

# The Reserve, in Madeira Portugal Introduces Elevated Experiences

Madeira Island, Portugal (February 26, 2024) – The Reserve, a sanctuary of exclusivity and opulence, nestled within the renowned Savoy Palace, is proud to unveil a new era in luxury accommodations that exceed expectations. Tailored for the luxurious traveler, The Reserve guarantees a unique stay, meticulously crafting each moment to perfection and delivering personalized experiences where guests are immersed in a world of luxury and impeccable hospitality.

At the heart of The Reserve experience is the Guest Experience Personal Assistant (GEPA), a dedicated concierge service available 24/7. Serving as the single point of contact for all guest needs, the GEPA exclusively collaborates with all hotel departments to ensure a flawless visit tailored to each guest's desires. Beyond internal affairs, the GEPA extends its expertise to collaborate with external organizations and help facilitate experiences outside of the hotel by creating itineraries for guests to explore all the island has to offer. From the moment guests book their stay at this premier hideaway, they are embraced by personalized service designed to anticipate and fulfill their every request even prior to arrival in paradise. To curate a one of a kind stay, guests at The Reserve receive exclusive assistance upon arrival and departure at Madeira International Airport, for a smooth and hassle-free transition. Guests of The Reserve have a dedicated private elevator that takes them from the reception to The Reserve, providing a full VIP experience.

"Our commitment at The Reserve goes beyond offering luxurious accommodations; we strive to provide a transformative experience. It's about curating personalized moments that linger in the hearts of our guests, says Cristina Mata, the Hotel Manager. "The Reserve is a testament to unique hospitality, where every detail comes together to execute an extraordinary stay. We are dedicated to making our guests' dreams a reality, and I am thrilled to be part of this journey where indulgence knows no bounds."

The launch of The Reserve is accompanied by tailored experiences designed for every type of traveler and luxury in mind:



SAVOY *signature*

- Dining with You - this experience will allow for an intimate in-room dining experience complete with a tasting menu and room decor, perfect for a romantic dinner or birthday celebration
- Pool Breakfast - guests can elevate their morning routine with a luxurious private pool breakfast with breathtaking views, the perfect way to start the day in Madeira.
- Private Yacht Explorer - guests will have the opportunity to explore the waters of the Atlantic aboard a private yacht with unparalleled service.
- Couples Delight - couples are able to elevate their romance with a romantic couples massage, right in the comfort of their room.
- Luxury Bath - guests are able to unwind in style with a personalized bath experience with locally sourced scrub, mask and body lotion in the comfort of their own room.

The Reserve officially opened its door this year on January 15, 2024.

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**The Reserve**

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