

A very warm welcome
to some Magnificent
Views in Malta

Helpful hints for an easy, pleasant stay...

Welcome Pack!

Flat 5, Dolphin Court,
Tigne Sea Front,
Malta, SLM3012



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Tips for your stay in Apartment

The purpose of this document is to inform you about what to expect when you arrive at the apartment. This may mean that when you are planning what to bring with you, you can potentially leave some items at home as I have already provided these for you at the apartment. This will reduce the amount of luggage you need to carry and hopefully make travelling easier.

During your stay at the apartment if you damage or you notice something wrong with any of the items there please do let me know as I will replace them. My aim is to ensure that everything is in good working condition for you.

If you have any questions about anything please just let me know

Tips for your Stay

Checklist of things to bring:

Towels: We have nice, fresh towels and swimming towels for you here. So you don't need to bring any.

Hairdryer and international adapters: We have them here for you as well.

Slippers: indoor flip flops (the floor is hard and you may find slippers or indoor flip flops for a comfy option)

Sunglasses, high factor sun cream, hat.

Reminder

In Malta the plug sockets are the same as in the UK.

Things to do before you come:

Please print up the PRINT ME document that I will email you so that you have it to hand, it gives you the wifi code, important telephone numbers and how to access the apartment on arrival.

Tips for your stay in Apartment

Access

Option 1.

Miguel, who will be picking you up from the airport (tel no given on PRINT ME document), will be giving you the keys to access the building at the ground floor level.

Once you are in, please go to floor 5 and ring the doorbell and you will be greeted by our Housekeeper called Freda. She will show you how to use the front door key and give you a super quick tour of the apartment. If it is late, then Miguel will take her home...so Freda will need to be reasonably quick, but long enough to welcome you to our home in Malta, where we hope you have a fabulous holiday.

Option 2.

Miguel, who will be picking you up from the airport (tel no given on PRINT ME document), will be giving you the keys to access the building at the ground floor level.

Once you are in, please go to floor 5. You will see a black key safe by the front door. Please take off the rubber cover and click hard on the numbers given on your PRINT ME document. Then keep your finger on the open button and slide the button downwards. Please put your other hand under the metal key safe as the key safe's door will open and may fall down.

You will then see the key to the apartment 5.

If you make a mistake and put in the wrong numbers for this key safe then press the clear button and do it again.

There are telephone numbers on the PRINT ME sheets in case you have any problems with this.



Tips for your stay in Apartment

Key to Front Door

The lines on the key (as you see in the picture) need to be facing towards the stair case. Push it in....it is on a spring, so push it gently a little further and then turn it.

Spare Key

You will find your spare key in the key pot with a little checklist for when you leave the apartment. Simple things on this checklist include:

- double check you take your keys with you – so you can get back in
- please check you have turned off the air con, oven, hob and lights
- for your comfort please keep all the mosquito nets closed when you have the windows open.



Lift Button:

The lift is a touch button, if you find the warmth of your finger is not enough then use the palm of your hand to put over the circle to call the lift and it will go red and turn on and call the lift for you.

Lift:

If the builders are here, we sometimes turn the lift off downstairs...so it will not work. However, while you are here, we have agreed that it should be on. If you ever find that it is off. I would like to show you how to turn it on again. You need to go down to the ground floor (level 0) and then go to the back wall and find the fuse box that says common parts. Then open the flap and you



Tips for your stay in Apartment

will see the word lift and pull up the blue line for the lift....and soon it will work again for you.

Other fuse boxes

If all the lights go off in the apartment then the emergency light will come on for you. If you think the fuse has been tripped, you will find a box of fuses in the hall cupboard.

If those are all fine but you still have no light then you can go to ground floor level 0 and flick the switch of the main fuses down stairs as shown in the pictures.



Bedrooms

There are some empty cupboards for you in both bedrooms.

Water

Please only use bottled water in Malta to drink, even for boiled drinks and for cleaning your teeth until you have stayed here for quite a while. This will ensure you have a happy tummy. Likewise when you are out you may want to avoid having ice in your drinks, unless you are assured that the ice is made from bottled water.

Tips for your stay in Apartment

Bathrooms

En suite:

In the main bathroom you will find the washing machine and drying machine. You will find some washing machine tablets in the kitchen with the other cleaning products.

We often find it quicker to dry items on the clothes horse provided on the balcony. Within an extremely short time everything is sun baked warm and dry!

Please do not put cotton wool or other objects, other than natural waste down there.

Sink: To put in the plug you have to push the plug down and then it will pop open. To close it you have to push it down.

Clothes Washing Machine

You are welcome to use the clothes washing machine please keep the door open afterwards for a while, so that the rubber seal stays fresh.

Swimming Towels

You will see the swimming towels that have been left out for you.

Kitchen

There is plenty of space in the fridge and freezer for you as well.

Tips for your stay in Apartment

Oven & Hob

Just make sure that the red switch on the wall is on for you to be able to cook.

