

A - Z

 HOTEL INFORMATION

 HOTEL INFORMATIONEN

 HOTEL INFORMAZIONI

 INFORMATIONS SUR L'HÔTEL

**Adaptor** Available from Reception against a deposit of €2.50 (In Cash).

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**Airline Information** For information and confirmation of flights, kindly contact Reception (Ext No. 0).

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**Air-Conditioning** Is controlled centrally, however you may regulate the temperature as required. Should you encounter any difficulties, kindly contact Reception (Ext. No. 0).

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**Attire** Guests are kindly requested not to pass through the lobby, public areas or restaurants without a shirt, in their bathing costumes or barefooted.

During dinner, smart casual dress code is preferable to enter the restaurant (excluding children up to 12 years)

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**Baby Cot** Use of baby cots are free of charge. For more information, kindly contact Reception (Ext. No. 0).

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**Baby-Sitter  
(different ages)** Reception can arrange for a reliable baby-sitting service. At least 24 hour notice is required.

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**Banks** HSBC and BOV Banks are situated a short distance from the Hotel in the village main street.

**Opening times are:**

**HSBC Bank**

Monday to Thursday	08:30 hrs. – 13:30 hrs.
Friday	08:30 hrs. – 16:30 hrs.
Saturday	08:30 hrs. – 12:30 hrs.

**BOV Bank**

Monday to Thursday	08:30 hrs. – 14:30 hrs.
Friday	08:30 hrs. – 15:30 hrs.
Saturday	08:30 hrs. – 12:30 hrs.

**Bars** All bars opening days and times may occasionally be subject to change

**Le Mirage Cocktail Bar** (Ext. No. 246)

Monday to Sunday 17:00 – 00:00

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**120 Bar, Sports Bar** (Ext. No. 120)  
(Showing all major sporting events)

Monday to Friday 16:00 – 00:30

Saturday & Sunday 13:00 – 01:00

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**Garden Pool Bar** (Ext. No. 257)

Monday to Sunday 10:30 – 17:00

(Open during summer months)

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**Baybliss Rooftop Pool Bar** (Ext. No. 109)

Monday to Sunday 10:30 – 17:00

(Open during summer months)

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**Bath Robes** Available from Reception against a deposit of €25.00 and a hire charge of €5.00. At the end of your stay, bath robes are to be returned to the reception and the €25.00 deposit will be refunded back.

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**Beach Transfer** This service is free of charge. For more information, kindly contact Reception (Ext. No. 0).  
(Available during summer months)

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**Car, Bicycle and Scooter Rental** For more information, kindly contact Reception (Ext. No. 0)

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**Check-Out Time** **Check-out time is at 11:00 hrs.**  
If you wish to retain your room until a later hour (against a supplementary charge and subject to availability), kindly contact Reception (Ext. No. 0) preferably on the same day of your departure.

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**Conferences and Meetings** For more information, kindly contact the F & B Office (Ext. No. 232)

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**Dentist** For more information, kindly contact Reception (Ext. No. 0).

**Doctor** The hotel doctor is available 24 hours. A call out fee is applicable.  
For more information, kindly contact Reception (Ext. No. 0).

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**Dry-Cleaning, Laundry / Pressing** **Normal Service:** Delivery takes maximum of 2 working days  
**Express Service:** Must be handed in before 08:00 hrs.  
and will be charged an additional 50% on the listed prices.  
Express services are delivered by the next working day.  
**Please note:** There is no laundry and dry-cleaning service on Saturdays, Sundays and Public Holidays.

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**Early Breakfast** If you are leaving early i.e. airport, excursion etc., and would like to avail yourself to a small Continental breakfast, kindly inform Reception preferably before noon (Ext. No. 0).

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**Electrical Appliances** Voltage in guest rooms is 240V, 50Hz.  
Voltage in guest bathrooms is 110V.

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**Exchange** Exchange of money is available at Reception (hotel rates apply).

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**Excursions** For information, kindly contact Reception (Ext. No. 0).

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**Fire Precautions** You are kindly requested to read the fire instructions displayed on the back of your room door. Additional information can be found on page 12.

