

Malta Tourism Authority

WHO WE ARE

The Malta Tourism Authority is the tourism industry's regulator and motivator, its business partner, the country's brand promoter and the main objective is to attract visitors to the Islands by working closely with the private sector partners. This Quality Service Charter covers the client-facing directorates within the Authority such as Brand Partnerships & Innovation (responsible for the Tourist Information Offices, customer care, Local PR, FOIs and events), the Compliance and Regulatory (Enforcement) Directorate, MTA Gozo Office (responsible for overseeing MTA activities and issues in Gozo including compliance, enforcement and licensing) and the Licensing Directorate (responsible for regulating and overseeing all tourism-related operations in Malta and Gozo. Handling the issuance, renewal, and monitoring of licenses for various tourism services, including accommodation providers, travel agencies, tour operators, and other tourism-related businesses.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://mta.com.mt/en/home/>

WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 15 - 30 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: <https://www.mta.com.mt/en/contact-us> or info@visitmalta.com
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 1-3 working days

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 5-7 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

HOW TO CONTACT US

- o Malta Tourism Authority, Suites 301-306, Building SCM 01, Smart City, Ricasoli SCM 1001, Kalkara, Malta
- o <https://www.mta.com.mt/en/opening-hours>
- o <https://www.mta.com.mt/en/home>
- o Contact us: info@visitmalta.com - +356 2291 5000
- o Through Social Media:

