Cittadella Visitors Centre

WHO WE ARE

At the Cittadella Visitors' Centre, we are committed to enriching the experience of every visitor by providing a welcoming gateway to our historic fortress. Our mission is to inspire curiosity, and higher appreciation towards our cultural heritage, and promote sustainable tourism through engaging educational programmes, personalized services, and community collaboration. We strive to create a memorable journey that connects people -both locals and foreigners - with the rich history and vibrant stories of Cittadella, while offering a platform for exploration and discovery. Together, we celebrate the past, embrace the present, and envision a sustainable future for generations to come.

OUR COMMITMENT TO CLIENTS

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

- We will treat you with respect and in a professional manner.
- We guarantee confidentiality on any information exchange.
- Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- The list of services offered can be found in the following link *https://culturalheritagegozo.gov.mt/project/cittadella-visitors-centre/*

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 contact us by letter or email

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

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 5 minutes under normal circumstances.

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:

- Contact us as per details shown here: *cittadellagozo@gov.mt*
- Through Servizz.gov by calling on 153, or online by clicking on *Information Request*

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

HOW TO CONTACT US

- Cittadella Visitors Centre, 11 Castle Hill Street, Cittadella Victoria Gozo
- Monday to Friday: 09:00-16:30; Weekends, & Public Holidays: Closed
- *https://culturalheritagegozo.gov.mt/*
- Contact us: *cittadellagozo@gov.mt* +356 2215 6507 / 6452
- Through Social Media: