

In-House Directory



Welcome to

LUNA
HOLIDAY COMPLEX



Green Key



committed to
sustainable practices
and environmental
responsibility



Welcome! We're delighted to have you with us!

This digital guide contains everything you need to make the most of your stay, including useful information about your apartment, an overview of our facilities, how we contribute to being environmentally friendly and a curated list of activities and local attractions to explore.

Luna Management has been committed to continuous improvement, with annual upgrades and redecoration projects aimed at enhancing comfort and style throughout the property.

We are also proud to share that Luna has been awarded the prestigious *Green Key* certification—an internationally recognized eco-label for sustainable tourism. In this guide, you'll discover how we're working towards a greener future and how you can contribute during your stay.

Should you need any assistance during your stay, our Front Desk Team is happy to help.

We hope you have a relaxing and memorable experience with us.

Enjoy your holiday!

From all of us
at Luna

LUNA
HOLIDAY COMPLEX

The Basics

Welcome

Check-In

Check-in is from 15:00 onwards.

Please do let us know what time you are arriving.



Check-Out

Check-out is by 11:00hrs.

Please inform the Front Desk on your planned check-out time. Late Check-out is subject to availability & incurs additional charges. Please leave the apartment tidy & the kitchen & its utensils, clean.



WIFI

Network: Luna Guest Wifi

Username & Password: provided at check in with your key card.



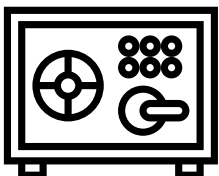
Parking

Street parking available at the front and rear of the property. Make sure to park within the white lines.



Key Cards & Security

Key card is provided on check in. Maximum two cards per apartment. You should keep keys with you at all times. After 23:00 the front entrance is locked and your key card will open the side door. Make sure your apartment door is securely closed at all times.



Safe

A safe is available in your wardrobe. Please store all valuables in the safe. The establishment is not responsible for any missing items from your room.

House Rules



No Smoking

Smoking is only permitted outdoors. An ashtray is provided to smoke on your balcony. Please close the balcony door to avoid smoke entering the apartment.



No Parties / Loud Music

Apart from specially organized events by the hotel, no parties are to be held in your apartments or on the premises. Please be courteous to your neighbours.



Pets

Pet friendly property; pets are allowed in our property in specially designated areas / apartments only. All pets must be checked in on arrival. The guest is responsible for their pets' behaviour. See pet rules provided at check in.



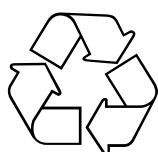
No Additional Guests

Only guests listed at Check In are allowed on the premises or facilities, at any given time. Violation of this policy may incur extra fees and or eviction from the property.



Cleaning

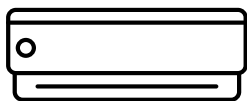
On departure we request that the apartment is left tidy and the kitchen and its utensils clean. Additional cleaning charges may be incurred.



Recycling and Garbage

We kindly ask you to help us recycle. Glass & plastic bottles may be deposited in our bins on Level 0, near Blk3 lift. Other waste will be collected from your apartment by our team during housekeeping service.

Your Apartment



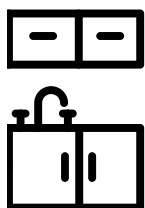
Air-conditioning

A wired or wireless remote is available in your apartment to control the AC. The AC deactivates if the balcony door is open. Please make sure it properly closed and the magnetic sensor aligned.



Electricity 240 Volts

Do not tamper with electricity, should you have any issues please contact the Front Desk immediately. Each apartment is equipped with a universal plug near the desk. Should you need an adapter, this may be purchased from the Minimarket.



Kitchen

Using your cooker:

Electric Hob: the hob may have the child lock activated, if it is not responding please press on  for 5 sec until the LED deactivates.

Toaster: One may be provided from the Front Desk.



Housekeeping

Housekeeping is provided according to your booking.

Long Stays of 28 nights or more receive cleaning once a week.