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**Flowers** For information, kindly contact Reception (Ext. No. 0).

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**Games** A number of board games and cards are available at Reception against a €10.00 deposit.

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**Golf** The Royal Malta Golf Club is an 18-hole course situated in Marsa.  
For more information, kindly contact Reception (Ext. No. 0).

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**Gratuities** The service and friendliness of our staff is not tip dependent, however acknowledgment on a personal level is appreciated.

**Holiday  
Representative**

Information files are located at Level 3 (Reception/Lobby Area) in respect of hotel representatives and welcome meeting details.

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**Housekeeping**

For extra pillows (high quality feather pillows, firm pillows, superior memory foam pillows, naturmedic medium pillows), ironing services (at a charge), sewing services, shoe polish service, etc., kindly contact Reception (Ext. No. 0).

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**Internet / Wi-Fi**

Wi-Fi is available in all areas, and is free of charge.  
A tablet is available at Reception against a deposit of €250.00. The deposit will be refunded when handing back the tablet at Reception.  
For more information, kindly contact Reception (Ext. No. 0).

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**Iron Service**

Complimentary Use (up to 24 hours) of an iron and ironing board is available upon request. Should you opt to retain the items for longer periods then a charge of €10.00 per day will apply.  
For more information, kindly contact Reception (Ext. No. 0).

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**IT Support**

For more information, kindly contact Reception (Ext. No. 0).

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**Kids' Area**

Situated at Al Ponte Pizzeria & Restaurant on Level 2.  
Children must be accompanied by an adult at all times.

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**Library**

Situated near the hotel's main entrance on Level 3.

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**Lost and Found  
Property**

For more information, kindly contact Reception (Ext. No. 0).  
Also in this regard we would appreciate that you contact Reception if you notice any unattended items within the hotel premises.

## **Luggage Service**

For more information, kindly contact Reception (Ext. No. 0). Luggage must never be left unattended within the hotel premises. A luggage room is available at Level 3. (Reception/Lobby Area).

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## **Mail / Post**

Mail can be left at reception and will be delivered to the post office the following morning. All mail will require postage stamps which may be bought from the Reception.  
Incoming mail can be collected from Reception.

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## **Mini Bar**

Mini Bars contain 2 Bottles of Water, if consumed a charge per bottle applies. A replenishment can be carried out upon your request. You will find a list of available items in your room and to place your order please dial Ext. No. 245 between 10:00 hrs. and 22:00 hrs. The order will be delivered the same day and charged to your room account. For more information, kindly contact Reception (Ext. No. 0).

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## **Packed Lunches**

If you are planning a day out, a packed lunch can be purchased and prepared for you.  
Simply place your order with Reception staff 24 hours before your requirement.  
For more information, kindly contact Reception (Ext. No. 0).

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## **Parking**

Car parking is available free of charge, at Level -2.  
For more information, kindly contact Reception (Ext. No. 0).

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## **Petrol Stations**

Open from 08:00 hrs. till 18:00 hrs. in winter and till 19:00 hrs. during summer. Self service is available at all stations after the closing times including Sundays and Public Holidays.

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## **Pharmacies**

**Open from Monday to Saturday** from 09:00 hrs. till 19:00 hrs.  
**A Doctor will be available** from 10:00 hrs. to 13:00 hrs.  
and from 16:00 hrs. up to 18:00 hrs.  
Pharmacies are only open on scheduled basis on Sundays and Public Holidays. For more information, kindly contact Reception (Ext. No. 0).

## **Photocopying**

Photocopying services are available from Reception Desk at €0.15 per copy.

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## **Public Transport**

For information, kindly contact Reception (Ext. No. 0).

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## **Religious Services**

For information, kindly contact Reception (Ext. No. 0).

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## **Restaurants**

### **Les Jardins Restaurant**

**(Ext. No. 241)**

The Hotel's Main Restaurant is situated adjacent to the landscaped gardens at Level 0, serving mainly breakfast and dinner. The restaurant's 'open air terrace' is open during the summer months.

#### **Breakfast**

Monday to Sunday

07:30 hrs. – 10:30 hrs.

