

REID'S PALACE, A BELMOND HOTEL, MADEIRA

INFORMATION DIRECTORY



NOBLE CALEDONIA

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Step into a world of timeless elegance at Reid's Palace, a breathtaking island retreat overlooking the Atlantic Ocean. For more than 130 years this elegant hotel, set in 10 acres of lush gardens, has delighted guests with its mix of refined luxury, discreet service and superb, contemporary cuisine.

On the "Island of Eternal Spring", discover a place you will never want to leave. With 111 rooms and 47 suites, each unique room is beautifully designed, offering old-world charm and sophisticated elegance. Rooms at Reid's Palace are a relaxing oasis, providing contemporary comfort complemented by stunning views.

ADAPTORS

A limited number of adaptors for hairdryers, mobile phones etc. can be borrowed from the Concierge, located on 6th floor of the hotel.

ADDRESS

Reid's Palace, A Belmond Hotel
Estrada Monumental 139
9000-098 Funchal
Madeira
Portugal

AIR-CONDITIONING

Air-conditioning is available in all rooms and public areas of the hotel.

COMMUNICATIONS

If you wish to contact the hotel please call + 351 291 71 71 71. This is a Portuguese number so calls to this number are charged at an international rate. There is a phone in your room, which has access to an outside line. You can make room-to-room calls free of charge (see section on Telephone Calls). You can contact the hotel by email at reservations.rds@belmond.com. A Business Centre is available at the hotel with computers and printers (located by reception). Use of the centre is free of charge along with the Wi-Fi which is available throughout the hotel.

DAILY PROGRAMME

A Daily Programme, detailing the following day's arrangements as well as any specific information about the day's activities is produced in the hotel and delivered to your room at turndown each evening.

DIETARY REQUIREMENTS

If you have any dietary requirements such as vegetarian, low salt, gluten free and low cholesterol, please notify the Reservations Department at Noble Caledonia. We regret that not all dietary requests can be guaranteed. If you have any specific or special foods that you require we recommend that you take some with you although we will endeavour to accommodate your needs. Once you have checked in to the hotel, please speak to the Chef or Maitre'D at dinner on your first night to reconfirm your requirements.

DINING & DRINKING

Breakfast is served daily in the Pool Restaurant from 7.30am to 10.30am.

Lunch is served daily at the Pool Restaurant from 12.00pm to 3.00pm.

Afternoon Tea is served at the Tea Lounge and Tea Terrace daily from 3.00pm to 5.00pm.

Dinner is served in the Villa Cipriani daily from 7.00pm to 10.30pm.

The Dining Room is open November through to June with a 'Feast of Madeira Legends' on Tuesday.

For a creative dining experience, the William Restaurant serves dinner from Tuesday to Saturday year round.

From July to October you can enjoy 'Madeira Taste' evenings by the pool on Sunday and Monday.

The Gastrobar is open daily from 5.00pm; choose from a range of signature cocktails and beverages as well as light snacks.

Please note that opening times for the hotel's dining and drinking venues are subject to change locally.

DISABLED FACILITIES

All areas of the hotel are accessible via lifts.

DRESS CODE

Afternoon Tea: To ensure that Afternoon Tea is a special occasion for all, the hotel respectfully requests that guests dress in smart casual attire. Please avoid wearing shorts or sportswear.

The Dining Room: Smart Casual.

The William Restaurant: Smart Casual

Villa Cipriani: Smart Casual

ELECTRICITY

The voltage in the hotel is 220 volts. All bathrooms are equipped with a shaver socket.

EMERGENCY PROCEDURES

In the unlikely event that an emergency should occur during your stay, we ask that you remain calm and follow the instructions of the staff. We request that as soon as you enter your room, you carefully read the safety instructions fixed on the inside of your hotel room door.

END OF STAY QUESTIONNAIRE

We are always looking for ways to improve our holidays and the services provided and in order to do this we welcome feedback from our guests. Your comments are important to us therefore we request that you complete the questionnaire that will be provided to you by your Tour Manager.

LAUNDRY SERVICE

A laundry and dry cleaning service is available in the hotel. Laundry bags and a price list can be found in the wardrobe in your room. Please fill in the laundry list and leave it on your bed together with the items to be laundered.

LIFT

There are six lifts in the hotel which service all areas.

LOST PROPERTY

Before you check out, please check your hotel room to ensure you do not leave anything behind. If you discover you have left any items behind, please contact Noble Caledonia directly. If we are able to recover your item(s) we will contact you to arrange delivery or collection and to advise of any associated costs.

MEDICAL FACILITIES

A hospital is located five minutes from the hotel and a doctor can be called to the hotel at any time.

MINI BAR

For your convenience a mini bar facility has been set up in your room with complimentary soft drinks (replenished daily).

NEWS

News channels are available on your TV in your hotel room.

PASSPORTS

All passports are collected by reception upon check-in. Passports are necessary to facilitate immigration formalities and are returned straight away.

PUBLIC AREAS

Library – Choose from a selection of books, videos and board games.

Swimming pools – Enjoy stunning views of the Atlantic Ocean while basking under the sun in one of the three luxurious swimming pools. Two contain seawater, one of which is heated, and the other is heated with freshwater. Make use of the exclusive pool terrace, or wander down to the sea level platform and jump straight into the ocean.

Fitness – Whether you're after a total body workout or a light stretch after a day by the pool, the fitness room offers everything you need. The hotel offers two tennis courts and a table tennis court which can be used free of charge. In addition, there are daily Pilates classes.

