



THE SNOOP HOUSE

SENGLEA

GUEST DIRECTORY

We would like to welcome you to
THE SNOOP HOUSE SENGLEA

Kindly contact our Guest Relations Team at reception desk
or from your phone in your bedroom
to get more details about the services listed below.

Kind Regards



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SENGLEA



DRINKING WATER

We will provide you with bottled water in your room, that you can freely fill up from the kitchen water dispenser, on the ground level.

Our water dispenser will provide you with sparkling and still water.

Our maid will leave each day a new bottle in the mini bar of your bedroom.

ELECTRICITY

230 Volts, 50Hz. Plug type G (3-pin plugs, UK).

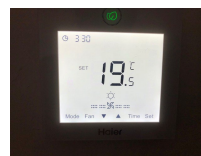
Your bedroom and the common area are equipped with international plugs for power cords. No need of adaptors.

Your room is also equipped with USB plugs to connect your personal computer and smartphone both to communicate and be supplied with electric power.

AIR-CONDITIONING/MECHANICAL FAN

Each room is fitted with individual digital thermostat control for the air conditioning unit for a cooling / heating output. The temperature and the fan speed can be adjusted to the level you feel comfortable.

Each room is also equipped with a remote handset for the mechanical fan. The fan speed can be adjusted to the level you feel comfortable.



When you are leaving your room or when you leave your window open, we will appreciate that you help us to save energy by turning off the air conditioning or the mechanical fan.

SMOKING POLICY

Being a non-smoking property, we kindly ask our guests to refrain from smoking on the premises (including the courtyard and the balconies).

CHECK-IN/CHECK-OUT

Check-in as from 2:00 pm. Check-out before 11:00 am.

Any balance for accommodation should be settled upon check-in, whilst any extra payments can be made using cash or credit card.

Guests wishing to have a later check-out are requested to check with us the day before. A supplement might apply.

PAYMENT METHODS

We accept payment by **Visa, Visa Debit, MasterCard, Maestro** cards, Diners or cash (we do not accept personal / traveler's cheques or foreign currency). On rare occasions we may be unable to process card payments (i.e. a power cut). If this situation occurs, we will require your account to be settled in cash. We will inform you with as much notice as possible should this situation occur.

ECO TAX

As from 1st June 2016, €0.50 per person per night is collected and paid directly on Check-In, as Environmental Contribution.

This will be capped at € 05.00 per person as per Laws of Malta.

ACCESS TO THE SNOOP HOUSE AND TO YOUR ROOM

The main door of the property will be closed during the day and at night. With the electronic pass, you will receive a barcode 14 days before your arrival, through your smartphone, with which you can access the building and room at any time. If you do not have access to a smart phone, you can use the device provided on check-in by our Guest Relations Team.

For lost devices, we charge a replacement fee of €10.

For your security and for the security of all, we thank you to check that the main door is properly closed after each entrance or exit.

You are welcome to come and go as you please but we do kindly ask you to be considerate of other guests when accessing the property late at night.

Out of respect for our other Guests we are kindly asking you to avoid speaking loudly on your mobile phones during breakfast and in the courtyard, corridors, balconies and public spaces.

The property's common areas are secured by CCTV cameras for your security.

GUEST RELATIONS TEAM

Our reception does not operate on a 24 hour basis, but we are on call for 24 hours in case of emergency. Our Guest Relations Manager or Host are on site during different times of the day.

To contact one member of our Guest Relations Team, kindly use the preset telephone number in the contact list of the phone in your room.

Manuel	99499024
Mario	99490320
Olivier	99454825

LIVRE D'OR / GUEST BOOK

Should you have enjoyed your stay at The Snop House and with our company, we will be glad to read your comments on our Livre d'Or (Guest book at reception desk) and will appreciate your review on our website.

Your satisfaction makes us very happy as it shows that our efforts are really appreciated.



An evacuation plan is placed in every room for your convenience. In the event of the fire alarm sounding please evacuate the building as quickly and calmly as possible to the assembly point which is located across the street from the property.

Do not use the elevator! Use the staircase instead!

Please close all doors behind you. Do not stop to pick up your belongings. Do not re-enter the building until you are authorised to do so by the staff.

WHAT TO DO IF YOU NOTICE A FIRE:

From any telephone in the rooms, **please call the reception and inform the Guest Relations Team.** Press the button in the red box fixed on the wall of the stair landing next to your bedroom. Then follow the evacuation instructions above and exit the building as quickly as possible.

EMERGENCY NUMBERS

We have preset in the phone available in your room the following numbers that you can dial for free in case of emergency:

EMERGENCY	112	POLICE (Bormla Station)	00 356 21 22 40 01-7 00 356 21 82 42 18
FIRE BRIGADE	112		
AMBULANCE	196	HOSPITAL MALTA MATER DEI	00 356 25 45 00 00



INTERNET ACCESS

Wireless internet access is available throughout the below and is free for guests to use. To connect please select Network name as below on your device and enter the password and you should be connected.

Password: the access is a two-step simple process :

- 1st step - Choose the network **Snop House GST** on your smartphone, laptop or tablet, and insert the first password: **SnopHouse2018!**

(If portal does not load after password was entered, access www.snopwifi.com)

Then you will access to The Snop House page asking you a new password.

- 2nd step: Insert the personal **code of 10 letters and numbers** that you will find on the desk in your room (respect the lower or upper cases).

BREAKFAST

Breakfast is served daily between **8:00 and 10:00 am** on the ground level. Should you require an early breakfast, please let us know and we will do our best to accommodate you.

FRIGO BAR

For your convenience, a frigo bar is available in your room, where you can stock with your own beverages.

REFRESHMENTS

Tea and coffee making facilities, with selection of herbal teas and instant coffee is available in the rooms.

