

## FICHA TÉCNICA GDS - MELIÁ BUENAVISTA

Actualizado: 2020-02-21

### 1- INFORMACIÓN GENERAL

Nombre del Hotel:	Meliá Buenavista
Denominación:	All Inclusive The Level & Spa
Marca:	Meliá Hotels & Resorts
Propiedad:	Gaviota
Administración:	Meliá Hotels International Cuba
Dirección:	Punta Madruguilla, oeste Cayo Santa María, Caibarién, Villa Clara, Cuba.
Código Postal:	52610
País:	CUBA
Teléfono:	(5342)350700
Correo electrónico:	parte.operativo.mbv@meliacuba.cu
Web:	<a href="http://www.melia-buenavista.com">http://www.melia-buenavista.com</a>
Año de construcción:	2010
Categoría:	5 estrellas
Temporadas de cierre:	Abierto todo el año
Área que abarca:	2500
Hotel Libre de Humo:	No
Internet:	Wifi Free
Total de Habitaciones:	108

### 2- DESCRIPCIÓN DEL HOTEL

*All Inclusive* 5 Star resort, designed exclusively for guests over 18 years of age. Situated within the ecological environment of Cayo Santa María. Surrounded by beaches and coves, lending it a private and magical atmosphere.

### 3-LOCATION

Localización:	Rodeado de Naturaleza
Ciudad más cercana:	Santa Clara
Distancia a la ciudad más cercana:	94.58km
Aeropuerto más cercano:	Abel Santamaría
Código IATA:	STC
Distancia desde el aeropuerto:	110

#### **4- ZONAS PÚBLICAS Y SERVICIOS GENERALES**

- Day around
- Concierge
- Dining Around
- Room Service
- Beauty & SPA
- Medical services
- Health and Beauty
- Health and Beauty
- Internet Service
- Car Rental
- Internal transfer

#### **5- SEGMENTOS**

- Weddings and Honeymoons
- YHI SPA

#### **6- ATRIBUTOS**


##### **The Level**

The Level throughout the hotel and accommodations, including other attentions and exclusive services rendered according to the type of room, so that guests can enjoy an ultimate experience surrounded by the natural luxury of Cayo Santa Maria.

##### **Servicios y facilidades**

- Amenidades VIP de baño, albornoz y zapatillas, y toalla de piscina en habitación
- Ascensor con acceso directo
- Asistencia y coordinaciones para reservaciones y transfers
- Assistance and coordinations. Reservations, transfers, etc
- Bar Premium personalizado (según preferencia del cliente) (\*Solo en Suites)
- Carta de almohadas (\*Solo en Suites)
- Check-in / check-out personalizado y/o privado. Early check-in según disponibilidad. Late check-out gratis hasta las 14:00 hrs
- Concierge service\* (servicios a través del menú de Concierge)
- Daily turndown service
- Descuento en masajes
- Exclusive Lounge Reception
- Express laundry service at no extra charge
- Free Wi-Fi connection
- Gimnasio y Masajes The Level con cabinas de masajes, gimnasio, terraza y baños públicos
- Guaranteed bookings in the hotel's à la carte restaurants
- Mezzanine The Level con zonas de estar, zona de internet, sala de reuniones y baños públicos
- Personalized Check-in and Check-out
- Planta/área independiente
- Preparación de la bañera con sales y velas (una vez por estancia) (\*Solo en Suites)
- Private transfer from Paradisus and / or Meliá hotels in Varadero (reservations in any type of The Reserve, Royal Service, The Level) - Hotel (reservations with a minimum of 3 nights) (1 per room, exclusive for online reservations)
- Private VIP Bar Lounge
- Recepción Lounge The Level independiente con zonas de estar y televisión, desayunador interior - exterior y baños públicos
- Servicio exclusivo de desayuno y almuerzo A la Carta
- Transfers privados aeropuerto-hotel-aeropuerto (\*Solo en Suites y un mínimo de 4 noches)
- VIP bar-lounge con servicio de snacks y desayuno continental
- VIP bath salts and amenities

## 7- ROOMS

Foto	Atributos
	<p><b>Tipología:</b> THE LEVEL JUNIOR SUITE  <b>Cantidad:</b> 50  <b>Dimensión:</b> 62 m<sup>2</sup>  <b>Máxima Ocupación:</b> 0 adulto(s) + 0 niño(s)</p>

