

FICHA TÉCNICA GDS - MELIÁ SANTIAGO DE CUBA

Actualizado: 2020-02-21

1- INFORMACIÓN GENERAL

Nombre del Hotel: Meliá Santiago de Cuba
Denominación: -
Marca: Meliá Hotels & Resorts
Propiedad: Cubanacán
Administración: Meliá Hotels International Cuba
Dirección: Av. de las Américas y Calle M, Santiago de Cuba, Cuba.
Código Postal: 90400
País: CUBA
Teléfono: (53 22) 647777
Correo electrónico: jefe.recepcion.msc@meliacuba.com
Web: <http://www.melia-santiagodecuba.com>
Año de construcción: 1991
Categoría: 5 estrellas
Temporadas de cierre: Abierto todo el año
Área que abarca: -
Hotel Libre de Humo: Si
Internet: No
Total de Habitaciones: 302

2- DESCRIPCIÓN DEL HOTEL

The only five-star hotel in Cuba's second most important city, located near the historic centre of Santiago de Cuba. Ideal for business trips.

3-LOCATION

Localización: Rodeado de Naturaleza
Ciudad más cercana: Santiago de Cuba
Distancia a la ciudad más cercana: 1.82km
Aeropuerto más cercano: Antonio Maceo
Código IATA: SCU
Distancia desde el aeropuerto: 12

4- ZONAS PÚBLICAS Y SERVICIOS GENERALES

- Entertainment
- Gym
- Room Service
- Business Center
- Shopping Center

5- SEGMENTOS

- Weddings and Honeymoons
- Meetings & Events

6- ATRIBUTOS

The Level

Rooms elegantly designed, brimming with Caribbean flavor and surrounded by windows offering stunning views of the city and mountains. Located on the higher floors (6, 7, 8, 9 and 10). Serves 62 Standard Rooms, Junior Suites, Suites, Master Suite and Presidential Suite.

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>Tipología: CLASSIC Cantidad: 225 Dimensión: 22 m² Máxima Ocupación: 0 adulto(s) + 0 niño(s)</p>
<p>Facilities:</p> <ul style="list-style-type: none"> - Air Conditioning - Breakfast table and chairs - Hair dryer - Magnifying mirror in the bathroom - Safety deposit box - Scale in the bathroom - City-mountain view - 1 extra bed or one cot (on request) - Alarm clock - Telephone - Assorted minibar - 110 and 220 volt outlet in the bathroom - Entrance hall - Amenities in the bathroom. - Satellite LCD-TV. - Twin beds - Teapot / Tea Service 	

Foto	Atributos
	<p>Tipología: JUNIOR SUITE Cantidad: 15 Dimensión: 25 m² Máxima Ocupación: 0 adulto(s) + 0 niño(s)</p>
<p>Facilities:</p> <ul style="list-style-type: none"> - Air Conditioning - Internet connection - Iron and ironing board - 110 and 220 volt outlet in the bathroom - Entrance hall - Telephone in the room /bathroom - Scale in the bathroom - City-mountain view - King-sized bed - Alarm clock - Jacuzzi in room - Minibar - Hair dryer - Magnifying mirror in the bathroom - Safety deposit box - Amenities in the bathroom. - Satellite LCD-TV. - 1 extra crib on request - Teapot / Tea Service 	

Foto	Atributos



Tipología: The Level

Cantidad: 44

Dimensión: 22 m²

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

Facilities:

- Air Conditioning
- Assorted minibar
- 110 and 220 volt outlet in the bathroom
- Magnifying mirror in the bathroom
- Safety deposit box
- Telephone in the room /bathroom
- Twin beds
- Bathroom scales
- (Free) Internet via cable or Wi-Fi in lobby
- Breakfast table and chairs
- Hair dryer
- Special amenities in the bathroom
- Entrance hall
- LCD TV
- City-mountain view
- 1 extra bed or one cot (on request)
- Teapot / Tea Service
- Alarm clock

Foto



Atributos

Tipología: THE LEVEL JUNIOR SUITE

Cantidad: 14

Dimensión: 25.5 m²

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

Facilities:

- Air Conditioning
- Telephone
- Assorted minibar
- 110 and 220 volt outlet in the bathroom
- Magnifying mirror in the bathroom
- Superior room amenities & bath salts
- LCD TV
- 1 extra crib on request
- Bathroom scales
- (Free) Internet via cable or Wi-Fi in lobby
- Jacuzzi in room
- Breakfast table and chairs
- Hair dryer
- Amenities in the room
- Entrance hall
- Safety deposit box
- City-mountain view
- King-sized bed
- Teapot / Tea Service
- Alarm clock

