



Dear Guest,

The entire team at **Palazzo Consiglia** welcomes you to Valletta, Malta's Capital City.  
We are all committed to making your stay indeed a most pleasant and comfortable one.

Should you require any assistance during your stay with us please do not hesitate to contact me or any member of my team.

Best regards,

Robert Borg Millo  
Hotel Manager

## **General Information**

### **Breakfast at Ursula's Lounge - Served Daily between 07.00hrs and 10.00hrs**

An extensive continental buffet breakfast with cereals, fresh fruit, bread, pastries, cold cuts, cheeses, juices and hot beverages.

### **Ursula's Lounge - Open Daily between 07.00hrs and 23.00hrs**

Offering a choice of local cuisine and beverages located on Level 0

### **Sundeck and Pool - Open daily**

Located on the Roof Top

### **The Well - Open daily**

For using the Hammam, Heated indoor plunge pool & Massage treatments

Please check availability and pre book at Reception

Located on Level -1

### **Room Service**

Room service is available from 07.00hrs - 23.00hrs

### **Address**

102 Saint Ursula Street,  
Valletta VLT 1234  
Malta

Tel: (00356) 21244222

E-mail: [info@palazzoconsiglia.com](mailto:info@palazzoconsiglia.com)

Web site: [palazzoconsiglia.com](http://palazzoconsiglia.com)



## TELEPHONE EXTENSION LIST

The following are telephone extension numbers for your convenience:

For room to room calls, please dial the respective extension number

For an outside line please dial 0 for Reception to connect you

|               |                 |
|---------------|-----------------|
| 0             | Reception       |
| Extension 101 | Diva            |
| Extension 102 | Zingera         |
| Extension 103 | Sirena          |
| Extension 104 | Amante          |
| Extension 105 | Retromoda       |
| Extension 106 | Religiosa       |
| Extension 107 | Maltija         |
| Extension 108 | Nautica         |
| Extension 109 | Viaggiatrice    |
| Extension 110 | Ecologica       |
| Extension 111 | Romantica       |
| Extension 112 | Mediterrania    |
| Extension 113 | Industriale     |
| Extension 114 | The Well        |
| Extension 116 | Ursula's Lounge |
| Extension 118 | Hotel Manager   |



### **Air - Conditioning**

All rooms and public areas are fully air-conditioned. The air-conditioning automatically turns off when windows are left open or key card is removed.

### **Baby Cots**

Baby cots are available free of charge. Should you wish this service, kindly inform reception.

### **Baby Sitting**

Baby sitting is available on request at a charge. Please contact reception at least 24 hours in advance.

### **Banqueting & Events**

We are at your disposal for any enquires regarding small Receptions, Product Launches & Wedding Ceremonies

### **Balconies**

Please do not hang clothes or towels on the outside of your windows or balconies.

### **Banks**

HSBC Bank - Archbishop Street Valletta

**Opening Hours:** Monday to Thursday (8.30 am - 13.30 pm)

Friday (8.30 am - 16.30 pm)

Saturday (8.30 am - 12.30 pm)

Bank of Valletta - Republic Street, Valletta

**Opening Hours:** Monday to Thursday (8.30 am - 2.00 pm)

Friday (8.30 am - 3.30 pm)

Saturday (8.30 am - 12.30 pm)

### **Beauty Treatments**

For bookings, prices and further information please contact Reception

### **Breakfast in Room**

Should you wish to be served breakfast in your room, kindly fill in the room service card and hang on your door knob before 2:00 am. Please note that a room service charge applies.

### **Car Rental**

For car rental please contact reception.

### **Cashier / Change**

Our cashier's desk is open 24 hours a day for currency exchange or payment of bills.

### **Casino**

Casino Malta, St. Julian's

Dragonara Casino, St. Julian's

Oracle Casino, St. Paul's Bay

Portomaso Casino, St. Julian's

**Check In**

Check in time is 14:00 hrs.

**Check Out**

Rooms should be vacated by 12:00 hrs. Please remember to hand in your key to reception before your departure. Storage of luggage is available. For late checkout enquiries please contact Reception. (Charges apply)

**Credit Cards**

Most major credit cards are accepted.

**Dentist**

In case of a dental emergency please contact reception.

**Do Not Disturb**

Please place the 'Do Not Disturb' sign on the door if you do not wish to be disturbed.

