

## GDS TECHNICAL SHEET - MELIÁ BUENAVISTA

Updated: 2021-05-07

### 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:** jefe.reservas.csm@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

- Day around
- Concierge
- Beauty parlor (\$)
- Dining Around
- Room Service
- Beauty & SPA YHI SPA
- Medical services 24-hr International Clinic (\$)
- Fitness Center
- Internet Service Wi-Fi (free)
- Car Rental (\$)
- Internal transfer Cayo Santa María (\$)

## INTERESTS

- Weddings and Honeymoons
- YHI SPA

## 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
- Amenidades especiales (ELEMENTS)
- Assistance and coordinations. Reservations, transfers, etc
- Bag for swimming pool towels inside the room
- Cookies and French pastries for tea and coffee from 15:00 until 18:00 hr
- 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
- Hot and cold snacks from 19:00 until 22:00 hr. at night
- Mini snacks (if applicable) for kids and adults from 12:30 until 14:30 hr
- 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)
- Reservation of Sports Fields (priority)
- Royal Service / Concierge manager
- 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 with water, soft drinks, juice and beer
- 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 (exclusive for bookings at [www.meliacuba.com](http://www.meliacuba.com))
- 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 (\$)
- Independent building with exclusive rooms
- Independent entrance
- Exclusive swimming pool
- Exclusive beach area
- 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

## ROOMS

### THE LEVEL JUNIOR SUITE (50)



**Dimension:** 62 m<sup>2</sup>

**Maximum Occupancy:**

- 2 adult(s) + 0 children

**Minimum Occupancy:**

- 1 adult(s) + 0 children

**Beds:**

- Matrimonial 2.00 x 2.00 - 1

- Personal 1.00 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
- Complete bathroom with separate bathtub and shower
- Telephone in the room /bathroom
- Electric coffeemaker / tea and coffee service.
- Garden /swimming pool view
- Mini-bar stocked daily with water, soft drinks, juice and beer
- Terrace with outdoor shower
- Wi-Fi connection (free of charge)
- Beds: 2 doubles or 1 king size
- Hair dryer
- Special amenities in the bathroom
- Magnifying mirror in the bathroom
- Beach towels
- Scale in the bathroom
- Satellite LCD-TV.
- Bathrobe and slippers
- Living Room -TV-Bedroom
- Terrace with bench-sofa
- Chairs and table on the terrace
- Bath tub with hydromassage

## ROOMS

### JUNIOR SUITE SEA VIEW THE LEVEL (20)



**Dimension:** 62 m<sup>2</sup>

**Maximum Occupancy:**

- 2 adult(s) + 0 children

**Minimum Occupancy:**

- 1 adult(s) + 0 children

**Beds:**

- Matrimonial 2.00 x 2.00 - 1

- Personal 1.00 x 2.00 - 2

**Located in:**

- Bungalow, Floors: 1

**Views:**

- Vista Mar

**Exclusive services:**

- Services The Level

### FACILITIES:

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

## ROOMS

### ROMANCE JUNIOR SUITE SEA VIEW THE LEVEL (30)



**Dimension:** 62 m<sup>2</sup>

**Maximum Occupancy:**

- 2 adult(s) + 0 children

**Minimum Occupancy:**

- 1 adult(s) + 0 children

**Beds:**

- Matrimonial 2.00 x 2.00 - 1

- Personal 1.00 x 2.00 - 2

**Located in:**

- Bungalow, Floors: 2

**Views:**

- Vista Mar

**Exclusive services:**

- Services The Level

### FACILITIES:

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- 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
- 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.
- Mini-bar stocked daily with water, soft drinks, juice and beer
- Terrace with bench-sofa
- Chairs and table on the terrace
- Wi-Fi connection (free of charge)



## ROOMS

### THE LEVEL ROYAL SUITE (2)



**Dimension:** 102 m<sup>2</sup>

**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:

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- 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
- Wi-Fi connection (free of charge)

### ADDED VALUES:

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- 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 (exclusive for bookings at [www.meliacuba.com](http://www.meliacuba.com))

## ROOMS

### THE LEVEL GRAND SUITE SEA VIEW (2)



**Dimension:** 102 m<sup>2</sup>

**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:

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- 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:

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- 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 (exclusive for bookings at [www.meliacuba.com](http://www.meliacuba.com))

## ROOMS

### VILLA ZAIDA DEL RIO THE LEVEL (1)



**Dimension:** 250 m<sup>2</sup>

**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:

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- 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
- Wi-Fi connection (free of charge)
- 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

### ADDED VALUES:

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- 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 (exclusive for bookings at [www.meliacuba.com](http://www.meliacuba.com))

## ROOMS

### THREE BEDROOM VILLA THE LEVEL (2)



**Dimension:** 690 m<sup>2</sup>

**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:**

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- Personalised check-in and tour of the villa
- **Welcome amenity:**
  - Premium basket with 3 bottles of rum and a bottle of Moët & Chandon champagne, assorted gourmet sandwiches, platter of seasonal fruit, cheese and biscuits
- 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 (exclusive for bookings at [www.meliacuba.com](http://www.meliacuba.com))



## ROOMS

### FOUR BEDROOM VILLA THE LEVEL (1)



**Dimension:** 0 m<sup>2</sup>

**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:**

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- Personalised check-in and tour of the villa

- **Welcome amenity:**

- Premium basket with 3 bottles of rum and a bottle of Moët & Chandon champagne, assorted gourmet sandwiches, platter of seasonal fruit, cheese and biscuits

- 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 (exclusive for bookings at [www.meliacuba.com](http://www.meliacuba.com))

## 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
- Brackish: No
- Children's area: No
- Towel service
- Whirlpool
- 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
- Brackish: No
- Children's area: No
- Towel service
- Umbrellas service
- Whirlpool
- 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
- Basketball
- Beach football
- Beach Volleyball
- Billiards
- Mini bowling (\$)
- Mini football
- Petanque
- Ping Pong
- Squash
- 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**

- 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

## RESERVATION POLICY AND PAYMENT CONDITIONS

- Please contact the hotel directly for information about reservation policy and payment conditions.
- The Cuban peso (CUP) is the national currency in the country and it's used to pay for all tourist products and services in the destination.
- Exchanging USD cash, and other currencies, to CUP is subject to an exchange rate taking into account its fluctuation in the world market. It is carried out in airports, banks, hotels, exchange houses (CADECA).
- In Cuba credit and debit cards operate in US dollars and are subject to a 3% commission. Visa and MasterCard are accepted, provided they have not been issued by a US bank or one of its subsidiaries.
- Cash payment is not accepted at the hotel to reduce Covid-19 risks.
- In addition, RED and AIS cards are accepted in convertible currencies issued by Cuban banks. Direct payment at the hotel for reservations and extra services with these Cards has a 10% discount.
- Cards in CUP currency issued by Cuban banks are also accepted.