Other bookings receive fresh towels every other day and a full cleaning once a week. Direct bookings and Superior apartments receive daily service.

(The kitchen and its utensils are not cleaned or tidied up during your stay).



Telephone: Front Desk / 24hrs Assistance: dial 9

External Calls: dial (0) followed by the area code and number. Charges apply for external calls.

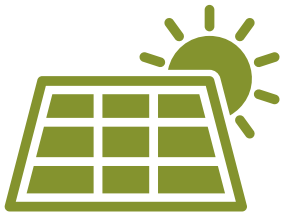
Internal calls: To call another apartment dial the Apartment Number.



Television & Radio

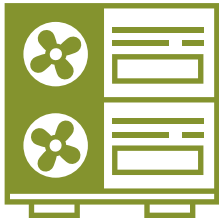
Please refer to channel list on page.

Our Green Commitment



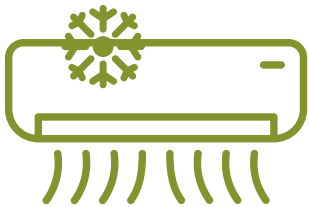
30 sets of Solar Collectors are located on our roof.

During Summer 50% of Hot Water is produced by Solar Collectors and only 20% is produced by heat pumps.



Three highly efficient Heat Pumps

Heat pumps produce Hot & Cold water simultaneously. Hot is routed to our Hot water system & cold routed to our chillers further reducing the use of electricity.



Air Condition: use of highly efficient Water cooled Screw Chillers with 25% more efficiency than traditional chillers.

all rooms are equipped with energy saving switches; auto OFF when balcony door is open; all south facing windows are double glazed to reduce radiated heat and 35% of condensate water from fan coils is harvested for reuse.



Rain Water Harvesting

Rain water from our rooftops is directed into our wells and used for Plant irrigation and cleaning purposes. We are committed to reduce the consumption of water as much as possible.



Linen and Towel repurposing

Giving second life by repurposing damaged sheets into pillow cases; towels to bath mats; cloths for cleaning and dusting; old curtains into fabric covers for storing equipment and laundry bags.



Reduction of single use plastic

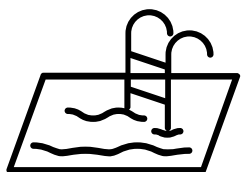
No plastic straws, no plastic cups, no plastic cutlery and no miniature toiletries bottles. We are committed to reduce single use plastic and recycle all plastic waste, where possible.



ECO friendly cleaning products

Most of our cleaning chemicals are environmentally friendly, all confirming to EU directives and ISO certified

Facilities



Pools

Roof top is reserved for Adults (17+)

Ground Floor Family Pool is for all ages. A Children's shallow pool is also available. Please refer to the rules & opening hours at the entrance of each facility.



Heated Indoor Pool

Our indoor pool is seasonal and is available from November to April. The dates may vary subject to weather conditions and at the discretion of the Management.

No food may be consumed by the indoor pool.



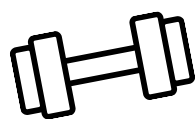
Sun loungers

Sun Loungers are on a first come first serve basis. Towels left unattended will be removed by our Staff.



Beach

The beach is a few minutes walk from Luna. Our partner lido can provide loungers and umbrellas, these may be reserved at our Front Desk at a minimal fee or deposit.



Fitness Room

Our Gym is open daily. As guests you have access to the gym free of charge; key is collected from Front Desk. A towel and closed shoes are required in the Gym. Please refer to the rules and regulations of the Gym.



Food & Beverage Outlets

Breakfast, lunch, snacks & Dinner may be ordered from our outlets. Please check for updated opening times. We also provide a take away and/or room service. More information on our Room service Menu.



Minimarket

Luna Minimarket (found at the rear of the property) provides a variety of goods and groceries at local prices. Opening hours available at the door.

BOOK DIRECT

We **guarantee** that our website offers the **best available rates** for our apartments.