### Facilities:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>- Iron and ironing board</li> <li>- Ceiling fan</li> <li>- Pillow menu</li> <li>- Complete bathroom with separate bathtub and shower</li> <li>- Telephone in the room /bathroom</li> <li>- Electric coffeemaker / tea and coffee service.</li> <li>- Garden /swimming pool view</li> <li>- Mini-bar stocked daily with water, soft drinks, juice and beer</li> <li>- Terrace with bench-sofa</li> <li>- Chairs and table on the terrace</li> </ul> | <ul style="list-style-type: none"> <li>- Hair dryer</li> <li>- Special amenities in the bathroom</li> <li>- Magnifying mirror in the bathroom</li> <li>- Beach towels</li> <li>- Scale in the bathroom</li> <li>- Satellite LCD-TV.</li> <li>- Bathrobe and slippers</li> <li>- Luxury Room postcard and Sol Meliá Cuba CD</li> <li>- Living Room -TV-Bedroom</li> <li>- Terrace with outdoor shower</li> <li>- Beds: 2 doubles or 1 king size</li> </ul> |
|---|---|

Foto	Atributos
	<p><b>Tipología:</b> JUNIOR SUITE SEA VIEW THE LEVEL  <b>Cantidad:</b> 20  <b>Dimensión:</b> 62 m<sup>2</sup>  <b>Máxima Ocupación:</b> 0 adulto(s) + 0 niño(s)</p>

### Facilities:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>- Iron and ironing board</li> <li>- Ceiling fan</li> <li>- Ocean view guaranteed</li> <li>- Magnifying mirror in the bathroom</li> <li>- Telephone in the room /bathroom</li> <li>- Electric coffeemaker / tea and coffee service.</li> <li>- Bathrobe and slippers</li> <li>- Mini-bar stocked daily with water, soft drinks, juice and beer</li> <li>- Terrace with outdoor shower</li> <li>- Beds: 2 doubles or 1 king size</li> </ul> | <ul style="list-style-type: none"> <li>- Hair dryer</li> <li>- Special amenities in the bathroom</li> <li>- Pillow menu</li> <li>- Beach towels</li> <li>- Scale in the bathroom</li> <li>- Satellite LCD-TV.</li> <li>- Hydromassage in the bathroom</li> <li>- Living Room -TV-Bedroom</li> <li>- Terrace with bench-sofa</li> <li>- Chairs and table on the terrace</li> </ul> |
|--|---|

Foto	Atributos



**Tipología:** ROMANCE JUNIOR SUITE SEA VIEW THE LEVEL

**Cantidad:** 30

**Dimensión:** 62 m<sup>2</sup>

**Máxima Ocupación:** 0 adulto(s) + 0 niño(s)

**Facilities:**

- Iron and ironing board
- Ceiling fan
- Ocean view guaranteed
- Magnifying mirror in the bathroom
- Telephone in the room /bathroom
- Electric coffeemaker / tea and coffee service.
- Bathrobe and slippers
- Living Room -TV-Bedroom
- Terrace with outdoor shower
- Bath with Jacuzzi
- Hair dryer
- Special amenities in the bathroom
- Pillow menu
- Beach towels
- Scale in the bathroom
- Satellite LCD-TV.
- Mini-bar stocked daily with water, soft drinks, juice and beer
- Terrace with bench-sofa
- Chairs and table on the terrace
- Beds: 2 doubles or 1 king size

**Foto**



**Atributos**

**Tipología:** THE LEVEL ROYAL SUITE

**Cantidad:** 2

**Dimensión:** 106.83 m<sup>2</sup>

**Máxima Ocupación:** 0 adulto(s) + 0 niño(s)

**Facilities:**

- Assorted minibar
- Hair dryer
- Special amenities in the bathroom
- Pillow menu
- Beach towels
- Electric coffeemaker / tea and coffee service.
- King- size bed
- Romantic decoration
- Terrace with outdoor shower
- Living room-dining room- TV
- Terrace with sofa (Living Room and Bedroom)
- Garden ground floor
- Cordless phone in the Bedroom
- Privileged view of Punta Madruguilla
- Iron and ironing board
- Ceiling fan
- Ocean view guaranteed
- Magnifying mirror in the bathroom
- Scale in the bathroom
- Table and chairs in the balcony
- Bathrobe and slippers
- Palapa-Outdoor Breakfast Service
- Bath with Jacuzzi
- Bedroom-TV
- Bathrooms (Living Room and Bedroom)
- Telephone Living Room / Bathroom
- LCD TV - Living Room and Bedroom

