

Hotel Data Sheet

Hotel

Name of hotel	Iti Pestana Grand Hotel
Official category	5 stars
Official post address	Rua da Ponta da Cruz 23, S. Martinho, 9000-103
Phone	00351 291 707 400
Fax	00351 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?	All 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	
Currency/currencies	€ (Euro)
Time zone (difference to GMT)	GMT - 1

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 V
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?)	
Price per day	
Amount of commission	

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	Yes
Cash machine in the hotel	No
Cash machine close to the hotel	Yes

Distance to hotel	200 m
Distance to hotel	100 m

Travel Connections

Airport	Aeroporto Internacional da Madeira Cristiano Ronaldo
Distance to airport	22 km
Taxi costs to airport	approx. 34 Euro (with 20% extra from 10pm until 6am)

Next town	Câmara de Lobos
Distance to next town	10,9 Km
Taxi costs to next town	approx. 10 Euro

Hotelbus/-shuttle			Yes
PLEASE SELECT:	Inclusive	Price	
Hotelbus/-shuttle (frequency per day)		from 09:05 (htl) till 18:30 (city centre) every 30m	

Airport 2	No
Distance to airport 2	
Taxi costs to airport 2	

Distance to closest bus stop	50 meters
Bus costs to next town	1,95 Euro
Bus connection to next town (frequency per hour OR per day)	each 20 min

Facilities & General Information

Distance to next supermarket	50 m
Distance to next hospital	1 km
Distance to next pharmacy	200 m
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	N/A
Further comments	

Kiosk/mini-market in hotel			Yes
Is a basic baby assortment available?			Yes
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 m

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

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

Laundry service*			Yes
PLEASE SELECT:	?	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		OR		
Rental of scooter	Yes	Price per day	OR	

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	OR

Bicycle rental close to the hotel				Yes
Distance	3 Km			
Name	Happy Bykes			
Website	http://www.happybikes.pt/index.php/p			

Pets are allowed				No
PLEASE SELECT:		?	Price	
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	Child- ren's ONLY- water slide	No. of child- ren'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			No	No	No	No		No		No		08-20:00	Winter - till 18:00
Olympic size pool 50 m	No			No	No	No	No		No		No			
Half olympic pool 25 m	No			No	No	No	No		No		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	free	

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	2,2km	

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

GREEN KEY International Environmental Award 2019	Info	
Trip Advisor - Certificate of Excellence 2019	Info	
Holiday Check 2019	Info	

Additional Services

General

German speaking concierge/guest relation	Yes
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Included Service(s) on Arrival

Welcome drink at reception	Yes
Luggage service	Yes
Bottle of water at the room foc	Yes
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	2	

W-Lan	Yes	
PLEASE SELECT:	Inclusive	Price per hour
Available in these areas	Throughout the hotel	

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

Child-Friendliness

Size in sqm of kidsclub	
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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		
Microwave	No	Hot chocolate	Yes
Milk	Yes	Water boiler	No
Bottle warmer	No	Sugar	Yes

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:	Against charge	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	Access to pool accessible	Yes
All areas reachable without stairs	Yes	Accessible bath rooms	Yes	Shower is wheelchair accessible	Yes	Access to beach accessible	No
Door width > 85 cm (public areas)	Yes	Space in front of WC at least 1,20 m	?	Grab rail for shower	Yes	Access to restaurant accessible	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	Access to public toilets accessible	Yes		
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 is
Columbus 2	63	60	Yes	No	No	No	No	If No, minor capacity is
Columbus 3	65	60	Yes	No	No	No	No	If No, minor capacity is
Columbus 1,2 & 3	188	180	Yes	No	No	No	No	If No, minor capacity is
Zarco	256	150	No	Yes	No	No	No	If No, minor capacity is

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 (On

Room decoration	Yes
PLEASE SELECT:	Against charge Price OR

Spa treatment	Yes
PLEASE SELECT:	Against charge Price from €50 Euro

Massage	Yes
PLEASE SELECT:	Against charge Price from €50 Euro

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

Champagne	Yes
PLEASE SELECT:	Against charge Price as from €15.70/Glass

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 request
Wedding packages (list services)	Wedding reception, cocktail, dinner, music - OR
	Price from € 85,00