#### **Dinner**

Monday to Friday & Sunday

18:30 hrs. – 21:00 hrs.

Saturday

18:30 hrs. – 21:30 hrs.

**(Opening time at 19:00 hrs. during the summer months)**

#### **Sunday Lunch**

12:30 hrs. – 14:30 hrs.

Sunday

**(Seasonal)**

**Please Note:** Dress Code for dinner is smart casual.

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### **Al Ponte Pizzeria & Restaurant**

**(Ext. No. 245)**

A typical Mediterranean Restaurant situated on street level serving pizza, pasta, grills, fresh salads and desserts. One has the option to eat on our open terrace which overlooks the picturesque valley and Mellieha Bay.

Sunday to Thursday

10:00 hrs. – 22:00 hrs.

Friday & Saturday

10:00 hrs. – 22:30 hrs.

**(Saturday till 23:00 hrs. during summer months)**

## Restaurants

### Antonine Al Fresco

**(Ext. No. 109)**

An Exclusive Asian Fusion Restaurant situated on the rooftop at Level 9. You can enjoy an array of delicious dishes including authentic Asian taste whilst savouring the stunning views of the Archipelago. For more information, kindly contact Reception (Ext. No. 0).

Sunday to Friday

19:00 hrs. – 22:00 hrs.

Saturday

19:00 hrs. – 22:30 hrs.

**(Open during the summer months)**

**Bookings are recommended. For more information, kindly contact Restaurant (Ext. No. 109).**

**(The opening days and times of all the Restaurants may occasionally be subject to change)**

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## Room Service

For Breakfast Room Service kindly fill in the breakfast menu card provided and leave it hanging on the outside of your room door latest by 02:00 hrs. The card will then be collected by Hotel Staff.

Our full Room Service Menu can be found in your room and orders can be taken between 12:00 hrs. to 22:00 hrs., by dialling Ext. No. 245.

A separate Night Room Service Menu can be found in your room. Kindly contact Reception (Ext. No. 0) to place your order.

**(FREE Room Service Charge is offered when ordering Lunch and/or Dinner between 12:00 hrs and 22:00 hrs. A Room Service Charge is Only applicable for breakfast and night room service.)**



## **Safe Deposit Box in Room**

For security reasons, we recommend that you place all important documents and valuables in the safe deposit box found in your room. The use of the safety deposit box is free of charge. Should you require assistance in unlocking the safe kindly contact Reception desk (Ext. No. 0).

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## **Secretarial Services**

For information, kindly contact Reception (Ext. No. 0).

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## **Settlement of Room Account**

We advise that your Room Account (Bill) is settled one day prior to your departure at the Reception. For more information, kindly contact Reception (Ext. No. 0).

Methods of Payments:

Room Accounts can be settled in cash or all major credit and debit cards.

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## **Spa / Fitness Room**

Situated at Level -1 the Spa offers a wide range of unique features of classical and holistic therapies.

The Spa also offers sauna, steam room, fitness room and a heated indoor pool with whirlpool bath, which are free of charge for all in-house guests.

For more information about treatments and massages, kindly contact the Spa Reception (Ext. No. 270).

### **Spa:**

Monday to Sunday

09:00 hrs. - 19:00 hrs.

### **Gym:**

Monday to Friday

08:00 hrs. - 20:00 hrs.

Saturday and Sunday

09:00 hrs. - 19:00 hrs.

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## **Special Diets (Vegetarian, Gluten Free, Lactose Free ...)**

We are able to provide you with meals according to your dietary requirements. For more information, kindly contact Reception (Ext. No. 0)

## Swimming Pools

Available are three pools:

The **Baybliss Roof Pool**, situated at Level 9, enjoying the wonderful view of the picturesque Village and the Mediterranean Sea.

This pool is for persons over 16 years only.

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The **Garden Pool**, situated at Level 0, surrounded by our splendid Botanical Garden.

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The **Cascade Indoor Pool**, a heated pool with whirlpool bath and outdoor sundeck, situated at Level 0.

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Showers are situated around all pool areas and you are requested to remove any suntan oil before using the pool.

Children should be attended at all times.

For more information, kindly contact Reception (Ext. No. 0).