**Foto**

**Atributos**



**Tipología:** THE LEVEL GRAND SUITE SEA VIEW  
**Cantidad:** 2  
**Dimensión:** 106.83 m<sup>2</sup>  
**Máxima Ocupación:** 0 adulto(s) + 0 niño(s)

**Facilities:**

- Assorted minibar
- Hair dryer
- Special amenities in the bathroom
- Pillow menu
- Beach towels
- Electric coffeemaker / tea and coffee service.
- Bathrobe and slippers
- Terrace with outdoor shower
- Bath with Jacuzzi
- Bedroom-TV
- Bathrooms (Living Room and Bedroom)
- Cordless phone in the Bedroom
- Privileged view of Punta Madruguilla
- Iron and ironing board
- Ceiling fan
- Ocean view guaranteed
- Magnifying mirror in the bathroom
- Scale in the bathroom
- King- size bed
- Luxury Room postcard and Sol Meliá Cuba CD
- Chairs and table on the terrace
- Living room-dining room- TV
- Terrace with sofa (Living Room and Bedroom)
- Telephone Living Room / Bathroom
- LCD TV - Living Room and Bedroom

Foto	Atributos
	<p><b>Tipología:</b> VILLA ZAIDA DEL RIO THE LEVEL  <b>Cantidad:</b> 1  <b>Dimensión:</b> 250 m<sup>2</sup>  <b>Máxima Ocupación:</b> 0 adulto(s) + 0 niño(s)</p>

**Facilities:**

- Telephone
- Assorted minibar
- Hair dryer
- Ocean view guaranteed
- Trouser press (valet)
- Scale in the bathroom
- Electric coffee maker with tea and coffee service
- CD-MP3-Radio and DVD player
- Kitchen
- Independent chalet -style cottage with tile roof
- Living room /bathroom
- Living room-study
- Rocking chairs in the terrace and bedroom
- Swimming pool /Jacuzzi/solarium
- In-room safe
- Iron and ironing board
- Umbrella
- Magnifying mirror in the bathroom
- Amenities in the bathroom.
- Satellite LCD-TV.
- King- size bed
- Chairs, sun loungers, lounge chairs and table in the balcony.
- Full bar stocked with premium beverages
- Living room-dining room/kitchen -bar
- Top floor with terraces
- Mini-bar/kitchen bar
- Direct private access to the beach
- Bathroom with skylight, shower and Jacuzzi

Foto	Atributos



**Tipología:** THREE BEDROOM VILLA THE LEVEL  
**Cantidad:** 2  
**Dimensión:** 0 m<sup>2</sup>  
**Máxima Ocupación:** 0 adulto(s) + 0 niño(s)

**Facilities:**

- Living Room-Entrance Hall
- Electricity: 220V/ 60H
- Independent parking area and front door
- **Dining room and lounge with TV** <ul> <li>Rectangular table with 12 chairs</li> <li>55” TV with USB, HDMI and Data ports</li> <li>Modular sofa and armchairs</li> <li>Coffee table</li> <li>Ceiling fans</li> </ul>
- **Kitchen bar integrated in the dining room** <ul> <li>Ceramic hob with four cooking zones</li> <li>Countertop, shelf, microwave and sink</li> <li>Refrigerator with two doors</li> <li>Bar top with four stools</li> </ul>
- **Games room**<ul> <li>Professional pool table</li> </ul>
- **Large terrace, courtyard and barbecue area**<ul> <li>Rectangular dining table with 12 chairs</li> <li>Sofas, armchairs and coffee tables</li> <li>Outdoor grill area and sink</li> <li>Whirlpool tub and pool showers</li> <li>Semi-Olympic pool (25 x 20 x 1.35)</li> </ul>
- **Master bedroom (113 m2)**<ul> <li>Entrance hallway</li> <li>Walk-in wardrobe with safety deposit box</li> <li>55” TV with USB, HDMI and Data ports</li> <li>I-Dock Station</li> <li>Double USB sockets for charging</li> <li>Ceiling fan</li> <li>Scales in the bathroom</li> <li>Bathrobe and slippers</li> <li>Sauna</li> <li>Bathroom with whirlpool tub and double shower.</li> </ul>
- **TV room**<ul> <li>75” TV with USB, HDMI and Data ports</li> <li>Modular sofas</li> <li>Independent portable speaker via Bluetooth, USB or SD card, remote control and wireless microphone.</li> </ul>
- **Professional office**<ul> <li>Professional office with desk, swivel chair, seating for visitors and cable connection (ETHERNET)</li> </ul>
- Interior corridor
- Guest bathroom
- **Guest rooms (2) (65 m2)**<ul> <li>Both have the same layout.</li> <li>Entrance hallway.</li> <li>Walk-in wardrobe with safety deposit box.</li> <li>Bedroom with king-size bed.</li> <li>Bathroom with bathtub and double shower.</li> <li>55” TV with USB, HDMI and Data ports and I-Dock station. Double USB sockets for charging.</li> <li>Ceiling fan.</li> <li>Scales in the bathroom.</li> <li>Bathrobe and slippers.</li> </ul>