Foto



Atributos

Tipología: THE LEVEL GRAND SUITE

Cantidad: 2

Dimensión: 47.5 m²

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

Facilities:

- Air Conditioning
- Hair dryer
- Magnifying mirror in the bathroom
- Entrance hall
- Amenities in the bathroom.
- 1 extra crib on request
- King-sized bed
- Teapot / Tea Service
- Alarm clock
- Assorted minibar
- Pillow menu
- Whirlpool
- Safety deposit box
- City-mountain view
- 2 satellite LCD TVs
- Bathroom scales
- (Free) Internet via cable or Wi-Fi in lobby

Foto**Atributos**

Tipología: THE LEVEL MASTER SUITE
Cantidad: 1
Dimensión: 47.5 m²
Máxima Ocupación: 0 adulto(s) + 0 niño(s)

Facilities:

- Air Conditioning
- Breakfast table and chairs
- Hair dryer
- Magnifying mirror in the bathroom
- Entrance hall
- Superior room amenities & bath salts
- City-mountain view
- 2 telephones in room
- King-sized bed
- Teapot / Tea Service
- Alarm clock
- Jacuzzi in room
- Assorted minibar
- 110 and 220 volt outlet in the bathroom
- Bathrobe
- Complete bathroom
- Safety deposit box
- 1 extra crib on request
- 2 satellite LCD TVs
- Bathroom scales
- (Free) Internet via cable or Wi-Fi in lobby

Foto**Atributos**

Tipología: THE LEVEL PRESIDENTIAL SUITE
Cantidad: 1
Dimensión: 95 m²
Máxima Ocupación: 0 adulto(s) + 0 niño(s)

Facilities:

- Air Conditioning
- Breakfast table and chairs
- Iron and ironing board
- 110 and 220 volt outlet in the bathroom
- Magnifying mirror in the bathroom
- Superior room amenities & bath salts
- Toiletries
- City-mountain view
- Jacuzzi in room
- Assorted minibar
- Hair dryer
- Amenities in the room
- Entrance hall
- Safety deposit box
- Hydromassage in the bathroom
- 1 extra crib on request

- 2 satellite LCD TVs
- Bathroom scales
- (Free) Internet via cable or Wi-Fi in lobby

- King-sized bed
- Teapot / Tea Service
- Alarm clock





Habitaciones especiales:

Habitaciones para minusválidos: -

Habitaciones para no fumadores: -

8- BARES Y RESTAURANTES




Foto	Tipo / First Name	Atributos
	Restaurante / El Criollo	Speciality: Cuban cuisine Capacidad: 72 Aire acondicionado: No Outdoor: No Open: 7 days a week Location: Exterior Schedule: Lunch: 12:00 - 16:00, A la Carte
	Restaurante / La Casona	Speciality: Buffet Capacidad: 305 Aire acondicionado: Yes Outdoor: Yes Open: 7 days a week Location: Interior Schedule: Breakfast: 07:00 - 10:00, Buffet Dinner: 19:00 - 22:00, Buffet
	Restaurante / La Fontana	Speciality: Italian food Capacidad: 72 Aire acondicionado: No Outdoor: No Open: 7 days a week Location: Interior Schedule: 12:00 - 23:00
	Restaurante / La Isabelica	Speciality: International food Capacidad: 22 Aire acondicionado: Yes Outdoor: Yes Open: 7 days a week Location: Interior Schedule: 19:00 - 23:00, Gourmet- A la Carte
	Bar / Bello Bar	Speciality: Capacidad: 80 Aire acondicionado: Yes Outdoor: Yes Open: 7 days a week Location: Interior Schedule:

		<p>17:00 - 01:00</p>
	<p>Bar / Daiquiri</p>	<p>Speciality: Snacks Capacidad: 40 Aire acondicionado: Yes Outdoor: Yes Open: 7 days a week Location: Lobby bar Schedule: 24 hours</p>
	<p>Bar / Santiago Café</p>	<p>Speciality: Cocktails Capacidad: 300 Aire acondicionado: Yes Outdoor: Yes Open: 7 days a week Location: Interior Schedule: 21:00 - 03:00</p>
	<p>Bar / Sierra Cristal Lounge Bar</p>	<p>Speciality: Cocktail and snacks Capacidad: 10 Aire acondicionado: Yes Outdoor: Yes Open: 7 days a week Location: Interior Schedule: 07:30 - 23:00</p>

