

Hotel Data Sheet

Hotel

Name of hotel	Iti PESTANA GRAND HOTEL
Official category	5 Stars
Official post address	Rua Ponta da Cruz, 23 - 9000-103 Funchal
Phone	+ 351 291 707400
Fax	+ 351 291 761 024
Email	fo.grand@pestana.com
Country	PORTUGAL
Area	MADEIRA ISLAND

Year of construction	2003 (opening 2004)
Year of last big renovation	2018/2019
What was renovated?	facelift guest rooms
Number of buildings in total	1

TYPE OF CONSTRUCTION			
Bungalows	No	Number of bungalows	
Main building	Yes		
Adjoining building(s)	No	Number of adjoining buildings	
Other			

Opening times	All year round, 24 hours
Spoken languages reception	Portuguese, English, German, French
Spoken languages animation	Portuguese, English
Spoken languages restaurant	Portuguese, English, German, French
Spoken languages concierge	Portuguese, English, German, French
Currency/currencies	€ (Euro)
Time zone (difference to GMT)	1 hour less

PAYMENT METHODS			
Visa	Yes	Master Card	Yes
American Express	Yes	Debit Card	Yes
Cash (LOCAL currency)	Yes	Traveler's Check	Yes
Cash (OTHER than local currency)	Yes		
If yes: WHICH OTHER currency?			

Voltage	220
Adapter for German style plug necessary	No
Adapter for German style plug available in hotel	No
Inclusive	?
Against charge	?
Inclusive, against commission	?

Amount (how many?)	
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Price per day	
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Amount of commission	
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Money exchange in the hotel	Yes
Location of money exchange (e.g. reception)	
Opening times of money exchange (from - till)	
Money exchange close to hotel	?
Cash machine in the hotel	Yes
Cash machine close to the hotel	Yes

Distance to hotel	
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Distance to hotel	100m
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Travel Connections

Airport	Aeroporto Internacional da Madeira Cristiano Ronaldo
Distance to airport	22 km
Taxi costs to airport	as from € 30,00 (with extra tax in the evening)

Next town	Câmara de Lobos
Distance to next town	10,9 km
Taxi costs to next town	on the Meter approximatly 10€

Hotelbus/-shuttle	Yes		
PLEASE SELECT:	Inclusive	Price	
Hotelbus/-shuttle (frequency per day)	from 09:05 till (Htl) till 19:30 (city centre) every 30 m		

Airport 2	no
Distance to airport 2	
Taxi costs to airport 2	

Distance to closest bus stop	50 meters
Bus costs to next town	as from 1,95€ in to Funchal
Bus connection to next town (frequency per hour OR per day)	Every 20 Min

Facilities & General Information

Distance to next supermarket	50 meters
Distance to next hospital	1 km
Distance to next pharmacy	200 meters
Distance to shopping area/center	100 meters
Distance to the beach	3 km
Hotel is directly located at the beach	No
Hotel is separated from the beach by a beach promenade	Yes

Maximum number of floors	8
Elevator/lift	Yes
Access to all rooms via lift	Yes
Number of buildings WITH lift	1
Number of buildings WITHOUT lift	NA
Further comments	

Kiosk/mini-market in hotel	Yes		
Is a basic baby assortment available?	No		
Napkins	No	Baby food	No
Baby wipes	No	Creme	No
Baby bottle	No	Baby dummy	No
Other			
Souvenir shop in hotel	Yes		
Souvenir shop close to hotel	Yes	Distance to shop	100 meters

Parking space	Yes		
PLEASE SELECT:	Inclusive	Price per day/week	
Pre-reservation available?	No		

Laundrette/washing room with self service	No		
PLEASE SELECT:	?	Price per wash	

Laundry service*	Yes		
PLEASE SELECT:	Against charge	Price per trousers	€ 6,00
* Please enclose a price list if possible!		Price per shirt	€ 6,00

Fax service	Yes		
PLEASE SELECT:	Against charge	Price per fax	€ 2,50

Room service	Yes		
PLEASE SELECT:	Against charge	Price (e.g. breakfast)	€ 5,00 tax
Availability of room service (HH:MM - HH:MM)	24 hours		

Medical care in the hotel	Yes		
WHAT KIND?			
Nurse	No	Doctor	Yes
German speaking	Yes	Infirmary/sickroom	No
If not: WHICH language?			
Medical care close to hotel	Yes	German speaking doctor	No
If not: WHICH language?	Portuguese and English		
German speaking doctor can be called if needed	Yes		

Nightclub/disco in hotel	No		
Opening hours (from - till)			
Opening days			

Games room				Yes
Gaming machines in games room		No machines, but billiard yes		
Indoor theatre	No	Capacity		
Outdoor theatre	No	Capacity		

Car rental at hotel				Yes
Price per day, cheapest car category		By Avis as from 30,00€		
Rental of scooter	Yes	Price per day		

Car rental close to the hotel				Yes
Distance	3 Km			
Name	AVIS RENT A CAR			
Website	www.avis.com.pt			

Dress code in hotel		Yes
If existing: WHICH dress code?	for dinner: no shorts, flip-flops, tank-shirts for men	

Discotheque at the beach		No
Opening hours (from - till)		
Opening days		
Owned by hotel		?
Exclusive usage for hotel guests only		?

