

GDS TECHNICAL SHEET - ROYAL SERVICE AT PARADISUS RÍO DE ORO

Updated: 2021-05-06

GENERAL INFORMATION

Name of the hotel: Royal Service at Paradisus Río de Oro
Denomination: Resort & Spa
Brand: Paradisus Resorts Cuba
Property: Gaviota
Administration: Meliá Hotels International Cuba
Address: Playa Esmeralda, Crta. Guardalavaca, Holguín, Cuba.
Postal Code: 7
Country: CUBA
Phone: (53 24) 430090/430094
Email: facturacion1.pro@meliacuba.com
Web: <http://www.royal-service-at-paradisus-riodeoro.com>
Year of construction: 1998
Category: 5 estrellas
Closing seasons: Open all year long
Area covered: 11 hectáreas
Internet: Wifi Free
Total Rooms: 0

HOTEL DESCRIPTION

Experience the perfect dream of discovering an exclusive hotel inside the hotel. Royal Service at Paradisus Río de Oro invites you to enjoy revitalising experiences and a whole universe of natural luxury, sensations and ambiances in totally private settings that have been designed with utmost care. Spacious rooms and select cuisine will help ensure your holiday is truly exceptional.

LOCATION

Location: Rodeado de Naturaleza
Component buildings:
Nearest city: Holguín
Distance to the nearest city: 48.31km
Nearest airport: Frank País
IATA code: HOG
Distance from the airport: 72.0 Km

PUBLIC AREAS AND GENERAL SERVICES

- Royal Service areas and amenities
- Royal Service advantages
- Royal Service room service
- Beauty parlor (\$)
- Medical services (\$)
- Concierge Service
- Customer service
- Fitness Center
- Health and Beauty
- Internet Service

INTERESTS

- Weddings and Honeymoons
- YHI SPA
- Meetings & Events

ATTRIBUTES

ROYAL SERVICE

Our Royal Service at Paradisus Río de Oro invites you to experience the height of comfort and highly personalised services in an adults-only setting with premium quality and design standards. Our personalised service, attention to detail, exquisite room amenities and preferential services within the resort ensure we are uniquely different. We're the ideal choice if you're looking for a holiday with a difference in the most exceptional settings surrounded by breath-taking natural scenery.

Services and facilities

- 24-hour room service (no charge)
- 24-hr porter service
- Amenidades especiales (ELEMENTS)
- Assistance and arrangements. Bookings and Transfers
- Bag for swimming pool towels inside the room
- Bathtub preparation with candles and salts (once during your stay)
- Beach Concierge service (10:00-18:00hrs)
- Butler
- Butler or concierge menu
- Butler service
- Cookies and French pastries for tea and coffee from 15:00 until 18:00 hr
- Daily turndown service
- Discount (%) on massages at YHI-Spa (or outside of the Yhi Spa)
- Diving reservations (priority)
- Drinks service and refreshing wipes available on request
- Early check- in subject to availability
- Exclusive bars and/or restaurants
- Exclusive beach area
- Exclusive Lounge
- Exclusive lounge terrace
- Exclusive reception
- Exclusive swimming pool
- Express Laundry service (\$)
- First pressing service free (two pieces per pax)

- Free late check-out guaranteed up until 14:00 hrs
- Free late check-out until 4 PM (according to availability)
- Hot and cold snacks from 19:00 until 22:00 hr. at night
- In-room spa only for rooms with bathtub or whirlpool bath (\$)
- Independent building with exclusive rooms
- Independent entrance
- Luggage packing and unpacking
- Mini snacks (if applicable) for kids and adults from 12:30 until 14:30 hr
- Mini-bar stocked daily with water, soft drinks, juice and beer
- Personalised check-in/check-out at separate reception
- Personalised Premium Bar (served to suit the guest's tastes)
- Personalised welcome card with the guest's name on arrival
- Personalized attention during your stay
- Pillow menu
- Pool Concierge
- PRE ARRIVAL FORM service (PAF)
- Priority reservations at à la carte restaurants
- Reservation of Sports Fields (priority)
- Royal Service / Concierge manager
- Wi-Fi Service (free)
- One hydrothermal circuit in Yhi Spa included per person per stay
- Priority when making reservations at the YHI-SPA
- Buceo incluido (1 por día por estancia mínima de 7 días)
- Private transfer In / Out Holguín International Airport Frank País - Hotel (1 per room) / minimum 5 nights stay in Garden Villa Royal Service (exclusive for online reservations)

ROOMS

Typology	Quantity
ROYAL SERVICE JUNIOR SUITE	36
ROYAL SERVICE JUNIOR SUITE SEA VIEW	14
ROYAL SERVICE LUXURY JUNIOR SUITE	6
ROYAL SERVICE GARDEN VILLA	2

