

GDS TECHNICAL SHEET - MELIÁ SANTIAGO DE CUBA

Updated: 2022-07-04

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: melia.santiago@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
- Internet Service Free Wi-Fi coverage throughout the hotel

INTERESTS

- Meetings & Events
- Travel Circuits

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
- 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
- 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

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

Special rooms:	
Connecting rooms:	83

ROOMS

CLASSIC (225)



Dimension: 22 m²

Number of callers: 54

Maximum Occupancy:

- 2 adult(s) + 2 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Beds:

- Personal 1.22 x 2.00 - 2

- Matrimonial 2.00 x 2.00 - 1

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.
- City-mountain view
- Wi-Fi connection (free of charge)
- Teapot / Tea Service
- Telephone
- Breakfast table and chairs
- Hair dryer
- Magnifying mirror in the bathroom
- Safety deposit box
- Scale in the bathroom
- Twin/king size beds
- 1 extra bed or one cot (on request)
- Bath tub with hydromassage
- Alarm clock

ROOMS

JUNIOR SUITE (15)



Dimension: 25.5 m²

Number of callers: 5

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
- Iron and ironing board
- 110 and 220 volt outlet in the bathroom
- Entrance hall
- Telephone in the room /bathroom
- Scale in the bathroom
- King- size bed
- 1 extra crib on request
- Bath tub with hydromassage
- Alarm clock
- Minibar
- Hair dryer
- Magnifying mirror in the bathroom
- Safety deposit box
- Amenities in the bathroom.
- Satellite LCD-TV.
- City-mountain view
- Wi-Fi connection (free of charge)
- Teapot / Tea 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 1.22 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

ROOMS

THE LEVEL JUNIOR SUITE (14)



Dimension: 25.5 m²

Number of callers: 8

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
- Breakfast table and chairs
- Hair dryer
- Amenities in the room
- Entrance hall
- Safety deposit box
- King- size bed
- 1 extra crib on request
- Bath tub with hydromassage
- Teapot / Tea Service
- Telephone
- Assorted minibar
- 110 and 220 volt outlet in the bathroom
- Magnifying mirror in the bathroom
- Superior room amenities & bath salts
- LCD TV
- City-mountain view
- Wi-Fi connection (free of charge)
- Bathroom scales
- Alarm clock

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
- Safety deposit box
- King- size bed
- 1 extra crib on request
- 2 satellite LCD TVs
- Bath tub with hydromassage
- Teapot / Tea Service
- Assorted minibar
- Pillow menu
- Entrance hall
- Amenities in the bathroom.
- City-mountain view
- 2 telephones in room
- Wi-Fi connection (free of charge)
- Bathroom scales
- Alarm clock

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
- Assorted minibar
- 110 and 220 volt outlet in the bathroom
- Bathrobe
- Complete bathroom
- Safety deposit box
- City-mountain view
- 2 telephones in room
- Wi-Fi connection (free of charge)
- Bathroom scales
- Alarm clock
- Breakfast table and chairs
- Hair dryer
- Magnifying mirror in the bathroom
- Entrance hall
- Superior room amenities & bath salts
- King- size bed
- 1 extra crib on request
- 2 satellite LCD TVs
- Bath tub with hydromassage
- Teapot / Tea Service

ADDED VALUES:

- Private transfer In / Out Antonio Maceo International Airport of Santiago de Cuba- Hotel (1 per room) / minimum 3 nights stay

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
- 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
- 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

ADDED VALUES:

- Private transfer In / Out Antonio Maceo International Airport of Santiago de Cuba- Hotel (1 per room) / minimum 3 nights stay

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: Yes
Open: 7 days a week
Location: Pool
Schedule:
10:00 - 20:00

BARS

Bello Bar



Capacity: 80
Aire acondicionado: Yes
Exterior: Yes
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
- 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).
- 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
- 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 (\$)
- Secretarial service (\$)
- Laundry service (\$)
- Late Check-Out according to availability (\$)
- Art gallery
- Parking
- Concierge
- Foreign currency exchange
- Trips and optionals desk (\$)
- Boutique (\$)
- Craftworks (\$)
- Car Rental (\$)
- Check-in: 16:00 hrs
- Smoking areas: Outdoor areas and Casa del Habano cigar store
- Check-out: 12:00 hrs.
- 100% non-smoking hotel
- Free Wi-Fi

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