Bicycle rental at hotel				Yes
PLEASE SELECT:		Against charge	Price per day	

Bicycle rental close to the hotel				Yes
Distance	3 km			
Name				
Website				

Pets are allowed		No
PLEASE SELECT:		?
If allowed: WHICH pets?		NO PETS ALLOWED

Pool & Beach

Total size of pool area	1000 m2
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		Amount (how many?)	Depth (in metres)	Heat-able	Sweet water	Salt water	Water slide	No. of water slides	Children's ONLY-water slide	No. of children's water slides	Adult's ONLY-water slide	No. of adult's water slides	Opening hours (HH:MM - HH:MM)	Comments (e.g. other pool attractions etc.)
Active pool (outdoor)	Yes	1	0,90-1,43	No	No	Yes	No		No		No		09-19:00	Winter - till 18:00
Relax pool (outdoor)	Yes	1	max 1,30	Yes	Yes	No	No		No		No		08-20:00	Part of indoor pool
Children's pool	Yes	1	0,26	No	No	Yes	No		No		No		09-19:00	Winter - till 18:00
Pool with separate children's area	No			?	?	?	?		?		?		08-20:00	Winter - till 18:01
Olympic size pool 50 m	No			?	?	?	?		?		?			
Half olympic pool 25 m	No			?	?	?	?		?		?			
Indoor pool	Yes	1	max 1,30	Yes	Yes	No	No		No		No		08-20:00	

Other pool	No
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Aqua park in the hotel				No
PLEASE SELECT:		?	Price adults per day	
			Price kids per day	
Opening times per day (from - till)				
Size of aqua park				
Amount of water slides				
Aqua park supervised by lifeguard		?		
Relax area with sunbeds		?		
Comments				

Aqua park close to the hotel				No
Distance				
Name				
Opening times per day (from - till)				
Included for hotel guests?		?		
If included: HOW OFTEN may hotel guests visit?				
Against charge		?		
Price adults per day				
Price kids per day				

Sunbeds at the pool		Yes
PLEASE SELECT:	Inclusive	Price per day

Mattresses for sunbeds at the pool	No
PLEASE SELECT:	?
Price per day	

Parasols at the pool	Yes
PLEASE SELECT:	Inclusive
Price per day	

Sun roofs	No
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Public beach with separate section for the hotel	No
Public beach	No
Hotel's private beach (access only for hotel guests - no other people allowed)	No

TYPE OF BEACH	
Sandy beach	?
Gravel beach	?
Sand-gravel mix	?

Pool/beach towels	Yes
PLEASE SELECT:	Inclusive
Price per day	

Deposit for pool/beach towels	No
Amount of deposit	

Change of pool/beach towels	Yes
PLEASE SELECT:	Inclusive
Price per day	

Sunbeds at the beach	?
PLEASE SELECT:	?
Price per day	

Mattresses for sunbeds at beach	?
PLEASE SELECT:	?
Price per day	

Parasols at the beach	?
PLEASE SELECT:	?
Price per day	

Total length of beach section/coast (beach walks)	
Length of hotel beach	

ACCESS TO SEA	
Flatly sloping	?
Steep coast	?
Other	3 km far, pebble beach

Sun terrace in the hotel	Yes
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Waterfront promenade	Yes
Distance from hotel	side the hotel
Length of promenade	2,2 km

Awards & Certificates *(will not be mentioned in the catalogue)*

SHAUINSLAND - TOP HOTEL PARTNER 2018	Info	
Greenkey 2019	Info	
	Info	

Additional Services

General

German speaking concierge/guest relation ☐ Yes

Included Service(s) on Arrival

Welcome drink at reception ☐ Yes
 Luggage service ☐ Yes
 Bottle of water at the room foc ☐ No
 Fruit basket at the room ☐ No

Snacks on early/late arrival available ☐ No
 Snacks on early/late departure available ☐ No
 Other ☐ Snacks only from Room Service, chargeable

Internet in Public Areas

Internet corner ☐ Yes
 PLEASE SELECT: ☐ Inclusive ☐ Price per hour ☐
 Number of computers

W-Lan Internet Access ☐ Yes
 PLEASE SELECT: ☐ Inclusive ☐ Price per hour ☐
 Available in these areas

Laptop rental ☐ No
 PLEASE SELECT: ☐ ? ☐ Price per hour ☐
 Number of laptops

LAN Internet Access ☐ ?
 PLEASE SELECT: ☐ ? ☐ Price per hour ☐
 Number of laptops

Child-Friendliness

Size in sqm of kidsclub

KIDSClub provides:			
Children toilets	?	Large relaxation area with mattresses	?
Children sinks	?	Lockable cupboards	?
Large windows	?	TV	?
Chairs for children	?	DVD-Player	?
Tables for children	?	Sunshade in front of kidsclub	?

Child care for children below 4 years	?
Info	

Children's playground	Yes
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CHILDREN'S PLAYGROUND provides:	
Plenty of shady elements	No
Wooden playground equipment	Yes

Baby cots				Yes
PLEASE SELECT:	Inclusive	Price per hour		

RESTAURANT			
Baby corner in the restaurant	No	Hot chocolate	Yes
Microwave	No	Water boiler	No
Milk	Yes	Sugar	Yes
Bottle warmer	No		

High chairs in the restaurant			Yes
PLEASE SELECT:	Inclusive	Price	

Icecream for kids available			Yes
PLEASE SELECT:	Against charge	Price	from € 1,95

Kids animation 4-7 years	?
German speaking animateur	?

Kids animation 8-12 years	?
German speaking animateur	?

