

# Malta International Contemporary Art Space (MICAS)

## WHO WE ARE

Malta International Contemporary Art Space (MICAS) is located at the Ospizio complex in Floriana, Malta. MICAS is a dynamic, contemporary, multifunctional art space. The chosen location, within the historical San Salvatore bastions, is rich in historical significance, outstanding sea views, precise military architecture, and large open and intricate landscaped spaces. In contrast to all the sensitive restoration of the fortification, the internal space of the Museum Galleries is designed as a contemporary art space, incorporating a Mediterranean, regional, and international identity. The Galleries comprise a number of interchangeable, movable and flexible exhibition spaces as well as many other spaces; educational/research areas, outdoor galleries, recreational spaces, media spaces, workshop and facility spaces, a sculpture and events garden, and more. Built on four levels, level 0, is the main entrance level to MICAS, along with the ticket office, the main reception area, and the main gallery atrium.

MICAS's mission is to energise Malta's cultural ecology and impact that of the Euro-Mediterranean region it inhabits.

## 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://bookings.micas.art/en-gb>

## 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 10 minutes under normal circumstances.

### 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 2 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

## 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://micas.art/contact/>
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*

Your confidentiality will be guaranteed. Expect our feedback within 2 working days

## HOW TO CONTACT US

- o MICAS, Ospizio Complex, Bieb il-Pulverista, Triq Joseph J Mangion, Floriana FRN 1830, Malta
- o Tuesday 12:00-18:00; Wednesday 10:00-18:00; Thursday 10:00-20:00; Friday 10:00-20:00; Saturday 10:00-20:00 & Sunday 10:00-18:00
- o <https://micas.art>
- o Contact us: [info@micas.art](mailto:info@micas.art), [events@micas.art](mailto:events@micas.art), [bookings@micas.art](mailto:bookings@micas.art), [tours@micas.art](mailto:tours@micas.art), or +356 2095 6223