



Welcome to Baix Ebre



The Ebro Delta Natural Park (by Mariano Cobello)

The Confederation of Commerce of Catalonia is an industrial corporate body aimed to defend, represent and promote the general interests of the retail, services and tourism industries of Catalonia. The Confederation's intention with this brochure is to give an overview of Catalonia and its own language: Catalan. At the same time, this leaflet is intended to provide information on Catalan towns and cities concerning commerce and tourism. Furthermore, thanks to the collaboration of the Regional Council of Baix Ebre (*Consell Comarcal del Baix Ebre*), this pamphlet will also give you some practical information and tips that you may find useful when planning your stay in this region. With this guide, you will surely get the most out of the services and tourist attractions in Baix Ebre.

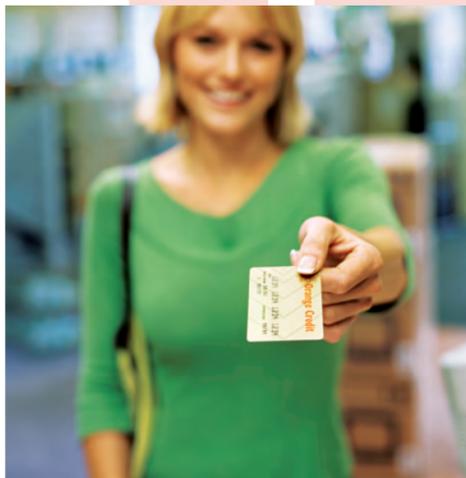
The Baix Ebre region, situated in the area of Terres de l'Ebre, belongs to the province of Tarragona and has a population of 83,125 inhabitants, distributed among 14 municipalities and 3 decentralized municipal entities (EMD). The capital of the region is the historic town of Tortosa.

Commerce



Baix Ebre is a region with a strong commercial tradition. Historically, the commercial network was divided into trade associations of specific industries. In every town of the region, shops are a dynamic element of everyday life. Home markets are crucial to bring local, nearby products closer to the user and to promote local trade.

Local traders are the ones who will advise you regarding the products and services you need, and if you walk into a shop, you will see for yourself. You will not only be happy with the customer attention but also with the wide variety of products and services available.



In Baix Ebre, the Ebro Delta Natural Park (*Parc Natural del Delta de l'Ebre*) and Els Ports Natural Park (*Parc Natural dels Ports*) are considered to be the premier attractions of the region. Two must-see parks which are connected by the most relevant and valuable element in the region: the Ebro River (*riu Ebre*).

Landscapes such as those mentioned above define the self-image of the region and they are an exceptional and wonderful meeting point for everyone. For this reason, we hope that the content of this guide will be useful and will provide you with all the information you need in order to have a pleasant stay in Baix Ebre.



Els Ports Natural Park

Language

The official language of Baix Ebre is Catalan, together with Spanish. However, this region has a specific subdialect which is characteristic of the area and which includes several variations from standard Catalan. This dialect is peculiar to this particular region and, at the same time, it is an identity trait of the population who speaks it.

In Baix Ebre, you will find street names and most transport directions in Catalan, as well as the range of products and services in shops, such as catalogues, promotional sheets, menus, complaint forms, etc. At the end of this guide you will also find a small list of commercial vocabulary and some of the most common expressions in Catalan that you will hear in shops and that you may find useful when shopping or going sightseeing around the Baix Ebre region. It also includes the main polite expressions in Catalan.

Culture

The Baix Ebre culture has recently become an emerging trend in the field of arts (music, painting, literature, etc.).

Besides, the Baix Ebre region has added their own expressions to popular culture such as the "jota tortosina", giant and big head parades, the Còs Iris, the running of the bulls, processions, pilgrimages and carpets of flowers. It also has a rich repertoire of festivities rela-

Tourism



Tortosa Cathedral

Baix Ebre is a singular and unique region which has all the tools to become a territory open to tourism and which is focused clearly and unambiguously on familiar tourism.

In this respect, the Baix Ebre region has got two natural parks: the Ebro Delta Natural Park and Els Ports Natural Park. Two different realities that represent a clear offer which connects sea and mountain; the cold breeze of the highest peaks with the warm temperatures of the beaches, as well as the stone and fine sand of the sea... some premier attractions to become a real Nature Tourism spot.