Sparkling wine	Yes
PLEASE SELECT:	Inclusive Price from €5,40/Glas

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

Flowers	Yes
PLEASE SELECT:	Inclusive Price

Fruit basket	Yes
PLEASE SELECT:	Inclusive Price

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:
	Suite sea view	Family Room	Sea view	Side sea View	Inland View	Double Master Suite	Disabled Rooms	
Number	10	6	82	46	31	1	1	
Size in sqm	62	39	37	37	37	119	36	
Room type located in bungalow?	No	No	No	No	No	No	No	No
...or located in main building?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
...or located in adjoining building(s)?	No	No	No	No	No	No	No	No
...or other								
Sea view	Yes	Yes	Yes	No	No	Yes	No	No
Side sea view	Yes	Yes	No	Yes	No	Yes	No	No
Garden view	Yes	Yes	Yes	Yes	No	No	No	No
Pool view	Yes	No	No	No	No	Yes	No	No
Land view	No	Yes	No	No	Yes	No	Yes	No
Balcony	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Balcony is furnished	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Terrace	No	No	No	No	No	No	No	No
Terrace is furnished	No	No	No	No	No	No	No	No
Balcony or terrace	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Bathtub/WC	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Shower/WC	Yes	No	No	No	No	Yes	Yes	No
Bathtub or shower/WC	No	No	No	No	No	Yes	No	No
Bath + shower/WC	No	No	No	No	No	Yes	No	No
Separate WC	No	No	No	No	No	Yes	No	No
No. of bathrooms (how many?)	1	1	1	1	1	2	1	
Hair dryer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Telephone	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
SAT-TV	No	No	No	No	No	No	No	No
Radio	No	No	No	No	No	No	No	No
Internet access	No	No	No	No	No	No	No	No
W-LAN	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Air conditioning	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Ventilator	No	No	No	No	No	No	No	No
Heating	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Refrigerator	No	No	No	No	No	No	No	No
Minibar	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Safe	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
No. of rooms with connecting door			10	8				
Carpet	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Tiled floor	No	No	No	No	No	No	No	No
Wooden floor	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Laminate	No	No	No	No	No	No	No	No
2 single beds	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Queen size bed	No	No	No	No	No	No	No	No
King size bed	No	No	No	No	No	No	No	No

Double bed	Yes	No	Yes	Yes	No	Yes	No	No
Add. bed - original bed	No	No	No	No	No	Yes	No	No
Add. bed - sofa bed	Yes	No	No	No	No	No	No	No
Add. bed - rollaway bed	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Add. bed - bunk bed	No	No	No	No	No	No	No	No
Separate bedroom	No	No	No	No	No	Yes	No	No
Combined living-/bedroom	No	No	No	No	No	No	No	No
Kitchen/kitchenette	No	No	No	No	No	No	No	No
Kitchen utensils	No	No	No	No	No	No	No	No
Kettle/tea/coffee	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Shampoo	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Lotion	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Soap	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Other								
Room name according to DTH-contract	SU	FZ	DZM	DZS	DZ		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	?	?	?	?	?	?	?	?
Bathtub/WC	?	?	?	?	?	?	?	?
Shower/WC	?	?	?	?	?	?	?	?
Bathtub or shower/WC	?	?	?	?	?	?	?	?
Bath + shower/WC	?	?	?	?	?	?	?	?

Separate WC	?	?	?	?	?	?	?	?
No. of bathrooms (how many?)								
Hair dryer	?	?	?	?	?	?	?	?
Telephone	?	?	?	?	?	?	?	?
SAT-TV	?	?	?	?	?	?	?	?
Radio	?	?	?	?	?	?	?	?
Internet access	?	?	?	?	?	?	?	?
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,TCLS S (Side Sea View)	DCLM,TCLM (M. View)	DMSS (Double Master suite)	TCLM (Disabled Room M. View)	
Number	10	5	82	46	31	1	1	
Size in sqm	62	39	37	37	37	119	36	
1	No	Yes	Yes	Yes	Yes	No	Yes	?
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	No	No
2+3	No	No	No	No	No	Yes	No	No
3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	?
3+1	No	No	No	No	No	Yes	No	No
3+2	No	No	No	No	No	Yes	No	No
4	No	No	No	No	No	Yes	No	No
4+1	No	No	No	No	No	Yes	No	No
4+2	No	No	No	No	No	Yes	No	No
5	No	No	No	No	No	Yes	No	No
5+1	No	No	No	No	No	No	No	No
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	Tuesday	Yes
Wednesday	Yes	Thursday	Yes
Friday	Yes	Saturday	Yes
Sunday	Yes		

