

Welcome to  
**LUNA**  
HOLIDAY COMPLEX



Everything you need to know  
to enjoy your stay with us!

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Dear Guest,

Welcome you to **Luna holiday Complex.**

The hotel is situated alongside Mellieħa Bay, the largest and one of the most popular beaches on the Maltese islands. The Luna prides itself on being rated one of the best three-star aparthotels in Malta. Here at The Luna Holiday Complex we offer exceptional service and treat all our guests with a warm Maltese Welcome.

During your stay, we would like to invite you to enjoy our many facilities. At **Twilight Bar - Kitchen - Terrace**, you can enjoy a fabulous breakfast, lunch by the pool or a delightful evening meal. At **Don Tonino**, we can offer you light snacks and thirst-quenching beverages. For those who want to enjoy a peaceful and tranquil environment with wonderful views of the Mediterranean paired with excellent food & drinks, then **Sky Lounge & Pool** is the ideal place. If you prefer to cater for yourselves, there is also the **Mini-market** stocking a wide range of local fresh products and supplies.

The Luna Holiday Complex is just a short trip away from the extraordinary capital city of Valletta, the vibrant town of St. Julian's, Gozo and Comino, Popeye village, The Red Tower and also the magical silent city of Mdina.

There is so much to do and see during your visit to Malta and all these wonderful excursions can be arranged at our Reception.

Please let us know if there is any way we can assist during your visit. We hope you enjoy your stay with us and don't forget, our Team is always here to help you!

Best Wishes

*From all of us*

At The Luna Holiday Complex



## ADAPTERS

Adapters are available at reception at a minimal charge.

## AIR CONDITION

AC operates only when balcony door is closed properly.

## BEACH

Mellieha Beach is located 5 mins away. Turn right when coming out of the main reception door and follow the road down. It's very easy to find! Sunbeds can be booked at Reception.

## BEACH /POOL TOWELS

Blue towels are available from reception against a deposit and a charge. No white towels are permitted by the pool.

## BLANKETS

Extra blankets are available from Reception.

## BOARDING PASSES

Boarding passes may be printed at Reception

## BOAT TRIPS, EXCURSIONS AND PRIVATE TOURS

Boat Trips are available please contact the Information desk for more details.

## BOOKINGS

Bookings and upgrades can be made from the front desk.

## BOOK SHELF

There are a variety of books available on our book shelf situated near reception.

## BREAKAGES

Kindly report any in room breakages at reception.

## CASH WITHDRAWALS

Cash may be withdrawn from the ATM located at the front of the hotel. The ATM is available for withdrawals in EURO and balance enquiries. The kiosk accepts a wide variety of debit/credit cards.

## CHECK-IN

During Check-in our reception desk will require the registration of a credit card. This is for security purposes only. As an added benefit your room account will be automatically opened and the need for deposits will no longer be required.

## CHILDREN

For safety reasons, children should not be left unattended on the balcony

## CREDIT CARDS

All Major credit cards are accepted at our Outlets.

## CURRENCY EXCHANGE

Foreign currency exchange to Euro is possible at reception.

## DEPARTURE DAY

The room has to be vacated by 11.00hrs. Please ensure to hand in keys at reception. A luggage room and shower rooms are available for late departures at ground level. Please ask reception for assistance.



## DINING

Luna offers various menus and venues, as well as theme nights and an entertainment program that suits all the family.

## DIVING CENTRE

A dive centre is available on site offering equipment for sale or hire, dive courses, taste dives and more. Dial 7109.

## DOCTOR

Contact reception should you require a doctor.  
Remember to ask for a receipt for insurance purposes.

## ELECTRICITY

240 Volts. Do not tamper with electricity in your room. If any of the appliances are not functioning, please contact reception.

## FIRE SAFETY AND FIRST AID

Refer to Emergency instructions found on the back of your room door. Fire Blanket and Extinguisher can be found in the cupboard under the cooker. First Aid Kit is available at reception. In case of an emergency please phone the reception immediately.

## GARBAGE

Garbage is collected from rooms every other day.

## HAIR DRYER

Obtained against a deposit from reception.

## HOUSEKEEPING

Fresh Towels are provided every other day. Full maid service is provided once a week (we do not clean your kitchen utensils). A daily Housekeeping service is available for guests who BOOK DIRECT. Extra towels, sheets or full maid service are available on request at an extra charge.