9- MEETING ROOMS

Número de salones: 6

Foto	First Name	Atributos
	<p>Sierra Maestra A/B/C</p>	<p>Height: 3.5 Dimensions: 256 Air Conditioning: Yes Internet: Yes Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern Reception: 225 Theatre: 250 Classroom: 250 Banquet: 167 Boardroom: 200 U-shape: 48 Cabaret: 167 Work-Shop: 225</p>
	<p>Sierra Maestra A</p>	<p>Height: Dimensions: 128 Air Conditioning: Yes Internet: No Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern Reception: 130 Theatre: 150 Classroom: 150 Banquet: 80 Boardroom: 140 U-shape: 24 Cabaret: 80 Work-Shop: 130</p>
	<p>Sierra Maestra B</p>	<p>Height: Dimensions: 64 Air Conditioning: Yes Internet: No Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern Reception: 60 Theatre: 50 Classroom: 50 Banquet: 30 Boardroom: 40 U-shape: 14 Cabaret: 30 Work-Shop: 60</p>
		<p>Height: Dimensions: 64 Air Conditioning: Yes Internet: Yes Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop,</p>

	Sierra Maestra C	Lectern Reception: 60 Theatre: 50 Classroom: 50 Banquet: 30 Boardroom: 40 U-shape: 14 Cabaret: 30 Work-Shop: 60
	Sierra Maestra B/C	Height: Dimensions: 256 Air Conditioning: Yes Internet: Yes Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern Reception: 130 Theatre: 150 Classroom: 150 Banquet: 80 Boardroom: 140 U-shape: 24 Cabaret: 80 Work-Shop: 130
	Don Emilio	Height: Dimensions: 38 Air Conditioning: Yes Internet: Yes Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern Reception: 20 Theatre: - Classroom: - Banquet: 12 Boardroom: - U-shape: - Cabaret: 12 Work-Shop: 12

Facilities:

- Meeting rooms equipped with modern audiovisual aids for events and banquets
- Welcome cocktail.
- Internet connection, e-mail and other services in the Business Center.
- Groups and Event planner / Professional Convention organizers
- Customized and private Check-in Express
- Flip Chart and Hospitality Desk.
- Room upgrade to superior category for VIP-group, according to availability
- Special entertainments and incentive programs for groups
- Special shows, theme dinners and parties for groups
- Special theme parties
- Theme dinners for groups
- Free internet connection for VIPs and Tour Leaders.
- Welcome sign.
- Complimentary dinner and inspection visit (on request) maximum 6 persons
- Turndown service for VIPs
- Discounts or gratuities in meeting rooms (as negotiated).

- Discounts in á la carte restaurants (on request).
- Two keys per double room.
- Early check-in (subject to availability).
- Storage space.
- Reserved spaces sign-posted in restaurants.
- Gym included (fitness only).
- Late check-out for some rooms (subject to availability).
- Certified hotel postcards.
- Gifts for VIPs and Tour Leaders
- VIP upgraded to superior room (subject to availability).
- Musical trio.
- Small musical group (4 -6 musicians).
- DJ with recorded music.
- Variety show with live music and dancers.
- Bottle of water on arrival VIPs and Tour Leaders.

10- PLAYA Y PISCINA

Facilidades de piscina:

Three swimming pools- two for adults and one for children- fringed by coconut palm trees, beach umbrellas, hammocks and palapas.

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

11- DEPORTE

Land Sports:

- Chess
- Dominoes
- Draughts/Checkers

12- ENTERTAINMENT

13- OTRAS FACILIDADES

- Private transfers in cars (upon request)
- Gift shop
- Crafts shop
- Taxis
- 24-hour medical service
- Fax service
- Secretarial service
- Laundry service
- Late Check-Out according to availability
- Hotel taxes included
- Art gallery
- Parking
- Concierge
- Foreign currency exchange
- Trips and optionals desk
- Boutique
- Craftworks
- Car Rental
- Check-in: 16:00 hrs
- Wi-Fi connection (lobby, lobby bar, square, pools, first level terrace, Sierra Maestra function room and 150 rooms)
- Free Wi-Fi connection (The Level lobby)
- Free internet connection (The Level rooms)
- Smoking areas: Outdoor areas and Casa del Habano cigar store
- Check-out: 12:00 hrs.
- 100% non-smoking hotel