Linen change: Twice a week, but everyday on request.			Yes
HOW OFTEN?			
Monday	No	Tuesday	No
Wednesday	No	Thursday	Yes
Friday	No	Saturday	No
Sunday	Yes		

SAT TV has these German channels	ARD, DEUTSCHE WELLE, ZDF
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Air conditioning			Yes
Controlled by hotel	Yes		
Individually controllable	Yes	If yes: remote control required?	?
Deposit for remote control	No	Amount of deposit	

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

Refrigerator				No
PLEASE SELECT:	?	Price per day		

Minibar filled up with drinks at arrival			No
PLEASE SELECT:	Inclusive	Price	Two bottles of Water

Towels change: Twice a week, but everyday on request.			Yes
HOW OFTEN?			
Monday	No	Tuesday	No
Wednesday	No	Thursday	Yes
Friday	No	Saturday	No
Sunday	Yes		

W-LAN			Yes
PLEASE SELECT:	Inclusive	Price per hour	

Internet access			No
PLEASE SELECT:	?	Price per hour	

Heating			Yes
Controlled by hotel	Yes		
Individually controllable	Yes	If yes: remote control required?	?
Deposit for remote control	No	Amount of deposit	

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

Safe			Yes
PLEASE SELECT:	Inclusive	Price per day	

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

F&B

Boards offered in Hotel

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

Restaurants

							RESTAURANT IS INCLUDED FOR THE FOLLOWING FORMS OF BOARD						
	Name	Cuisine (e.g. Mediterranean, Brasilian, Italian)	Opening hours (HH:MM - HH:MM)	Terrace	Non- smoking	Air condi- tioning	Break- fast	Half- board	Half- board plus	Full board	Full board plus	All in- clusive	Ultra all in- clusive
Main restaurant	Atrium	Buffet - breakfast	07:30 - 10:30	Yes	Yes	Yes	Yes	Yes	?	Yes	?	Yes	?
		Buffet - Dinner	18:30 - 21:30	Yes	Yes	Yes	Yes	Yes	?	Yes	?	Yes	?
				?	?	?	?	?	?	?	?	?	?
				?	?	?	?	?	?	?	?	?	?
Separate kids restaurant	N/A			?	?	?	?	?	?	?	?	?	?
				?	?	?	?	?	?	?	?	?	?
				?	?	?	?	?	?	?	?	?	?
				?	?	?	?	?	?	?	?	?	?
Snackstation	Pool Bar		10:00 - 18:00	Yes	No	No	No	Yes	?	Yes	?	No	No
				?	?	?	?	?	?	?	?	?	?
				?	?	?	?	?	?	?	?	?	?
À-la-carte restaurant	Trattoria La Fontana	Italienische Küche	19:00 - 22:00	No	Yes	Yes							
PLEASE SELECT:	Against charge												
IF inclusive: how often per stay/week?													
Reservation necessary?	Yes												
À-la-carte restaurant	Au Tagine	Marokkanisch e Küche	19:00 - 22:00	No	Yes	Yes							
PLEASE SELECT:	Against charge												
IF inclusive: how often per stay/week?													

Reservation necessary?	Yes
------------------------	-----

A-la-carte restaurant	Cabo Girão	Madeira Küche	19:00 - 22:00	Yes	Yes	Yes
PLEASE SELECT:	Against charge					
IF inclusive: how often per stay/week?						
Reservation necessary?	Yes					

A-la-carte restaurant				?	?	?
PLEASE SELECT:	?					
IF inclusive: how often per stay/week?						
Reservation necessary?	?					

A-la-carte restaurant				?	?	?
PLEASE SELECT:	?					
IF inclusive: how often per stay/week?						
Reservation necessary?	?					

A-la-carte restaurant				?	?	?
PLEASE SELECT:	?					
IF inclusive: how often per stay/week?						
Reservation necessary?	?					

