

DATASHEET

MELIÃ

SANTIAGO DE CUBA



URBAN HOTEL SANTIAGO DE CUBA

Avenida de las Américas y Calle M, Reparto Sueño, Santiago de Cuba
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MELIÃ HOTELS INTERNATIONAL
CUBA

MELIÃ
HOTELS & RESORTS

THE LEVEL | MEETINGS & EVENTS | ADORE BY MELIÃ CUBA

cubanacan
GROUP

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DESCRIPTION

GENERAL INFORMATION

Urban hotel, owned by Cubanacán S.A. Corporación de Turismo y Comercio Internacional and managed by the Spanish chain Meliá Hotels International Cuba with a management contract under the brand Meliá Hotels & Resorts since 1 August 1999. It was opened on 15 October 1991.

RECOMMENDED FOR

Meetings and events, honeymoons and The Level service.

MELIÀ
HOTELS & RESORTS

BRAND

Five Star or Four Star Superior category hotel brand, with highly-personalised service and wonderful city and beach locations. Spacious lounges, services and facilities for business travellers to maximise the potential of their professional events. A variety of leisure and sports facilities at beach destinations, on an All-Inclusive basis. The select range of cuisine is one of the aspects of quality and wellbeing that make them so special. Some have an exclusive The Level floor and Yhi Spa.

DESCRIPTION

Five Star urban hotel covering an area of 28,000 m². Modern, stylish and comfortable. It is the highest-standard hotel in Cuba's second largest city. Modern architecture of iconic standing in the city. Glazed building on a metal frame, one of the highest points in the city, which with 15 storeys rises to 66 m high

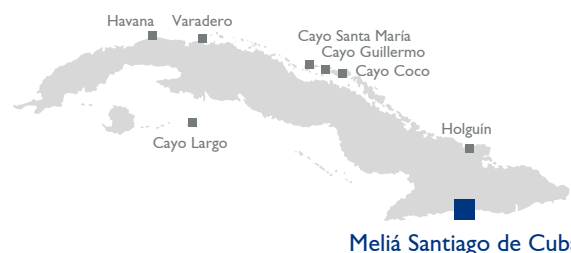
DISTINCTIONS

Monumental building, fully air-conditioned with beautiful views of the city and the mountains. Main lobby with escalator leading to the second lobby, convention area, terraces and buffet restaurant, art gallery for the exhibition and sale of works of art. With a fabulous bar on the top floor, with stunning panoramic views of the city and the mountains. Santiago Café nightclub with its design and layout reflecting the architecture and traditions of Santiago. Meliá Santiago main square, with a park surrounded by a shopping gallery, a bank, pharmacy, tourist information offices and places to eat. Varied daily cultural programme at the hotel. Leading hotel in

the city for business trips and meetings. Exclusive floor with The Level service. Leading hotel for business trips and meetings. Special programme of night-time entertainment in the city. Smoke-Free Hotel.

LOCATION

Situated in the residential district of Sueño, 2 km from the Old Town and from the Teatro Heredia Convention Centre. Close to the city's iconic places of interest, such as Tropicana Santiago, the Castle of San Pedro de la Roca del Morro, among others. The Sanctuary of la Virgen de la Caridad del Cobre, patron saint of Cuba, is 17 km away.



Access: Land and air

Distances and connections with Meliá Cuba hotels

Santiago de Cuba	Havana	Varadero	Cayo Largo	Cayo Santa María	Cayo Guillermo	Cayo Coco	Holguín
	10 hrs	11 hrs.	-	9 hrs	7 hrs	7 hrs	2 hrs
	1 hr. 45 min	-	-	-	-	-	-

TRANSPORT AND AIRPORTS

Taxis, bus, car rental. Nearest international airport: Antonio Maceo, 11 km (20 minutes, approximate fare: 15 CUC). International Airport of Holguín 200 km.



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ACCOMMODATION

Modern rooms for double and single occupancy, all with panoramic views of the city and the mountains. The hotel has 7 very distinctive room types on floors 2 to 14. The Suites and the Presidential Suite are noted for their duplex layouts, bathrooms with Jacuzzi and panoramic views. The Presidential Suite also has an office for meetings, the only one of its kind at Meliá Cuba. The rooms on floors 9 and 10, as well as the Junior Suites on floors 6 to 9, enjoy the exclusive services of The Level.