ROOM ACCOUNT

All guests will have their own "room account" once credit card details have been given to Reception on arrival which allows you to sign for any expenses and then settle your bill at the Reception Desk at the end of your stay. Prices are shown and charged in Euro. Your room account can be paid by:

- Credit Card (Visa, MasterCard or American Express).
- Cash (Euros)

ROOMS

All Reid's Palace rooms face the sea and gardens, offering wonderful views. All rooms feature a private balcony, complimentary mini bar for non-alcoholic drinks, iPod docking station, complimentary internet, air-conditioning, bathrobes, in-room safe, cable television and video/DVD.

Classic Rooms: These offer an average of 23 square metres of living space in a traditional style. Enjoy partial sea views on the private balcony. Classic rooms offer private marble baths and one king or two twin beds.

Superior Rooms: These offer an average of 26 square metres of living space. The Superior Rooms offer balconies or private patios, sea views or garden views, private marble baths and one king or two twin beds.

Deluxe Rooms: These offer an average of 31 square metres of living space and are located in the most sought after locations with large covered balconies and great sea views.

SAFE

In the closet of your room is an electronic safe which can be programmed with a personal code. Should you require any assistance, please contact Reception.

SMOKING POLICY

Reid's Palace offers a smoke-free environment. Smoking is not permitted inside the hotel. Smoking is only permitted outside. The hotel kindly requests that smokers take the comfort of other guests into consideration.

SPA

With a soothing temperate climate, gentle sea breezes and secluded location, The Spa at Reid's Palace is an oasis of tranquillity. Inside you'll find a fine selection of treatments famed for their restorative powers. Each treatment room offers an ocean view and a private terrace. The indoor-outdoor therapy suite features its own private whirlpool. Experience total rest and relaxation in the hands of the skilled spa therapists who use world-class spa brands, namely Aromatherapy Associates and Natura Bisse.

TELEPHONE CALLS

Calls to other rooms can be made free of charge by dialling the room number. You can make an external telephone call from your room. Lift the handset and press 9. Enter the country code then city code without zero (0) in the beginning followed by the telephone number and then pound key. Example for UK: 0 44 (0) phone number #. Costs are available from Reception and charges are automatically billed to your room account.

TELEPHONE DIRECTORY

CONCIERGE	Dial 3
RECEPTION	Dial 2
HOUSEKEEPING	Dial 5
ROOM SERVICE	Dial 4
IN CASE OF AN EMERGENCY	Dial 112

TELEVISION

All suites are equipped with a television with a built-in DVD player. DVD's are available to borrow from the library.

TOILETRIES

All hotel rooms are supplied with the following complimentary amenities:

- Shower gel
- Hair shampoo
- Hair conditioner
- Body lotion
- Soap
- Shower caps
- Nail file
- Tissues

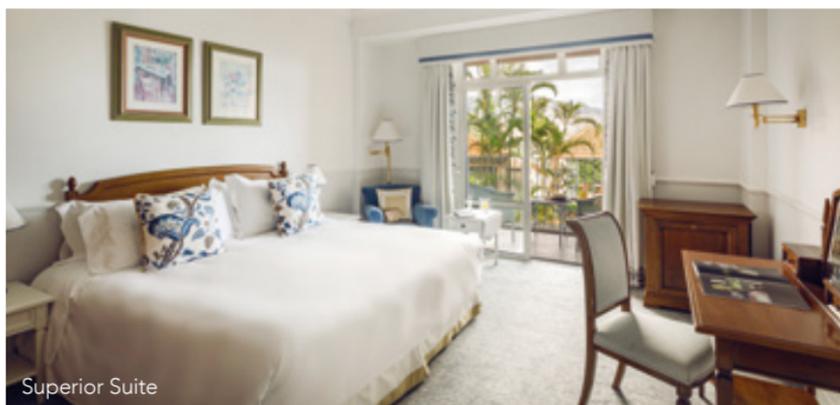
WAKE UP CALL

Wake up calls can be requested through the Concierge Desk.

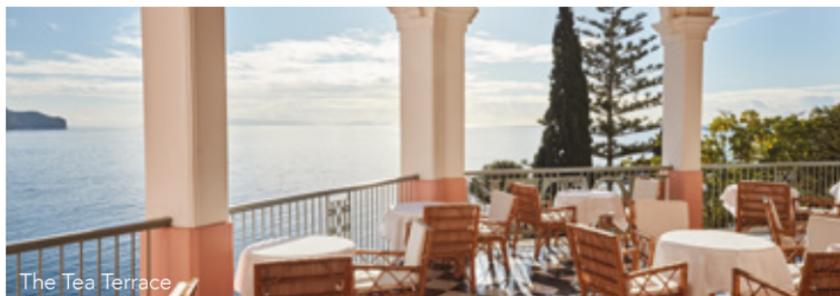
WATER

Water from the taps in your room is safe to drink.

PLEASE BE ADVISED: These details should be used as a guideline only.
Information is subject to change.



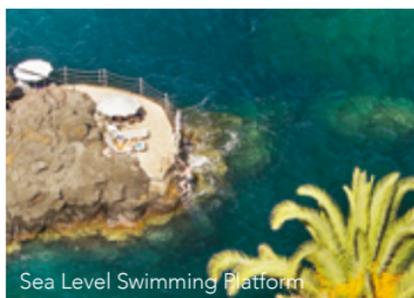
Superior Suite



The Tea Terrace



The Dining Room



Sea Level Swimming Platform



Restaurant Villa Cipriani



Pool



NOBLE CALEDONIA

2 Chester Close, Belgravia, London, SW1X 7BE
+44 (0)20 7752 0000 | info@noble-caledonia.co.uk
www.noble-caledonia.co.uk