**Foto**



**Atributos**

**Tipología:** FOUR BEDROOM VILLA THE LEVEL  
**Cantidad:** 1  
**Dimensión:** 0 m<sup>2</sup>  
**Máxima Ocupación:** 0 adulto(s) + 0 niño(s)

**Facilities:**

- Living Room-Entrance Hall
- Independent parking area and front door

- Electricity: 220V/ 60H

- **Kitchen bar integrated in the dining room** <ul>  
<li>Ceramic hob with four cooking zones</li>  
<li>Countertop, shelf, microwave and sink</li>  
<li>Refrigerator with two doors</li> <li>Bar top with four stools</li> </ul>  
- **Games room**<ul> <li>Professional pool table</li></ul>

- **Large terrace, courtyard and barbecue area**<ul>  
<li>Rectangular dining table with 12 chairs</li> <li>Sofas, armchairs and coffee tables</li> <li>Outdoor grill area and sink</li> <li>Whirlpool tub and pool showers</li> <li>Semi-Olympic pool (25 x 20 x 1.35)</li></ul>

- **Master bedroom 1 (113 m2). Ground floor**<ul>  
<li>Entrance hallway</li> <li>Walk-in wardrobe with safety deposit box</li> <li>55" TV with USB, HDMI and Data ports</li> <li>I-Dock Station</li> <li>Double USB sockets for charging </li> <li>Ceiling fan</li> <li>Scales in the bathroom</li> <li>Bathrobe and slippers</li> <li>Sauna</li> <li>Bathroom with whirlpool tub and double shower. </li></ul>

- **Dining room and lounge with TV** <ul>  
<li>Rectangular table with 12 chairs</li> <li>55" TV with USB, HDMI and Data ports</li> <li>Modular sofa and armchairs</li> <li>Coffee table</li> <li>Ceiling fans</li></ul>

- Catering service and butler area  
- **TV room**<ul> <li>75" TV with USB, HDMI and Data ports</li> <li>Modular sofas</li> <li>Independent portable speaker via Bluetooth, USB or SD card, remote control and wireless microphone.</li></ul>  
- **Professional office**<ul> <li>Professional office with desk, swivel chair, seating for visitors and cable connection (ETHERNET)</li></ul>

- Guest bathroom  
- **Guest rooms (2) (65 m2)**<ul> <li>Both have the same layout. </li> <li>Entrance hallway.</li> <li>Walk-in wardrobe with safety deposit box.</li> <li>Bedroom with king-size bed. </li> <li>Bathroom with bathtub and double shower.</li> <li>55" TV with USB, HDMI and Data ports and I-Dock station. Double USB sockets for charging.</li> <li>Ceiling fan.</li> <li>Scales in the bathroom.</li> <li>Bathrobe and slippers.</li>



- **Master bedroom 2 (120 m2). Top floor**<ul>  
<li>Entrance hallway</li> <li>Walk-in wardrobe with safety deposit box</li> <li>55" TV with USB, HDMI and Data ports</li> <li>I-Dock Station</li> <li>Double USB sockets for charging </li> <li>Ceiling fan</li> <li>Scales in the bathroom</li> <li>Bathrobe and slippers</li> <li>Sauna</li> <li>King-sized bed</li> <li>Bathroom with whirlpool tub and double shower. </li></ul>

