

Dear Guest,

We would like to welcome you to Urban Valley Resort & Spa. We trust you that will have an enjoyable and memorable stay with us.

**WIFI Internet** – access is complimentary throughout the resort, kindly select 'Urban Valley Guest' WIFI access, select voucher access and insert **urbanvalleyguest** to login.

**Safe** – for safety reasons we ask you to store your valuable items in the Safe Deposit Box located in the wardrobe of your room at no extra charge. Instructions for use are placed in the Safe. The Resort bears no responsibility for any damage or loss of your personal belongings. In case of loss, you are kindly requested to immediately inform the Reception team. We suggest that you double check the Safe Deposit Box in your room upon your departure from the Resort.

**Environment Contribution (ECO TAX)** - this is applicable in Malta to all Hotel Guests and amounts to €0.50 per person per night per guest over 18 years of age, up to a maximum of €5.00 per person.

**Breakfast** is served between **07.00hrs and 10.30hrs at The Silver Heron restaurant**. Our Executive Chef has carefully chosen each dish to provide you with an energizing start to your day. **Dinner** is served between **18.30hrs and 21.30hrs** offering an enticing Themed Buffet Menu of the day available for guests on Half Board basis and also for other guests who would like to experience our cuisine. Bookings are recommended and can be made at the Front Desk or by calling extension **0**.

**TRI Bistro**, located by the pool, is open for **drinks between 10.30hrs and 18.00hrs**, for **lunch between 12.00hrs and 17.30hrs** offering a selection of smoothies, cocktails, beverages, salads, pasta, pinsa, bakery items, main courses and vegan dishes. **Happy hour** is available **daily between 17.00hrs and 18.00hrs** on all cocktails; buy 1 get 1 free same cocktail. Bookings are recommended and can be made at the Front Desk or by calling extension **0**.

**Thistle Lounge Bar**, at the reception lobby area, offers a selection of beverages and coffees between **10.00hrs and 23.00hrs**. **Happy hour** is available **daily between 17.00hrs and 18.00hrs** on all cocktails; buy 1 get 1 free same cocktail.

Our team will be delighted to serve you in the comfort of your room. **Room service** is available daily between **11.00hrs and 21.30hrs** against a tray charge of **€4.50 per order**. To place your order, kindly contact Front Desk on extension **0**.

We do hope that whilst staying with us you make use of our **indoor facilities**, located in Block 6 next to the reception. Please note that children under 16 years are not allowed to make use of the indoor facilities between 12.00hrs and 17.00hrs. **Dee Spa** offers a selection of spa treatments from Monday to Sunday from 10.00hrs and 19.00hrs. Lockers are available at the changing rooms free of charge, subject to availability. Keys may be collected from the Spa reception. A €10 charge is applicable for lost/ missing keys.

Please be informed that **slippers, iron and iron board**, are available upon request by calling reception on extension **0**.

In case you may require any assistance during your stay, please do not hesitate to contact the reception on extension **0**. Check-out time on your departure date is at **12:00hrs**, however you can keep using all the resort amenities, while making use of our luggage room until your actual time of departure.

On a final note, I would like to emphasise that together with my team, we are here at your service, and should you wish to share any feedback directly with us, it would be our pleasure to listen. I am reachable during business hours and may be contacted through the resort front desk.

Yours hospitably,

Brian Calleja  
General Manager