everything you can do in the Baix Empordà in the official tourism portals, and **check the calendars** to find out the festivals that are celebrated at the time of year when you plan to visit. When you're here, always remember to enjoy them while **respecting the people** who are carrying out their traditional tasks and/or celebrating their festivals. **Take part** without affecting them, and **help to preserve** them.



Ceràmica de la Bisbal | Estuèi Vaqué - Arxiu d'imatges PTCBG



La Carbonera de Forallac | Cèlia Atset - Arxiu d'imatges PTCBG



In the Baix Empordà the two official languages of Catalonia, Spanish and Catalan, are mostly spoken.

Many Baix Empordaneses also speak English and French, as do many companies engaged in tourist activities, whose services and products are adapted to these and other languages. So wherever you go, you'll be able to communicate with ease!

However, if you want to take an active part in your destination, we encourage you to **learn some words in Catalan**, our own language, which is commonly spoken in everyday Baix Empordanese life.

Our people will appreciate this demonstration of respect for and interest in our culture.

Here are some words you may find useful during your stay:



Hola! [ˈɫɔ?]
Hello!



Bon dia [b?n d?]
Good morning



Si us plau [sis pláw]
Please



Gràcies [gʒási?s]
Thank you



D'acord [d?kʒ?]
OK



Adéu [ˈðéw]
Goodbye



Bona nit [b?n? nít]
Good night



Em sap greu [ˈm sap gʒéw]
I'm sorry



De res! [d? rÈs]
You're welcome!



Que tinguis un bon dia!
[kʒtinguiz un b?n d?]
Have a nice day!

Like to give it a try?



Shop at the local stores, where you'll find authentic quality produce!

As far as possible, **shop at the local stores and utilise regional produce.** This will not only let you enjoy our cuisine, culture and authentic crafts, but you'll also be contributing to preserving them, to the internal development of the region, and to stabilising workplaces.

In the Baix Empordà many small and medium-sized businesses are committed to working with quality products and local producers, keeping to traditional recipes, preserving historic professions such as fishing, ceramics and agriculture, and helping to maintain the Empordanese character that typifies them so much.

When you visit us, **stroll through the narrow streets** of the towns and **shop at the**

traditional boutiques, enjoy a good meal in our restaurants and **hire local guides** to learn about our region. They'll explain it to you better than anyone. Also, whenever you can, **choose companies committed** to tourism that act to promote sustainability and respect for the environment where they go about their business, favouring quality employment and the discovery of the region.

And before you leave, don't forget to take a small piece of our culture with you. **Gift authentic souvenirs** to those you love the most, and avoid buying imported products and/or fake articles. Choose **genuine details that represent our identity.** Be a sustainable ambassador of the Baix Empordà!



Celler Mas Eugeni de Calonge | Roger Lleixa Bertran - Arxiu d'imatges PTCBG



Església de Fontclara | Arxiu d'imatges CCBE



Businesspeople and producers of the Baix Empordà painstakingly undertake their tasks and devote great efforts to offering quality products and services. This dedication can often be seen through seals and insignia that guarantee basic quality standards and/or certify the original and authentic origin.

Discover the companies committed to local and seasonal produce, those that work to be accessible to everyone, those that minimise the impact of their activities, those that set rules for environmental behaviour and preserving biodiversity, and many more that will enable you to enjoy an authentic tourism experience, which respects the people and the local environment.

When you buy or utilise tourist products and services at your destination, **give priority to the companies that have these distinctions.** This will enable you to discover some of our culture and identity, you'll further the preservation of small businesses and the traditional economy, and you'll be contributing to the creation of quality workplaces. In addition, you'll not only be able to buy typical products, but you'll often be able to take part in their production processes through guided visits or workshops.



WE PROPOSE...

CULINARY PRODUCTS



CRAFT PRODUCTS



COMMITTED COMPANIES





Enjoy our natural spaces without compromising or affecting the ecosystems

The Baix Empordà is a living land, where nature and the imprint of humans create changing landscapes that differ according to the season and region. The wealth of its scenery lies in the rugged coastline bathed by the Costa Brava, and in a wide variety of the destination's protected natural areas, such as the natural park of Montgrí, the Medes Islands and the Baix Ter, and the protected natural areas of the Gavarres and the Ardenya, among others.