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## Tap Water

Please note that it is not advisable to drink tap water.

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## Taxi

For more information, kindly contact Reception (Ext. No. 0).

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## Telephone

International Phone Calls: Dial '9' for an outside line, you must then dial the prefix

followed by the required number

Local Phone Calls:

Dial '9' for an outside line followed by the required number

Internal Phone Calls:

to phone any other room please dial the room number

All calls will be charged automatically to your room account subject to call zone.

For more information, kindly contact Reception (Ext. No. 0).

**Towels**

Pool towels are available from the Spa situated on Level -1.  
For more information, kindly contact Reception (Ext. No. 0).

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**Umbrellas**

Available from Reception against a deposit of €10.00. The deposit will be refunded upon return of the umbrella at Reception.

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**Wake-Up-Calls**

If you require an early morning call, please contact Reception personnel.  
You can also programme your room telephone by dialling: #1 and then the wake-up call time.

Example: #1 1445

To cancel please dial: #5

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**Water Sports  
and Scuba Diving**

Water sports and scuba diving are ample on the island.  
For more information, kindly contact Reception (Ext. No. 0).

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**Wheelchairs**

For more information, kindly contact Reception (Ext. No. 0).

# IMPORTANT TELEPHONE NUMBERS

**Car Hire / Taxi**

Billy's Car Hire (Mellieha)

Telephone: 00356 2152 3676 or 00356 2152 3784

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**Dentist**

For more information, kindly contact Reception (Ext. No. 0)

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**Doctor**

Dr. Borg

Telephone: 00356 9949 2074 or 00356 2152 3554

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**Embassies**

**Germany**

Whitehall Mansions, 3rd Floor, Ta' Xbiex Seafront, Ta' Xbiex

Telephone: 00356 2260 4000

**United Kingdom**

Whitehall Mansions, Xatt Ta' Xbiex, Ta' Xbiex

Telephone: 00356 2323 0000

**France**

130, Triq Melita, Valletta

Telephone: 00356 2248 0600

**Italy**

5, Vilhena Street, Floriana

Telephone: 00356 2123 3157 / 8 / 9

Our Front Desk Personnel can also assist you if you require details of other embassies and consulates.

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**Emergency  
(Ambulance, Fire, Police)**

112

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**Hospital**

Mater Dei Hospital

Telephone: 00356 2545 0000

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**Optician**

For more information, kindly contact Reception (Ext. No. 0)

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**Overseas Operator**

1152

# IMPORTANT FIRE RULES

**If you Discover a Fire** Kindly inform Reception immediately (Ext. No. 0).

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**If you Hear the  
Fire Alarm** Leave your room immediately and proceed to the nearest available Fire  
Exit. Close all doors behind you and use only the stairs.

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**DO NOT** Shout or run as this may cause panic.

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## **Public Feasts**

1st January – New Year’s Day  
10th February – St. Paul’s Shipwreck  
19th March – St. Joseph  
March / April (date changes) – Good Friday  
1st May – Labour Day  
29th June – St. Peter and St. Paul (l-Imnarja)  
15th August – The Assumption (Santa Marija)  
8th December – Immaculate Conception  
25th December – Christmas Day

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## **National Holidays**

31st March – Freedom Day  
7th June – Sette Giugno  
8th September – Our Lady of Victories  
21st September – Independence Day  
13th December – Republic Day