ROOMS TYPES	Quantity
Classic Room	225
Junior Suite	15
The Level Room	44
The Level Junior Suite	14
The Level Grand Suite	2
The Level Master Suite	1
Presidential Suite The Level	1
TOTAL ROOMS	302
(Connecting)	84
(Disabled Access)	0
(Non-Smoking)	302
Honeymoons	2
The Level	62

ALL EQUIPPED WITH:

- Air-conditioning
- Direct-dial telephone in bedroom and bathroom
- King-size or twin beds
- Satellite LCD-TV
- Electronic safety deposit box
- Minibar with mineral water, soft drinks, beers and more (\$)
- Electric coffee machine
- Iron and ironing board (upon request)
- Bathroom with bathtub, hairdryer and daily amenities
- Voltage (current): 110 V/60 Hz (the bathrooms are supplied with 220 V for appliances up to 50 Watts)
- Wi-Fi Internet connection (\$)

ROOM TYPES

CLASSIC ROOM AND THE LEVEL ROOM*

Rooms with large panoramic windows and wonderful views of the mountains and the city. Area: 22 m². Layout: bathroom and bedroom. Twin beds. Located between floors 2 and 14. Those on floors 9 and 10 enjoy the exclusive services of The Level.

JUNIOR SUITE AND THE LEVEL JUNIOR SUITE*

Rooms with city and mountain views. Layout: bedroom and bathroom with Jacuzzi and panoramic views. Area: 25.5 m². King-size beds. Located between floors 2 and 9. Those situated on floors 6 to 9 enjoy the exclusive services of The Level. Ideal for honeymoons.

THE LEVEL ROYAL SUITE*

Two exclusive rooms named after two famous figures from the world of Cuban music: Compay Segundo and Miguel Matamoros. Layout: hall, lounge, bedroom and 2 bathrooms (one with Jacuzzi). Area: 47,5 m². King-size beds. With large panoramic windows offering stunning views of the city and the mountains. Located on floors 4 and 10. Ideal for couples and business trips. They enjoy the exclusive services of The Level.

THE LEVEL MASTER SUITE *

The Level® Master Suite An exclusive duplex room with 2 private entrances. Named after Sindo Garay, the iconic Cuban musician. Layout: hall, lounge/dining room, bedroom, clothes valet and 2 bathrooms (one with hydromassage). Area: 47,5 m². King-size beds. Area: 47.5 m². King-size beds. With large panoramic windows offering views of the city and the mountains. Located between floors 10 and 11. Recommended for adults only, couples and business trips. Enjoy the exclusive services of The Level.

THE LEVEL PRESIDENTIAL SUITE *

The Level® Master Suite An exclusive duplex room with 2 private entrances. Named after El Tivoli, a picturesque area of the city. Layout: lounge/dining room with kitchenette, study with desk, bedroom, clothes valet and 2 bathrooms (one with Jacuzzi). Area: 95 m². King-size bed. Area: 47.5 m². King-size beds. With large panoramic windows offering views of the city and the mountains. Located between floors 9 and 10. Recommended for adults only, couples and business trips. Enjoy the exclusive services of The Level.

Maximum occupancy per room: Double occupancy and double for single occupancy. All room types allow 3 adults or 2 adults plus 2 children (0-12 years). Only one extra bed or cot (on request) allowed per room. No extra beds allowed in Junior Suites or Suites. Maximum capacity in all room types: 2 adults plus 2 children in a maximum of three beds in each room.



Classic Room



Presidential Suite The Level

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LEVEL
THE LEVEL



THE LEVEL *

An exclusive hotel within the hotel. One of the finest spaces with a personalised service, giving the guest unprecedented distinction and privacy. Floor with unique facilities and special décor, offering panoramic views of the city and the mountains of the Sierra Maestra.

FACILITIES

- Separate floor (floors 9 to 10)
- Lift with direct and/or exclusive access
- Exclusive Reception-Lounge-Concierge (floor 9)
- Exclusive VIP bar lounge (floor 9)
- Exclusive TV lounge (floor 9)
- Exclusive Internet Room with PC
- Wi-Fi connection
- Meeting room
- Exclusive The Level rooms

SERVICES:

- Concierge Service*
- Personalised welcome and introduction
- Assistance and arrangements, reservations, transfers and priority when booking any hotel service