The region stands out for its Sun and Beach Tourism. In this regard, there are stone coves with crystalline water contrasting with the great sand extensions with dunes that we can find in the Ebro Delta. These beaches are located in l'Ametlla de Mar, l'Ampolla, Deltebre and el Perelló.

On the other hand, Rural Tourism must be mentioned because of the importance that it has acquired over the last few years. It offers visitors a direct contact with nature and it is a different way of enjoying the most beautiful landscapes of the Baix Ebre region.



The Baix Ebre seaside beaches



The Renaissance Festival (Tortosa)

In relation to Cultural Tourism in the region, we find its greatest exponent in the city of Tortosa. In the historical capital of Baix Ebre we can find a wide range of museums such as the Cathedral Museum, the Renaissance Museum, the Terres de l'Ebre Museum or the Holy Week Museum.

River Tourism is present in every town located along the Ebro River. Water sports -such as, among others, rowing (also with rowing boats called "muletas"), canoeing, and fishing- become relevant and prove the uniqueness of these river-side towns. Furthermore, river cruises are also available and they allow you to see firsthand landscapes such as the mouth of the Ebro River.

We must not forget about Culinary Tourism. Our region offers local products and dishes which make the territory a perfect place for food lovers.

Finally, we can enjoy Sports Tourism thanks to prominent elements such as the Val de Zafán Greenway, which goes through the Ebro region. It has become one of the main tourist attractions of the region because it has dreamlike landscapes that help visitors disconnect from their daily routine and invite everyone to relax through sports and health.



The Val de Zafán Greenway

The Greenway's 0km is located in the town of Tortosa. From that point, heading south, you can find the Natural Path of Tortosa-l'Aldea-Deltebre which passes between rice fields and reaches the mouth of the Ebro, connecting this way the Ebro Delta Natural Park and Els Ports Natural Park.

The Delta, the Ports, the river, the beaches, the history, the gastronomy, the Greenway, the long-distance and short-distance footpaths -GR and PR-, the cycle paths in the Ebro Delta These are just some of the attractions that make up the Baix Ebre region.

ted to fire such as fireworks or fire parades with devils and firecrackers. The Renaissance Festival deserves a special mention. It is a moment of the year when the city of Tortosa dresses up to recreate the time when the movement took place.

Shopping

You do not have to go too far to go shopping because commerce in the Ebre region is all about small and medium-sized local shops. There will surely be all kind of shops near you, with a wide and varied commercial offer that will fulfil every wish and will suit every pocket. These stores offer a customised service.

Here we give you some information to make your purchases, which we are sure you will find useful.

Enjoy your shopping!

Business hours: opening hours range between 10:00 am and 1:30 pm and between 4:30 pm and 8:30 pm. Shops open from Monday to Saturday and remain closed on Sunday and public holidays. There are eight bank holidays a year when shops are authorized to be open, concentrated mainly in the Christmas season.

Prices: all products must have the final selling price indicated (including taxes, fees and other expenses) on visible signs or labels.

Currency and exchange: commercial establishments and services must accept legal tender and must have change. Furthermore, they must accept payment in all the forms displayed. Unless otherwise expressly specified, payment must be made in cash.

Invoice or receipt: customers must always be given a receipt, which must include the concept, the selling price (with taxes broken down) and the identification of the company with the NIF. Moreover, the consumer must also be given a bill in the event that it is requested.

Tax Free: if you are a resident in a country outside the European Union (or in the Canary Islands, Ceuta, Melilla and Gibraltar) you can make your purchases from 90.16 euros and recover the VAT you have been asked for (21%). Please look for this distinctive identifier or ask in your establishment. If your shop is adhered to "Tax Free", they will fill in a tax refund check for you to hand in at Customs before checking in the luggage. They will stamp it and tell you where you can exchange it in the currency you like.



Complaint during your stay: you have the right to shop and get travel services in accordance with the quality and the features advertised. Otherwise, you may decide to make a complaint. The law requires not only commercial establishments but also service and tourism establishments -hotels, restaurants, travel agencies, etc.- to have complaint forms available to customers.

Complaint forms must be available in three languages: Catalan, Spanish and English. The official sign of the Government of Catalonia announcing there are complaint forms must be displayed in a visible place in all establishments.

Furthermore, you must make sure that the bills or receipts you get in restaurants or shops are correct.

If you have any query regarding consumer issues -your rights or obligations, as well as sites where you can send the complaints- you can call 012.

Sales: most stores hold sales since the second week of January until the end of February and during the months of July and August, although you can find special discounts before these dates.