Should you find a cheaper rate with the same conditions, while booking, let us know and we will match it. T&C apply

www.luna.com.mt



Fire & Safety



Fire Alarm

Each apartment is equipped with a

- fire detector
- fire blanket
- extinguisher
- evacuation plan (found on the back of your door)

We encourage guests to study the evacuation plan and note the closest exit to your apartment. Should the fire alarm ring please calmly evacuate using the closest exit.



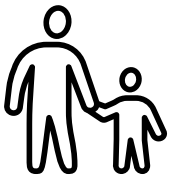
Fire in your apartment

Should a fire develop, in your apartment find a fire extinguisher and a blanket is available in the cupboard. Immediately notify us by dialling 9 and leave your apartment securely closing your door. Emergency call points are available at every exit; break glass to activate alarm.



First Aid

First aid equipment is available at the Front Desk or at any outlet.



Children

Children are not to be left unattended at any time. Particularly on the balcony or pool areas.



Emergency Services **112**

Internal assistance **9**
Our team is here to help

Tampering with Emergency equipment

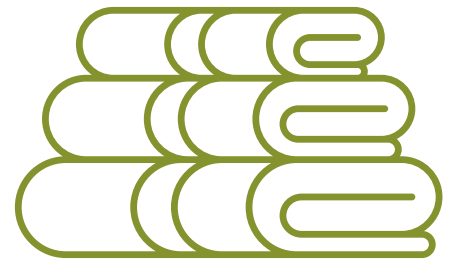
Tampering with any of the emergency equipment is punishable by law. A minimum fine of €500 is incurred for unnecessarily activating the fire alarm or discharging fire extinguishers.

Our Green Commitment



As part of our contributions towards conserving energy and resources, allow us to suggest a way to effortlessly help our mission - a little bit goes a long way!

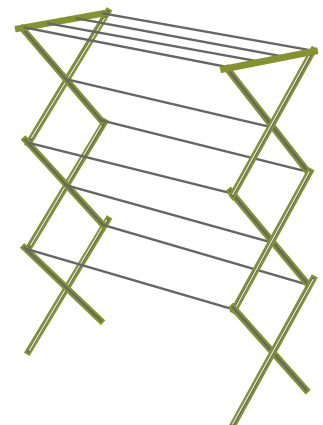
Every day millions of litres of water are used to wash towels that have only been used once.



Please follow this procedure:

- A towel hanging up means
“I will use again”.
- A towel on the floor means
“Please exchange”.

Your apartment is equipped with a collapsible drying rack for towels and light garments. Please follow instructions provided; to be used indoors.



Thank you for helping us conserve the Earth's vital resources



Other Information

Bath Robe - Bath robes available from the Front Desk against a deposit and a fee.

Beach & Pool Towels - Blue beach towels are available from the Front Desk against a deposit and a fee. No white towels are permitted by the pool.

Blanket - Additional blankets are provided in your wardrobe. Should you require more, these may be provided by our Housekeeping team.

Boarding Passes / Printing - Printing is available at the Front Desk. Charges apply.

Boat trips, Excursions and Private Tours - Our Team is here to help you organise any tours or excursions you may wish to do. Please speak to our Front Office Receptionist for further assistance.

Book shelf - There is a variety of books available on our book shelf in the lobby. Feel free to take books or leave any books you may be ready from.

Buses - Bus stops are a few metres away from our main entrance. Bus cards are available for purchase from the Luna Mini Market.

Breakages - Kindly report any breakages or damage to the property at the Front Desk.

Cash Withdrawals - Cash may be withdraw from the ATM located at the front of the property. Credit/Debit cards are accepted in all shops/restaurants and contactless cards are accepted on the busses.

Diving Centre - A dive centre is available on the property, you can find it just by the Minimarket.

Doctor - Contact our Front Desk should you require a Doctor (dial 9). Remember to ask for a receipt for insurance purposes.