Sea, mountains, forests, plains and wetlands, along with the flora and fauna that inhabit these regions, are vital assets for all the people of the Baix Empordà. Also, many of these natural resources are protected areas that become recovery zones for animal and vegetable species. Thus, lack of respect for

these environments and misuse of the areas set aside for their enjoyment can affect the recovery and protection work and seriously harm their ecosystems.

We invite you to discover our natural surroundings, but always respecting and admiring the species that inhabit them. Please be highly aware of where you are and **reduce your environmental impact, respect the wildlife and its natural habitat, and check the rules of behaviour** and advice for visiting in each case. We also encourage you to check the calendars and take part in some of the many discovery activities, voluntary actions or participatory workshops organised throughout the year!



Josep d'Alzina sureta de les Gavarres | Arxiu d'imatges CCBE



Cigonya al seu niu | Arxiu d'imatges CCBE



The Baix Empordà is highly diverse, as are the needs of each of the natural areas that make it up. Do you know the best way to enjoy them? We'll tell you!

Follow the signs and don't stray from the indicated paths. There may be recovery zones of species or recently seeded fields.

Leave your rubbish in the places set aside and if there are none, take it with you and recycle it later.

Don't feed wild animals, even with the best of intentions. You may damage their health.

Don't tread on or uproot plants and flowers. Some are protected species and help to preserve the environment as we know it.

Take photographs, and never remove natural elements of the land, as you may compromise our natural heritage.

Pets are welcome, provided they follow the rules of behaviour and are kept on leads, to avoid disturbing the wildlife.

HOW CAN I ENJOY THE COAST RESPONSIBLY?

On the beach, leave nothing behind, take all your rubbish away with you, even cigarette butts, and dispose of it at the places set aside.

Avoid using contaminants and go for biodegradable sun protectors that respect the flora and fauna of the sea and don't harm the coral reefs.

The Empordà has strong winds. Take special care of your belongings, as things like plastic floaters and balls can end up on the seabed.

Go to the beach using the authorised walkways and don't stray from the paths indicated, as you might interfere with the areas marked out for biodiversity conservation.

Respect the peace and quiet of others and the uses made of any beach that isn't adapted for pets, is traditionally nudist, or has access for people with reduced mobility, etc. Let everyone enjoy them!



As you can see, it's important to enjoy the area while respecting the flora and fauna that inhabit them, but it's also essential to be aware of how to do things in natural surroundings, to avoid unnecessary risks.

How can I enjoy a responsible outdoor experience? Here are some tips!

Consider the **time of year of your activity, and adapt** to the surroundings, and use the equipment, footwear and clothing that suits you the best. Remember that the weather can change quickly, especially during the spring and autumn months, so plan ahead and check the official sources. If the weather is going to be bad, cancel the activity. It's also important to take the sunlight hours into account, as in summer the days stretch out well into dinner time, while in winter it gets dark by late afternoon.

The Baix Empordà has a Mediterranean climate, but in extreme situations it can be susceptible to forest fires, heatwaves, heavy rain and strong winds. Be aware of these weather situations and **act accordingly**. In case of wind, it's best to stay away from street furniture and/or areas susceptible to landslides, while in times of heavy rain, avoid crossing rivers, streams, creeks and brooks, as there's danger that they may overflow and cause flooding.

At any time of year, but especially in the hottest months, **protect yourself from exposure to the sun**. Use sunscreen (minimum 15 SPF), hats or caps, and sunglasses, and keep yourself drink plenty of liquids to avoid suffering from sunstroke or sunburn.

When planning your activity, consider the person in your group with the least physical abilities, so that you can adapt the difficulty level to their possibilities. It's also a very good idea to **tell someone you trust about where you're going** and the time you expect to be back.

Carry your mobile phone sufficiently charged to carry out the activity in question. If you think the battery might run out, take portable batteries as well, so that in case of any accident you'll be able to **contact the emergency services**.

Finally, if you have an accident or witness one, keep calm and follow the **PNA protocol** (Protect, Notify, Assist).