A-la-carte restaurant				?	?	?
PLEASE SELECT:	?					
IF inclusive: how often per stay/week?						
Reservation necessary?	?					

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 - 21:30	Yes	Yes	Included in AI offer	No
Late night snack	24h Room service	No	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	<input type="checkbox"/> No	PLEASE SELECT:	<input type="checkbox"/> ?
Timings of shifts	<input type="text"/>		

Bars

		Name	Opening hours (from - till) HH:MM - HH:MM		
Indoor bar	<input type="checkbox"/> Yes	Coast Bar	7:00 - 24:00 (Summer) / 18:00 - 24:00 (Winter)	PLEASE SELECT:	Against Charge
Outdoor bar	<input type="checkbox"/> Yes	Pool Bar	10:00 - 18:00	PLEASE SELECT:	Against Charge
Pool bar	<input type="checkbox"/> Yes	Pool Bar	10:00 - 18:00	PLEASE SELECT:	Against Charge
Beach bar	<input type="checkbox"/> ?			PLEASE SELECT:	?
Disco bar	<input type="checkbox"/> ?			PLEASE SELECT:	?
Lobby bar	<input type="checkbox"/> ?			PLEASE SELECT:	?
Oriental café/shisha bar	<input type="checkbox"/> ?			PLEASE SELECT:	?
American/international Bar	<input type="checkbox"/> ?			PLEASE SELECT:	?
Other	<input type="checkbox"/> ?			PLEASE SELECT:	?

F&B Specials

Christmas	<input type="checkbox"/> Yes	Buffet	<input type="checkbox"/> No	Menu	<input type="checkbox"/> Yes
New Year's Eve	<input type="checkbox"/> Yes	Buffet	<input type="checkbox"/> No	Menu	<input type="checkbox"/> Yes
Manager's cocktail	<input type="checkbox"/> No	How often?			
Showcooking	<input type="checkbox"/> Yes	How often?			
Motto/theme buffet	<input type="checkbox"/> Yes	Which themes?			
Food for allergic persons	<input type="checkbox"/> Yes	What kind?			
Diet food/low-fat-food	<input type="checkbox"/> Yes	What kind?			
Other					
Water bottles given out at the bar	<input type="checkbox"/> 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			No
PLEASE SELECT:	?	Price per hour	

Racket/tennis ball rental			No
PLEASE SELECT:	?	Price per hour	

Try-out course			No
PLEASE SELECT:	?	Price	

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

TYPE OF FLOOR	
Grass	No
Clay	No
Hard court	Yes
Synthetic turf	No
Sand	No
Other	

Flood light			No
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 30 Euro / half a day	
Courses offered				
PLEASE SELECT:		?	Price for basic course	
Certification/license of courses				
German speaking catamaran teacher				

Other				
-------	--	--	--	--

Water ski				No
PLEASE SELECT:		?	Price	

Paragliding				No
PLEASE SELECT:		?	Price	

Paddle boat				No
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				No
PLEASE SELECT:		?	Price	

Kayak				No
PLEASE SELECT:		?	Price per hour	

Banana boat				No
PLEASE SELECT:		?	Price per ride	

Diving

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

Certification/license of courses	
----------------------------------	--

Price for open water diver	
----------------------------	--

Hotel's private reef	No
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Special diving packages	No
-------------------------	----

Diving school close to hotel	Yes
Run by hotel	No
Run by local provider	Yes
PLEASE SELECT:	Against charge
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
--------------------------------	-----

Rental of snorkeling	Yes
PLEASE SELECT:	Against charge
Price per hour	

Shuttle	No
PLEASE SELECT:	?
Price	

Horseback Riding

Provider in the hotel	No
PLEASE SELECT:	?
Name of provider	
Website	
Name of contact person	

Provider close to hotel	No
PLEASE SELECT:	?
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:	?
Name of provider	
Website	
Name of contact person	

Cycling rental close to hotel	No
Run by hotel	?
Run by local provider	?
PLEASE SELECT:	?
Name of provider	
Website	
Email of contact person	
Distance to hotel	

Bicycle storage room	Yes
----------------------	-----

WHAT BIKES ARE AVAILABLE?