Oven

Turn the far left knob 90 degrees to the right, then choose your temperature by turning the temperature dial on the right. It should come on immediately, if it doesn't then someone has set the timer...so then just press the clock and the – sign under it, both at the same time...and the oven should start working for you.



*** The Kitchen / bathroom top ***

The beautiful white material that has been used for the kitchen and bathroom surface is called Corian. This is ridiculously expensive and equally impractical. We only realised this after buying the beautiful kitchen. Not only is this white surface not heat resistant so it will mark if you put anything hot on it but it will also stain with wine, strawberries and almost anything else! We would be super grateful if you would use the red mats provided to protect the surface in the kitchen and the plate provided in the bathroom. Sorry for this inconvenience and thank you for your consideration.



Tips for your stay in Apartment

The Hob

To turn on the hob you need to put your finger on the on button which is the round circle on the left. When you press it four 0 will appear in red. You then need to select which hob you would like to use.

To do this you have to press the four small circles that you will find on the top left of all the touch buttons. As you keep pressing the four small circles you will see that three of the 0 that were bright red, become not so bright red and only one 0 will be lit brightly. This is indicating which hob you are operating at the time. To change the hob, just press the four small circles again.

Once you have selected the hob that you want to use, you use the – and + buttons at the bottom of all the touch screen buttons to either get more or less heat coming to that hob.

To turn it off, just turn press the circle button on the far left again, this is the same button you used to turn the hob on earlier.

It is important to keep the buttons clear of pots and pans. If you put anything on these dials an E for error message will come up. If that happens just remove the pan and press off...as explained above.

If, by mistake you lock the hob by pressing the key button (far right button), then to unlock it, you just have to hold the key button down for a long time and that will reset it again.



Dishwasher

Open the dishwasher (next to the fridge) by pulling it open.

Turn it on by pressing the button by the word Bosch.

Select your programme by using the < > arrow keys.

Then press start.

When not in use please keep the pan in there so that the dishwasher gets air inside it and stays fresh.



Tips for your stay in Apartment

Extra Note About the dishwasher

If it seems like the dishwasher is not working then just press the reset button. This reset button is the same as the start button on the far right hand side. Hold it down for at least 3 seconds. Then turn the dishwasher off, then on again. Now you have reset it, go ahead and use it like before and it will work for you.

Air Vent Above the Hob

You will see 5 buttons above the hob. Please press the first button and then press the second one to start the air vent.

To stop the air vent please press the blue lit button and then it will turn off.



Balcony

Balcony Light

The light switch for the balcony lights are by the big wooden doors. Please make sure all lights are off when you have finished with them and the balcony lights are off during the day.

Balcony Smoking

If you smoke, we would be super grateful if you only smoke on the balcony to keep the inside of the apartment fresh. Thank you.

Tips for your stay in Apartment

Air Con

Air Con Remote Control

- 1) Press the orange button on the remote control.
- 2) Above the orange button you will see 3 buttons. Press the top left button (MODE) so that you put the cursor in the screen to cool in summer and heat in winter.
- 3) Next use the up and down arrows on the top middle and top right buttons to change the temperature. You will see the temperature change on the screen.
- 4) On the first row of buttons that you will find immediately under the orange button, you will see the words FAN SPEED. Adjust this so that you get more or less fan blowing at you. You will see that this is being changed if you look in the screen on the top right hand side you will see a little fan.
- 5) To turn the air conditioning unit off, press the orange button again.



Mosquitoes

If you would prefer to be left alone by mosquitos then it is advisable to:

1. Make sure the mosquito meshes are closed at all times especially the patio door to the balcony....please open and close these meshes gently so that they keep in a good working order.
2. Mosquitoes come in from balcony and also from the stair well through your front door, so it is advisable to close the front door promptly after entering.
3. Use plug- in deterrents at night.

Cockroaches – in the super-hot months only

These lovely creatures will come and visit you if you leave food out and so please please only eat in the kitchen and living areas and balcony and clear up ALL the crumbs afterwards and rinse all dirty plates. This is super super important.

The cockroaches can climb up drains...so unless you would like to dance around the bathroom when you see one, you might like to put the plugs in the sinks when you have finished with the water and the taps are off. Please ensure that you keep all open food in the fridge rather than in the cupboards and we strongly suggest throwing all your food rubbish away daily. Cockroaches can be brought up in grocery boxes, so we NEVER use the boxes and favour bags instead. If you do use a box then unpack groceries and immediately put any cardboard boxes outside the front door!!

Tips for your stay in Apartment

Rubbish

The food and general waste can be thrown in black bags and can be left for daily collection, in the cupboard on left of entrance steps downstairs. All recycling waste can be put in the big grey bags and can be left out for collection on Tuesdays and Fridays only.

Dust

Every day you will find that the flat gets amazingly dusty. We leave outdoor shoes by the front door to avoid bringing in more dust from the outside. However we have hard floors so you may want to wear soft slippers or indoor flip flops for comfort.

Balcony

The balcony is nice to look at. It may or may NOT be SECURE enough to take the weight of anyone leaning on it. It really isn't worth the risk, so for your safety please do not lean on it and please ensure that children do not stand on chairs near the edge of it.

