

GDS TECHNICAL SHEET - MELIÁ BUENAVISTA

Updated: 2022-07-07

GENERAL INFORMATION

Name of the hotel: Meliá Buenavista

Denomination: All Inclusive The Level & Spa

Brand: Meliá Hotels & Resorts

Property: Gaviota

Administration: Meliá Hotels International Cuba

Address: Punta Madruguilla, oeste Cayo Santa María, Caibarién, Villa Clara, Cuba.

Postal Code: 52610

Country: CUBA

Phone: (5342)350700

Email: melia.buenavista@meliacuba.com

Web: <http://www.melia-buenavista.com>

Year of construction: 2010

Category: 5 estrellas

Closing seasons: Open all year long

Area covered: 2500

Internet: Wifi Free

Total Rooms: 108

HOTEL DESCRIPTION

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.

LOCATION

Location: Rodeado de Naturaleza

Component buildings: - Edificio Exclusivo
- Bungalow

Nearest city: Santa Clara

Distance to the nearest city: 94.58km

Nearest airport: Las Brujas

IATA code: BWW

Distance from the airport: 13.6 Km

Other airports: Abel Santamaría

IATA code: SNU

Distance from the airport: 110 Km

PUBLIC AREAS AND GENERAL SERVICES

- Beauty parlor (\$)
- Concierge
- Car Rental (\$)
- Room Service
- Beauty & SPA YHI SPA
- Medical services 24-hr International Clinic (\$)
- Fitness Center
- Internet Service Free Wi-Fi around the hotel

INTERESTS

- Weddings and Honeymoons
- YHI SPA
- Adults only

ATTRIBUTES

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.

Services and facilities

- 24-hr porter service
- Assistance and coordinations. Reservations, transfers, etc
- Daily turndown service
- Drinks service and refreshing wipes available on request
- Early check- in subject to availability
- Exclusive bars and/or restaurants
- Exclusive Lounge
- Exclusive reception
- Express Laundry service (\$)
- First pressing service free (two pieces per pax)
- Free late check-out guaranteed up until 14:00 hrs
- Mini snacks (not apply to Adults Only hotels) for kids and adults from 12:30 until 14:30 hr
- Mini snacks from 15:00 hrs on
- Mini-bar stocked daily
- Personalised check-in/check-out at separate reception
- Personalised welcome card with the guest's name on arrival
- Personalized attention during your stay
- Pillow menu
- PRE ARRIVAL FORM service (PAF)
- Royal Service / Concierge manager
- Special ammenities
- Towels for beach / Swimming pool in the room
- Wi-Fi Service (free)
- Butler service
- Butler
- Butler or concierge menu
- Free late check-out guaranteed up until 16:00 hrs (subject to availability)

- Beach Concierge service (10:00-18:00hrs)
- Pool Concierge
- Luggage packing and unpacking
- Personalised Premium Bar (served to suit the guest's tastes)
- Bathtub preparation with candles and salts (once during your stay)
- Mini-bar stocked daily
- One hydrothermal circuit in Yhi Spa included per person per stay
- Private transfer In/Out to Santa Clara Abel Santa María International Airport and Cayo Santa María Cayo Las Brujas Airport-Hotel (1 per room) / minimum 5 nights stay in The Level Royal Suite, The Level Grand Suite Sea View, Villa Zaida del Rio The Level, Three Bedroom Villa The Level and Four Bedroom Villa The Level
- Discount (%) on massages at YHI-Spa (or outside of the Yhi Spa)
- Priority reservations at à la carte restaurants
- Diving reservations (priority)
- Priority when making reservations at the YHI-SPA
- In-room spa only for rooms with bathtub or whirlpool bath (\$)
- 24-hour room service (no charge)