Hair Dryer - Most of our apartments are equipped with a hairdryer. If your apartment does not have a hairdryer this may be provided, against deposit, from the Front Desk.

Other Information

Iron/Iron Board - this can be obtained free of charge from the Front Desk.

Laundry Service - A clothes washing service is available through our partner. Contact the Front Desk for pricing and more information.

Minimarket - Open daily (check opening times at entrance). Access via Reception, through tunnel on level -1.

Room Charges / Room account -

If you register your credit card at check in you are able to charge any meals / drinks to your room account. These need to be settled one day before departure in cash or credit card.

Security Deposit/Pre-authorization - A pre-authorization of your card is required upon check in. It serves as a security deposit for unpaid bills or damages to the apartment. We release this hold 48 hours after departure but it may take some Banks / Card Issuers weeks to process the release. Please contact your bank if you notice a delay in the release of these funds.

Shoe polish service

A shoe polish service is available please contact us for further information.

Sewing Kits - These are available by our minimarket.



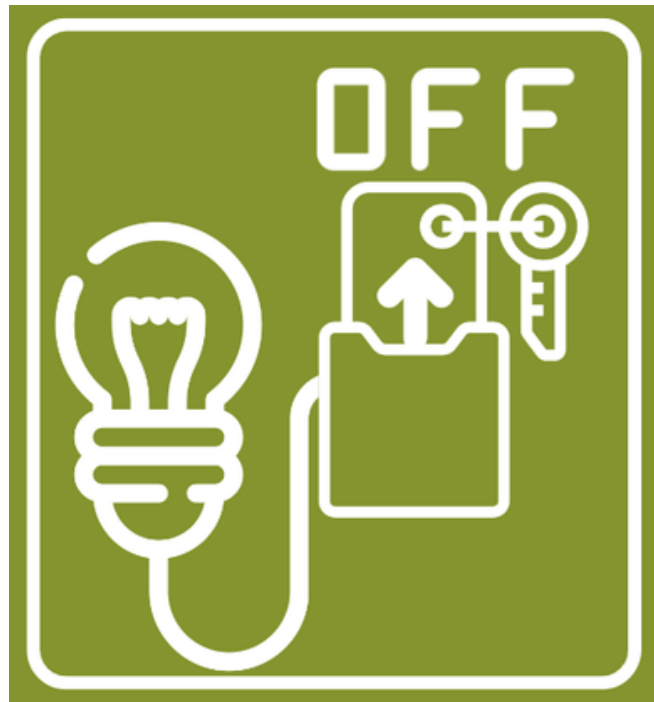
Front Desk Dial 9

The Front Office Team will be more than pleased to assist you with any questions you may have.

Our Green Commitment



**PLEASE REMEMBER
TO PULL OUT YOUR KEY CARD**



By pulling out your key card from the energy saving switch **you can help us save around 40% of your rooms' electricity consumption** helping reduce our carbon footprint.

Only Energy Saving Lighting is used throughout the property.



**Thank you for Helping Us Conserve
The Earth's Vital Resources**

BOOK YOUR TOURS & EXCURSIONS

DIRECTLY FROM YOUR MOBILE!



You'll find a variety of activities.
From sightseeing and theme parks
to safaris, outdoor adventures, and
nightlife.

