



Dear Guest,

We would like to inform the new hotel of the PortoBay group, **Les Suites at The Cliff Bay**, is under construction, on the grounds located on the northeast of The Cliff Bay hotel. This new hotel will present 23 prime suites with a unique design based on our years of experience and feedback that we receive from you, our guests. This project also involves the restoration and incorporation of the beautiful colonial-style houses north of The Cliff Bay, next to the Estrada Monumental.

Although intense and noisier construction works were carried out in late 2016, we are aware that as from Monday to Saturday, between the hours of 9.30 am and 6.30 pm, this may disrupt the stay you would normally expect to enjoy at The Cliff Bay. We have taken extra precautions to reduce the noise impact by installing acoustic panels and barriers. Any visual interference is virtually non-existent. A map indicating the location of the new hotel Les Suites, can be seen on the next page.

With this in mind, PortoBay Hotels & Resorts will offer the following in an effort to minimize any inconvenience:

- a) A **credit of €10 per person/day** \* (e.g.: 1 week, 1 double room = €140), for guests of The Cliff Bay, to be used at the hotel during your stay. The total amount will be credited when you check out and deducted from the extras account. It can be used on restaurants, bars, spa treatments, ESPA Products and PortoBay merchandising, communications and laundry;
- b) This credit can also be used in the restaurants and bars of any other PortoBay group hotel in Madeira (Porto Santa Maria, resort Vila Porto Mare and PortoBay Serra Golf). To take advantage of this credit at other PortoBay hotels you must present your The Cliff Bay room key holder for identification purposes;
- c) This credit cannot be used for a reduction on the room rate or to offer tips.

We believe this credit will go some way to compensating you for any possible inconvenience caused. By accepting this offer, future complaints about this improvement work will not be considered.

Guests of PortoBay Hotels & Resorts are hereby invited to view the model suite during one of the weekly visits arranged at The Cliff Bay reception.

Yours faithfully,

ANTÓNIO PAIS  
General Manager

**\* The credit will be added to guest accounts from 2 October 2017 until 20 December 2017. For children (ages 2 to 12) the credit will be of €5 per day.**



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