Help us to conserve the area, which is a symbol of our identity

Our countryside is part of our Empordanese identity. It defines us and identifies us as a society, and it is also one of the main attractions that entices thousands of tourists to visit us every year. That's why preserving our environment as we know it and adopting measures to minimise our impact on it are so necessary.

When you visit us, please maintain a responsible attitude throughout your stay, as regards both the services and the products you utilise and the way you go about discovering your destination. Wherever you're staying, **pay attention to the electricity and water consumption**. Reduce yours to the minimum necessary and use the heat **and air conditioning moderately**. That way you'll be

helping us to save resources and reduce energy waste.

Whenever you can, **reduce waste**, especially plastic, **and utilise reusable products**. Finally, **follow the established recycling codes** for all the waste you generate, and recycle it properly.

We also encourage you to get involved in conserving our area by taking part in the various cleaning campaigns organised by committed bodies and companies. Apart from discovering the surroundings, you'll be contributing to preventing their deterioration and to maintaining the biodiversity.





Our recycling system is governed by the following codes:



ORGANIC



PACKAGING



PAPER



GLASS



GENERAL WASTE



*Information provided by the Department of Sustainability and Climate Action of Consell Comarcal del Baix Empordà



Travel around the region using sustainable means and discover every corner of the Baix Empordà

Our region will captivate you in all its aspects. From the tranquillity of the inland districts to the lively activity of the coastal towns, from the northern mountains to the southern massifs, not forgetting the wide plains that separate them. On your visit, we invite you to travel through all the Baix Empordà, to take in all the contrasts it offers, but we encourage you to do so responsibly.

When you travel, park your vehicle in the places set aside and **use public transport** as much as possible. That way you'll be contribution to reducing pollution and the saturation of the roads, while saving time and money. You can also **use bicycles as a more sustainable means of transport**, or **travel around the Baix Empordà on foot**, one of the most pleasant ways to discover the region, especially for getting to beaches and

coves, where the coastal paths let you enjoy the most authentic Costa Brava. Check out the official Baix Empordà tourist portals to find out the intercity bus times and all the possibilities offered by the region's network of roads and paths.

Finally, we have to ask you... Did you enjoy it enough to want to come back? Our destination offers many possibilities for year-round enjoyment, but the off-season is when you'll have a better chance to interact with the local population and discover our most genuine character. We await you every month of the year!





Discover the character of the small districts, distinguished by their heritage and the good humour of their people

The Baix Empordà is made up of a large number of small districts and towns that make up the landscape and complement the lively activity of the coast.

All of these have a remarkable history, and were formed around the castles, walls, churches and belltowers, growing with the passage of the years and adapting to the new times. In addition, they've been able to maintain the calm of their streets and the authenticity of their businesses and everyday life, without losing that essence that makes them unique. They are places of coexistence between the preservation of their heritage and respect for their people, where the balance between tourism and society is obvious and necessary.

We suggest you **park in the zones set aside** and lose yourself in these towns. Take your time strolling through all the streets, have a coffee in the town square, take part in the fairs and markets, or shop at the traditional stores. Your visit to the Baix Empordà will encourage you to discover this cultural and social heritage, but please do so **respecting and empathising with the local community.**



Cicloturisme a Monells | Arxiu d'imatges CCBE



Botiga tradicional a Peratallada | Arxiu d'imatges CCBE



Discover everything you need, know your rights and obligations

The Baix Empordà is governed by the Catalan Tourism Act*, which regulates the ordination and promotion of tourism to our destination and applies to all the resources, people and activities that take part in it.

The rights of users of tourist services and products include **requesting and receiving reliable, quality information, being aware of the conditions** for providing the services and tourist products they are offered, enjoying them within the established clauses, and **filing claims** in case of non-compliance. They are also entitled to **receive assistance** from the tourist administrations on the infringement and defence of their rights.

