

**Media Contacts:** Kajal Sachania or Jennifer Sheran  
Spaulding Communications

404.270.1010

kajals@spauldingcommunications.com

jennifers@spauldingcommunications.com

## CASE STUDY

### **Tivoli Palácio de Seteais: A Restoration for Royalty**

*Cifial Among Portuguese Resources Used to  
Create a Luxurious Environment*

*February 4, 2010*



Restoration is never a simple task. However, when the project involves a royal palace that features neoclassic architecture set in the mountainous region of Sintra, in Portugal, the project can become exhaustive — especially when it must be done to absolute perfection. Such was the case during the one-year renovation of Tivoli Hotels & Resorts' Palácio de Seteais, owned by the Espírito Santo Hotels.

The palace, which once served as the official residence of the Dutch Consul of Portugal, Daniel Gildmeester and several distinguished Portuguese families, was converted to a luxury hotel in 1953. And, while the property continued to be maintained and upgraded, this was the first large-scale renovation since that time.

One of the many challenges with this restoration, which began in early 2008, was preserving the 18th century traditions and architecture of the original palace while providing guests with the 21st century luxuries and comforts they expect in a resort hotel. The hotel leadership team decided to call on local Portuguese talent well-known

## Tivoli Palace Case Study: A Restoration Fit For Royalty Pg-2

for superior craftsmanship and attention to detail to help solve the renovation's particular design challenges.

One organization was the regarded Ricardo do Espirito Santo Silva Foundation, whose team involved 30 artisans that focused on restoring the approximately 2,000 pieces of art—ranging from furniture to lighting to textiles and engravings—within the Tivoli Palacio de Seteais. While other specialists, like Portugal-based Cifial, which has more than 100 years of plumbing and hardware manufacturing experience, created one-of-a-kind pieces capturing the Palace's great history and charm while also creating an indulgent guestroom experience.



### Details, Details, Details

“We were highly familiar with Cifial’s reputation as a leader in the plumbing industry,” said Alexandre Solleiro, Tivoli’s chief operating officer. “Based on their sensitivity to detail and craftsmanship, we knew the Cifial team could provide the necessary fixtures and hardware to bring out the unique attributes of the former palace.”

For this important project, toilets and sinks from Cifial’s Plaza Collection were selected based on their old world style. The Asbury Collection was selected for its faucets and accessories, including toilet paper holders, in a chrome finish. However, the most challenging aspect of the project was the need for unique bathroom hardware.

“Some of our bathrooms included bathtubs that were part of the traditional design,” said Solleiro. “Unlike other manufacturers, Cifial was able to re-create claw feet for the bathtub to match the other bathroom accessories, in addition to producing a beautiful coordinating robe hook.”



“Our ability to design and produce custom plumbing and hardware products for this project was critical considering the historical significance and elegance,” said Joseph Pinto, Cifial USA president. “This custom offering has given us a point of differentiation within the highly competitive kitchen and bath marketplace and helped us surpass customer expectations.”

Another important feature of Cifial’s products is that they were simple to install, according to Solleiro. “This was important because of the rushed timeline associated with the restoration, which is easy to negatively impact on such a large-scale project.”

## Tivoli Palace Case Study: A Restoration Fit For Royalty Pg-3

### New World Features

In addition to product aesthetics, hotel management expressed an interest in the incorporation of sustainable products. To that end, Cifial's dual flush toilets and low-flow shower systems and faucets were a perfect fit.

"It was imperative that our guests have a spa-like bathroom experience yet the products needed to be highly efficient," said Solleiro. "Cifial's beautifully-crafted shower systems met both of our needs."

Other environmental attributes at the hotel include a new ultra-efficient heating and cooling system, effective insulation, and energy-efficient window fittings to contribute to the hotels overall comfort and efficiency. Tivoli Hotel & Resorts is the only Portuguese-based hotel chain that operates a carbon neutral initiative, designed to reduce and compensate carbon emissions.

### A Prestigious Upgrade in Membership

In spring 2009, the hotel opened as planned and received high acclaim from local and international guests, alike.

"Through the selection of quality partners and a commitment to excellence, we have achieved outstanding guest reviews, that made particular note of the combination of Portuguese history and the property's convenient luxuries," said Solleiro. "We look to extend our partnerships with companies like Cifial, who have contributed to our success."



"The commitment to superior quality and luxury demonstrated by Tivoli Palacio de Seteais hotel leadership and staff is exceptional and inspirational," continued Pinto. "The success of this highly-valued partnership is a priority among Cifial executive management."

Following its grand re-opening in spring 2009, the Tivoli Palacio de Seteais remains one of Portugal's finest five star hotels. The Portuguese Tourism Board recently awarded the Hotel Palácio de Seteais received an honourable mention in the category for Best Private Restoration Project.

Based on the successful renovation, the hotel achieved noted status as part of the Tivoli Collection, a group of differentiated properties within the Tivoli Hotels & Resorts chain. This newly elevated status then led to the property's exclusive membership into the prestigious international Preferred Boutique, a collection of hotels and resorts that

## **Tivoli Palace Case Study: A Restoration Fit For Royalty Pg-4**

celebrate distinctive travel experiences showcasing style, service and personality on an intimate scale. For more information, please visit [www.tivolihotels.com](http://www.tivolihotels.com).

### **About Tivoli Hotels & Resorts:**

The Tivoli Hotels & Resorts chain is part of Espírito Santo Hotels and currently operations 13 properties in Portugal and two in Brazil. With over 75 years of experience, Tivoli Hotels & Resorts differentiates through a range of unique experiences offered to guests and its innovation and excellent service. In Brazil, the Tivoli Sao Paulo – Mofarrej stands out for its luxury and style, while the Tivoli Eco Resort Praia do Forte is a clear reference point in Brazilian resorts.

### **About CIFIAL:**

Founded in Portugal in 1904, Cifial has over 100 years of plumbing and hardware manufacturing experience. Inspired by the heritage of metalworking, Cifial utilizes state-of-the-art casting, forging, machining, and finishing technology to create luxurious product lines. Cifial's collections include faucets, custom shower components, bath accessories, interior and exterior door hardware, and cabinet hardware for residential and commercial uses. Cifial takes pride in being a pioneer in technology and design, and providing the finest quality, fit and finish on the market today. Cifial USA, based in Atlanta GA, is the home of North American operations and distribution.

###