follow this link

<https://shorturl.at/V5RHn>

**or find our QR code in the lobby
for more information.**

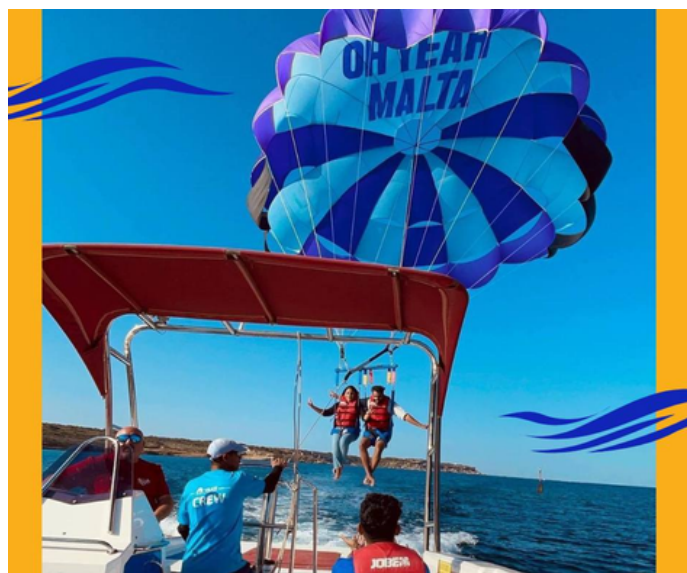


Powered by  triggle

Book instantly and receive your tickets electronically.

Note: This booking platform is managed by Triggle AG. Luna Holiday Complex and its staff are not involved in the booking or payment process. For any inquiries, please refer to the app's help desk.

Leisure



Beaches



Ghadira Bay (Mellieħa Bay) - *Few minutes walk*

Mellieħa Bay is the largest beach of thirteen beaches around Mellieħa. It is a sheltered beach between two headlands. Its sand has a low gradient slope and together with its clear, shallow water makes it the most popular family beach on the island.



Golden Bay - *12 min drive / 20 min bus ride Route 101*

Situated on Malta's breathtaking northwest coastline, a stone's throw from the stunning village of Manikata, Golden Bay is one of the Island's most popular beaches. And it's easy to see why! With glorious red sands, spectacularly clear water, and breathtaking views.



Paradise Bay - *6 min drive / 15 min bus ride Route 221*

Paradise Bay is possibly the most attractive beach in Malta; set within a natural cove, which more than justifies the name. Paradise Bay offers beautiful views of the surrounding rugged landscape, over Malta's sister Islands Gozo and Comino.



Ramla il Hamra (Gozo) - *Ferry to gozo + Bus/car*

This is Gozo's best beach. A wide stretch of red sand, it is often referred to locally as "Ramla il-Hamra" – the Red Sandy Beach! Ramla is a wonderful place to swim, snorkel and chill out in the sun.



Blue Lagoon (Comino) - *Boat ride*

The crystal clear waters in Blue Lagoon reflect the blue sky as well as let you see the pure white sand bottom. This long and narrow bay surrounded by rock and a bit of sand is almost like a pool, which makes it the ideal place for swimming, snorkeling, scuba diving or simply relaxing on the beach. Book your 'entrance' ticket at the Front Desk.

Places to Visit



Mellieħa Village - is a very charming hilltop village encasing both leisure and culture. Take a stroll through the old town and visit the ancient Sanctuary and Parish Church, the World War Shelters and Grotto of our Lady all within 300metres. Enjoy shopping on the high street or take a trek in the outskirts. At the end of the day enjoy an evening meal in one of the recommended restaurants!



Sister Island of Gozo - take a bus to Cirkewwa Ferry Terminal and hop on one of the frequent ferries to Gozo. A true gem! Visit the ancient Citadel atop a hill and enjoy a lunch alfresco at Malrsalforn Bay. Then head to Ggantija Temples - one of the oldest and World Heritage location.



Bugibba & Qawra - seaside resorts hosting many tourist attractions including souvenir shops, restaurants, pubs and the Malta National Aquarium displaying sea-life from the Mediterranean.



Mdina & Rabat - one cannot visit Malta without visiting Mdina & Rabat. These two locations have an abundance of historical sights and breathtaking views that can be enjoyed both during the day and night. The narrow medieval streets of Mdina and the archeological findings in Rabat make this location unique in the world. A definitively go-to whilst in Malta.



Capital City of Valletta - This walled city was established in the 1500s by the Knights of St. John. It's known for museums, palaces and grand churches. Baroque landmarks include St. John's Co-Cathedral, whose opulent interior is home to the Caravaggio masterpiece "The Beheading of Saint John." Whilst in Valletta you may also enjoy shopping or head to the Upper Barrakka Gardens to absorb the breath-taking view of the Grand Harbour. Valletta is also popular for its coffeeshops, pubs and restaurants open from morning till night.