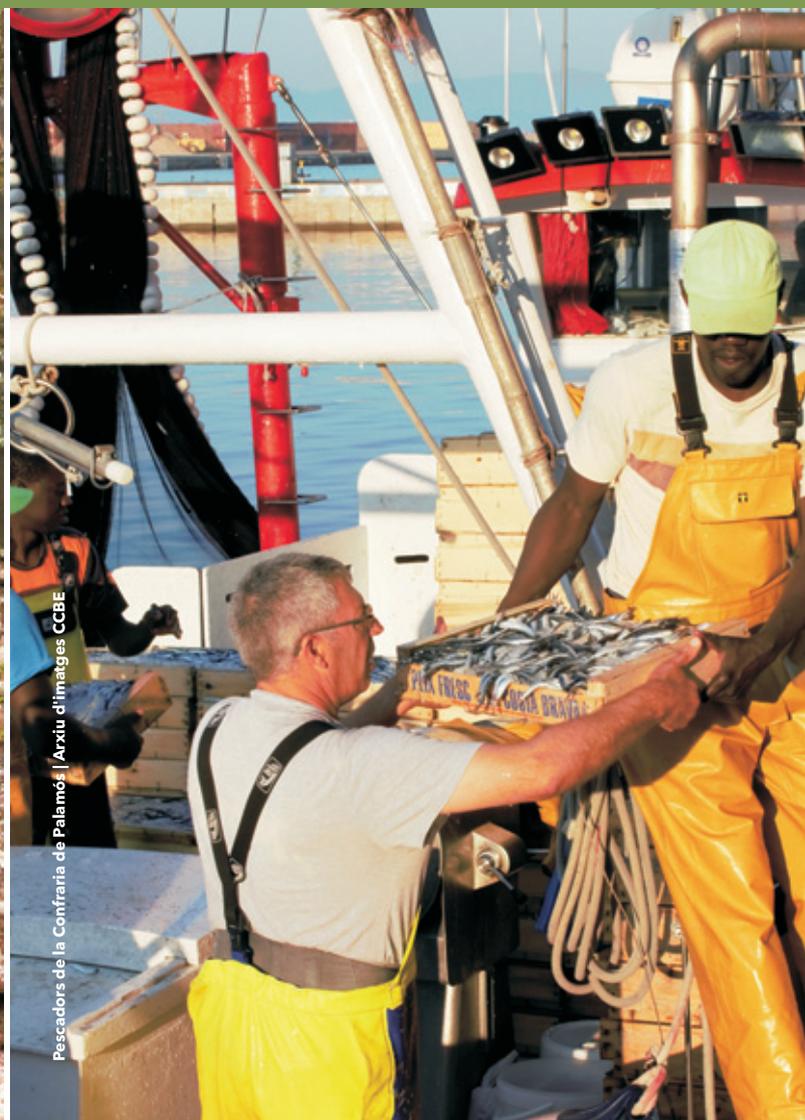
On the other hand, the Act governs the obligations of tourists and visitors when carrying out their activities in our destination,

it being essential to **meet the conditions agreed** when contracting tourist services and products, as regards the agreed place, form, price and time, and to **follow the rules of use and behaviour** established in each case. Finally, it is essential to **protect and preserve the tourism resources** in accordance with the principle of sustainability, and to ensure respect for the cultural, historic, artistic, territorial, urban and environmental values of our destination. As well as to treat all the people who provide services with respect, avoiding sexist language and offensive comments.

*Act 13/2002, of 21 June, on tourism in Catalonia



Senderisme pel massís de l'Ardènia | Arxiu d'imatges CCBE



Pescadors de la Confraria de Palamós | Arxiu d'imatges CCBE

Before visiting us, please consult the official information sources and always follow the indicated advice and recommendations on safety and health. Once you have arrived at your destination, keep these communication means to hand and consult them whenever necessary. For example, bear in mind the weather forecast if you plan to do something outdoors, or check the traffic conditions if you're going to use your own vehicle.