ROOMS

Typology	Quantity
THE LEVEL JUNIOR SUITE	50
JUNIOR SUITE SEA VIEW THE LEVEL	20
ROMANCE JUNIOR SUITE SEA VIEW THE LEVEL	30
THE LEVEL ROYAL SUITE	2
THE LEVEL GRAND SUITE SEA VIEW	2
VILLA ZAIDA DEL RIO THE LEVEL	1
THREE BEDROOM VILLA THE LEVEL	2
FOUR BEDROOM VILLA THE LEVEL	1

Special rooms:	
Connecting rooms:	6

ROOMS

THE LEVEL JUNIOR SUITE (50)



Dimension: 62 m²

Number of callers: 6

Maximum Occupancy:

- 2 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Matrimonial 2.00 x 2.00 - 1

- Personal 1.36 x 2.00 - 2

Located in:

- Bungalow, Floors: 1,2

Views:

- Vista Jardín

- Vista Piscina

Exclusive services:

- Services The Level

FACILITIES:

- Iron and ironing board
- Ceiling fan
- Pillow menu
- Bathrobe
- Beach towels
- Scale in the bathroom
- Satellite LCD-TV.
- Living Room -TV-Bedroom
- Terrace with outdoor shower
- Mini-bar stocked daily
- Bath tub with hydromassage
- Hair dryer
- Special amenities in the bathroom
- Magnifying mirror in the bathroom
- Complete bathroom with separate bathtub and shower
- Telephone in the room /bathroom
- Electric coffeemaker / tea and coffee service.
- Garden /swimming pool view
- Terrace with bench-sofa
- Chairs and table on the terrace
- Wi-Fi connection (free of charge)
- Beds: 2 doubles or 1 king size

ROOMS

JUNIOR SUITE SEA VIEW THE LEVEL (20)



Dimension: 62 m²

Maximum Occupancy:

- 2 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Matrimonial 2.00 x 2.00 - 1

- Personal 1.36 x 2.00 - 2

Located in:

- Bungalow, Floors: 1

Views:

- Vista Mar

Exclusive services:

- Services The Level

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
- Mini-bar stocked daily
- Beds: 2 doubles or 1 king size
- Hair dryer
- Special amenities in the bathroom
- Pillow menu
- Beach towels
- Scale in the bathroom
- Satellite LCD-TV.
- Hydromassage in the bathroom
- Terrace with bench-sofa
- Chairs and table on the terrace
- Wi-Fi connection (free of charge)

ROOMS

ROMANCE JUNIOR SUITE SEA VIEW THE LEVEL (30)



Dimension: 62 m²

Maximum Occupancy:

- 2 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Matrimonial 2.00 x 2.00 - 1

- Personal 1.36 x 2.00 - 2

Located in:

- Bungalow, Floors: 2

Views:

- Vista Mar

Exclusive services:

- Services The Level

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
- Terrace with bench-sofa
- Chairs and table on the terrace
- Mini-bar stocked daily
- Beds: 2 doubles or 1 king size
- Hair dryer
- Special amenities in the bathroom
- Pillow menu
- Beach towels
- Scale in the bathroom
- Satellite LCD-TV.
- Living Room -TV-Bedroom
- Terrace with outdoor shower
- Bath with Jacuzzi
- Wi-Fi connection (free of charge)

ROOMS

THE LEVEL ROYAL SUITE (2)



Dimension: 102 m²

Maximum Occupancy:

- 2 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Matrimonial 2.00 x 2.00 - 1

Located in:

- Bungalow, Floors: 1

Views:

- Vista Mar

Exclusive services:

- Services The Level

FACILITIES:

- Assorted minibar
- Hair dryer
- Special amenities in the bathroom
- Pillow menu
- Beach towels
- Electric coffeemaker / tea and coffee service.
- King- size bed
- Palapa-Outdoor Breakfast Service
- Bath with Jacuzzi
- Bedroom-TV
- Bathrooms (Living Room and Bedroom)
- Telephone Living Room / Bathroom
- Privileged view of Punta Madruguilla
- Telephone in room
- 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
- Terrace with outdoor shower
- Living room-dining room- TV
- Terrace with sofa (Living Room and Bedroom)
- Garden ground floor
- LCD TV - Living Room and Bedroom
- Wi-Fi connection (free of charge)

