

GDS TECHNICAL SHEET - MELIÁ SANTIAGO DE CUBA

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GENERAL INFORMATION

Name of the hotel: Meliá Santiago de Cuba

Denomination: -

Brand: Meliá Hotels & Resorts

Property: Cubanacán

Administration: Meliá Hotels International Cuba

Address: Av. de las Américas y Calle M, Santiago de Cuba, Cuba.

Postal Code: 90400

Country: CUBA

Phone: (53 22) 647777

Email: jefe.recepcion.msc@meliacuba.com

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

Year of construction: 1991

Category: 5 estrellas

Closing seasons: Open all year long

Area covered: -

Smoke Free Hotel: Yes

Internet: Wifi Free

Total Rooms: 302

HOTEL DESCRIPTION

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.

LOCATION

Location: Rodeado de Naturaleza

Component buildings: - Edificio principal

Nearest city: Santiago de Cuba

Distance to the nearest city: 1.82km

Nearest airport: Antonio Maceo

IATA code: SCU

Distance from the airport: 12 Km

PUBLIC AREAS AND GENERAL SERVICES

- Entertainment Cancha deportiva
- Gym
- Room Service
- Business Center Business Center
- Shopping Center Plaza Meliá Santiago

INTERESTS

- Weddings and Honeymoons
- Meetings & Events

ATTRIBUTES

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.

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)
- Concierge Service
- Concierge
- Babysitting service (book 24 hours in advance - \$)
- Bathtub preparation with candles and salts (once during your stay) (only in solo Master Suite The Level /• Suite Presidential The Level)
- Mini-bar stocked daily with water, soft drinks, juice and beer (\$)
- 24 hours Room Service with cost
- Independent areas with exclusive rooms

- Lift with direct access
- Private transfer In / Out Antonio Maceo International Airport of Santiago de Cuba - Hotel (1 per room) / minimum 3 nights stay in The Level Master Suite and The Level Presidential Suite (exclusive for online reservations)

ROOMS

Typology	Quantity
CLASSIC	225
JUNIOR SUITE	15
The Level	44
THE LEVEL JUNIOR SUITE	14
THE LEVEL GRAND SUITE	2
THE LEVEL MASTER SUITE	1
THE LEVEL PRESIDENTIAL SUITE	1

Habitaciones especiales:	
Connecting rooms:	56

ROOMS

CLASSIC (225)



Dimension: 22 m²

Number of callers: 40

Maximum Occupancy:

- 2 adult(s) + 2 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Personal 1.00 x 2.00 - 2

Located in:

- Edificio principal, Floors:
2,3,4,5,6,7,8,11,12,13,14

Views:

- Vista Ciudad
- Mountain view

FACILITIES:

- Air Conditioning
- Alarm-clock radio
- Assorted minibar
- 110 and 220 volt outlet in the bathroom
- Entrance hall
- Amenities in the bathroom.
- Satellite LCD-TV.
- Twin beds
- Wi-Fi connection (free of charge)
- Alarm clock
- Telephone
- 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)
- Teapot / Tea Service

ROOMS

JUNIOR SUITE (15)



Dimension: 25.5 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 principal, Floors: 2,3,4,5

Views:

- Mountain view

FACILITIES:

- Air Conditioning
- Minibar
- Hair dryer
- Magnifying mirror in the bathroom
- Safety deposit box
- Amenities in the bathroom.
- Satellite LCD-TV.
- 1 extra crib on request
- Wi-Fi connection (free of charge)
- Alarm clock
- Jacuzzi in room
- 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
- Teapot / Tea Service

ADDED VALUES:

- 24-hour room service

ROOMS

The Level (44)



Dimension: 22 m²

Number of callers: 16

Maximum Occupancy:

- 2 adult(s) + 2 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Personal 1.00 x 2.00 - 2

Located in:

- Edificio principal, Floors: 9,10

Views:

- Vista Ciudad

- Mountain view

Exclusive services:

- Services The Level

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
- Wi-Fi connection (free of charge)
- Teapot / Tea Service
- 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)
- Bathroom scales
- Alarm clock

ADDED VALUES:

- Late check-out (according to availability)
- Wake-up coffee in the room (on request)
- 24-hour room service
- Pillow Menu service
- Personalized Check-in and Check-out
- Complimentary sauna in Gym Club (OR)
- First pressing service free (2 pieces per person)
- Reservation guaranteed
- Late check-out until 16:00 hrs without extra charge.
- Daily Turn-Down service

ROOMS

THE LEVEL JUNIOR SUITE (14)



Dimension: 25.5 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 principal, Floors: 6,7,8,9

Views:

- Vista Ciudad

- Mountain view

Exclusive services:

- Services The Level

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
- Wi-Fi connection (free of charge)
- Teapot / Tea Service
- Jacuzzi in room
- Breakfast table and chairs
- Hair dryer
- Amenities in the room
- Entrance hall
- Safety deposit box
- City-mountain view
- King-sized bed
- Bathroom scales
- Alarm clock

ADDED VALUES:

- Daily Turndown Service. Pillow and Bed Linen Menu
- Daily international digital press excerpts
- Wake-up coffee in the room (on request)
- 24-hour room service
- Personalized and private Check-in / Check-out
- Breakfast available through room service
- Reservation guaranteed in specialized restaurants
- Complimentary sauna in Gym Club (OR)
- First pressing service free (2 pieces per person)
- Reservation guaranteed
- Late check-out until 16:00 hrs without extra charge.

