



SOL CITY

HOTELS & HOLIDAY APARTMENTS

Guest Information Directory

DH
THE DISTRICT
HOTEL

IVY
HOTEL

MR TODD
HOTEL

Lady Todd

LOKALI
Rooms

Relax Inn
Hotel ***

Welcome

Dear Guest,

It is with great pleasure to welcome you to a **SOLCITY** property.

We are delighted that you have chosen us for your visit in Malta and we are committed to ensuring that you have a very enjoyable stay with us.

For your convenience, we have prepared this information pack.

In the meantime should you have any further questions or requirements, please let us know.

Wishing you a pleasant and memorable stay.

Yours sincerely,

The Management

Locations and Contact Details

The District Hotel

Triq Santu Wistin
Paceville, St Julians
STJ 3311
Tel: +356 2741 1441
Email: info@thedistricthotel.com.mt

IVY Hotel

Triq Francis Zammit
St Julians
STJ 3211
Tel: +356 27998998
Email: info@ivyhotel.mt

HUB Apartments

82, Triq il Mensija
St Julian's
STJ 1969
Tel: +356 2741 1441
Email: info@thedistricthotel.com.mt

Lokali Rooms

82, Triq Tas-Sliema
Gzira
GZR 1634
Tel: +356 99441584(Office Hours)
Email: marketing@solcitymalta.com

Mr Todd Hotel

26, Triq Manwel Dimech
Sliema
SLM 1059
Tel: +356 21310102
Email: info@mrtodd.mt

Lady Todd

44, Triq Manwel Dimech
Sliema
SLM 1059
Tel: +356 21310102
Email: info@mrtodd.mt

Relax Inn Hotel

78; Triq Il Halel
Bugibba
SPB 2528
Tel: +356 21570300
Email: info@relaxinn.com.mt

The Village Apartments

Triq Censu Tanti
St Paul's Bay
SPB 3020
Tel: +356 21570300
Email: info@relaxinn.com.mt

Internal Phone Numbers

The District Hotel

Emergency: '0'

Reception '0'

External Line: '9' then phone number

Another Room: Dial Room Number

IVY Hotel

Emergency: '100'

Reception '100'

External Line: '9' then phone number

Another Room: Dial Room Number

HUB Apartments

Emergency: '112'

Reception: N/A (See Info Sheet)

External Line: N/A

Another Room: Dial Room Number

Lokali Rooms

Emergency: '112'

Reception: N/A (See Info Sheet)

External Line: N/A

Another Room: Dial Room Number

Mr Todd Hotel

Emergency: '0'

Reception '0'

External Line: '9' then phone number

Another Room: Dial Room Number

Lady Todd

Emergency: '0' or '10'

Reception '0' or '10'

External Line: '9' then phone number

Another Room: Dial Room Number

Relax Inn Hotel

Emergency: '0'

Reception '0'

External Line: N/A

Another Room: Dial Room Number

The Village Apartments

Emergency: '112'

Reception: N/A (See Info Sheet)

External Line: N/A

Another Room: N/A

A-Z INFORMATION DIRECTORY

ADAPTERS

European adapters can be purchased from all of our Reception desks at 3 Euro each.

AIR-CONDITIONING

All rooms are equipped with an individual temperature setting for your comfort. Please use the wall-mounted regulator to set the air-conditioning.

Please note that air-conditioning will not work if the doors are left open or not properly closed. Therefore we advise you to keep all doors and windows closed when the air-conditioning is turned on.

Relax Inn Hotel and **The Village Apartments** have remote controls instead.

AIRPORT TRANSFERS

Airport transfers are available 24 hours. For price list and bookings, please contact Reception.

BALCONIES

Balcony lights are automatically switched on and off at predetermined times. Please ensure that children only use the balconies under adult supervision.

BANKING FACILITIES

The main banks are HSBC, Bank of Valletta and Banif.

ATM machines can be found exactly next to all bank branches, as well as in many areas spread all over the island.

Ask Reception for the location of the closest one.

BANQUETING, CONFERENCE, CONVENTION AND GROUP ORGANIZATION

Small Conference Rooms are available at a couple of our properties.