Racing bikes	?
--------------	---

Brand	
-------	--

Mountain bikes	?
----------------	---

Brand	
-------	--

Other bicycle storage	Yes
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What kind?	Luggage Room
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Bikes for kids	?
----------------	---

Brand	
-------	--

Support wheels available	?
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Golf

Golf course at the hotel	No
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Run by hotel	No	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
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PLEASE SELECT:	Against charge	Price	0€
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Name of golf course	Clube de Golfe do Santo da Serra
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Website	www.santodaserragolf.com
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Name of provider	
------------------	--

Email of contact person	reservations@santodaserragolf.com
-------------------------	--

Distance to hotel	25 Km
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Golf course close to hotel	Yes
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Run by hotel	No	Run by local provider	Yes
--------------	----	-----------------------	-----

PLEASE SELECT:	Against charge	Price	0€
----------------	----------------	-------	----

Name of golf course	Palheiro Golf
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Website	www.palheirogolf.com/pt
---------	--

Name of provider	
------------------	--

Email of contact person	reservations.golf@palheiroestate.com
-------------------------	--

Distance to hotel	12 km
-------------------	-------

Hole	
------	--

Par	
-----	--

Greenfee	?
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Amount	
--------	--

Driving range	?
---------------	---

PLEASE SELECT:	?	Price	
----------------	---	-------	--

Handicap - Ladies	
-------------------	--

Handicap - Men	
----------------	--

Golf course close to hotel	?
----------------------------	---

Run by hotel	?	Run by local provider	?
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PLEASE SELECT:	?	Price	
----------------	---	-------	--

Name of golf course	
---------------------	--

Website	
---------	--

Name of provider	
------------------	--

Email of contact person	
-------------------------	--

Distance to hotel	
-------------------	--

Hole			
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			
What does the package include?			

Hole			
Par			
Greenfee	Yes		
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	?
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		?

Wellness

General

Spa at hotel		Yes
Run by hotel	Yes	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
Water dispenser at all spa areas		Yes
Offer of food (fruit/fitnessfood)		No
Changing cabins with lockers		Yes
Information about services by German speaking personnel		No

Spa close to the hotel		?
Run by hotel	?	Run by local provider
PLEASE SELECT:	?	
Name of spa		
Website		
Email of contact person		
Distance to hotel		
Spa has a separate reception		Yes
Offer of drinks (fitness drinks)		No
Spa is air-conditioned		No
Size of treatment rooms	53 m2 (all 4 together)	
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

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 Yes
PLEASE SELECT: Inclusive Price

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

Classical massage Yes
PLEASE SELECT: Against charge Price From €50

Hot stone massage No
PLEASE SELECT: ? Price

Hammam No
PLEASE SELECT: ? Price

Thalasso therapy No
PLEASE SELECT: ? Price

Ayurveda therapy No
PLEASE SELECT: ? Price

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

Hair dresser – out of the SPA, but in the Hotel Yes
PLEASE SELECT: Against charge Price

Thai massage No
PLEASE SELECT: ? Price

Aroma therapy massage No
PLEASE SELECT: ? Price

Steam bath No
PLEASE SELECT: ? Price

Balneo therapy No
PLEASE SELECT: ? Price

Diverse facials Yes
PLEASE SELECT: Against charge Price as from 65 Euro

Pedicure – in hairdresser Yes
PLEASE SELECT: Against charge Price 24,00 €

Other Stress a Way, Spirit Reviver, Muscle Melt, Chakra
PLEASE SELECT: Against charge 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	
Treadmill	Yes

Bicycle	Yes
---------	-----

Weight bench	Yes
--------------	-----

Other equipment	Multi-function Machines
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Fitness instructor			Yes
PLEASE SELECT:	Against charge	Price per hour	From €54,00

Cooperation(s) with fitness center(s)		Yes
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 Euro
Name	Madeira Magic		
Website	www.madeira-magic.com		
Email of contact person	marisa.nunes@pestana.com		
Distance to hotel	50 meters		

Crosstrainer	Yes
--------------	-----

Rower machine	Yes
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Fitness courses			Yes
PLEASE SELECT:	Against charge	Price per course	
Course offer	Aquaerobics, Qi-Quong		

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	No
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.)

Windows 7 Professional

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