Kids animation 13-17 years	?
German speaking animateur	?

Baby monitor (babyphone) rental				No
PLEASE SELECT:	?	Price per day		

Babysitter service				Yes
PLEASE SELECT:	Inclusive	Price per hour	OR	

Kids restaurant with small chairs and tables			No
Buffet for kids			No
PLEASE SELECT:	?	Price per day	

Early dinner				No
PLEASE SELECT:	?	Price		

Other	
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Accessibility for Persons with Impairments *(bookable at special request)*

Hotel is wheelchair accessible	Yes	All room doors widths > 85 cm	Yes	Shower is accessible	Yes	Barrier-free access to pool	Yes
All areas reachable without stairs	Yes	Accessible bath rooms	Yes	Shower is wheelchair accessible	Yes	Barrier-free access to beach	?
Door width > 85 cm (public areas)	Yes	Space in front of WC at least 1,20 m	?	Grab rail for shower	Yes	Barrier-free access to restaurant	Yes
Elevator door width > 85 cm	Yes	WC reachable from the side	?	Space between bed and wall at least 1,20 m	?	Ramps available	Yes
Rooms are wheelchair accessible	Yes	Grab rail for WC	Yes	Barrier-free access to public toilets	Yes		
Wheelchair accessible terraces	?			Disabled toilet in public areas	Yes		
Wheelchair accessible balconies	?			Passage bet.room and balcony/terrace accesible	?		
Other	The Hotel is not disabled people proof, however we welcome several disabled Guests as there is no difficulty accessing all Hotel Areas						

Which room-type needs to be booked for handicapped people?	Land view
Number of rooms (how many?) for handicapped people	1
Size in sqm of rooms for handicapped people	36,85 m2 (including balcony)
Room numbers of rooms for handicapped people	1143

Conferences & Meetings

Number of conference and meeting rooms (how many?)	4
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Room Name	Size in sqm	Capacity	Theatre	Banquet	U-Shape	Classroom	Cocktail	Other
Columbus 1	64	60	Yes	No	No	No	No	If No, minor capacity
Columbus 2	63	60	Yes	No	No	No	No	If No, minor capacity
Columbus 3	65	60	Yes	No	No	No	No	If No, minor capacity
Columbus 1,2 & 3	188	180	Yes	No	No	No	No	If No, minor capacity
Zarco	256	150	No	Yes	No	No	No	If No, minor capacity

Conferences & Meetings / Equipment & Facilities

Daylight rooms	Yes	Stage	Yes	Mobile sound system	Yes	DVD player	Yes
Air conditioning	Yes	Speaker's desk	Yes	Laptop	Yes	Beamer	Yes
Wireless-LAN	Yes	Flipcharts	Yes	Overhead projection	Yes	Microphone (normal)	Yes
Divisible wall	Yes	Mobile Screen	Yes	TV	Yes	Wireless microphone	Yes
Other equipment							

Conference costs	from € 150,00 till € 500,00	Conference packages	Yes, OR
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Wedding & Honeymoon

Room upgrade	Yes
PLEASE SELECT:	Inclusive Price
Upgrade to which room type according DTH-contract?	Superior

Room decoration	Yes
PLEASE SELECT:	Against charge Price OR

Spa treatment	Yes
PLEASE SELECT:	Against charge Price as from € 55,00

Massage	Yes
PLEASE SELECT:	Against charge Price as from € 65,00

Dinner at à-la-carte restaurant	Yes
PLEASE SELECT:	Against charge Price NO FIXED PRICE

Champagne	Yes
PLEASE SELECT:	Against charge Price as from € 96,80/bottle

Other	OR - Means, the price depends on Guest request
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Honeymoon packages (list services)		Price	
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Wedding possible	Yes		
Required documents for wedding	According to Embassy or Portuguese Government requests		
Wedding packages (list services)	Wedding reception, cocktail, dinner, music - OR	Price	from € 84,50

Sparkling wine	Yes
PLEASE SELECT:	Inclusive Price/Wedding 22,70 bottle

Wine	Yes
PLEASE SELECT:	Against charge Price from € 4,50/g

Flowers	Yes
PLEASE SELECT:	Inclusive Price

Fruit basket	Yes
PLEASE SELECT:	Against charge Price as from 14,00

Pastries	Yes
PLEASE SELECT:	Against charge Price OR

Cake	Yes
PLEASE SELECT:	Against charge Price OR

Rooms

Total number of rooms	177		
Non-smoking rooms	Yes	Number of non-smoking rooms	ALL
Smoking rooms	No	Number of smoking rooms	0