Discover the beauty of hiking in Mellieha

Mellieha boasts a diverse range of hiking trails suitable for all fitness levels. From easy coastal strolls to challenging ridge walks, each trail offers unique glimpses into the natural beauty and cultural heritage of this picturesque region.

Whether you're a seasoned hiker or a casual walker, Mellieha's trails promise breathtaking views, serene environments, and the opportunity to connect with nature.

Hiking is recommended during the cooler months of November through to May.



Il-Majjistral Nature and History Park



Popeye Village & Anchor Bay



Mellieha Ridge Trail



Selmun, Fort Campbell & Imgiebah Bay



Ghadira Nature Reserve



Marfa Ridge Walk

Telephone

Internal Numbers	Reception/Front Office	9
	Room Service	7113/7116
	Don Tonino	7116
	Twilight Restaurant	7113
	Sky Lounge & Pool	7115
	Minimarket	7111

International Area Codes	Austria	0043
	Belgium	0032
	Canada	001
	Denmark	0045
	France	0033
	Germany	0049
	Great Britain	0044
	Greece	0030
	Ireland	0353
	Italy	0039
	Malta	0031
	Netherlands	0047
	Norway	0040
	Romania	0034
	Spain	0046
	Sweden	0041
	Switzerland	001
	USA	



For an External Line Dial 0

Follwed by area code and number

Additional rules

- 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 apartments 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 fine of €500
- Cameras are installed at various locations throughout the property. 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 property service/back of house areas.
- You are not allowed to take any property outside the premises.
- In case of any damage to the 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 property and/or to handle stolen goods.
- Complaints should be reported to the front office. 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 property's facilities offered previously.
- The property 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 and around the property is strictly forbidden.
- Smoking or use of illegal substances is not permitted. Fines for smoking or use of illegal substances incur a minimum of €200.
- 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 € 5
Bed Base € 300
Bed Side Table € 200
Balcony Chair € 80
Blackout Curtain (set) € 400
Blankets € 50
Bucket & Brush Set € 30
Chopping Board € 10
Clothes Hangers € 60
Colander € 5
Coffee Machine (where applicable) €200
Cutlery Set € 50
Dish Drainer €20
Doors € 800
Door Handles & Locks € 250
Double Sheets € 20
Dressing Table € 500
Dressing Table Bin € 50
Duvet € 70
Duvet Cover € 30
Fan (Ceiling) € 300
Fan (Standing) € 90
Fire Blanket € 50
Fire Extinguisher € 100
Fridge / Freezer € 600
Frying pan € 30
Gas/Electrical Hob € 400
Glassware € 30
Hairdryer € 150
Headboard € 600
Kettle € 80
Kitchen Bin € 20
Kitchen Chair € 120
Kitchen Table € 500
Kitchenette - small € 1600
Large Bowl € 5
Light Fittings € 100

Luggage Rack € 250
Mattress Single € 120
Mattress Double € 250
Mirror € 200
Mixers € 150
Oven € 180
Picture Frames € 90
Pillow Case € 5
Pillows €25
Plates € 20
Pot € 70
Recycle Bin € 30
Runners (single) € 50
Saucepan € 30
Shower Head € 200
Single Sheets € 15
Towels € 15
Towel rails € 100
TV € 600
TV Back Panel € 200
TV Remote Control € 50
Safe € 600
Sofa € 500
Wardrobe € 700
Window Pane € 250

Two Bedroom Superior & Penthouse :
- Kitchenette and TV Units € 4000.00

Damages to your apartment shall be charged at the above rates. Not all items may be found in your apartment type.
Prices are listed per item.

Our Supervisors take note of the state of each apartment before your check in. However should you note any major damage on check in, please notify the Front Desk asap.