### Habitaciones especiales:

Habitaciones para minusválidos: -

Habitaciones para no fumadores: -

## 8- BARES Y RESTAURANTES

Foto	Tipo / First Name	Atributos
	Restaurante / Restaurante Bistró "Los Navegantes"	<b>Speciality:</b> Gourmet <b>Capacidad:</b> 86 <b>Aire acondicionado:</b> Yes <b>Outdoor:</b> Yes <b>Open:</b> 7 days a week <b>Location:</b> Interior <b>Schedule:</b> 18:30 - 22:00, A la Carte
	Restaurante / Restaurante Internacional "Los Caribes"	<b>Speciality:</b> Gourmet <b>Capacidad:</b> 44 <b>Aire acondicionado:</b> Yes <b>Outdoor:</b> Yes <b>Open:</b> 7 days a week <b>Location:</b> Interior <b>Schedule:</b> Dinner: 18:30 - 22:00, A la Carte
	Restaurante / Restaurante Ranchón Playa "Los Marinos"	<b>Speciality:</b> Gourmet <b>Capacidad:</b> 140 <b>Aire acondicionado:</b> Yes <b>Outdoor:</b> No <b>Open:</b> 7 days a week <b>Location:</b> Exterior <b>Schedule:</b> Breakfast: 07:30 - 11:00, A la carte and mini-buffet Lunch: 13:00 - 16:00, A la carte and mini-buffet Dinner: 18:30 - 22:00, A la carte and mini-buffet
	Bar / Bar Piscina "La Caracola"	<b>Speciality:</b> <b>Capacidad:</b> 12 <b>Aire acondicionado:</b> No <b>Outdoor:</b> No <b>Open:</b> 7 days a week <b>Location:</b> Pool <b>Schedule:</b> 10:00 - 17:00
	Bar / Bar Playa "La Duna"	<b>Speciality:</b> Drinks and liquors <b>Capacidad:</b> 12 <b>Aire acondicionado:</b> No <b>Outdoor:</b> No <b>Open:</b> 7 days a week <b>Location:</b> Beach <b>Schedule:</b> 10:00 - 17:00





Bar / Lobby Bar y Piano Bar "La Notte"

**Speciality:**  
**Capacidad:** 68  
**Aire acondicionado:** No  
**Outdoor:** No  
**Open:** 7 days a week  
**Location:** Lobby bar  
**Schedule:** 24 hours



Bar / Sunset Bar

**Speciality:** Drinks and cocktails  
**Capacidad:** 15  
**Aire acondicionado:** No  
**Outdoor:** No  
**Open:** 7 days a week  
**Location:** Beach  
**Schedule:**  
10:00 - 19:00

## **9- PLAYA Y PISCINA**

### **Facilidades de playa:**

- Lounge chairs service
- Umbrellas service
- Lifeguard service
- Showers
- Bathrooms

### **Facilidades de piscina:**

Located in the Lobby area and surrounded by water mirrors overlooking Punta Madruguilla Sea.

- Outdoor: Yes
- Saltwater: No
- Kids Area: No

Located in the bungalows area, it offers guests easy and direct access to the beach grill restaurant and to the rooms overlooking the pool.

- Outdoor: Yes
- Saltwater: No
- Kids Area: No

## **10- DEPORTE**

### **Water Sports:**

- Catamaran
- Diving
- Paddle
- Snorkeling
- Water bicycles

### **Land Sports:**

- Aerobics
- Basketball
- Beach football
- Beach Volleyball
- Billiards
- Golf (\$)
- Horseback-riding (\$)
- Mini bowling (\$)
- Mini football
- Mini-Golf (\$)
- Parachuting (\$)
- Petanque
- Ping Pong
- Squash
- Tennis
- Terrace games
- Wall climbing

## **11- ENTERTAINMENT**

- Club House
- Cancha de tenis

## **12- OTRAS FACILIDADES**

- Central piped music (chill out background music)
- Check-out: 12:00 hrs.
- Adults only

- Beach access
- Parking
- Foreign currency exchange
- Concierge Service (24 hrs)
- 24-hour telephone and fax service
- Satellite TV area in the Lobby
- Transportation service between the hotels and villages on the key (local service).
- Non-smoking areas
- Wheelchairs (OR)
- Facilities for the disabled (wheelchair access ramps, 1 Junior Suite)
- Late Check-out & Early Check-in (guaranteed only for guests accommodated in Suites and Villa Zaida del Rio).
- Laundry service
- Butler Service (07:00 - 23:00 hrs)
- 24-hour room service
- Souvenir shop
- Dinner Around Meliá shuttle service.
- Internet Center
- Free Wi-Fi connection (lobby)
- Check-in: 16:00 hrs