- Personalised service throughout your stay
- Continental breakfast service, appetizers throughout the day and tea time
- First ironing service free of charge for 2 garments per person and express laundry service at no extra charge
- Nightly turndown service and VIP amenities with bath salts
- Daily national newspaper
- Free sauna at the Fitness Center
- 24-hour room service (\$)
- Coffee alarm
- Unpacking and packing service
- Bath prepared with salts and candles on request (in Master Suites and Presidential Suites only)
- Pillow menu, bathrobe and slippers
- Luxury postcard
- Personalised and/or private check-in / check-out
- Early check-in subject to availability
- Free late check-out up to 18:00.
- Welcome cocktail with mojito and refreshing wipes
- Private transfers airport–hotel–airport (in Master Suites and Presidential Suites only)

www.royalservicecuba.com



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GASTRONOMY

Wide range of cuisine with 7 culinary options, 3 of which are specialist restaurants. 3 bars for enjoying exquisite tropical cocktails and the finest national and international drinks. Live music in some restaurants at night.

RESTAURANTS & SNACK BARS



La Casona

International buffet
buffet

⌚ 07:30-10:00 315
19:00-22:00 * Inside



La Isabélica

International
À la carte

⌚ 19:00-23:00 32
* Inside



La Fontana

Italian
À la carte - Terrace

⌚ 12:00-23:00 80
* Outside



El Criollo

Cuban grill
À la carte

⌚ 12:00-16:30 72
* Outside



Alameda

Poolside snack bar
À la carte

⌚ 10:00-20:00 100
* Inside



Colmadito

Snack bar
Snack bar

⌚ 10:00-22:00 28
* Outside



Sierra Cristal (The Level)

VIP bar lounge (Panoramic view)
Minibuffet Snacks & tea time

⌚ 07:00-23:00 8
* Inside

BARS



Daiquirí

Lobby bar / Piano bar
Bar (tea time) Terrace

⌚ 24 horas 50
* Inside



Bello Bar

Bar
Music bar-disco

⌚ 18:00 - 02:00 90
* Inside



Santiago Café

Nightclub
Bar-cabaret-disco

⌚ 18:00-03:00 120
* Inside

Gastronomy Remarks: The menus and times of the restaurants and bars may be subject to change depending on the season and hotel occupancy. Smoke-Free Hotel. Dress code (formal) in all restaurants. The buffet service does not include beverages in the price. Premium Brand Drinks. 24-hour room service (\$). *Air-conditioned venues.

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GENERAL FACILITIES

Reception-Concierge (24 hours). Check-in: 16:00. Check-out: 12:00. Late check-out and early check-in (\$). 24-hour telephone and fax service (\$). Currency exchange. Outdoor parking. Porter service.

Customer care: 24-hour assistance line for guests. Smoke-Free Hotel. No pets allowed (except guide or assistance dogs). Special gifts for returning guests, wedding anniversaries and birthdays.

Bureau de Change: 07:30 - 19:30 and in Reception 19:30 – 07:30.

Internet Center: Located in the lobby. PC with Internet connection. Wi-Fi (\$). Business centre service.

Medical services. International clinic and pharmacy open 24 hours, 300 m away (\$). Doctor and/or nurse available at the hotel from Monday to Sunday for first aid. Pharmacy at the hotel open from Monday to Saturday.

Disabled Access: Access via ramps and entrances. Wheelchairs on request (\$).

Smokers: The hotel is 100% smoke-free. With designated smoking areas.

Security: (24-hour) in-house security staff. Locks and safety deposit box with magnetic cards. Fireproof materials and alarm system.

Hotel voltage: 110 V/60 Hz y 220 V/60 Hz in the bathroom. Guests may bring their own converter.

Health and beauty: Massages and sauna (\$).

Swimming pools: 3 outdoor fresh-water swimming pools (1 for children). Area: 670 m². Maximum depth of 1.5 m and minimum of 0.35 m. Shaded areas with umbrellas, loungers, chairs, palapas for relaxation, showers, toilets and lifeguard service. Towels at the entrance to the pools.

Activities and entertainment: Daily cultural programme at Daiquirí lobby bar. Piano bar with live music, trios, quartets, strings, wind instruments and percussion, variety show and themed entertainment. Santiago Café nightclub with live music and variety show. Bello Bar with dance classes, magic and variety show, and fashion show.

Sports: Outdoor multi-sports court.



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A D O R E
BY MELIÀ CUBA



WEDDINGS AND HONEYMOONS

WEDDINGS

Personal wedding coordinator to take care of every detail. Attractive “Adore Cuba” programmes for newlyweds and couples, especially designed for this brand.