Warranties: durable goods, such as electrical and electronic equipment, furniture, etc., have a warranty period of two years, in contrast with the immediate consumer goods, such as food and beverage, which has a best-before date.

Finally, many establishments offer better products and services to tourists through the trade association to which they belong or through local tourist offices.

Hotels & restaurants



Typical & varied cuisine

There is a broad range of accommodation options on offer: hotels, rural houses, apartments, campsites, shelters, hostels and farmhouses. Hotels are rated on a scale from one to five stars, and pensions and hostels can be rated as one or two stars.

The catering sector is very varied: bars, bar-restaurants, restaurants, cafes, etc., and they are all identified at the entrance by an outdoor sign (B, BR, R). Traditional Catalan cuisine is present in these restaurants and it is based on Mediterranean products and on the typical cooking of Terres de l'Ebre. Among the most typical dishes are: shellfish, such as oysters, mussels, cockles, clams...; fish, such as the sea bream and the sea bass; meats, such as the duck meat; rice in all its forms (paella, black rice, lobster rice, kidney bean and cabbage rice...); and dishes such as eel with sauce and frog legs, among others.

There are also excellent bread products and pastries such as: Easter cakes, "pastissets", "panellets", "tortells", "garrofetes del papa", apple cake, "cóc escaldat", "paracotes", among many other typical desserts.



Brief list of vocabulary related to shopping

Find below a list of the main courtesy expressions in our language. We also include some shopping related vocabulary, signs you will find in establishments and, finally, -in case you would like to practise Catalan- some of the most common expressions used in shops and establishments, which may help you when shopping or travelling in Catalonia.

Expressions de cortesia

Expressions de cortesia	Courtesy expressions
Hola / Adéu	Hello / Goodbye
Bon dia / Bona tarda / Bona nit	Good morning / Good afternoon / Good night
Fins aviat	See you soon
A reveure	Goodbye
Si us plau	Please
Perdoni	Sorry
Gràcies	Thank you

Vocabulari comercial

Vocabulari comercial	Vocabulary related to shopping
Obert / Tancat	Open / Closed
Horari (d'estiu / d'hivern)	Timetable (summer / winter)
Entrada / Sortida	Entrance / Exit
Empenyeu / Estreu	Push / Pull
Vacances	Holidays
Botiga	Shop
Emprovadors	Fitting rooms
Menjador / Saló	Dining room / living room
Recepció	Reception
Lavabos d'homes / de dones	Gents / ladies toilet
Preu	Price
Descompte	Discount
Targeta de crèdit	Credit card
Tiquet / Rebut	Ticket / receipt
Val de caixa	Cash voucher
Val per...	Voucher for...
Rebates	Sales

Rètols

Rètols	Signs
S'admeten targetes de crèdit	We accept credit cards
No s'admeten canvis / devolucions	No changes / refunds admitted
Pagueu a la caixa	Please pay at the cashier
Prohibit fumar	No smoking
Zona de fumadors	Smoking area
Reservat el dret d'admissió	Right of admission reserved
Respecteu el descans dels veïns	Respect the neighbours' rest
Taula reservada	Reserved table

Expressions habituals en el comerç i en els serveis

Expressions habituals en el comerç i en els serveis	Common expressions used in shops and services
Voldria això	I would like this
Ho voldria més petit / més gran	I would like a smaller / bigger one
Ho voldria més senzill / més bo	I would like a simpler / better one
Té garantia?	Does it come with a guarantee?
Quant li deca?	How much is it?
Té canvi?	Do you have change?
Puc pagar amb targeta de crèdit?	Can I pay by credit card?
M'ho pot embolicar per a regal?	Could you gift-wrap it?
Té una bossa?	Could I have a bag?
Té servei d'enviament a domicili?	Do you have home delivery service?

Hi ha zona de fumadors / de no fumadors?	Is there a smoking / non-smoking area?
Tenen taula per a quatre persones?	Could we have a table for four?

Em pot portar la carta / el menú?	Could you bring me the menu?
Canviar -a, el compte, si us plau	Waiter / Waitress, could I have the bill please?
Es pot quedar el canvi	You may keep the change

Voldria una habitació senzilla / doble	I would like a single / double room
A quina hora se serveix l'esmorzar / el dinar / el sopar?	What time is breakfast / lunch / dinner served?