Please fill in the type of room(s) according to your hotel (1 column per 1 room type):	Name room type below:	Name room type below:	Name room type below:	Name room type below:	Name room type below:	Name room type below:	Name room type below:	Name room type below:
Number	10	6	82	46	32	1		
Size in sqm	62	39	37	37	37	119		
Room type located in bungalow?	No	No	No	No	No	No	?	?
...or located in main building?	Yes	Yes	Yes	Yes	Yes	Yes	?	?
...or located in adjoining building(s)?	No	No	No	No	No	No	?	?
...or other							?	
Sea view	Yes	Yes	Yes	No	No	Yes	?	?
Side sea view	No	Yes	No	Yes	No	Yes	?	?
Garden view	?	Yes	Yes	Yes	No	No	?	?
Pool view	Yes	No	Yes	No	No	Yes	?	?
Land view	?	Yes	No	No	Yes	No	?	?
Balcony	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Balcony is furnished	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Terrace	?	?	?	?	?	?	?	?
Terrace is furnished	?	?	?	?	?	?	?	?
Balcony or terrace	?	?	?	?	?	?	?	?
Bathtub/WC	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Shower/WC	Yes	No	?	No	No	Yes	?	?
Bathtub or shower/WC	Yes	Yes	Yes	Yes	No	Yes	?	?
Bath + shower/WC	No	No	No	No	No	Yes	?	?
Separate WC	No	No	No	No	No	No	?	?
No. of bathrooms (how many?)	1	1	1	1	1	3		
Hair dryer	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Telephone	Yes	Yes	Yes	Yes	Yes	Yes	?	?
SAT-TV	No	No	No	No	No	No	?	?
Radio	No	No	No	No	No	No	?	?
Internet Access (via LAN)	No	No	No	No	No	No	?	?
Internet Access (via W-LAN)	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Air conditioning	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Ventilator	?	?	?	?	?	?	?	?
Heating	?	?	?	?	?	?	?	?
Refrigerator	?	?	?	?	?	?	?	?
Minibar	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Safe	Yes	Yes	Yes	Yes	Yes	Yes	?	?
No. of rooms with connecting door			10	8				
Carpet	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Tiled floor	?	?	?	?	?	?	?	?
Wooden floor	Yes	Yes	Yes	Yes	Yes	No	?	?
Laminate	?	?	?	?	?	?	?	?
2 single beds	?	?	?	?	?	?	?	?
Queen size bed	?	?	?	?	?	?	?	?
King size bed	?	?	?	?	?	Yes	?	?

Double bed	?	?	?	?	?	Yes	?	?
Add. bed - original bed	?	?	?	?	?	?	?	?
Add. bed - sofa bed	?	Yes	?	?	?	?	?	?
Add. bed - rollaway bed	?	?	?	?	?	?	?	?
Add. bed - bunk bed	?	?	?	?	?	?	?	?
Separate bedroom	?	?	?	?	?	Yes	?	?
Combined living-/bedroom	?	?	?	?	?	?	?	?
Kitchen/kitchenette	?	?	?	?	?	?	?	?
Kitchen utensils	?	?	?	?	?	?	?	?
Kettle/tea/coffee	Yes	Yes	Yes	Yes	Yes	Yes	?	?
Shampoo	?	?	?	?	?	?	?	?
Lotion	?	?	?	?	?	?	?	?
Soap	?	?	?	?	?	?	?	?
Other								
Room name according to DTH-contract	SU		DZM	DZS	DZ			

Please fill in the type of room(s) according to your hotel (1 column per 1 room type):	Name room type below:	Name room type below:	Name room type below:	Name room type below:	Name room type below:	Name room type below:	Name room type below:	Name room type below:
Number								
Size in sqm								
Room type located in bungalow?	?	?	?	?	?	?	?	?
...or located in main building?	?	?	?	?	?	?	?	?
...or located in adjoining building(s)?	?	?	?	?	?	?	?	?
...or other								
Sea view	?	?	?	?	?	?	?	?
Side sea view	?	?	?	?	?	?	?	?
Garden view	?	?	?	?	?	?	?	?
Pool view	?	?	?	?	?	?	?	?
Land view	?	?	?	?	?	?	?	?
Balcony	?	?	?	?	?	?	?	?
Balcony is furnished	?	?	?	?	?	?	?	?
Terrace	?	?	?	?	?	?	?	?
Terrace is furnished	?	?	?	?	?	?	?	?
Balcony or terrace	?	?	?	?	?	?	?	?
Bathub/WC	?	?	?	?	?	?	?	?
Shower/WC	?	?	?	?	?	?	?	?
Bathub or shower/WC	?	?	?	?	?	?	?	?
Bath + shower/WC	?	?	?	?	?	?	?	?

Separate WC	?	?	?	?	?	?	?	?
No. of bathrooms (how many?)								
Hair dryer	?	?	?	?	?	?	?	?
Telephone	?	?	?	?	?	?	?	?
SAT-TV	?	?	?	?	?	?	?	?
Radio	?	?	?	?	?	?	?	?
Internet Access (via LAN)	?	?	?	?	?	?	?	?
Internet Access (via W-LAN)	?	?	?	?	?	?	?	?
Air conditioning	?	?	?	?	?	?	?	?
Ventilator	?	?	?	?	?	?	?	?
Heating	?	?	?	?	?	?	?	?
Refrigerator	?	?	?	?	?	?	?	?
Minibar	?	?	?	?	?	?	?	?
Safe	?	?	?	?	?	?	?	?
No. of rooms with connecting door								
Carpet	?	?	?	?	?	?	?	?
Tiled floor	?	?	?	?	?	?	?	?
Wooden floor	?	?	?	?	?	?	?	?
Laminate	?	?	?	?	?	?	?	?
2 single beds	?	?	?	?	?	?	?	?
Queen size bed	?	?	?	?	?	?	?	?
King size bed	?	?	?	?	?	?	?	?
Double bed	?	?	?	?	?	?	?	?
Add. bed - original bed	?	?	?	?	?	?	?	?
Add. bed - sofa bed	?	?	?	?	?	?	?	?
Add. bed - rollaway bed	?	?	?	?	?	?	?	?
Add. bed - bunk bed	?	?	?	?	?	?	?	?
Separate bedroom	?	?	?	?	?	?	?	?
Combined living-/bedroom	?	?	?	?	?	?	?	?
Kitchen/kitchenette	?	?	?	?	?	?	?	?
Kitchen utensils	?	?	?	?	?	?	?	?
Kettle/tea/coffee	?	?	?	?	?	?	?	?
Shampoo	?	?	?	?	?	?	?	?
Lotion	?	?	?	?	?	?	?	?
Soap	?	?	?	?	?	?	?	?
Other								
Room name according to DTH-contract								