For Your Safety

You will notice that in the dining room there is a very low wall beneath the windows and so if you have children, I personally would keep these windows closed and have the balcony ones open instead.

When you open and close the windows, please do it slowly to keep your fingers safe.

We have a fire blanket in the kitchen and smoke detectors installed for your safety. There is emergency lighting in the hall that will come on if there is a power cut, which is more important during the winter months.

A Tinsy Bit of Care Appreciated

We would be super grateful if you would give extra care when lowering and raising the blinds. The pulley is not strong and breaks easily. From experience it is best to operate the pulley on the window side not room side. Gently establish which pulley link you need (to lower or raise) and then slowly, very slowly, keeping pulley always on the window side, raise or lower blind.

If the pulley comes into contact with the edge of the blind it can cut the edge, make a nick or crease the blind.

Tips for your stay in Apartment

Also....although I put covers on the sofas you don't have to keep them on them if you don't want to.

Damp / Sandy Bodies

To keep the furniture really nice we would be super grateful if you take a quick shower immediately on entering the flat after a trip to the beach and change any damp clothes to dry ones to avoid sand dropping in the flat and getting in to the furniture, etc.

Also, please only use the swimming towels when swimming rather than the towels from the bathroom.

Please only sit on the chairs and sofas when you are dry. Likewise please only put dry towels on the furnishings to keep them nice. Thanks so much!!

Ironing board

You will find an ironing board in the dining room / second bedroom between the wall and the cupboard.

Electricity and water

As utilities are very expensive in Malta please ensure both are turned off when not in use. We find that instead of using the air conditioning units we open windows at both ends of the flat to have a through breeze. If you do decide to put on the air conditioning please keep the windows closed.

Keeping Our Neighbours happy as well...

It is really important to us that we keep up really good relationships with our neighbours, so we would be extremely grateful if you would take note of these requests:

1. The noise when talking loudly in the common parts while waiting for the lift really carries and everyone will be able to hear your conversation in their apartments so we would be super grateful if you would be aware of this.
2. Please keep noise to a minimum for our neighbours between 23h00 and 09h00;
3. Please remove your shoes when inside the apartment,
4. Please remember parties are expressly prohibited.
5. Please please make sure the downstairs doors are kept closed and locked.

We thank you so much, in advance, for remembering these points.

Tips for your stay in Apartment

Spa

The Fortina Spa is really lovely. It is only a few doors away from us in the Fortina Hotel, it was voted one of the best European Spas. They have some fabulously expensive and exotic treatments but you can also enjoy the full use of the spa e.g. sauna etc for 18E for the afternoon.

Car hire

The drivers in Malta drive on the shady side of the street. Be prepared for them to reverse at speed the wrong way up a one way street, and for no one to stop at traffic lights and for pedestrians to have to dodge reversing drivers on zebra crossings.

There is also no concept of lane control. The road signs aren't overly helpful and there are huge holes in the road. It is like a mad trip on a bumper car ride. If you are up for the challenge then Miguel, who is someone that we trust, can give you a rental car which will be insured, his telephone number is 79 26 20 60. If you do hire a car, try to make sure you park it facing the right way to avoid a fine. That means you park the car in the same direction that you would be driving on that side of the road.

Pharmacy / Chemist / Drug store

Brown's Pharmacy – just by the side entrance to Tigne Point, under the arches and around the corner from the main plaza and fountains.

Sliema 2131 3233. Open from 9am to 7.30pm (open all day) Monday to Saturday. A doctor is there on Tuesday's and Thursday's at 6.30pm and if you would like to see him / her, then it is best to make an appointment first....and try to get the first appointment so that you have less waiting time.

Shopping

You will find Chain's supermarket on level -2 of Tigne Point. Tigne Point shopping center is about a 4 minutes walk from the apartment, just turn left as you leave the building and then follow the pavement and it will take you straight there. Take the lift down to level -2 and turn right to see the big super market called Chains. If you spend over 75 Euros they will deliver your shopping for you, and they know where Dolphin Court is....all their shopping trollies have been here many times!

Tips for your stay in Apartment

When you leave – Check out

We hope you have a wonderful stay with us. To make things easy please could you consider doing the following...

- Depending on whether you want to or not, and how much time you have before your flight. If you can strip the beds and put the linen in the washing machine on a cotton wash that would be superb. So then, by the time the Housekeeper arrives it should be ready.
 - Please leave unwashed stuff on the floor in another pile. So that we know what still needs to be washed.
- If there is anything damp, whether washed or unwashed, please leave hanging up in the bathroom so that it stays fresh.
- Please throw away anything that you don't want.
 - Please put all your rubbish in rubbish bags.
 - Please ensure the fridge and freezer doors are closed.
 - Please put a saucepan into the dishwasher with the handle sticking out so that the dishwasher door cannot close (this will keep it fresh in there, otherwise it will go mouldy).
 - Please leave both sets of keys in the circular, brown key pot on the counter.

We hope you have had a fabulous stay in our apartment and we would love to welcome you back.

thanks so much!!