# TV CHANNELS

<u>CHANNEL</u>	<u>GENRE</u>	<u>LANGUAGE</u>
100 – Information Channel	In-House	
101 – TVM	General	Maltese
102 – TVM2	General	Maltese
103 – One	General	Maltese
104 – Net	General	Maltese
105 – Xejk	Music	English
106 – Smash	General	Maltese
201 – Euronews	News	English
202 – Al Jazeera English	News	English
203 – BBC World News Europe	News	English
204 – France 24 (in English)	News	English
205 – CGTN News	News	English
206 – TRT World HD	News	English
207 – DW	News	English
210 – 20 Mediaset	Movies	English / Italian
211 – Top Crime (Italy)	Movies	English / Italian
212 – MBC 2	Movies	English (Arab Subtitles)
213 – MBC Max	Movies	English (Arab Subtitles)
214 – Dubai One	Movies	English (Arab Subtitles)
221 – RT Documentary	Documentary	English
222 – CGTN Documentary	Documentary	English
223 – Deluxe Music	Music	English / German
224 – MTV Germany	Music	English / German
301 – TGCom 24	News	Italian
302 – Rai News	News	Italian
310 – Rai 1	General	Italian
311 – Rai 2	General	Italian
312 – Rai 3	General	Italian
313 – Rete 4	General	Italian / English
314 – Canale 5	General	Italian / English
315 – Italian 1	General	Italian / English
320 – Cartoonito Italia	Kids	Italian
401 – Euronews	News	German
402 – TLC	General	German
411 – RTL Austria	Entertainment	German
412 – RTL 2 Austria	Entertainment	German
413 – Vox Austria	Entertainment	German
414 – Vox Up	Entertainment	German

# TV CHANNELS

<u>CHANNEL</u>	<u>GENRE</u>	<u>LANGUAGE</u>
420 – Dmax	Lifestyle	German
421 – Eurosport Germany	Sport	German
422 – Nickelodeon	Kids	English / German
423 – Super RTL	Kids	German
424 – Comedy Central	Kids	German
501 – Euronews	News	French
503 – France 24 (en Francais)	News	French
504 – TV 5 Monde	News	French
510 – TV 5 Monde Style HD	General	French
511 – TV 5 Monde Orient HD	General	French
601 – Canal 24 Horas HD	News	Spanish
602 – RT Espanol	News	Spanish
603 – Telesur (Venezuela)	General	Spanish
604 – TVE Internacional Europa HD	General	Spanish
701 – BVN TV Europa	General	Dutch
711 – Record TV Europa	General	Portugese
721 – CNL	General	Russian
801 – BBC World News	News	Arab
810 – Dubai TV	General	Arab
811 – MBC Drama	General	Arab / English
812 – MBC Action	General	Arab / English (Arab Subtitles)
813 – MBC 4	General	Arab / English
814 – MBC 5	General	Arab
821 – MBC 3	Kids	Arab
831 – Dubai Sport 2	Sports	Arab / English
832 – Dubai Racing 3	Sports	Arab
833 – Dubai Racing 2	Horse Racing	Arab / English
901 – BBC World News	Radio	English
902 – Rai Radio 1	Radio	Italian
903 – Rai Radio 2	Radio	Italian
904 – ERF Plus	Radio	German
905 – ERF Pop	Radio	German
906 – Rock Antenne	Radio	German
907 – RNE Radio Clasica	Radio	Spanish
908 – RNE Radio Nacional	Radio	Spanish
909 – Radio 105	Radio	
910 – Virgin Radio	Radio	





## MARITIM ANTONINE HOTEL & SPA

George Borg Oliver Street,  
Mellieha, MLH 1021

### GENERAL ENQUIRES and CUSTOMER SERVICES

+356 2289 2000

### ROOM RESERVATIONS

+356 2289 2201 | [reservations@maritim.com.mt](mailto:reservations@maritim.com.mt)  
(Monday to Friday, 9:00 to 17:00;  
Saturday, 9:00 to 12:30)

### SALES & MARKETING

+356 2289 2203 | [sales@maritim.com.mt](mailto:sales@maritim.com.mt)  
(Monday to Friday, 9:00 to 17:00)

### SPA RESERVATIONS

+356 2289 2270  
(Monday to Sunday, 9:00 – 19:00)

### CORPORATE, WEDDINGS, PRIVATE PARTIES, SOCIAL EVENTS

+356 2289 2232 | [events@maritim.com.mt](mailto:events@maritim.com.mt)  
(Monday to Friday, 9:00 – 17:30)

### AL PONTE PIZZERIA & RESTAURANT

+356 2289 2245 | [info@alponterestaurant.com](mailto:info@alponterestaurant.com)  
(Sunday to Thursday, 10:00 – 22:00;  
Friday & Saturday, 10:00 - 22:30)

### MAIN E-MAIL

[info@maritim.com.mt](mailto:info@maritim.com.mt)



