

# Frequently Asked Questions

Find answers to frequently asked questions about location, admission tickets, concessions and other information when visiting the Cittadella Visitors' Centre. If you cannot find the answer to your specific question, please get in touch with our office by forwarding us an email addressed to: [cittadellagozo@gov.mt](mailto:cittadellagozo@gov.mt).

## **Q. What's does the Cittadella Visitors' Centre has to offer?**

The Cittadella Visitors' Centre is divided into two main areas. The first area offers several interactive touch screens and printed panels which deal with various aspects of the Cittadella including the evolution of the site, nature, military history, ecclesiastical history and civil history. The second area was converted into a surround theatre where visitors can watch a nine-minute video about the salient moments of the millenarian history of Cittadella. All information is available in eight languages.

## **Q. Whereabouts is the Cittadella Visitors' Centre?**

The Cittadella Visitors' Centre is located within two restored 19<sup>th</sup> Century water reservoirs just at the entrance of the Cittadella. It is recommended that visitors reaching the Cittadella would first visit this centre where one may get a good overview of the various aspects of the fortified city.

## **Q. How do you get to the Cittadella Visitors' Centre?**

From Mġarr Harbour follow the signs to Victoria (or take bus route no: 301). At Victoria, also known as Rabat, proceed up Republic Street to Pjazza Indipendenza known locally as It-Tokk, and then turn right up It-Telgħa tal-Belt. If driving continue to the next square Pjazza Savina, take the first road on the right and then turn again first on the right in Triq il-Kastell. This will lead you further up just beneath the impressive Cittadella bastion walls.

## **Q. Where can I park?**

Once reaching the Cittadella drivers may park their vehicles at the car park beneath the fortification walls. This is a private car park where a flat rate charge of €2.00 per day is normally applied. Other options are the free public parking lots near the Bus Terminus or next to the Secondary Schools complexes.

**Q. Are there any bike racks?**

Cyclists are encouraged to lock their bicycles at the bike racks located on the right-hand side of the car park entry just next to the WWII Shelters entrance.

**Q. When is the Cittadella Visitors' Centre open?**

The Visitors' Centre is open from Tuesdays to Sundays between 9:00 am and 5:00 pm. Last admission is at 4.30 pm. Closed on Mondays; on 24, 25 and 31 December; 1 January; and Good Friday.

**Q. How much does Cittadella Visitors' Centre admission cost?**

An adult ticket cost €5.00. There are special concessions for seniors, students and children. Students and senior tickets cost €3.50, while children (6-11 years) tickets cost €2.50. Children under the age of 6 years enter for free.

**(N.B.: In view of the current developments and as a precaution measure against the spread of COVID-19, Credit and Debit cards are highly recommended).**

**Q. Can I buy admission tickets online?**

One can buy a ticket through the following Heritage Malta online platform:

<https://shop.heritagemalta.org/index.asp?comboid=260>

By acquiring such online tickets, one is facilitating the operation of our front of house staff and may skip any possible queues. Printed or digital tickets still need to be presented at front desk to be scanned and checked.

**Q. Are there special concessions for group or individuals?**

Groups organised by Educational Institutions, Local Councils and registered NGO's are granted free admission to the Cittadella Visitors' Centre. However, these concessions do not apply to organizations which may have commercial interests. Interested parties have to book in advance for such concessions by sending a formal request to:

[cittadellagozo@gov.mt](mailto:cittadellagozo@gov.mt)

A reply is to be given within two working days.

Free admission to the Cittadella Visitors' Centre is also given to students, senior citizens and accompanying persons participating in the [HM \(Heritage Malta\) Passport Scheme](#).

**Q. What does this ticket include?**

The ticket entitles visitors to visit the Cittadella Visitors' Centre which is managed by the Ministry for Gozo and four other attractions within the Cittadella which are administered

by Heritage Malta. These are the Gozo Archaeology Museum, the Nature Museum, the Old Prisons and the Gran Castello Historic House.

**Q. Is this ticket valid for the Cathedral and its Museum?**

No, this ticket is not applicable for entrance into the Cathedral Church and other attractions such as the Cathedral Museum. One must buy a different ticket from the Cathedral shop to visit these attractions. These sites are normally closed on Sundays and Public Holidays.

**Q. Does the Cittadella Visitors' Centre offer tours to visitors?**

Guided tours are occasionally organised by the Cultural Heritage Directorate around the Cittadella Visitors' Centre and the Cittadella fortress. Such tours are normally offered to Ministry for Gozo guests as well as to the general public on particular open days along the year. These open days are generally advertised days in advance on various social media platforms.

Nevertheless, our front of house staff is ready to help individual visitors around the Cittadella Visitors' Centre and assist them in any queries they may have about the Cittadella cultural attraction. Kindly forward your questions to our staff and we pledge to do our utmost to make your visiting experience at the Cittadella a unique one.

**Q. Is the Cittadella Visitors' Centre wheelchair accessible?**

Yes. The Cittadella Visitors' Centre building and its surrounding grounds, including the Ditch and main entrance area are wheelchair accessible. When visiting the fortress, one has to keep in mind that the Cittadella is a fortified city built on top of a hill and therefore it was intended to be an inaccessible place. The Cittadella Restoration Project has addressed this challenge by installing a number of lifts around the site and removing stairs and steps from most passage ways within Cittadella. However, given the physical conditions of the site, most passageways have a steep gradient and wheelchair users will still need assistance to roam around.

**Q. Does the Cittadella Visitors' Centre offer special programs or tours for visitors with visual or hearing impairments?**

Yes. The Cittadella Visitors' Centre is equipped with several audio guides and other special hi-tech equipment intended for visitors with diverse needs. Please enquire with our front of house staff so they can provide and assist you with the specific device.

**Q. Are service animals allowed in the Cittadella Visitors' Centre?**

We welcome visitors with service animals, and you do not need to notify us in advance if you're visiting the centre with a service animal. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals and are, therefore, not permitted.

**Q. Is photography or videography permitted in the Centre?**

Yes. Photography and videography are allowed so long as these are in line with GDPR regulations and are for personal, non-commercial use. Additionally, images are to be taken using existing light within the centre while flashlights, tripods and selfie-sticks are not permitted.

**Q. Is commercial photography or filming permitted at the Centre?**

Commercial photography or filming projects are accepted at the Cittadella Visitors' Centre as long as these are planned and approved in writing by the Cittadella Administration Office in advance.

**Q. Can one visit the Cittadella fortress if the Cittadella Visitors' Centre is closed?**

Yes. One can still visit the old fortress even if the Cittadella Visitors' Centre is closed. You are kindly reminded that the Cittadella fortress is an open public heritage site and it is open all year round 24/7 free of charge. In fact, a stroll around the Cittadella after sunset is recommendable and as enjoyable as one during the day. However, you are also encouraged to visit some of its various cultural attractions like the Cittadella Visitors' Centre, Heritage Malta Museums, the Cathedral and its museum, the WWII Shelters, or the Knights Silos. By opting to buy an admission ticket to any of these cultural attractions, you are directly contributing to the general maintenance and long-term sustainability of the whole fortress for the enjoyment of present and future generations.