## INTERNET

WIFI is available in all rooms and public areas at a charge  
FREE WIFI is available for Guests who BOOK DIRECT.  
Free WIFI is available in the lobby.

## IRON & IRON BOARD

Obtained free of charge from Reception.

## KEYS / KEYCARDS

Key Cards and Safe keys should be kept at all times. A charge is applicable in case of loss of keys.

## LATE CHECK-OUT

Guests wishing to retain their room later than 11.00hrs on departure day may do so at an extra charge (subject to availability).

## LAUNDRY

A price list is available at Reception. Delivery within 3 working days.

## LOST PROPERTY

Lost and found is handled by our Front Desk.

## MINI MARKET

Open Daily offering a full range of consumable items at local prices. All you need in one store, located at the back of the Hotel.



## MOSQUITOS

There can be mosquitos so it is advisable to have a repellent handy.

## POOLS

Luna offers two fresh water pools – A ground floor pool suitable for families with young children and a roof top pool with a relaxing tranquil environment. Food and drinks are served in both locations.

## RADIO

Please refer to the Channel List.

## ROOMS ACCOUNT

Hotel Guests are liable for their room account. As soon as the account reaches the credit limit of €250, telephone line and credit facility will be blocked until the bill has been settled.

## ROOM SERVICE AND TAKE-AWAY

Room Service and Takeaway is available from our outlets. A service charge may be applicable per delivery; Kindly check our Menu in this directory for service times.

## SAFETY DEPOSIT BOX

Safes are located in the wardrobe. The hotel is not responsible for any missing items from the room and highly recommends safe hire. The safe key may be hired from Reception against a deposit and a daily charge.



## SHOE POLISH SERVICE

Please contact our House Keeping Department.

## SEWING KIT

Kits are available from our reception desk against a small charge.

## SMOKING

Smoking is not permitted inside the hotel. Smoking is only permitted on balconies and outdoors. Penalties may apply for smoking in guestrooms.



## SUN

The sun in Malta is very strong. Please be careful and always use sunscreen and wear sunglasses. Please also drink a lot of water to avoid dehydration. Drinking tap water is not advisable. It is recommended to buy bottled water.

## TELEPHONE

or an external line dial (0) for International or local calls, followed by the code and number - charges apply. A coin box is also available at reception area. For reception dial (9). For room to room calls just dial the room number.

## TELEVISION

Please refer to the Channel List.

## TOASTERS

Obtained from reception against a deposit.

## TRANSPORT

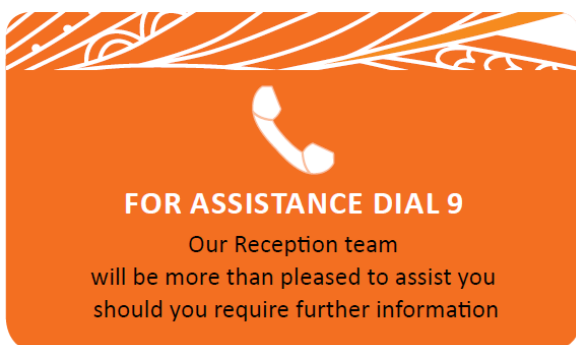
Taxi and Car Hire are available from the reception desk.

## WAKE UP CALLS

Follow instructions on your handset or call reception (9) to arrange a wake-up call at your preferred time or by dialling "0" from your phone.

## WATER

It is unadvisable to consume tap water provided in the apartment.



# Thank you



Due to safety reasons, visitors to your room are not permitted unless they are registered at reception with valid identification documentation. Fees for extra persons would need to be settled in advance.

All rooms are provided with a plan indicating the emergency routes in case of a fire or evacuation. In an emergency remain calm, contact reception and, if necessary, activate the nearest fire alarm. In case of fire never use the lifts. Fines for covering or removing smoke detectors incurs a minimum of €500

Cameras are installed at various locations throughout the hotel. Any person visiting our hotel consents to the fact that recordings are made. In case of incidents, the recordings may be disclosed to third parties as supporting evidence.

You are not permitted to enter the hotel service areas.

You are not allowed to take hotel property outside the premises. In case of any damage to hotel property, you will be responsible for repairs and/or any cost for replacement.

