

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	Amount (how many?)	
Inclusive	?		
Against charge	?	Price per day	
Inclusive, against commission	?	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	Distance to hotel	200 m
Cash machine in the hotel	No		
Cash machine close to the hotel	Yes	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)

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

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

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

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

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

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

Laundry service*	Yes	
PLEASE SELECT:	?	Price per trousers
		€ 6,00
		Price per shirt
		€ 6,00

* Please enclose a price list if possible!

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	

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	

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

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		

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

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	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			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

Included Service(s) on Arrival

Welcome drink at reception	<input checked="" type="checkbox"/> Yes
Luggage service	<input checked="" type="checkbox"/> Yes
Bottle of water at the room foc	<input checked="" type="checkbox"/> Yes
Fruit basket at the room	<input type="checkbox"/> No

Snacks on early/late arrival available	<input type="checkbox"/> No
Snacks on early/late departure available	<input type="checkbox"/> No
Other	Snacks only from Room Service, chargeable

Internet in Public Areas

Internet corner	<input checked="" type="checkbox"/> Yes
PLEASE SELECT:	<input checked="" type="checkbox"/> Inclusive <input type="checkbox"/> Price per hour
Number of computers	2

Laptop rental	<input type="checkbox"/> No
PLEASE SELECT:	<input type="checkbox"/> ? <input type="checkbox"/> Price per hour
Number of laptops	

W-Lan	<input checked="" type="checkbox"/> Yes
PLEASE SELECT:	<input checked="" type="checkbox"/> Inclusive <input type="checkbox"/> Price per hour
Available in these areas	Throughout the hotel

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

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

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

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

Room decoration	Yes
PLEASE SELECT: Against charge Price	OR

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

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

Flowers	Yes
PLEASE SELECT: Inclusive Price	

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

Fruit basket	Yes
PLEASE SELECT: Inclusive Price	

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

Pastries	Yes
PLEASE SELECT: Against charge Price	OR

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

Cake	Yes
PLEASE SELECT: Against charge Price	OR

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

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:							
	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							
...or located in main building?	Yes	No						
...or located in adjoining building(s)?	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	No						
Balcony is furnished	Yes	No						
Terrace	No							
Terrace is furnished	No							
Balcony or terrace	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	No						
Telephone	Yes	No						
SAT-TV	No							
Radio	No							
Internet access	No							
W-LAN	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Air conditioning	Yes	No						
Ventilator	No							
Heating	Yes	No						
Refrigerator	No							
Minibar	Yes	No						
Safe	Yes	No						
No. of rooms with connecting door			10	8				
Carpet	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Tiled floor	No							
Wooden floor	Yes	Yes	Yes	Yes	Yes	No	Yes	No
Laminate	No							
2 single beds	Yes	No						
Queen size bed	No							
King size bed	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	No						
Add. bed - bunk bed	No	No						
Separate bedroom	No	No	No	No	No	Yes	No	No
Combined living-/bedroom	No	No						
Kitchen/kitchenette	No	No						
Kitchen utensils	No	No						
Kettle/tea/coffee	Yes	No						
Shampoo	Yes	No						
Lotion	Yes	No						
Soap	Yes	No						
Other								No
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:							
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			

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			

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			

W-LAN				Yes
PLEASE SELECT:	Inclusive	Price per hour		
Internet access				No
PLEASE SELECT:	?	Price per hour		

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		

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	

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		

Safe				Yes
PLEASE SELECT:	Inclusive	Price per day		

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

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 conditioning	Breakfast	Half-board	Half-board plus	Full board	Full board plus	All inclusive	Ultra all inclusive	
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	Marokkanische Küche	19:00 - 22:00	No	Yes	Yes								
PLEASE SELECT:	Against charge													
IF inclusive: how often per stay/week?														

Reservation necessary?	Yes
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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	Included in other forms of board <input type="checkbox"/> No Which? <input style="width: 100px;" type="text"/>
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	Included in other forms of board <input type="checkbox"/> No Which? <input style="width: 100px;" type="text"/>
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	Included in other forms of board <input type="checkbox"/> No Which? <input style="width: 100px;" type="text"/>
Icecream	10:00-21:30	No	Yes	Included in AI offer	No	Included in other forms of board <input type="checkbox"/> No Which? <input style="width: 100px;" type="text"/>
Other		?	?	Included in AI offer	?	Included in other forms of board <input type="checkbox"/> ? Which? <input style="width: 100px;" type="text"/>

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	7:00 - 24:00 (Summer) / 18:00 - 24:00 (Winter)	PLEASE SELECT:	Against Charge
Outdoor bar	Yes	Pool Bar	10:00 - 18:00	PLEASE SELECT:	Against Charge
Pool bar	Yes	Pool Bar	10:00 - 18:00	PLEASE SELECT:	Against Charge
Beach bar	?			PLEASE SELECT:	?
Disco bar	?			PLEASE SELECT:	?
Lobby bar	?			PLEASE SELECT:	?
Oriental café/shisha bar	?			PLEASE SELECT:	?
American/international Bar	?			PLEASE SELECT:	?
Other	?			PLEASE SELECT:	?