ADDED VALUES:

- Private transfer from and to Santa Clara Abel Santa María International Airport and Cayo Santa María Cayo Las Brujas Airport-Hotel (1 per room) / minimum 5 nights stay

ROOMS

THE LEVEL GRAND SUITE SEA VIEW (2)



Dimension: 102 m²

Maximum Occupancy:

- 2 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Matrimonial 2.00 x 2.00 - 1

Located in:

- Bungalow, Floors: 2

Views:

- Vista Mar

Exclusive services:

- Services The Level

FACILITIES:

- Assorted minibar
- Hair dryer
- Special amenities in the bathroom
- Pillow menu
- Beach towels
- Electric coffeemaker / tea and coffee service.
- Bathrobe and slippers
- 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
- Wi-Fi connection (free of charge)
- Iron and ironing board
- Ceiling fan
- Ocean view guaranteed
- Magnifying mirror in the bathroom
- Scale in the bathroom
- King- size bed
- Terrace with outdoor shower
- Bath with Jacuzzi
- Bedroom-TV
- Bathrooms (Living Room and Bedroom)
- Cordless phone in the Bedroom
- Privileged view of Punta Madruguilla

ADDED VALUES:

- Private transfer from and to Santa Clara Abel Santa María International Airport and Cayo Santa María Cayo Las Brujas Airport-Hotel (1 per room) / minimum 5 nights stay

ROOMS

VILLA ZAIDA DEL RIO THE LEVEL (1)



Dimension: 250 m²

Maximum Occupancy:

- 2 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Matrimonial 2.00 x 2.00 - 1

Located in:

- Edificio Exclusivo, Floors: 1,2

Views:

- Vista Mar

Exclusive services:

- Services The Level

FACILITIES:

- Telephone
- Assorted minibar
- Hair dryer
- Ocean view guaranteed
- Trouser press (valet)
- Scale in the bathroom
- Electric coffee maker with tea and coffee service
- Chairs, sun loungers, lounge chairs and table in the balcony.
- Independent chalet -style cottage with tile roof
- Living room /bathroom
- Living room-study
- Rocking chairs in the terrace and bedroom
- Swimming pool /Jacuzzi/solarium
- King-sized bed
- In-room safe
- Iron and ironing board
- Umbrella
- Magnifying mirror in the bathroom
- Amenities in the bathroom.
- Satellite LCD-TV.
- CD-MP3-Radio and DVD player
- Kitchen
- 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
- Wi-Fi connection (free of charge)

ADDED VALUES:

- Private transfer from and to Santa Clara Abel Santa María International Airport and Cayo Santa María Cayo Las Brujas Airport-Hotel (1 per room) / minimum 5 nights stay

ROOMS

THREE BEDROOM VILLA THE LEVEL (2)



Dimension: 690 m²

Maximum Occupancy:

- 6 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Exclusive services:

- Services The Level

FACILITIES:

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

- Entrance hallway
- Walk-in wardrobe with safety deposit box
- 55" TV with USB, HDMI and Data ports
- I-Dock Station
- Double USB sockets for charging
- Ceiling fan
- Scales in the bathroom
- Bathrobe and slippers
- Sauna
- Bathroom with whirlpool tub and double shower.

ADDED VALUES:

- | | |
|---|--|
| - Welcome gift | - Personalised check-in and tour of the villa |
| - Daily butler service. Services include: preparing simple meals, bartending services, luggage unpacking and packing and full service for guests. | - Daily housekeeping service from 7.30 a.m. to 9.30 p.m. Services include cleaning and maintenance of the villa during the established hours |
| - Benefit from the all-inclusive services at the Meliá Buenavista and Meliá Santa María hotels and use of all their facilities | - Concierge service for all sports, restaurant bookings or other assistance (see concierge menu) |
| - Wireless and cable Internet service. | - Breakfast, lunch and dinner service in the villa. |
| - Private transfer from and to Santa Clara Abel Santa María International Airport and Cayo Santa María Cayo Las Brujas Airport-Hotel (1 per room) / minimum 5 nights stay | - Daily scuba diving included (1 per person). A PADI certification card is required. If you don't have one, you'll need to take scuba diving lessons for beginners at the hotel. |