For more info or to book,

Contact us by email on: **gary@solcitymalta.com** or **luke@solcitymalta.com**

A-Z INFORMATION DIRECTORY

BEDROOM SECURITY

Please lock the balcony doors before leaving your room.

BLANKETS

Blankets may be found in the wardrobe of your room.

Should you require any extra blankets, please contact Reception.

BREAKAGES

Care must be taken not to damage or break any items found in the rooms. Any damages or breakages are to be reported to Reception. The Guest will be required to cover the cost of damage to the Hotel.

CAFETERIA

Hot and cold beverages are served throughout the day from the Lobby bars of **The District Hotel**, **Mr Todd Hotel**, **IVY Hotel** and **Relax Inn Hotel**.

Also at **Lady Todd**, we have the **Lady Todd Cafe** with various hot and cold snacks available for breakfast and lunch, open Monday - Saturday, 07:00 - 16:30

CAR HIRE

What better way to enjoy your holiday in Malta than to hire your own car and try to discover as much as possible about our island.

For more information about car rental services, please contact Reception.

CAR PARKING

The District Hotel and **Mr Todd Hotel** offer private parking at a charge of 15 Euro per day. The Hotel takes no responsibility for any damage or loss of your vehicle in the car park. Parking reservation is needed due to limited spaces available.

Public parking facilities are provided free of charge. However, ONLY in White boxes. Some areas have 'Timed Parking Zones' where parking in white boxes is restricted to a maximum time as indicated on the street sign. When parking in these zones, use your parking disc to indicate your time of arrival.

A-Z INFORMATION DIRECTORY

CASINO

For information about Casinos available in Malta please contact Reception. There are three Casinos in St Julian's and one in Bugibba. It is advisable to take your passport with you.

CHECK-OUT & ROOM RETENTION

Check-out time is until 11.00 am, however if you wish to extend your check-out time, please contact Reception. This is subject to availability and an extra charge is applicable.

CHILDREN

We are delighted to welcome children amongst our Guests at most of our properties. However, **IVY Hotel is Adults ONLY**.

Cots may be requested from Reception at no extra charge.

Although we ensure safety at all times, parents are entirely responsible for their children. Children should not be left unaccompanied in the lift, and in all public areas.

CIGARETTES AND TOBACCO

May we remind our Guests that Smoking is NOT allowed within any of the properties Indoor Public Areas and Rooms – it is ILLEGAL. If the property's smoking policy is violated, there will be charge the Guest an additional 250 Euros to cover cleaning and refreshing costs.

Smoking is permitted in the balconies of the rooms and an ashtray is available in every balcony. Guests are requested to use the ashtrays for cigarette butts and ashes.

CREDIT CARDS

All major credit cards are accepted except American Express. If you have any questions with regards to payment methods, kindly contact Reception.

A-Z INFORMATION DIRECTORY

CUSTOMER CARE

Kindly ask Reception for any special requirements. For further assistance, kindly contact Reception or speak to a member of the staff.

DINING – Breakfast

The Breakfast Room of the properties is located on Level 0.

The District Hotel and **Mr Todd Hotel** offer a Continental Buffet Breakfast and English Breakfast. **IVY Hotel** and **Relax Inn Hotel** offer a Continental Breakfast

The District Hotel, IVY Hotel and **Mr Todd Hotel**

serve breakfast between 7:00 am and 10:00 am.

Relax Inn Hotel is between 8:00 am and 10:00 am.

Guests on Room Only Basis have the option to purchase Breakfast.

Lady Todd Guests can book to have breakfast at the **Mr Todd Hotel**.

Breakfast is NOT available at **HUB Apartments**,

The Village Apartments or **Lokali Rooms**.

DOCTOR

The Hotel Doctor is available 24 hours a day. Please contact Reception should you need any assistance.

DO NOT DISTURB

Do Not Disturb signs are provided in the room. Hang the sign on the doorknob for privacy.

Our policy is that the 'Do Not Disturb' sign cannot be displayed longer than 24 hours. After this time, we reserve the right to enter the room due to safety and security reasons.

DRESS CODE

Our Dress Code requires a minimum of Smart Casual wear in the Bar & Restaurants. Inside the common areas, a minimum of Shorts and T-shirts are required at all times.