F&B Specials

Christmas	Yes	Buffet	No	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?			
Food for allergic persons	Yes	What kind?			
Diet food/low-fat-food	Yes	What kind?			
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 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	

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	

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:	?
Price	
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	
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Hotel's private reef	No
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Special diving packages	No
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Diving school close to hotel	Yes
Run by hotel	No
Run by local provider	Yes
PLEASE SELECT:	Against charge
Price	appr 46€ p.p
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	
----------------	----------------	----------------	--

Shuttle	No
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PLEASE SELECT:	?	Price	
----------------	---	-------	--

Horseback Riding

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

Provider close to hotel	No
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	No
Run by hotel	?
Run by local provider	?
PLEASE SELECT:	?
Price per day	
Name of provider	
Website	
Email of contact person	
Distance to hotel	

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

Other bicycle storage	Yes
-----------------------	-----

WHAT BIKES ARE AVAILABLE?

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

What kind?	Luggage Room
------------	--------------

Brand	
-------	--

Bikes for kids	?
----------------	---

Brand	
-------	--

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

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

Brand	
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Golf

Golf course at the hotel	No
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Golf course close to hotel	Yes
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Run by hotel	No	Run by local provider	?
--------------	----	-----------------------	---

Run by hotel	No	Run by local provider	Yes
--------------	----	-----------------------	-----

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

PLEASE SELECT:	Against charge	Price	0€
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Name of golf course	
---------------------	--

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

Email of contact person	
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Email of contact person	reservations.golf@palheiroestate.com
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Distance to hotel	12 km
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Hole	
------	--

Hole	
------	--

Par	
-----	--

Par	
-----	--

Greenfee	?
----------	---

Greenfee	?
----------	---

Amount	
--------	--

Amount	
--------	--

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

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

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

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

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

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

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

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

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

Run by hotel	No	Run by local provider	Yes
--------------	----	-----------------------	-----

Run by hotel	?	Run by local provider	?
--------------	---	-----------------------	---

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

Name of golf course	Clube de Golfe do Santo da Serra
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Name of golf course	
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Website	www.santodaserragolf.com
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Website	
---------	--

Name of provider	
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Name of provider	
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Email of contact person	reservations@santodaserragolf.com
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Email of contact person	
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Distance to hotel	25 Km
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Distance to hotel	
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Hole			
Par			
Greenfee	?		
Amount			
Driving range	?		
PLEASE SELECT:	<table border="1"> <tr> <td style="background-color: #800040; color: white;">?</td> <td>Price</td> </tr> </table>	?	Price
?	Price		
Handicap - Ladies			
Handicap - Men			
Shuttle service to golf course	Yes		
PLEASE SELECT:	<table border="1"> <tr> <td style="background-color: #800040; color: white;">Inclusive</td> <td>Price</td> </tr> </table>	Inclusive	Price
Inclusive	Price		
Greenfee package	?		
Price			
What does the package include?			

Hole			
Par			
Greenfee	Yes		
Amount			
Driving range	?		
PLEASE SELECT:	<table border="1"> <tr> <td style="background-color: #800040; color: white;">?</td> <td>Price</td> </tr> </table>	?	Price
?	Price		
Handicap - Ladies			
Handicap - Men			
Try-out course	?		
PLEASE SELECT:	<table border="1"> <tr> <td style="background-color: #800040; color: white;">?</td> <td>Price</td> </tr> </table>	?	Price
?	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	

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		

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 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		

Sauna unisex				Yes
PLEASE SELECT:	Inclusive	Price		

Separate sauna for women				No
PLEASE SELECT:	?	Price		

Amount of saunas (how many?)	1
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Jacuzzi				Yes
PLEASE SELECT:	Inclusive	Price		

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

Outdoor pool in spa area				Yes
PLEASE SELECT:	Inclusive	Price		

Massage shower				Yes
PLEASE SELECT:	Inclusive	Price		

Other	
-------	--

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

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

Thai massage				No
PLEASE SELECT:	?	Price		

Hot stone massage				No
PLEASE SELECT:	?	Price		

Aroma therapy massage				No
PLEASE SELECT:	?	Price		

Hamam				No
PLEASE SELECT:	?	Price		

Steam bath				No
PLEASE SELECT:	?	Price		

Thalasso therapy				No
PLEASE SELECT:	?	Price		

Balneo therapy				No
PLEASE SELECT:	?	Price		

Ayurveda therapy				No
PLEASE SELECT:	?	Price		

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

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

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

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

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		

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		

EQUIPMENT	
Treadmill	Yes

Crosstrainer	Yes
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Bicycle	Yes
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Rower machine	Yes
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Weight bench	Yes
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Other equipment	Multi-function Machines
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Fitness instructor			Yes
PLEASE SELECT:	Against charge	Price per hour	From €54,00

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

Cooperation(s) with fitness center(s)	Yes
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Kind of cooperation(s)	Providing instructors, lessons and alternative equipment to the existing in the hotel (all against charge)
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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