



Dear Guest,

We would like to inform that 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.

Any visual interference is virtually non-existent and acoustic panels and barriers have been installed to minimize any eventual noise. All the hotel facilities are available and most of them are located on the area opposite the new project.

The construction works are from Monday to Saturday, between the hours of 9 a.m. and 7 p.m. A map indicating the location of the new hotel Les Suites, can be seen on the next page.

With this in mind, for our guests staying in Twin Land view, Twin Sea Funchal view, Superior Funchal View and Junior Suites, PortoBay Hotels & Resorts will offer the following:

- 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 until the 31st March 2018 (except on the period between the 21st December and the 1st January 2018). For children (ages 2 to 12) the credit will be of €5 per day.**

The Cliff Bay



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