- Ceremonies and à la carte banquets
- Romantic Getaway Programme for couples with no legal commitment
- Extra services with a variety of options for your wedding day. Cocktails and dinners, flowers, set-up and decoration, photos and video, music, etc.
- Honeymoon gifts for newlyweds and free Honeymoon programme for stays of several nights.

Our programmes include special rooms or alternative locations, cake, cava and romantic dinners. Special touches for returning guests and anniversaries. Ceremonies in romantic and exciting locations, with many varied services and added value to make your honeymoon an unforgettable experience.

www.weddingcubachannel.com

HONEYMOONS

Free Honeymoon programme with minimum overnight stays in one hotel or a combination of Melià Cuba hotels and Romantic Getaway package for couples. Private check-in and late check-out up to 15:00 hrs. Special room, floral gift, bottle of cava and amenities in the room on arrival. Housekeeping and romantic turndown service, welcome cocktail, romantic dinner and special moment during the stay, and weekly cocktail for honeymoon couples.



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MEETINGS & EVENTS
 BY MELIÀ HOTELS INTERNATIONAL CUBA

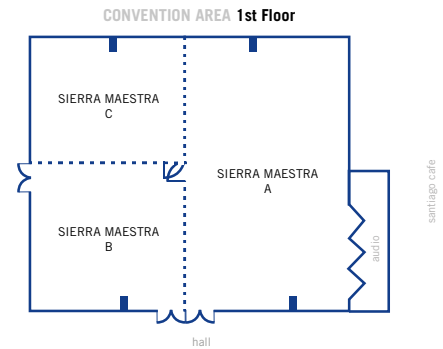


MEETINGS AND EVENTS

Hotel specialising in business and leisure groups, events, meetings, conferences and incentive trips. With 3 multi-purpose/multi-function rooms and a lounge bar for meetings, business centre, convention area and alternative locations, such as the swimming pool, etc. Formats accommodating from 14 to 500 people.

The meeting rooms are located in the second lobby, within a convention area with audio booth. With indoor and outdoor areas for cocktails and coffee breaks. The swimming pool has a platform for staging various types of musical formats or performances. Our friendly, professional and experienced staff will organise and coordinate any kind of activity in the hotel, either directly or through the Department of Meetings & Events by Melià Hotels International Cuba. Through the groups and events coordinator you can access audiovisual equipment, gastronomic and banqueting services, as well as musical groups, decorations, gifts and added value for groups, parties and dinners.

Email: meeting@meliacuba.com



Melià Santiago de Cuba									Capacity										
No.	Nombre Salón / Name Meeting Room	Loc. Piso / Loc. Floor	Puertas / Doors	Metros ² Area / SQ. Meters	Pies / SQ Feet	Altura (m) / Height	Largo x ancho (m) / Dimensions	Divisible en / Sections											
									Cocktail / Cocktail	Teatro / Theatre	Escuela / Classroom	Banquete / Banquet	Imperial / Boardroom	U / U-Shape	Show / Cabaret	Work-Shop / Work-Shop	Internet / Internet	Aire Acondic / Air Condit	Luz natural / Daylight
1	Sierra Maestra A+B+C	2	2	256	2756	2.8	16 x 16	3	225	250	250	167	200	48	167	225	wi fi	*	-
2	Sierra Maestra B+C	2	1	128	1378	2.8	16 x 8	2	130	150	150	80	140	24	80	130	wi fi	*	-
3	Sierra Maestra A	2	1	128	1378	2.8	16 x 8	1	130	150	150	80	140	24	80	130	-	*	-
4	Sierra Maestra B	2	1	64	689	2.8	8 x 8	1	60	50	50	30	40	14	30	60	-	*	-
5	La Sierra Maestra C	2	1	64	689	2.8	8 x 8	1	60	50	50	30	40	14	30	60	wi fi	*	☀
6	Don Emilio (The Level)	1	1	38	409	2.8	-	0	20	0	0	12	0	10	12	12	wi fi	*	☀
Other locations																			
1	Piscina/ swimming pool	1	1	2340	25188	2.8	-	0	500	0	0	300	0	0	300	500	-	-	☀
2	Santiago Café	1	4	298	3208	2.8	-	0	250	0	0	150	0	0	150	250	-	*	-
3	Bello Bar	13	3	130	1399	2.8	-	0	100	0	0	80	0	0	80	100	wi fi	*	☀
4	Area de Convenciones	2	1	-	-	-	-	0	0	0	0	0	0	0	0	0	-	*	☀
5	Business Center	1	1	-	-	-	-	0	0	0	0	0	0	0	0	0	wi fi	*	☀