ROOMS

ROYAL SERVICE JUNIOR SUITE (36)



Dimension: 78 m²

Maximum Occupancy:

- 2 adult(s) + 0 children

Minimum Occupancy:

- 1 adult(s) + 0 children

Located in:

- Bungalow, Floors: 1

Views:

- Vista Jardín

Exclusive services:

- Services Royal Service

FACILITIES:

- Air Conditioning
- Telephone
- Comfortable furnishings in the terrace / balcony
- LCD TV
- Amenities in the bathroom.
- Table and chairs in the balcony
- Bathrobe and slippers
- Hydromassage in the bathroom
- iPod Docking Station
- Terrace or balcony
- Assorted minibar
- Balinese sun shower
- Express Laundry (extra charge)
- View of the garden
- Twin/king size beds
- Balinese bed in the terrace
- Radio-CD player with USB port

ADDED VALUES:

- Butler service
- Late check-out until 14:00 hrs
- In Room Spa Service (\$)
- Free Wi-Fi internet connection

ROOMS

ROYAL SERVICE JUNIOR SUITE SEA VIEW (14)



Dimension: 78 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 Royal Service

FACILITIES:

- Air Conditioning
- Telephone
- Ocean view guaranteed
- Comfortable furnishings in the terrace / balcony
- Balinese sun shower
- Express Laundry (extra charge)
- Table and chairs in the balcony
- Balinese bed in the terrace
- Radio-CD player with USB port
- Terrace or balcony
- Assorted minibar
- Bathrobe
- 24-hour room service
- LCD TV
- Amenities in the bathroom.
- King- size bed
- Hydromassage in the bathroom
- iPod Docking Station

ADDED VALUES:

- Butler service
- Late check-out until 14:00 hrs
- In Room Spa Service (\$)
- Free Wi-Fi internet connection

ROOMS

ROYAL SERVICE LUXURY JUNIOR SUITE (6)



Dimension: 74 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 Jardín

Exclusive services:

- Services Royal Service

FACILITIES:

- Air Conditioning
- Telephone
- Bathrobe
- Lounge chair in the terrace / balcony
- LCD TV
- Free internet connection
- Royal-Service
- Table and chairs in the balcony
- Balinese bed in the terrace
- Radio-CD player with USB port
- Terrace or balcony
- Assorted minibar
- Comfortable furnishings in the terrace / balcony
- Balinese sun shower
- Express Laundry (extra charge)
- Amenities in the bathroom.
- View of the garden
- King- size bed
- Hydromassage in the bathroom
- iPod Docking Station

ADDED VALUES:

- Butler service
- Late check-out until 14:00 hrs
- In Room Spa Service (\$)
- Free Wi-Fi internet connection

ROOMS

ROYAL SERVICE GARDEN VILLA (2)



Dimension: 370 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 Jardín

- Vista Mar

Exclusive services:

- Services Royal Service

FACILITIES:

- Air Conditioning
- Breakfast table and chairs
- Iron and ironing board
- Hair dryer
- Coffee maker
- Umbrella
- Ocean view guaranteed
- Amenities in the room
- Magnifying mirror in the bathroom
- Wide terrace
- Lounge chair in the terrace / balcony
- Safety deposit box
- Beach towels
- Laptop on request
- Trouser press (valet)
- Full Bar / Premium Brands
- King- size bed
- Private swimming pool and viewpoint
- Outdoor Jacuzzi with ocean view
- CD Reader
- Assorted minibar
- 220 volt outlet
- Bed linen menu
- 110 and 220 volt outlet in the bathroom
- Hammock in the terrace / balcony
- Satin bed linen
- Pillow menu
- Bath salts
- Comfortable furnishings in the terrace / balcony
- Superior room amenities & bath salts
- Health Center nearby
- Jacuzzi and sauna in the room
- LCD TV
- Express Laundry (extra charge)
- Telephone in the room /bathroom
- Bathrobe and slippers
- Palapa-Outdoor Breakfast Service
- Garden-Ocean View

ADDED VALUES:

- Reservation guaranteed in specialized restaurants
- Breakfast, lunch and dinner service in the room
- Daily attentions
- Butler service

- Personalized and private Check-in / Check-out
- Complimentary flowers and card from the Director
- Late check-out until 14:00 hrs
- Free Wi-Fi internet connection
- Bottle of vintage Cuban rum, coffee and sparkling wine
- 24-hour room service
- Daily Turn-Down service
- Private transfer In / Out Holguín International Airport Frank País - Hotel (1 per room) / minimum 5 nights stay (exclusive for online reservations)

RESTAURANTS

El Bohío



Specialty: Cuban cuisine
Capacity: 60
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Exterior
Schedule:
 18:30 - 22:00

El Patio



Specialty: International food
Capacity: 60
Aire acondicionado: Yes
Exterior: No
Open: 7 days a week
Location: Interior
Schedule:
 18:30 - 22:00