Té un plànol del poble / de la ciutat?	Do you have a village / city map?
Voldria informació sobre aquest viatge / aquesta excursió	I would like information about this trip / excursion

Recommendations

Practical safety tips

You are in a safe country. Catalonia's crime index is low. Should you fall victim to an offence during your stay, call the Catalan police force

Single emergency telephone number	
112	061
Emergencies related to health, fire extinguishing and rescuing, citizen safety and public protection	Health information and advice

or go to the nearest police station to report the offence. Both police forces have trained policemen who speak languages and will personally look after you. They will provide you with police forms in your mother tongue in which you will be able to report the incident if necessary. You can also lodge the complaint from the hotel reception: they will help you fill it out.

A list of brief safety tips is mentioned below. Please take them into account so as to avoid problems:

- Never carry all the money for your stay around: keep it in different places or give it to the adults that accompany you.
- Make sure you have a spare set of car keys at the hotel.
- In the street carry your bag diagonally across your body.
- In public places, make sure not to display your video recorder or camera in your hands, etc.
- Do not get out of your car if, while you are driving, someone says you have a flat tyre: check whether it is true in a safe place and when you get out of the car, remove the key from the ignition.
- Never leave luggage, jackets or GPS navigation systems in a visible place of the car. If you need to leave valuables in the car, put them in the boot, close it and make sure nothing can be seen from the outside.
- During your stay, we recommend you to keep your original documents (passport or identity card) at the hotel. Carry a photocopy, which is compulsory: this is enough for identification.
- Do never trust bets and gambling games improvised in the streets ('find the lady').
- In crowded places, do not lose sight of your children. Tell them to look for a policeman in case they get lost (local policemen, 'Guardia Urbana', wear yellow uniforms whereas the 'Mossos d'Esquadra', Catalan government police force, wear red uniforms). They will be able to solve the problem.

Contact information

Catalan Confederation of Commerce
93 491 06 06
ccc@confecom.cat

General information

Citizen attention telephone line of the Catalan government
012
 (from outside Catalonia: 902 400 012;
 from abroad: 00 34 902 400 012)

Consumption and complaints, tourism in Catalonia, cultural event calendar, road conditions, public transport in Catalonia and mobility, meteorology.

Means of transport

Train:
 Spanish National Railway Network (RENFE): 902 320 320
 Catalan Government Railways (FGC): 932 051 515

Underground:
 Metropolitan transports of Barcelona (TMB): 933 187 074

Maritime:
 Barcelona seaport: 933 068 800
 Tarragona seaport: 977 259 400
 Palamós seaport: 972 314 525

Bus:
 Autocares HIFE: 902 119 814; www.hife.es
 Barcelona bus station (Estació del Nord): 902 260 606
 Tarragona bus station: 977 229 126
 Girona bus station: 972 212 319
 Lleida bus station: 973 272 999

Taxi:
 Taxi to Barcelona: 704 101 112
 Taxi to Tarragona: 977 345 050
 Taxi to Lleida: 973 203 050
 Taxi to Girona: 972 222 323

Air:
 Spanish Airports and Air Navigation (AENA): 902 404 704
 Barcelona airport: bcninfo@aena.es
 Reus airport: 902 404 704 - 913 211 000; inforeu@aena.es
 Girona airport - Costa Brava: gironainfo@aena.es
 Catalonia airports: 93 327 83 68; info@aeroports.cat
 Lleida-Alguaire airport: 973 032 700; info@aeroportlleida.cat

Freeway:
 Catalonia freeway: 902 200 320; www.abertis.com;
autopistas@abertisautopistas.com