ROOMS

FOUR BEDROOM VILLA THE LEVEL (1)



Dimension: 0 m²

Maximum Occupancy:

- 8 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Exclusive services:

- Services The Level

FACILITIES:

- Living Room-Entrance Hall
- Independent parking area and front door
- **Dining room and lounge with TV**
 - Rectangular table with 12 chairs
 - 55" TV with USB, HDMI and Data ports
 - Modular sofa and armchairs
 - Coffee table
 - Ceiling fans
- **TV room**
 - 75" TV with USB, HDMI and Data ports
 - Modular sofas
 - Independent portable speaker via Bluetooth, USB or SD card, remote control and wireless microphone.
- **Large terrace, courtyard and barbecue area**
 - Rectangular dining table with 12 chairs
 - Sofas, armchairs and coffee tables
 - Outdoor grill area and sink
 - Whirlpool tub and pool showers
 - Semi-Olympic pool (25 x 20 x 1.35)
- **Master bedroom 1 (113 m2). Ground floor**
 - Entrance hallway
 - Walk-in wardrobe with safety deposit box
- **Wi-Fi connection (free of charge)**
- Electricity: 220V/ 60H
- **Kitchen bar integrated in the dining room**
 - Ceramic hob with four cooking zones
 - Countertop, shelf, microwave and sink
 - Refrigerator with two doors
 - Bar top with four stools
- Catering service and butler area
- **Games room**
 - Professional pool table
- **Professional office**
 - Professional office with desk, swivel chair, seating for visitors and cable connection (ETHERNET)
- Guest bathroom
- **Guest rooms (2) (65 m2)**
 - Both have the same layout.
 - Entrance hallway.
 - Walk-in wardrobe with safety deposit box.
 - Bedroom with king-size bed.
 - Bathroom with bathtub and double shower.
 - 55" TV with USB, HDMI and Data ports and I-Dock station. Double USB sockets for charging.
 - Ceiling fan.
 - Scales in the bathroom.
 - Bathrobe and slippers.
- **Master bedroom 2 (120 m2). Top floor**
 - Entrance hallway
 - Walk-in wardrobe with safety deposit box

- 55" TV with USB, HDMI and Data ports
- I-Dock Station
- Double USB sockets for charging
- Ceiling fan
- Scales in the bathroom
- Bathrobe and slippers
- Sauna
- Bathroom with whirlpool tub and double shower.

- 55" TV with USB, HDMI and Data ports
- I-Dock Station
- Double USB sockets for charging
- Ceiling fan
- Scales in the bathroom
- Bathrobe and slippers
- Sauna
- King-sized bed
- Bathroom with whirlpool tub and double shower.

ADDED VALUES:

- Welcome gift

- Personalised check-in and tour of the villa

- Daily butler service. Services include: preparing simple meals, bartending services, luggage unpacking and packing and full service for guests.

- Daily housekeeping service from 7.30 a.m. to 9.30 p.m. Services include cleaning and maintenance of the villa during the established hours

- Benefit from the all-inclusive services at the Meliá Buenavista and Meliá Santa María hotels and use of all their facilities

- Concierge service for all sports, restaurant bookings or other assistance (see concierge menu)

- Wireless and cable Internet service.

- Breakfast, lunch and dinner service in the villa.

- Daily scuba diving included (1 per person). A PADI certification card is required. If you don't have one, you'll need to take scuba diving lessons for beginners at the hotel.

