

Transforming a dark heritage building into a sensitive site: the faith-based message of the Inquisitor's Palace in Malta

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The Inquisitor's Palace

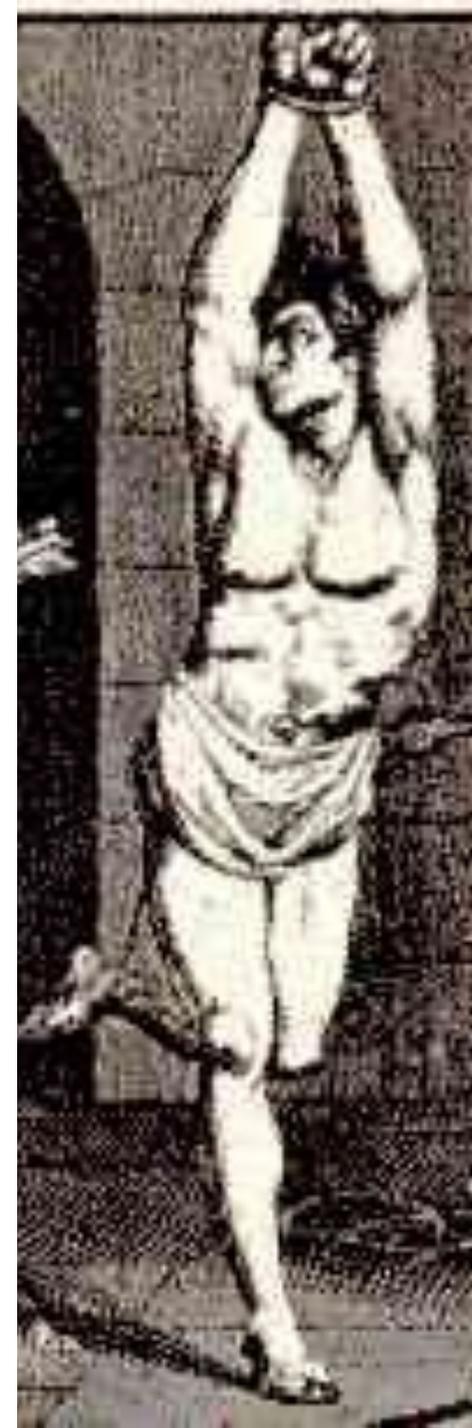
1. Early 1530s - Civil Court of Justice
2. 1574 – Former Civil Court of Justice passed over to the first Inquisitor.
3. 1798-1800 – Residence of the French Commander of the Cottonera District.
4. 1800-1900 - British Military Hospital and later Officers' Mess.
5. 1926 – Inquisitor's Palace passes to the Museums Department.
6. 1942 – 1954 - Dominican Friary.
7. 1966 – returned to Museums Department.
8. 1981 – upper floor turned into a Folklore Museum.
9. 1992 – adopted as an Ethnography Museum.
10. 2003 – Heritage Malta turns the building into a historic house museum



Reasons to Visit

1. One of the very few surviving Inquisitor's palaces.
2. The only one accessible to the general public.
3. A former centre of power accountable directly to the Pope.
4. A unique experience including historic reconstructions of the domestic kitchen area, the sophisticated ambience of the *piano nobile* and private quarters and the austere setting of the Holy Office Tribunal, prison complex and torture chamber.
5. The National Museum of Ethnography with permanent displays on Malta's religious traditions as consolidated by the Inquisition.

<http://heritagemalta.org/museums-sites/the-inquisitors-palace/>



Servicescape

Servicescape is a model developed by Booms and Bitner to emphasize the impact of the physical environment in which a service process takes place. In other words, the **servicescape** refers to the non-human elements of the environment in which service encounters occur.



Outcome

Servicescape allows for the exploration of the **socially symbolic dimension** that the site manager generates which consequently **impacts on this experience** of **an ever-evolving and pluralist society**, meeting the individual as well as the collective needs and expectations.



Interpretation of the site

The site manager needs to develop an **interpretation** of the palace in such a way so as to appeal to **all** faith-based and /or cultural tourists.

It is only in this way that the Inquisitor's Palace can be transformed into **an interactive site** which updates old concepts of religion to contemporary relevance –

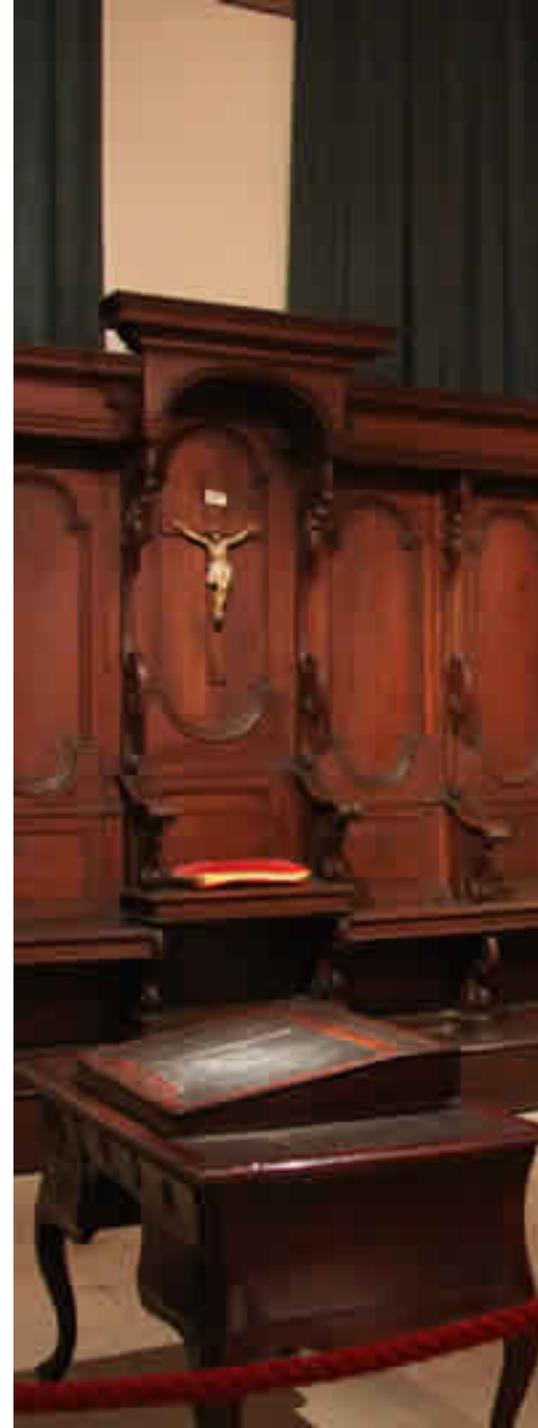
Moral

Ethical

Politically correct

Inter-religious appeal

Non-religious appeal



Thank You