SAFETY DEPOSIT BOX

Guests are advised to use the safety deposit boxes (free of charge) located in all guest rooms for keeping their valuables as The Snop House's liability is limited for such items.

To set your personal code for door opening: push the red button inside the door (over the batteries cover) the numbers you have selected (mini 3, maxi 8) on the dial plate and press the button B. Two sounds will confirm that it is OK. Close the door with the locker.

To open the safety box: insert the code you have set on the dial plate and press the button A. Two sounds will confirm that is OK. Open the door with the locker.

For any problem, kindly ask to the Guest Relations Team.

IRON/IRON BOARD

An iron and ironing board are available upon request. Kindly contact our Guest Relations Team/Reception.

DOCTOR ON CALL

Should you require medical attention, a doctor can be called at all times for emergencies, where numbers are preset on your room phones. Fees are to be paid directly to doctors.

CONCIERGE SERVICES

We are here to provide you with a wide range of services like information about the locality and sights around Malta and Gozo, ticket and tour bookings, car rentals and other services. Maps of the locality are also available. For your convenience we have some arrangements for The Snop House Guests for the following activities:

- Discovery tour of the three cities with electric car, with a pick-up at The Snop House. (Preset telephone number : Rolling Geeks, contact Dawn : 21805339)
- Private boat chartering : Grand Harbor and creeks discovery tour, Fishing trip...
- Gozo excursion : Day trip on a 75 foot Sailing Yacht (turkish caique), Jeep Safari tour. (Preset telephone number Barbarossa Excursions, contact Leeann : 99440717)

- Private guide for customized excursions to key areas of interest on the Cottonera area (Valetta, Three Cities...) or on Mdina.

RESTAURANTS IN THE SURROUNDINGS

To make your stay at The Snop House easiest, the phone in your room will allow you to call, free of charge, the preset numbers of the main restaurants that we have selected for you in Senglea (Isla) and in Birgu (Victoriosa):

Restaurant Il-Hnejja (Senglea)	79603564
Restaurant Enchante (Senglea)	99249069
Restaurant Tully's Food Fusion (Senglea)	99627301
Restaurant Hammett's Macina (Senglea)	27794171
Restaurant Tal-Petut (Birgu)	21891169
Restaurant Osteria (Birgu)	77030174
Restaurant Del Borgo (Birgu)	21803710

ROOF TERRACE

The roof terrace is available for Guests to enjoy the breathtaking views of the 3 cities and Valletta. Seats and an awning make the place even more comfortable. Enjoy an espresso on the terrace using the Nespresso machine located in the kitchen on the roof terrace floor and the capsules that you will find in your room. If you wish to enjoy a drink (local wines, local beers, Kinnie - a local soda -) on the roof terrace, an honesty bar is at your disposal. You will find glasses on the shelves of the bar and bottles in the fridge. Please, look at the prices list, and insert your name and number of drinks on the daily honesty bar list. We kindly ask you to settle this amount with the Guest Relations Team on check-out, or if you will be leaving us in the early hours, kindly settle before.

For the comfort of all, we will appreciate that you bring back the used cups, glasses and bottles in the kitchen when exiting the roof terrace. Please simply leave them on the work top in the kitchen.



EN-SUITE INFORMATION

DO NOT DISTURB/PLEASE CLEAN ROOM SIGN

Please place the sign should you need your room cleaned or if you wish not to be disturbed.

TOWELS

Please help us maintain our commitment to being environmentally friendly, by using the following system to prevent the unnecessary washing of towels:

- If you leave your towels on the floor: we will gladly change them
- If you leave your towels on the rail: you are happy to re-use them

Linen and towels will be changed anyway every 3 days.

Our bathrobe exist in two size (L, XL). Should you need to adapt the size, kindly ask our reception.

Should you be interested by keeping our bathrobe, kindly ask our Guest Relations Team to order one for you from our supplier (€50 per unit).

TOILET

Please, kindly, do not flush anything other than a minimum amount of toilet paper down the toilet. All other items should be placed in a sanitary disposal bag before depositing in the bathroom bin (which we empty daily).

TAXIS

From the telephone in the room, Guests can dial preset numbers for local taxi drivers that can assist you in your transfers, and you can settle directly.

However, our Guest Relations Team would be more than happy to help should you need more specific assistance.

RENT-A-CAR

Below is a car rental company we recommend, if you wish to contact directly. However, our Guest Relations Team would be more than happy to make reservations for you.

In Malta : MCabs – 00 356 99 93 94 95

www.mcarrentals.com.mt

In Gozo : TRAC-Trust Rent a Car – 00 356 2156 3021 / 00 356 9982 6339

www.tracgozo.com/

BUSES, BOATS AND BIKES

Kindly contact our Guest Relations Team for more info on the bus routes in Malta, timings and other info.

A bus stop is located right across the street, called "Redentur-L Isla".

(see time schedule route 1 on : **www.publictransport.com.mt/en/route/1**)

You can also planify your journey on : **www.publictransport.com.mt/en/trip-planner**

A 10 minute walk from the property will take you to Vittoriosa / Birgu where a ferry boat can drop you off to Valletta at a minimal charge

(see the time schedule on : **www.vallettaferryservices.com/schedule.pdf**)

Or you can also avail from a taxi boat that can take you to the capital city, Valetta. Please ask our Guest Relations Team for directions.

In Vittoriosa / Birgu you can also find a bicycle depot where you can cycle to other locations and drop off bicycle in other depots through NextBike.

www.nextbike.com.mt

FREE TELEPHONE IN ROOM

For your convenience, we have set all aforementioned utility numbers in the directory book of the telephone in your room, which will connect you directly and free of charge.

THANK YOU



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www.thesnophouse.com.mt