Occupancy

Please fill in the type of room(s) according to your hotel (1 column per 1 room type):	DSUS,TSUS (Sea View)	TFMM,DFMM	DCLS,TCLS (Sea view)	DCLSS,TCLSS (Side Sea View)	DCLM,TCLM (M. View)	DJSSS (Junior Suite)	DMSS (Double Master suite)	
Number	10	6	82	46	32		1	
Size in sqm	62	39	37	37	37		119	
1	No	Yes	Yes	Yes	Yes	Yes	No	?
1+1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	?
2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	?
2+1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	?
2+2	Yes	Yes	No	No	No	Yes	Yes	?
2+3	No	No	No	No	No	No	Yes	?
3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	?
3+1	Yes	No	No	No	No	No	Yes	?
3+2	No	No	No	No	No	No	Yes	?
4	No	No	No	No	No	No	Yes	?
4+1	?	?	?	?	?	?	No	?
4+2	?	?	?	?	?	?	?	?
5	?	?	?	?	?	?	?	?
5+1	?	?	?	?	?	?	?	?
Room name according to DTH-contract	SU		DZM	DZS	DZ			

Please fill in the type of room(s) according to your hotel (1 column per 1 room type):								
Number								
Size in sqm								
1	?	?	?	?	?	?	?	?
1+1	?	?	?	?	?	?	?	?
2	?	?	?	?	?	?	?	?
2+1	?	?	?	?	?	?	?	?
2+2	?	?	?	?	?	?	?	?
2+3	?	?	?	?	?	?	?	?
3	?	?	?	?	?	?	?	?
3+1	?	?	?	?	?	?	?	?
3+2	?	?	?	?	?	?	?	?
4	?	?	?	?	?	?	?	?
4+1	?	?	?	?	?	?	?	?
4+2	?	?	?	?	?	?	?	?
5	?	?	?	?	?	?	?	?
5+1	?	?	?	?	?	?	?	?
Room name according to DTH-contract								

Facilities & Service

Housekeeping		Yes
HOW OFTEN?		
Monday	Yes	
Wednesday	Yes	
Friday	Yes	
Sunday	Yes	
Tuesday	Yes	
Thursday	Yes	
Saturday	Yes	

Linen change: Twice a week, bur everyday if Guest requests		Yes
HOW OFTEN?		
Monday	No	
Wednesday	No	
Friday	No	
Sunday	Yes	
Tuesday	No	
Thursday	Yes	
Saturday	No	

SAT TV has these German channels

ARD, ZDF, SAT1

Air conditioning		Yes
Controlled by hotel	Yes	
Individually controllable	Yes	
Deposit for remote control	?	
If yes: remote control required?		?
Amount of deposit		

MONTHS OF OPERATION		
January	Yes	
March	Yes	
May	Yes	
July	Yes	
September	Yes	
November	Yes	
February	Yes	
April	Yes	
June	Yes	
August	Yes	
October	Yes	
December	Yes	

Refrigerator		?
PLEASE SELECT:	?	
Price per day		

Minibar filled up with drinks at arrival		No
PLEASE SELECT:	Against charge	
Price		

Towels change: Twice a week, bur everyday if Guest requests		Yes
HOW OFTEN?		
Monday	No	
Wednesday	No	
Friday	No	
Sunday	Yes	
Tuesday	No	
Thursday	Yes	
Saturday	No	

W-LAN		Yes
PLEASE SELECT:	Inclusive	
Price per hour		

Internet access		Yes
PLEASE SELECT:	Inclusive	
Price per hour		

Heating		Yes
Controlled by hotel	Yes	
Individually controllable	Yes	
Deposit for remote control	?	
If yes: remote control required?		?
Amount of deposit		

MONTHS OF OPERATION		
January	Yes	
March	Yes	
May	Yes	
July	Yes	
September	Yes	
November	Yes	
February	Yes	
April	Yes	
June	Yes	
August	Yes	
October	Yes	
December	Yes	

Safe		Yes
PLEASE SELECT:	Inclusive	
Price per day		

Minibar filled up regularly during the stay		No
PLEASE SELECT:	Against charge	
Price		

F&B

Boards offered in Hotel

Breakfast	Yes	Half-board	?
Half-board plus (drinks at meals included)	No	HALF-BOARD INCLUDES:	
Full board	Yes	Breakfast & lunch	?
Full board plus (drinks at meals included)	No	Breakfast & lunch or dinner (guests can choose)	Yes
Ultra all inclusive (drinks included 24 hours)	No	All inclusive	No
		Times all inclusive (from - till)	
		Is the all inclusive offer fully available for guests on their departure day as well?	?