A-Z INFORMATION DIRECTORY

DRINKING WATER

Tap water is not drinkable. Mineral water and other beverages may be purchased from the Lobby Bars next to the Reception.

DRY CLEANING/IRONING/LAUNDRY

Clothing items may be sent out for dry cleaning to our Preferred Laundry Supplier at a charge. Normal service is 48 hours and an express service is available at an extra charge. Please contact Reception for rates and bags.

The Hotel does not accept responsibility for fading of colours or shrinkage. Irons and iron boards can be provided free of charge.

ELECTRICITY VOLTAGE

The Electrical Voltage in Malta is 240V. All Electricity Outlets are of 240V – 50Hz. There is a socket in the bathroom for electric razors only.

EMAILS

Please note our e-mail addresses can be found on page 3. Messages are collected through our Reception desk on a daily basis. These will be passed directly to your room.

EMERGENCY

In case of emergency please contact our Reception Personnel. A First Aid kit is available at all Hotel Receptions whilst a doctor is on call 24 hours a day.

If staying in our apartments please call Malta's Emergency services on '112'

EXCURSIONS & TOURS

We will be happy to arrange a tour tailored to your tastes and time constraints. For a full list of Excursions and Tours available around the Maltese Islands, please contact our Reception desk.

A-Z INFORMATION DIRECTORY

FIRE SAFETY

For your personal safety, please take a moment to read the Fire Rules located on the back of the main door of your room. This plan also indicates the nearest Fire Exit and Emergency stairways. Fire Extinguishers are available on all Hotel room floors.

FLOWERS

Flowers for every occasion may be ordered at Reception. Flowers need to be booked in advance.

HOUSEKEEPING

Cleaning is carried out every day at all of our Hotels and weekly in our Apartments, should you require your room to be serviced by a specific time please advise Reception.

INSECTS AND MOSQUITOES

To avoid insects and mosquitoes, keep doors and windows closed when lights are on. We suggest you use an insect repellent which can be purchased from any pharmacy/shop.

LINEN AND TOWELS

Sheets and pillowcases are changed every 3rd night. If you wish to have your linen changed earlier, please contact Reception.

Used towels are changed daily.

Hotel towels are not to be taken out of the premises.

LIBRARY SERVICE

We have a variety of books in the Lounge area of most of our properties that may be borrowed.

A-Z INFORMATION DIRECTORY

LOST AND FOUND ARTICLES

Lost and Found articles are stored by the Hotel Manager. Please report any lost or misplaced items at Reception as soon as possible. Items not claimed after 3 months will be discarded.

LUGGAGE

Luggage can be weighed at Reception Level.

We can offer the service of a Luggage Room for early Arrivals or late Leavers. For security reasons only locked luggage belonging to registered Guests may be kept in the Luggage Room. Please do not leave luggage unattended in the corridors and common areas.

The Management does not hold itself responsible for any lost and/or misplaced items. Should you wish to leave your luggage, kindly contact Reception.

MAIL

Delivery service of stamped post cards to Post Office is available free of charge. Please contact Reception for more information.

MAINTENANCE

If your room requires any maintenance, please contact Reception. We will do our utmost to satisfy your request in the shortest time possible.

MESSAGE SERVICE

Any incoming messages received in your absence will be taken by Staff who will then inform you accordingly.

MINI BAR PACKAGES

For information about Mini Bar Package options, kindly contact Reception.

A-Z INFORMATION DIRECTORY

MISBEHAVIOUR

Disturbing other Guests is not allowed. The Hotel keeps the right to refuse further hospitality to a Guest who disturbs other Guests or disrespects the Hotel's policies. In the case of cancellation of further Guest stay by the Hotel caused by misbehaviour and/or disrespect of the Hotel's policies, the Hotel reserves the right to charge for the full length of stay as per the reservation.

OTHER GUEST SUPPLIES

The following items are all available from Reception at a charge:

- Sewing Kits
- Shoe polish utensils
- Sanitary products including toothbrush, toothpaste, shaving kit.
- Bathrobes (rented at a charge)
- Slippers

PETROL STATIONS

Most petrol stations offer a 24 hour automated service. For details of the nearest petrol station, please contact our Reception Personnel.