ROOMS

THE LEVEL GRAND SUITE (2)



Dimension: 47.5 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 principal, Floors: 4,10

Views:

- Mountain view

Exclusive services:

- Services The Level

FACILITIES:

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

ADDED VALUES:

- Late check-out
- Bottle of water (1 500 ml) daily in the room
- Ron Santiago Aged
- Complimentary sauna in Gym Club (OR)
- Personalized laundry delivery
- Complimentary cocktail at the Bello Bar

ROOMS

THE LEVEL MASTER SUITE (1)



Dimension: 47.5 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 principal, Floors: 10,11

Views:

- Vista Ciudad

- Mountain view

Exclusive services:

- Services The Level

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
- Bathroom scales
- 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
- Wi-Fi connection (free of charge)
- Teapot / Tea Service

ADDED VALUES:

- Late check-out
- Bottle of water (1 500 ml) daily in the room
- Ron Santiago Aged
- Bathtub preparation with candles and salts (once during your stay)
- Complimentary sauna in Gym Club (OR)
- Personalized laundry delivery
- Complimentary cocktail at the Bello Bar
- Room Service Breakfast (free of charge)
- Private transfer In / Out Antonio Maceo International Airport of Santiago de Cuba- Hotel (1 per room) / minimum 3 nights stay (exclusive for online reservations)

ROOMS

THE LEVEL PRESIDENTIAL SUITE (1)



Dimension: 95 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 principal, Floors: 9,10

Views:

- Mountain view

Exclusive services:

- Services The Level

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
- 2 satellite LCD TVs
- Wi-Fi connection (free of charge)
- Teapot / Tea Service
- 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
- King-sized bed
- Bathroom scales
- Alarm clock

ADDED VALUES:

- Late check-out
- 24-hour room service
- Bottle of water (1 500 ml) daily in the room
- Complimentary cocktail at the Bello Bar
- Complimentary sauna in Gym Club (OR)
- Ron Santiago Aged, coffee and sparkling wine
- Personalized laundry delivery
- VIP service at Havana airport during arrival and departure (prior request) with charge.
- Special breakfast, lunch and dinner service in the room without surcharge.
- Personalized Check-in and Check-out
- Bathtub preparation with candles and salts (once during your stay)
- Private transfer In / Out Antonio Maceo International Airport of Santiago de Cuba- Hotel (1 per room) / minimum 3 nights stay (exclusive for online reservations)

RESTAURANTS

El Criollo



Specialty: Cuban cuisine
Capacity: 72
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Exterior
Schedule:
 Lunch: 12:00 - 16:00, A la Carte

La Casona



Specialty: Buffet
Capacity: 305
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Interior
Schedule:
 Breakfast: 07:00 - 10:00, Buffet
 Dinner: 19:00 - 22:00, Buffet

La Fontana



Specialty: Italian food
Capacity: 72
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Interior
Schedule:
 12:00 - 23:00

La Isabelica



Specialty: International food
Capacity: 22
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Interior
Schedule:
 19:00 - 23:00, Gourmet- A la Carte

CAFETERIAS

El Colmadito



Specialty: Cocktail and snacks
Capacity: 24
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Exterior
Schedule:
12:00 - 22:00

Snack Bar "La Alameda"



Specialty: Cocktail and snacks
Capacity: 100
Aire acondicionado: No
Exterior: No
Open: 7 days a week
Location: Pool
Schedule:
10:00 - 20:00

BARS

Bello Bar



Capacity: 80
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Interior
Schedule:
17:00 - 01:00

Daiquiri



Specialty: Snacks
Capacity: 40
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Lobby bar
Schedule: 24 hours

Santiago Café



Specialty: Cocktails
Capacity: 300
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Interior
Schedule:
21:00 - 03:00

Sierra Cristal Lounge Bar

Exclusive: The Level



Specialty: Cocktail and snacks
Capacity: 10
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Interior
Schedule:
07:30 - 23:00

MEETING ROOMS

Number of meeting rooms: 6

SIERRA MAESTRA A/B/C



Location: Loc 1
Floor: 2
Doors: 1
Air conditioning: Yes
Internet: Yes
Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern



M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop
256	2.8	16x16	256	250	66	142	-	48	167	225

SIERRA MAESTRA A



Location: Loc 1
Floor: 2
Doors: 1
Air conditioning: Yes
Internet: No
Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern



M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop
128	2.8	16x8	128	150	40	71	140	24	80	130

MEETING ROOMS

SIERRA MAESTRA B



Location: Loc 1
Floor: 2
Doors: 1
Air conditioning: Yes
Internet: No
Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern



M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop
64	2.8	8x8	64	50	20	36	40	14	30	60

SIERRA MAESTRA C



Location: Loc 1
Floor: 2
Doors: 1
Air conditioning: Yes
Internet: Yes
Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern



M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop
64	2.8	8x8	64	50	20	36	40	14	30	60

MEETING ROOMS

SIERRRA MAESTRA B/C



Location: Loc 1
Floor: 2
Doors: 1
Air conditioning: Yes
Internet: Yes
Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern



M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop
128	2.8	16 x 8	128	150	40	71	140	24	80	130

SALÓN COMERCIAL



Location: Loc 1
Floor: 2
Doors: 1
Air conditioning: Yes
Internet: Yes
Audiovisuals: Video Beam, Microphone, Screen, Laser pointer, CD Player , TV-LCD 40', Sound technician., Wireless microphone , Laptop, Lectern



M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop
255	2.8	17 x 15	255	50	20	142	-	20	60	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.

BEACH AND POOL

Pool facilities:

Pools

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

- Exterior: Yes
- Brackish: No
- Children's area: Yes
- Towel service
- Umbrellas service
- Hammocks
- Lounge chairs service

SPORT

Land sports:

- Chess
- Dominoes
- Draughts/Checkers

ENTERTAINMENT

OTHER FACILITIES

- 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

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.