Restaurants

							RESTAURANT IS INCLUDED FOR THE FOLLOWING FORMS OF BOARD						
	Name	Cuisine (e.g. Mediterranean, Brazilian, Italian)	Opening hours (HH:MM - HH:MM)	Terrace	Non-smoking	Air conditioning	Breakfast	Half-board	Half-board plus	Full board	Full board plus	All inclusive	Ultra all inclusive
Main restaurant	ATRIUM	International	18:30-21:30	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No
				?	?	?	?	?	?	?	?	?	?
Separate kids restaurant				?	?	?	?	?	?	?	?	?	?
				?	?	?	?	?	?	?	?	?	?
				?	?	?	?	?	?	?	?	?	?
Snackstation	POOL BAR	International	10:00-18:00	Yes	No	No	No	Yes	No	No	No	No	No
				?	?	?	?	?	?	?	?	?	?
				?	?	?	?	?	?	?	?	?	?
A-la-carte restaurants - 3	3 REST. SEE BELOW		19:00-22:00	?	?	?							
PLEASE SELECT:	Against charge												
IF inclusive: how often per stay/week?	ending on weekly progra												
Reservation necessary?	Yes												

AUTAGINE (Moroccan) LA FONTANA (Italian) CABO GIRAO (Maderian)

Meals

	Times (from - till) HH:MM - HH:MM	Buffet	Menu		
Breakfast	07:30-10:30	Yes	No	Included in AI offer	Yes
Late-riser breakfast	06:30-11:00	No	Yes	Included in AI offer	No
Lunch	12:00-15:00	Yes	Yes	Included in AI offer	No
Coffee and cake	10:00-18:00	No	Yes	Included in AI offer	No
Dinner	18:30-22:00	Yes	Yes	Included in AI offer	No
Late night snack	24h Room service	?	Yes	Included in AI offer	No
Icecream	10:00-21:30	No	Yes	Included in AI offer	No
Other		?	?	Included in AI offer	?

Included in other forms of board ☐ No Which?

Included in other forms of board ☐ No Which?

Included in other forms of board ☐ No Which?

Included in other forms of board ☐ No Which?

Included in other forms of board ☐ ? Which?

Meals are operated in different shifts	No	PLEASE SELECT:	?
Timings of shifts			

Bars

		Name	Opening hours (from - till) HH:MM - HH:MM		
Indoor bar	Yes	Coast Bar	17:00-24:00	PLEASE SELECT:	Against Charge
Outdoor bar	No			PLEASE SELECT:	?
Pool bar	Yes	Pool Bar	10:00-18:00	PLEASE SELECT:	Against Charge
Beach bar	No			PLEASE SELECT:	?
Disco bar	No			PLEASE SELECT:	?
Lobby bar	No			PLEASE SELECT:	?
Oriental café/shisha bar	No			PLEASE SELECT:	?
American/international Bar	No			PLEASE SELECT:	?
Other	?			PLEASE SELECT:	?

F&B Specials

Christmas	Yes	Buffet	Yes	Menu	Yes
New Year's Eve	Yes	Buffet	No	Menu	Yes
Manager's cocktail	No	How often?			
Showcooking	Yes	How often?			
Motto/theme buffet	Yes	Which themes?			Madeira, Lti, Fisherman, Atlantic, Middle East, Latino World, Season Buffet, etc.
Food for allergic persons	Yes	What kind?			Gluten free and other according to guest's request/information
Diet food/low-fat-food	Yes	What kind?			Diabetic, Chron and other according to guest's request/information
Other					
Water bottles given out at the bar	No	Amount per day (how many?)			

Beverages included in AI Offer

Diverse coffee specialties	No	Fruit juice	No	Local alcoholic drinks	No	Wine	No
Tea	No	Orange juice freshly pressed	No	International alcoholic drinks	No	Sparkling wine	No
Soft drinks	No	Water	No	Cocktails	No	Beer	No
Long drinks	No						
Other							

Sports

Tennis

Tennis court at the hotel				No	
Run by hotel		?	Run by local provider		?
PLEASE SELECT:		?	Price		
Name of contact person					
Email of contact person					
Number of tennis courts					

Tennis lessons in the hotel				?
PLEASE SELECT:		?	Price per hour	

Racket/tennis ball rental				?
PLEASE SELECT:		?	Price per hour	

Try-out course				?
PLEASE SELECT:		?	Price	

Tennis court close to hotel				Yes	
Run by hotel		No	Run by local provider		?
PLEASE SELECT:		Against charge	Price		
Name of provider				Pestana Carlton Madeira Hotel	
Website				www.pestana.com	

TYPE OF FLOOR	
Grass	?
Clay	?
Hard court	?
Synthetic turf	?
Sand	?
Other	

Flood light				?
PLEASE SELECT:		?	Price per hour	

Water Sports *(please enclose information material if possible)*

Water sports center in hotel				?	
Run by hotel		?	Run by local provider		?
PLEASE SELECT:		?	Price		
Name of contact person					
Email of contact person					

Surfing				?	
PLEASE SELECT:		?	Price per hour		
Courses offered					
PLEASE SELECT:		?	Price for basic course		
Certification/license of courses					
German speaking surfing teacher					

Catamaran				Yes	
PLEASE SELECT:		Against charge	Price per hour		
Courses offered					
PLEASE SELECT:		?	Price for basic course		
Certification/license of courses					
German speaking catamaran teacher					

Other	
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Water ski				?	
PLEASE SELECT:		?	Price		

Paragliding				?	
PLEASE SELECT:		?	Price		

Paddle boat				?	
PLEASE SELECT:		?	Price per hour		

Other	
-------	--

Water sports center close to hotel				?	
Run by hotel		?	Run by local provider		?
PLEASE SELECT:		?	Price		
Name of water sports center					
Website					
Email of contact person					
Distance to hotel					