PLACES OF WORSHIP

Malta is predominantly a Catholic country with more than 300 churches spread all over the island. Daily services are held in most of these churches. Contact Reception for information of the closest one.

The Islamic Centre and Mosque is located in Paola on Triq il-Kordin.

PROHIBITED ITEMS

It is not allowed to bring explosives, weapons, inflammable materials or other dangerous chemicals into any property.

Also, it is not permitted to use hot plates and personal electric heaters in the Properties.

A-Z INFORMATION DIRECTORY

PRINTING SERVICE

We print boarding passes for our Guests, free of charge.

Other printouts and photocopies exceeding ten pages will carry a nominal charge.

For further details, please contact our Reception desk.

PUBLIC BUS SERVICE

A public bus schedule is available from Reception. There is a frequent bus service to and from Valletta every day. Public Transport is easily accessible to Guests, and more information can be found on: www.publictransport.com.mt

ROOM RESERVATIONS AND EXTENSIONS

To extend your stay or enquire about future bookings, please contact Reception or visit: **www.solcitymalta.com**.

ROOM SERVICE

Beverages can be ordered at Reception and delivered to your room.

Kindly contact Reception for more details.

SAFETY & SECURITY

Emergency: In the case of an Emergency please contact Reception immediately.

Fire Precautions: Please read the Fire Rules on the back of the main door of your apartment. We also suggest that you make yourself familiar with the nearest Fire Escape Route to be prepared in the unlikely case of an emergency.

Guests with any disability, including impaired hearing or sight, should inform Reception on arrival for special attention in the case of an emergency.

Pets: In the interests of hygiene and safety, Pets are Not Allowed in the Hotel.

A-Z INFORMATION DIRECTORY

SAFE DEPOSIT BOXES

For your convenience, we have provided a safe deposit box, located in the wardrobe in your room. The Hotel does not take responsibility for any items not placed in the in-room safe. In case of any loss, you are kindly requested to immediately inform the Reception desk. We suggest that you double-check the safe deposit box in your room upon your departure from the Hotel. Charges may apply.

SMOKING POLICY

May we remind our Guests that Smoking is NOT allowed within any property's Indoor Public Areas and Rooms – it is ILLEGAL. If the Hotel's smoking policy is violated, the Hotel will charge the Guest an additional 250 Euros to cover cleaning and refreshing costs.

Smoking is permitted in the balconies of the rooms and an ashtray is available in every balcony. Guests are requested to use the ashtrays for cigarette butts and ashes.

SPORTS ACTIVITIES

The Marsa Sports Club, Malta's most extensive complex is within 25 minutes drive from the Hotel. Activities available include Tennis, Squash, Golf, Mini Golf, Archery, Horse Riding and an Outdoor Pool.

Other sports activities and rental of sports equipment is also available. Please contact Reception for a full list and charges.

TAXI SERVICE

Taxis are available 24 hours a day and may be ordered at Reception.

TEA & COFFEE MAKING FACILITIES

Tea and Coffee making facilities are available in all rooms. Kettles may only be used to boil fresh water.

A-Z INFORMATION DIRECTORY

TELEVISION

LED Televisions are available in all apartments. A list of Channels available can be requested from reception.

VISITORS

Guests may have visitors in their rooms who must be registered at the Reception desk. Visits are allowed until 8.00 pm and in case of an extended visit (after 8.00 pm), the Hotel reserves the right to charge a supplement for the extra Guest.

WAKE-UP CALLS

Please contact Reception to place your wake-up call. ONLY available at out Hotels.

WATER & ELECTRICITY

Due to our climate conditions, water is a scarce and expensive commodity in Malta, so please help us look after the little we have by avoiding waste.

Electricity is also a limited resource, so please ensure a brighter future by saving Electricity! Thank you.

WI-FI

Standard Wi-Fi service is free and available in all properties. Passwords available below.

The District Hotel: districtmalta **IVY Hotel:** ivyhotelmalta

HUB Apartments: wifi2017 **Mr Todd Hotel:** mrtoddmalta **Lady Todd:**

ladytoddmalta **Relax Inn Hotel:** relaxmalta **The Village Apartments:** villagemalta

Lokali Rooms: lokalimalta02