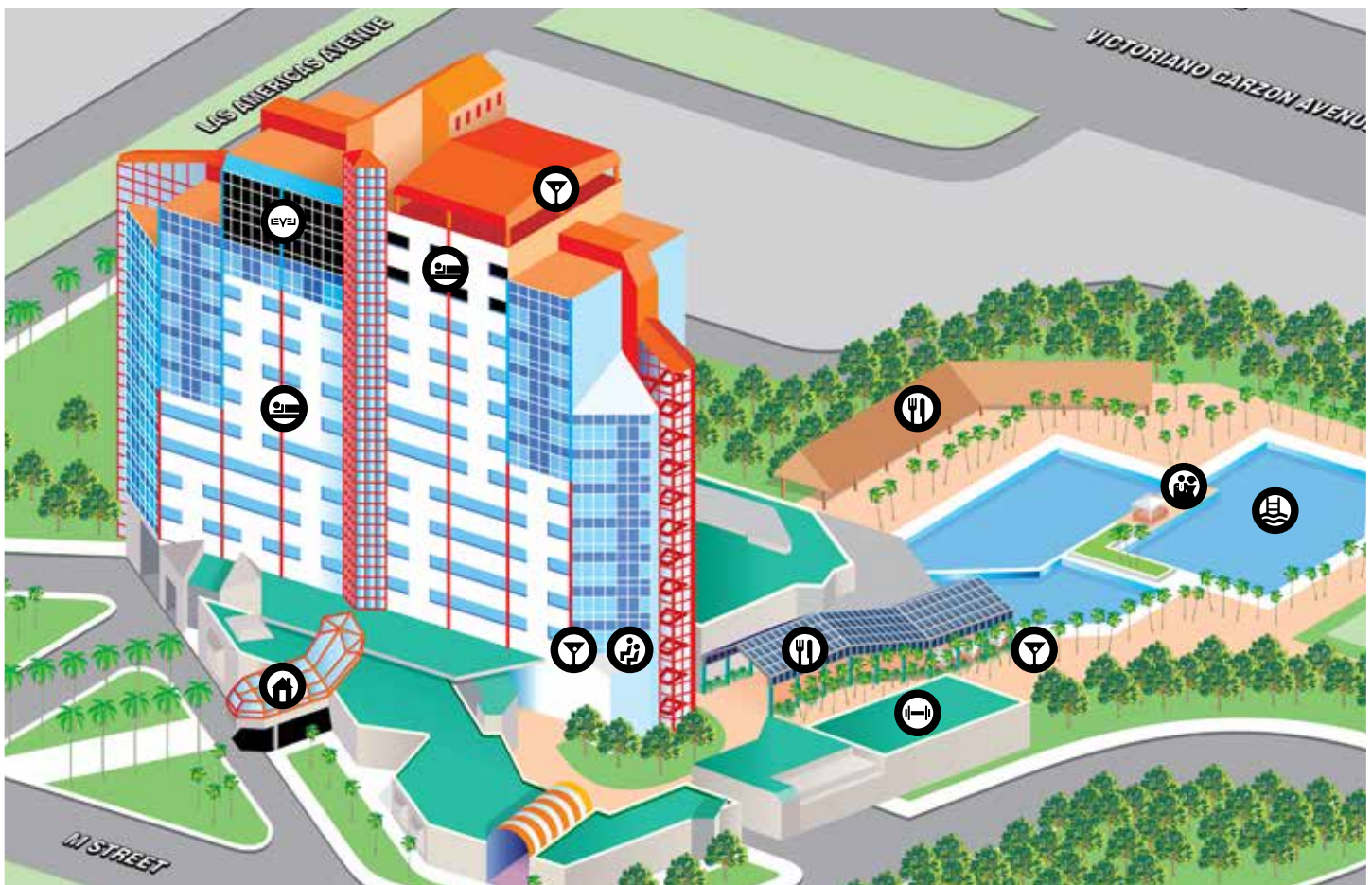


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MAP



CAPTION

- | | | | |
|---------------|-------------|--------------------|-----------|
| MAIN BUILDING | RESTAURANTS | GENERAL FACILITIES | WEDDINGS |
| ROOMS | BARS | MEETING ROOMS | THE LEVEL |
| SWIMMING POOL | | | |