

Terms & Conditions

The Hal Saflieni Hypogeum is a unique World Heritage monument. To protect its unique wall paintings, the site's microclimate is strictly regulated and only 80 visitors can access the site each day. A group of 10 people are admitted to each tour.

Guided tours start with an audio visual show and follow with a tour of the site. To keep biological growths to a minimum, lighting is also controlled and the site is kept mostly in the dark, with particular features lighting up as visitors approach them. Thus, visitors must follow a predetermined path and follow instructions on the audioguide provided.

Tours start strictly at the specified time. Therefore, visitors should be on site 15 minutes before the start of their tour. Failure to be on time may result in entry refusal and **tickets are not refunded or exchanged**.

Audio guides are available in Maltese, English, French, Italian, German, Spanish and Japanese. If you are not able to use the audioguide provided, you may request a written version of the tour (available only in English) by contacting us on info@heritagemalta.org at least one week before your visit via the feedback form on this page.

If you encounter any technical problems with the online booking system, please contact us on info@heritagemalta.org or +356 2295 4300.

Please note that:

- For their own safety, children under 6 years cannot be admitted to the Hypogeum. Children who are 6 – 13 years old must be accompanied by an adult.
- The Hypogeum is an enclosed space. If you are susceptible to claustrophobia, you may experience some discomfort.
- Humidity levels are very high and therefore, some areas are very slippery. For your safety, please wear closed, comfortable shoes. Visitors wearing high heels or flip flops will not be admitted.
- Please hold on to the handrails at all times.
- Before the tour starts, you will be requested to leave your belongings, such as **cameras and mobile phones** in the lockers provided.

- The audio visual show and a small display area are wheelchair accessible. However, the archaeological site is not accessible to wheelchairs.
- Photography and filming are not permitted within the site.
- Prices may change without prior notice.
- Tickets cannot be resold or transferred.

Due to the strict admittance regulations of this site, should You not be able to attend to the tour, We offer to sell your ticket/s if an e-mail is received on info@heritagemalta.org at least 5 days prior to your visit requesting of such service. A 20% administration fee will be withheld from the original ticket price to cover for processing costs. If a ticket/s is sold by Heritage Malta the refund will be processed in the first week of the following month.

In case of opting for such service, Heritage Malta only commits on selling the ticket/s in question, it does not commit on rebooking you on a similar tour on another day/time.

How to get here:

By public transport from Valletta: **Routes 81 & 82**. When in Paola follow the signs from the bus stop 'Ipogew' towards the Hypogeum, which is found 5 minutes away on foot from the Paola Parish Church.

By self-drive car: Drive towards Paola/Tarxien and follow the signs.

* Hypogeum is not open on the 24th, 25th & 31st of December, 1st of January, and on Good Friday

When visiting the Hypogeum, besides reading and complying with our general terms and conditions, visitors must also read and adhere to these specific Hypogeum terms and conditions. For the full terms and conditions please refer to <https://heritagemalta.org/terms-conditions>