

1. UNDERGROUND VALLETTA SPECIAL TERMS AND CONDITIONS

- 1.1. When visiting Underground Valletta, visitors must read and adhere to these specific Underground Valletta Terms and Conditions.
- 1.2. Tours to Underground Valletta take place at 10am, 11am, 12pm and 1pm on Mondays, Wednesdays and Sundays. Tours are given in English and start strictly on time.
- 1.3. Please check the date and time of your scheduled booking as confirmed on your ticket. The ticket is only valid for the allotted time, with tours strictly starting at the specified time. Visitors need to meet at **MUŻA – The Malta National Community Art Museum, Merchant Street, Valletta half an hour before the start of the tour**. Visitors will be given a short briefing and handed personal protective wear (bump cap and head light). Lockers are provided. Visitors will then be taken to Underground Valletta (less than 5 minutes away) to start the guided tour.
- 1.4. For general information please note that:
 - Humidity levels are very high and therefore, some areas are slippery. For your safety, please **wear closed, comfortable shoes** and always hold onto the handrails. **Visitors wearing high heels, sandals or flip flops will not be admitted.**
 - Although handrails are in place, we regret that the site remains inaccessible to wheelchairs and persons needing walking aids.
 - Underground Valletta is a dark subterranean location. By buying a ticket you are warranting that you are in good health and are not subject to panic attacks or loss of balance due to claustrophobia or similar conditions which could put yourself or other visitors at risk of injury.
- 1.5. A maximum of **15 persons** are admitted to each guided tour which takes about an hour in Underground Valletta.
- 1.6. Children under 6 years of age cannot be admitted to Underground Valletta. Children who are between 6 – 11 years of age must be accompanied by an adult.**
- 1.7. Failure to arrive on time may result in refusal of entry and tickets are not refundable and cannot be exchanged.
- 1.8. Prices may change without prior notice.
- 1.9. Ticket re-selling service: 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 re-booking you on a similar tour on another day/time.

Getting there:

- By public transport: Bus to Valletta Terminal. The tour starts and ends at MUŻA in Merchant Street Valletta. 5 minutes walk from Bus Terminus.
- By vehicle: Parking in Valletta in white boxes at all times; in blue boxes from 7am till 7pm. CVA charges apply.
- Public and private car parks can also be found just outside Valletta.
- Ferries to Valletta operate from Gozo, The Three Cities and Sliema.

If you encounter any technical problems with the online booking system, please contact us on info@heritagemalta.org or +35622954330.