Kitesurfing				?	
PLEASE SELECT:		?	Price per hour		
Courses offered					
PLEASE SELECT:		?	Price for basic course		
Certification/license of courses					
German speaking kitesurfing teacher					

Jetski				?	
PLEASE SELECT:		?	Price		

Kayak				?	
PLEASE SELECT:		?	Price per hour		

Banana boat				?	
PLEASE SELECT:		?	Price per ride		

Diving

Diving school in the hotel		No
Run by hotel	?	Run by local provider
PLEASE SELECT:	?	Price
Name of diving center		
Opening times per day (from - till)		
Name of contact person		
Email of contact person		

Certification/license of courses	
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Price for open water diver	
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Hotel's private reef	?
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Special diving packages	?
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Diving school close to hotel		Yes
Run by hotel	No	Run by local provider
PLEASE SELECT:	Against charge	Price
Name of diving center	Scuba Madeira	
Opening times per day (from - till)		
Email of contact person	www.scuba-madeira.com	
Distance to hotel	2 Km	

German speaking diving teacher	Yes
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Rental of snorkeling	Yes
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PLEASE SELECT:	Against charge	Price per hour
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Shuttle	?
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PLEASE SELECT:	?	Price
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Horseback Riding

Provider in the hotel		?
PLEASE SELECT:	?	Price per hour
Name of provider		
Website		
Name of contact person		

Provider close to hotel		?
PLEASE SELECT:	?	Price per hour
Name of provider		
Website		
Email of contact person		
Distance to hotel		

Cycling

Bicycle rental in the hotel		No
Run by hotel	?	Run by local provider
PLEASE SELECT:	?	Price per day
Name of provider		
Website		
Name of contact person		

Cycling rental close to hotel		Yes
Run by hotel	No	Run by local provider
PLEASE SELECT:	Against charge	Price per day
Name of provider		
Website		
Email of contact person		
Distance to hotel		

Bicycle storage room	No
----------------------	----

WHAT BIKES ARE AVAILABLE?

Racing bikes	No
Brand	

Mountain bikes	Yes
Brand	

Other bicycle storage	?
What kind?	

Bikes for kids	?
Brand	

Support wheels available	?
--------------------------	---

Golf

Golf course at the hotel	No		
Run by hotel	?	Run by local provider	?
PLEASE SELECT:	?	Price	
Name of golf course			
Website			
Name of provider			
Email of contact person			

Hole	
Par	

Greenfee	?
Amount	

Driving range	?		
PLEASE SELECT:	?	Price	

Handicap - Ladies	
Handicap - Men	

Golf course close to hotel	Yes		
Run by hotel	No	Run by local provider	Yes
PLEASE SELECT:	Against charge	Price	€ 71,50
Name of golf course	Palheiro Golfe Course		
Website	www.palheirogolf.com/pt		
Name of provider			
Email of contact person	reservations.golf@palheiroestate.com		
Distance to hotel	12 Km		

Golf course close to hotel	Yes		
Run by hotel	No	Run by local provider	Yes
PLEASE SELECT:	Against charge	Price	65 €
Name of golf course	Clube de Golfe do Santo da Serra		
Website	www.santodaserragolf.com		
Name of provider			
Email of contact person	reservations@santodaserragolf.com		
Distance to hotel	25 Km		

Hole	27
Par	

Greenfee	?
Amount	

Driving range	?		
PLEASE SELECT:	?	Price	

Handicap - Ladies	
Handicap - Men	

Golf course close to hotel	?		
Run by hotel	?	Run by local provider	?
PLEASE SELECT:	?	Price	
Name of golf course			
Website			
Name of provider			
Email of contact person			
Distance to hotel			

Hole	18
Par	
Greenfee	?
Amount	
Driving range	?
PLEASE SELECT:	? Price
Handicap - Ladies	
Handicap - Men	
Shuttle service to golf course	Yes
PLEASE SELECT:	Inclusive Price
Greenfee package	?
Price	€ 325,00
What does the package include?	5 rounds of golf

Hole	
Par	
Greenfee	?
Amount	
Driving range	?
PLEASE SELECT:	? Price
Handicap - Ladies	
Handicap - Men	
Try-out course	?
PLEASE SELECT:	? Price
Other special offers	

Winter Sports

Hotel is located in winter sports area	No
Name of closest skiing area	
Distance to hotel	
Cross-country ski track available in skiing area	?
Distance to hotel	
Tobogganing area available in skiing area	?
Distance to hotel	
Snow shoe hiking possible in skiing area	?
Price per hike	
Other winter sports facilities	

Skiing areas being reachable from the hotel	
Name of closest top skiing area (e.g. St. Moritz)	
Distance to hotel	
Ice skating facilities available in skiing area	?
Distance to hotel	
Night skiing possible in skiing area	?
Distance to hotel	
Rental of equipment	?
Price	

Ski lift		?
Price per way		
Distance to hotel		

Rental of skiing equipment		?
Price per full equipment per day		
Located in the hotel	?	
Distance to hotel		

Ski pass service available in the hotel		?
Reduced fees offered by the hotel	?	
Price per day/for two days/for three days		

Other special offers	
----------------------	--

Bus to go to skiing area		?
Price per way		
Distance of bus stop to the hotel		
Skiing areas which are reachable using the bus		

Skiing school		?
Price per course		
Distance to hotel		

Drying room for skiing equipment in the hotel		?
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Wellness

