



Exclusive Boutique Hotel

SAVOY *signature*

## We are Pet Friendly

If you are travelling with your pet, do not worry. You are welcome at The Reserve, in Madeira Island.

Your pet will be greeted with the best treatment and will enjoy a comfortable stay at our hotels. For this, we provide feeding and drinking bowls, as well as, toys and beds to make your friend feel at home.

We can only accept dogs/ or cats up to the maximum weight of 15kg: 1 per room.

Please find below some important information regarding the safety and wellbeing your pet whilst staying with us:

- Reservations are only permitted in Deluxe Suite, Corner Suite, Pool Suite, Corner Pool Suite or The Retreat.
- Upon arrival, please go to the reception (without your pet, if possible) for check-in.
- An updated pet vaccination booklet will be required.
- Pets cannot be left alone in the room. Please contact Reception if you need further information regarding Pet Sitting services.
- Please note your pet is not allowed in some areas inside the hotel, including the reception, restaurants, bars and spa.
- Pets are permitted in certain public areas if kept on a lead.
- Pets cannot disturb other guests. In the event of any situation or complaint, we will have to ask you to leave the hotel (with no refund of the amount already paid).
- Bed and board included, with the exception of special food that must be requested in advance (extra costs will be added).
- We will ensure that all bedroom facilities are in optimum condition throughout your stay but additional cleaning fee may be charged depending on the condition of the room.
- The hotel is not responsible for any damage caused and has the right to charge the necessary amount for repair or replacement.

In order to guarantee availability, please book this service in advance.

**Cleaning Fee**  
€ 80.00 / night

### **We care**

As Pet Friendly, we want to welcome your pet in the best possible way, but also ensure that the owners of these very special guests leave a mark on the local community. Therefore, for each cleaning fee charged per night, €10 will be donated to a local animal welfare organization.