

Dear Pestana Vacation Club Member,

I am reaching out on behalf of the global Pestana team to personally let you know what we are doing to support you and your travel plans in these times of uncertainty, following the COVID-19 outbreak.

At Pestana Hotel Group, we understand your fears under these stressful circumstances and feel close to those who have been affected by this complex situation. Warm, kind hospitality has always been at the heart of our company values and yours and our staff's safety and well-being are our top priorities.

In response to this dynamic situation facing all of us, we have implemented vigorous measures in alignment with world and national health authorities' guidelines. Comprehensive COVID-19 operating protocols, mainly focusing on hygiene and cleanliness procedures are in place at Pestana hotels and resorts worldwide.

Pestana Hotel Group believes in responsible and safe travel. Be assured that our dedicated and professional teams are ready to assist you in all your needs and inquiries. Please note contacts available:

Reservations Madeira and Algarve e-mail [resorts.madeira@pestana.com](mailto:resorts.madeira@pestana.com)  
or Tel + 351 291 141576

Administration Madeira and Algarve e-mail [helder.valente@pestana.com](mailto:helder.valente@pestana.com)  
or Tel + 351 291 140410

At Pestana Hotel Group, we believe personal caring and competent response has the power to keep us connected. We look forward to continue deserving your support and trust now and in the future.

Peter Booth  
Vice President  
Pestana Vacation Club