General

Spa at hotel		Yes
Run by hotel	No	Run by local provider
PLEASE SELECT:	Inclusive	
Name of spa	MAGIC SPA	
Website	www.pestana.com	
Email of contact person	fo.grand@pestana.com	

Quiet location within hotel	Yes
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Water dispenser at all spa areas	Yes
----------------------------------	-----

Offer of food (fruit/fitnessfood)	No
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Changing cabins with lockers	Yes
------------------------------	-----

Information about services by German speaking personnel	Yes
---	-----

Spa close to the hotel		Yes
Run by hotel	No	Run by local provider
PLEASE SELECT:	Against charge	
Name of spa	MADEIRA MAGIC	
Website	www.magichealthclub.com	
Email of contact person	marisa.faria@pestana.com	
Distance to hotel	50m	

Spa has a separate reception	Yes
------------------------------	-----

Offer of drinks (fitness drinks)	No
----------------------------------	----

Spa is air-conditioned	Yes
------------------------	-----

Size of treatment rooms	4 rooms = ca. 53m2
-------------------------	--------------------

Spa treatment by German speaking personnel	No
--	----

Sauna & Swimming Area

Relaxing area with sunbeds	Yes
PLEASE SELECT:	Inclusive Price

Separate sauna for women	No
PLEASE SELECT:	? Price

Jacuzzi	Yes
PLEASE SELECT:	Inclusive Price

Outdoor pool in spa area	Yes
PLEASE SELECT:	Inclusive Price

Other	
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Sauna unisex	Yes
PLEASE SELECT:	Inclusive Price

Amount of saunas (how many?)	1
------------------------------	---

Indoor pool (water temperature at least 28°C)	Yes
PLEASE SELECT:	Inclusive Price

Massage shower	No
PLEASE SELECT:	? Price

Spa Treatments *(please enclose further information such as price lists etc.)*

Classical massage	Yes
PLEASE SELECT:	Against charge Price from 65,00€

Hot stone massage	?
PLEASE SELECT:	? Price

Hamam	?
PLEASE SELECT:	? Price

Thalasso therapy	?
PLEASE SELECT:	? Price

Ayurveda therapy	?
PLEASE SELECT:	? Price

Manicure - in hairdresser	Yes
PLEASE SELECT:	? Price € 15,00

Hair dresser - out of the SPA, but in the Hotel	Yes
PLEASE SELECT:	Against charge Price € 20,00

Thai massage	?
PLEASE SELECT:	? Price

Aroma therapy massage	?
PLEASE SELECT:	? Price

Steam bath	?
PLEASE SELECT:	? Price

Balneo therapy	?
PLEASE SELECT:	? Price

Diverse facials	Yes
PLEASE SELECT:	Against charge Price from 65,00

Pedicure - in hairdresser	Yes
PLEASE SELECT:	? Price € 24,00

Other	
PLEASE SELECT:	? Price

Note: Hairdresser is in the Hotel, out of the SPA, run by local provider; SPA treatments prices in other sheet

Fitness

Fitness center at the hotel				Yes
PLEASE SELECT:	Inclusive	Price per day		
Name				
Website	www.pestana.com			
Email of contact person	fo.grand@pestana.com			

EQUIPMENT IN HOTEL	
Treadmill	Yes
Bicycle	Yes
Weight bench	Yes

Other equipment	Multi-function machine
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Fitness instructor				No
PLEASE SELECT:	Against charge	Price per hour	from 54,00 €	
Cooperation(s) with fitness center(s)				
Kind of cooperation(s) Providing instructors, lessons and alternative equipment to the existing in the hotel (all against charge)				

Fitness center close to hotel				Yes
PLEASE SELECT:	Against charge	Price per day	from 25,00 €	
Name	Madeira Magic Health Club			
Website	www.madeira-magic.com			
Email of contact person	marisa.faria@pestana.com			
Distance to hotel	50 meters			

Crosstrainer	No
Rower machine	Yes

Fitness courses - FREE LESSONS				Yes
PLEASE SELECT:	Inclusive	Price per course		
Course offer	Acquaerobics, pilates			

Animation Facilities

Hotel provides Facilities for the following Activities

Volleyball	No	Aerobic-/step aerobic/gymnastics	No	Water volleyball	No	Darts	No
Beach volleyball	No	Aqua gymnastics	Yes	Shuffleboard	No	Boccia/boules	No
Soccer	No	Water polo	No	Minigolf	No	Archery	No
Beach soccer	No	Water basketball	No	Table tennis	Yes	Billard	Yes
Garden chess	No						
Multifunctional sports court	No	How many?		Type of ground			
Other							

Local System Requirements

Operating System & Version / Software & Version

Which OPERATING SYSTEM is installed on the computer on which you have filled in this Hotel Fact Sheet XLS document? (Examples: Windows or MacOS or Linux, ...)

WINDOWS

Which VERSION of operating system? (Examples: Windows 2000 or Win XP or Win Vista or Win 7 or Win 8 or MacOS X 10.4 Tiger or 10.5 Leopard or 10.6 Snow Leopard or 10.7 Lion or 10.8 Mountain Lion, etc.)

win 7

Which SOFTWARE VERSION was used to fill in this Hotel Fact Sheet XLS document? (Examples: Microsoft Excel 2002 or Microsoft Excel 2010 or Libre Office Version 4.2.2.1 or Open Office Version 4.0.1)

Excel 2010