Catalonia Tourist Information Centre (Palau Robert)
93 238 80 91/92/93

Contact

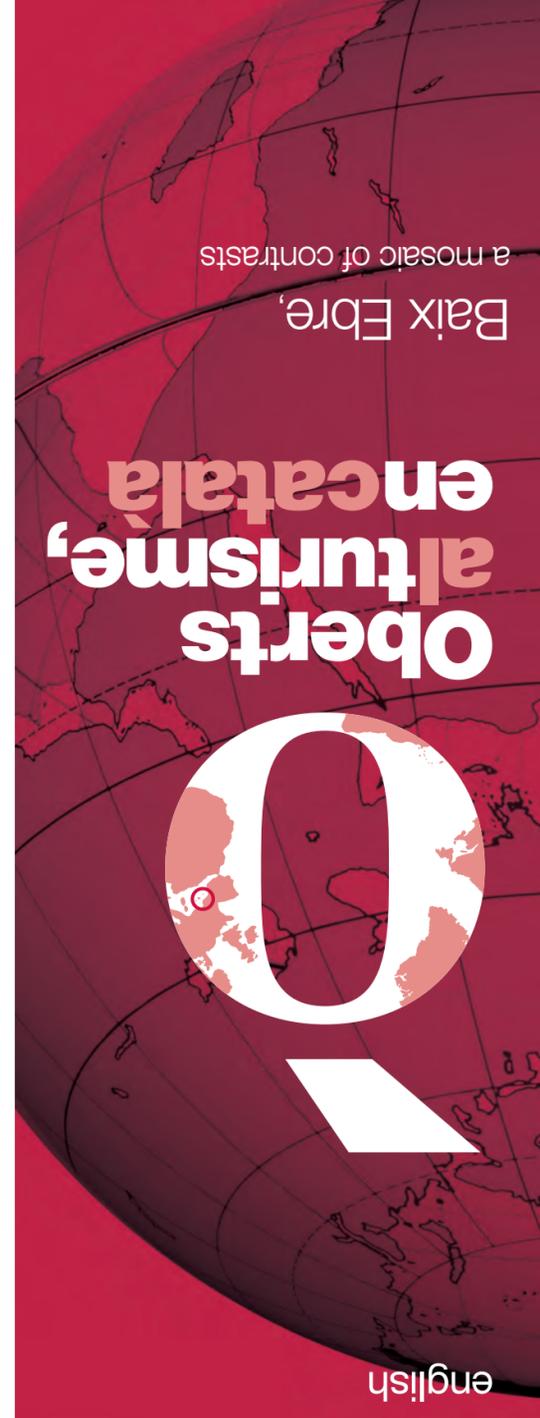
Consell Comarcal del Baix Ebre: 977 445 308; www.baixebre.cat
 County Office of Tourism: 977 445 308; turisme@baixebre.cat

The Ebro Delta Natural Park Ecomuseum:
 Dr. Martí Buera, 22; Deltebre (43580)
 977 489 679; pdeltaebre@gencat.cat
www.gencat.cat/parcs/delta_ebre
 Els Ports Natural Park Information Centre:
 Av. Val de Zafán, s/n; Roquetes (43520)
 977 504 012; pdelsports@gencat.cat
www.gencat.cat/parcs/els_ports

Town halls:
 L'Aldea: 977 450 012; www.laldea.org
 Aldover: 977 473 202; www.aldover.oasi.org
 Alfara de Carles: 977 455 005; www.alfaracarles.cat
 L'Ametlla de Mar: 977 456 000; www.ametllamar.cat
 L'Ampolla: 977 460 018; www.ampolla.org
 Benifallet: 977 462 005; www.benifallet.org
 Camarles: 977 470 007; www.camarles.cat
 Deltebre: 977 489 309; www.deltebre.org
 Paüls: 977 492 283; www.pauls.cat
 El Perelló: 977 490 072; www.elperello.cat
 Roquetes: 977 501 511; www.roquetes.cat
 Tivenys: 977 496 233; www.tivenys.altanet.org
 Tortosa: 977 585 800; www.tortosa.es
 Xerta: 977 473 005; www.xerta.cat
 EMD Bitem: 977 596 509; www.clementinadebitem.cat
 EMD Campredó: 977 597 050; www.campredo.altanet.org
 EMD Jesús: 977 500 735; www.emdjesus.cat

Municipal Tourist Offices:
 L'Ametlla de Mar: 977 456 477; www.visitametllademar.com;
turisme@ametllamar.cat
 L'Ampolla: 977 593 011; www.ampolla.org; info@ampolla.org
 Benifallet: 977 462 249; info@benifallet.org
 Camarles: 977 470 040; turismecamarles@tinnet.cat
 Deltebre: 977 489 309; www.turismedeltebre.com;
turisme@deltebre.com
 El Perelló: 977 491 021; www.elperelloturisme.com;
info@elperelloturisme.com
 Tortosa: 977 442 005; www.tortosaturisme.cat; info@tortosaturisme.cat

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www.aula24.es



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- Departament d'Empresa i Ocupació de la Generalitat de Catalunya (Ministry for Business and Labour of the Catalan government)
- Direcció General de Política Lingüística de la Generalitat de Catalunya (General Directorate for Language Policy of the Catalan government)
- Direcció General per a la Immigració de la Generalitat de Catalunya (General Directorate for Immigration of the Catalan government)

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