**Doctor**

A doctor is available on call 24 hours a day at a charge. Please call reception.

**Dress Code**

Swimwear is restricted to the pool area only. Appropriate dressing is required in public areas.

**Drinking Water**

We recommend not to drink tap water. Mineral water can be purchased at the Bar.

**Electricity**

Electrical sockets in rooms have a voltage of 220 - 240v.

**Electric Shaver**

The Electric Shaver socket has a voltage of 220 - 240v and can be found in the bathroom. Please do not attempt to use any other electrical equipment in the shaver socket.

**Emergency Exit**

Please refer to the fire exit plan located behind your main door and in the corridors.

**Exchange Bureau**

Foreign Currency can be exchanged at reception. Please contact reception for daily exchange rates.

**Excursions**

Please contact reception for an extensive list of tours and excursions.

**Fire**

In the case of fire, leave the building immediately following the fire exit signs. Please do not attempt to use the elevator. The fire exit plan is located on the back of each guest room door. We highly recommend that you familiarize yourself with the procedures. Should you have any questions, please do not hesitate to ask at reception.

**Fire Extinguishers**

Present in all public areas.

**First Aid**

Present at reception. Medicinal items can be purchased from a pharmacy, whilst the hotel doctor is on call. Please contact reception for further information.

**Flowers**

Flowers can be ordered through reception. Please place your order 24 hours in advance.

**Golf**

An 18 hole golf course is situated in Marsa, which is approximately a 20 minute drive from the hotel. For reservations please contact reception.

**Hairdryers**

All rooms are equipped with a hairdryer which may be found in one of the table drawers.

**Housekeeping**

For any extra blankets, pillows, or any extra linen, please contact reception. Maid service is provided on a daily basis between 08:00 hrs and 16:00 hrs.

**Internet**

The hotel offers free WIFI in all rooms and public areas.

**Laundry**

Please fill in the laundry form found in your room. Place your clothes in the provided laundry bag and inform reception before 08:30hrs for collection.

**Lost & Found**

For items lost or found within the hotel please contact reception. Items found or lost outside the resort are to be reported to the Valletta Police Station in Archbishop Street situated just 350meters away.

**Luggage**

For luggage assistance please contact reception.

**Mail / Messages**

Received mail / messages will be passed on to you by our reception team. Outgoing mail can be posted in the letter box situated within walking distance from the hotel.

**Mini Bar**

Mini bar items are replenished daily and charged directly to your extras account.

**Newspapers**

Daily local and foreign newspapers can be ordered at the reception desk. Please refer to newspaper list in your room.

**Parking Area**

A private underground car park is available at a charge just outside Valletta.

**Pets**

Even though we are animal lovers, regretfully pets are not allowed.

**Pharmacy**

Various pharmacies are within walking distance from the hotel. Please contact reception for directions.

**Photocopies**

Photocopy service is available at the reception desk at a charge.

**Pool Towels**

Pool towels are provided in the room and replaced daily by our room attendant.

**Reception**

The reception is at your service 24 hours a day.

**Safety Deposit Box**

The safety deposit box may be found in the cabinet. The hotel is not responsible for valuables left in the guest room. For further details please contact reception.

**Smoking Regulations**

Smoking is only permitted on the roof top. Please do not smoke in the room, corridors or courtyard at any time.

**Swimming Pool**

The swimming pool is situated on the roof top. The Management reserves the right to remove towels from unattended sun loungers.

**Taxi Service**

Taxis and airport transfers can be booked directly at the reception desk.



### **Telephone**

For local & international telephone calls please dial 0 in order to be connected by Reception

All telephone charges are registered at reception and charged to your extras bill.

### **Television Channels**

Various satellite international television channels are available. Please refer to channel list on the TV.

### **Transport**

The bus terminus is just outside Valletta. For information and directions please contact reception.

### **Wake up calls**

Please contact reception for wake up calls.

### **Wheelchairs**

To hire a wheelchair please contact reception.

## **Save the Environment - Save the World**

Our Hotel participates actively towards saving the environment and with a few initiatives from your end you could contribute towards this worthy cause.

**Electricity:** Help us save energy by switching off any unnecessary lighting.

**Water:** Water is scarce in Malta! Your effort in reducing wastage is appreciated.

**Towels:** You can reduce the burden on the environment by asking us not to change your towels daily.

**Thank you for choosing Palazzo Consiglia for your stay in Valletta.**