Filming and sound recording is not allowed except when there is approval from the management.

You are not permitted to trade in goods in or around the hotel and/or to handle stolen goods.

Complaints should be reported to the hotel reception. Complaints must always be filed immediately. Failure to do so results in your right to complain automatically expiring.

Kindly refrain from causing any disturbance. Please maintain an acceptable noise level during your stay. Guests disturbing the peace will be removed from the hotel.

Should possible prostitution be observed, it will be reported to the police immediately. This could lead to a permanent interdiction of the use of hotel facilities offered previously.

The hotel is not responsible for any damages or loses of your personal belongings. All our rooms contain a safe which may be hired at reception.

By law, we are not allowed to provide alcoholic beverages to visitors younger than 17 years of age. The hotel staff are permitted to intervene in situations where excessive alcohol abuse is suspected.

Use or possession of any kind of weapons in the hotel is strictly forbidden.

Smoking or use of illegal substances is not permitted. Fines for smoking or use of illegal substances incur a minimum of €100.

We impose a penalty for non-compliance. We count on your support and understanding with regards to these rules which have been established in your best interest.



# Room Inventory

- Ashtray € 2.00
- Bed Base € 50.00
- Bed Side Table € 50.00
- Balcony Chair € 50.00
- Blackout Curtain (set) € 200.00
- Blankets € 12.00
- Bucket & Brush Set € 20.00
- Chopping Board € 10.00
- Clothes Hangers € 50.00
- Colander € 2.00
- Cutlery Set € 20.00
- Dish Drainer € 15.00
- Doors € 350.00
- Door Handles & Locks € 250.00
- Double Sheets € 9.50
- Dressing Table € 350.00
- Dressing Table Bin € 20.00
- Duvet Cover € 22.00
- Egg Cups € 1.50
- Fan (Ceiling) € 200.00
- Fan (Standing) € 50.00
- Fire Blanket € 12.00
- Fire Extinguisher € 10.00
- Fridge / Freezer € 300.00
- Frying pan € 20.00
- Gas/Electrical Hob € 150.00
- Glassware € 20.00
- Hairdryer € 50.00
- Headboard € 300.00
- Kettle € 80.00
- Kitchen Bin € 20.00
- Kitchen Chair € 120.00
- Kitchen Table € 400.00
- Kitchenette - small € 800.00
- Large Bowl € 5.00
- Light Fittings € 50.00
- Luggage Rack € 200.00
- Mattress Single € 120.00
- Mattress Double € 200.00
- Mirror € 200.00
- Mixers € 150.00
- Oven € 100.00
- Picture Frames € 60.00
- Pillow Case € 1.50
- Pillows € 10.00
- Plates € 20.00
- Pot € 70.00
- Recycle Bin € 30.00
- Runners (single) € 25.00
- Saucepan € 30.00
- Shower Head € 100.00
- Single Sheets € 10.00
- Towels € 4.00
- Towel rails € 100.00
- TV € 400.00
- TV Back Panel € 200.00
- TV Remote Control € 50.00
- Safe € 600.00
- Sofa € 150.00
- Wardrobe € 600.00
- Window Pane € 100.00

## **Two Bedroom Superior & Penthouse** - Kitchenette and TV Units € 3000.00

Damages done will be charged at the above prices.  
Not all items may be found in your room type.  
Prices are listed per item.



HOTEL TELEPHONE  
DIRECTORY

Don Tonino	7116
Twilight Restaurant	7121
Sky Lounge & Pool	7115
Twilight Bar	7113
Reception	9
Dive Shop	7109
Information Desk	7112
Luna Mini Market	7111

INTERNATIONAL TELEPHONE  
ACCESS CODES

Austria	43
Belgium	32
Canada	1
Denmark	45
France	33
Germany	49
Great Britain	44
Greece	30
Ireland	353
Italy	39
Netherlands	31
Norway	47
Romania	40
Spain	34
Sweden	46
Switzerland	41
USA	1

*What is it?*

Request a better rate.

Luna Holiday Complex guarantees the best net rates for all online room reservations.

If you should find a better offer, we will give you the same rate.

In order to benefit from the **Best Online Price Guaranteed**, consult our terms and conditions and fill-in the form on our website.