Below we detail the official sources where you can find all the information you need to organise your trip to the Baix Empordà:

General information on the entry requirements and documents necessary for foreigners:
Spain's official tourism website

Information on safety advice and recommendations for enjoying safe holidays:
Generalitat de Catalunya - Safety advices

Updated information on the health situation in Catalonia and the current restrictions:
Catalonia's official tourism website - Before traveling

Information relating to the weather conditions in the Baix Empordà during your stay:
Meteorological Service of Catalonia

Information on the traffic conditions and possible road disruptions:
Catalan Traffic Service

Information on activities, routes, announcements and rules of behaviour of the Montgrí, the Medes Islands and the Baix Ter Natural Park:
Natural Park of Montgrí, les Illes Medes i el Baix Ter

Information on activities and news about the Gavarres Area of Natural Interest:
Consorci de les Gavarres

Also, remember that if you have any problems and/or emergencies, you must call **112**, the common emergency telephone number of the entire European Union and other countries of the world. 50 languages are catered for in Catalonia, including Catalan, Spanish, English, French and German. The service is free and provides an immediate 24-hour, year-round response.

And if you have any queries and/or you need a specific service, such as finding out where the nearest primary care centre or police station is, contact the reception department of where you are staying, who will advise you and help you to meet your needs.



Share your responsible experience. Contribute to promoting sustainable tourism

During your stay, you can obtain a satisfaction questionnaire distributed by tourist offices and municipal information points. We ask you to spend two minutes answering it and **giving us your most truthful opinion of the Baix Empordà**. That way you'll be helping us to improve and to make the region a more pleasant place for everyone - residents and visitors alike.

Also, when you get home, we ask you to help us to **promote the practice of sustainable tourism** by talking about your responsible experience and encouraging relatives and friends to visit us and enjoy an authentic stay in the Baix Empordà.

Recommend the products and tourist services you've discovered and show them your photos of the magnificent places

you've visited, while always respecting the flora and fauna that inhabit them and all the people who live their daily lives there. Have you convinced them to come and visit us? Give them this guide so that they too will be responsible travellers!

And if you want to reach more people, **share your responsible experience** on the social networks, spread the beauty and interest of the tourism resources you've visited, accompanied by responsible behaviour towards the area and its people.

**Don't forget to tag us.
We'll be delighted to
see the Baix Empordà
through your eyes!**



Vol en globus per l'Empordà | Arxiu d'imatges CCBE



Ruta en caiaç per la Costa Brava | Arxiu d'imatges Kayaking Costa Brava

You'll find all the information described in the Baix Empordà's official tourism website:

www.visitemporda.com

You can contact us and follow us to discover what is happening in the Baix Empordà through the following communication channels:



And for further details, check the official portals of the Baix Empordà tourist offices:

<p>BEGUR Av. Onze de setembre, 5 17255 Begur T. 972 62 45 20 turisme@begur.cat www.visitbegur.com</p>	<p>LA BISBAL D'EMPORDÀ Edifici Torre Maria-C. Aigüeta,17 17100 La Bisbal d'Empordà T. 972 64 55 00 turisme@labisbal.cat www.visitlabisbal.cat</p>	<p>CALONGE I SANT ANTONI Av. Catalunya, 26 17252 Sant Antoni de Calonge T. 972 66 17 14 turisme@calonge.cat www.calonge-santantoni.com</p>
<p>CASTELL - PLATJA D'ARO C. Mossèn Cinto Verdaguer, 4 17250 Platja d'Aro T. 972 81 71 79 turisme@platjadaro.com www.platjadaro.com</p>	<p>L'ESTARTIT Passeig Marítim, s/n 17258 L'Estartit T. 972 75 19 10 info@visitestartit.com www.visitestartit.com</p>	<p>PALAFRUGELL Av. De la Generalitat, 33 17200 Palafrugell T. 972 30 02 28 turisme@palafrugell.cat www.visitpalafrugell.cat</p>
<p>PALAMÓS Passeig del Mar, 2 baixos 17230 Palamós T. 972 60 05 50 oficinaturisme@palamos.cat www.visitpalamos.cat</p>	<p>PALS C. de l'Hospital, 22 17256 Pals T. 972 63 73 80 info@pals.cat www.visitpals.com</p>	<p>PERATALLADA Plaça del Castell, 3 17113 Peratallada T. 872 98 70 30 turisme@forallac.cat www.visitperatallada.cat</p>
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El Baix Empordà des del Montgrí
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Empordà



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