- Private transfer from and to Santa Clara Abel Santa María International Airport and Cayo Santa María Cayo Las Brujas Airport-Hotel (1 per room) / minimum 5 nights stay

RESTAURANTS

Restaurante Bistró "Los Navegantes"

Exclusive: The Level



Specialty: Gourmet
Capacity: 42
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Interior
Schedule:
18:30 - 22:00, A la Carte

Restaurante Internacional "Los Caribes"

Exclusive: The Level



Specialty: Gourmet
Capacity: 71
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Interior
Schedule:
Dinner: 18:30 - 22:00, A la Carte

Restaurante Ranchón Playa "Los Marinos"

Exclusive: The Level



Specialty: Gourmet
Capacity: 62
Aire acondicionado: Yes
Exterior: Yes
Open: 7 days a week
Location: Exterior
Schedule:
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

BARS

Bar Piscina "La Caracola"

Exclusive: The Level



Capacity: 6
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Pool
Schedule:
10:00 - 17:00

Bar Playa "La Duna"

Exclusive: The Level



Specialty: Drinks and liquors
Capacity: 5
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Beach
Schedule:
10:00 - 17:00

Lobby Bar y Piano Bar "La Nocte"

Exclusive: The Level



Capacity: 82
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Lobby bar
Schedule: 24 hours

Sunset Bar

Exclusive: The Level



Specialty: Drinks and cocktails
Capacity: 15
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Beach
Schedule:
10:00 - 19:00

BEACH AND POOL

Beach facilities:

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

Pool facilities:

Lobby

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

- Exterior: Yes
- Towel service
- Lounge chairs service
- Fresh drinking water
- Palapas
- Balinese beds
- Boardwalk to Punta Madruguilla
- Lifeguard service
- Initiation diving lessons
- Bathrooms
- Pool Concierge Service
- La Caracola pool- bar service

Bungalow Area

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

- Exterior: Yes
- Towel service
- Umbrellas service
- Lounge chairs service
- Balinese beds
- Lifeguard service
- Bathrooms
- Cool fresh water
- La Caracola pool- bar service (10:00 - 17:00)
- Pool concierge service (10:00 - 17:00)
- Shade areas
- Towel service in the Club House

SPORT

Watersports:

- Catamaran
- Diving
- Paddle
- Snorkeling
- Water bicycles

Land sports:

- Aerobics
- Beach football

- Beach Volleyball
- Ping Pong
- Tennis
- Terrace games

ENTERTAINMENT

- Club House

Pool and beach activities with varied and restful programs. Towel service, Life Enriching, Pilates, aqua gym, nature walks and yoga, Spanish and tennis lessons.

- Cancha de tenis

Located in the Spa area. Provided with night lighting and professional instructors if necessary (09:00 - 17:00).

Located in a natural ecological setting.

In renovation process. Clients can use the tennis courts at the Meliá Cayo Santa María Hotel.

OTHER FACILITIES

- Check-out: 12:00 hrs.
- Beach access
- Parking
- 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
- 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 (\$)
- Internet Center
- Free Wi-Fi connection (lobby)
- Check-in: 16:00 hrs

RESERVATION POLICY AND PAYMENT CONDITIONS

- For the reservation policy and payment methods, please contact the hotel.
- The exchange of currencies to CUP will be subject to the official exchange rate in force at the time of the transaction and may be carried out at airports, banks, hotels (*) or exchange houses (CADECA).
- In Cuba, credit and debit cards operate in USD and Visa and Mastercard are accepted, as long as they have not been issued by US banks or their subsidiaries.
- RED and AIS cards in freely convertible currency and CUP cards issued by Cuban banks are accepted.
- Prepaid Card Service available at MLC. Cards are issued by Banco de Crédito y Comercio (BANDEC) for values of: 200, 500 and 1000 US dollars, which are marketed by CADECA, in any currency traded in its commercial network.
- This Card is not personalized, so it can be operated by those who have their PIN.
- At the request of the client, the balance of the Card is reimbursed by CADECA to the tourist in freely convertible currency, when he leaves the country, at international airports, in one of the foreign currencies of which they are quoted.

(*) Restrictions may apply