La Ceiba



Specialty: Buffet
Capacity: 300
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Interior
Schedule:
 Breakfast: 07:30 - 10:00
 Lunch: 13:00 - 15:00
 Dinner: 18:30 - 22:00

La Laguna



Specialty: Snacks
Capacity: 250
Aire acondicionado: No
Exterior: Yes
Open: 7 days a week
Location: Pool
Schedule: 24 hours

RESTAURANTS

Los Helechos ROYAL SERVICE

Exclusive: Royal Service



Specialty: International food

Capacity: 50

Aire acondicionado: Yes

Exterior: Yes

Open: 7 days a week

Location: Interior

Schedule:

Breakfast: 07:30 - 11:00

Lunch: 13:00 - 15:00, A la Carte

Dinner: 18:30 - 22:00

Mediterráneo



Specialty: Mediterranean food

Capacity: 60

Aire acondicionado: Yes

Exterior: No

Open: 7 days a week

Location: Interior

Schedule:

18:30 - 22:00

Santa María



Specialty: Snacks

Capacity: 60

Aire acondicionado: No

Exterior: Yes

Open: 7 days a week

Location: Beach

Schedule:

12:30 - 16:00

Tsuru



Specialty: Japanese food

Capacity: 60

Aire acondicionado: Yes

Exterior: No

Open: 7 days a week

Location: Interior

Schedule:

18:30 - 22:00

BARS

Caleticas Royal Service

Exclusive: Royal Service



Specialty: Drinks and liquors

Capacity: 10

Aire acondicionado: No

Exterior: Yes

Open: 7 days a week

Location: Beach

Schedule:

10:00 - 19:00

El Saltón



Specialty: Cocktails

Capacity: 25

Aire acondicionado: No

Exterior: Yes

Open: 7 days a week

Location: Pool

Schedule:

10:00 - 19:00

La Cascada Royal Service

Exclusive: Royal Service



Specialty: Drinks and liquors

Capacity: 40

Aire acondicionado: No

Exterior: Yes

Open: 7 days a week

Location: Pool

Schedule:

10:00 - 19:00

Las Gardenias

Exclusive: Royal Service



Capacity: 25

Aire acondicionado: No

Exterior: Yes

Open: 7 days a week

Location: Exterior

Schedule: 24 hours

BARS

Palma Real



Specialty: Drinks and liquors

Capacity: 50

Aire acondicionado: No

Exterior: Yes

Open: 7 days a week

Location: Lobby bar

Schedule: 24 hours

Santa María



Specialty: Fast food and snacks

Capacity: 0

Aire acondicionado: No

Exterior: Yes

Open: 7 days a week

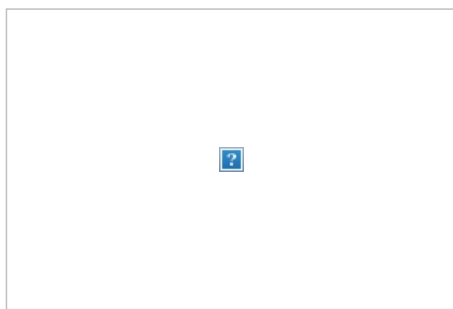
Location: Beach

Schedule:
10:00 - 19:00, A la Carte

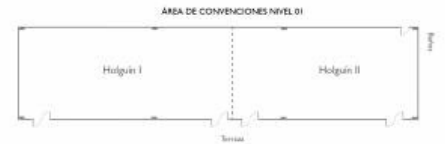
MEETING ROOMS

Number of meeting rooms: 3

HOLGUÍN I + II



Location: Loc 1
Floor: 1
Doors: 2
Air conditioning: Yes
Internet: Yes
Audiovisuals: Video Beam, Microphone, Screen, Sound technician., Wireless microphone , Laptop, Lectern



M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop
300	3.5	30x10	300	300	200	167	-	-	-	-

HOLGUÍN I





Location: Loc 1
Floor: 1
Doors: 1
Air conditioning: Yes
Internet: Yes
Audiovisuals: Video Beam, Microphone, Screen, Sound technician., Wireless microphone , Laptop, Lectern



M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop
150	3.5	15x10	150	150	100	83	-	-	-	-

MEETING ROOMS

HOLGUÍN II											
			Location: Loc 1 Floor: 1 Doors: 1 Air conditioning: Yes Internet: Yes Audiovisuals: Video Beam, Microphone, Screen, Sound technician., Wireless microphone , Laptop, Lectern								
M2	Height	Dimensions	Reception	Theatre	Classroom	Banquet	Boardroom	U-shape	Cabaret	Work-Shop	
150	3.5	15x10	150	150	100	83	-	-	-	-	

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
- Welcome cocktail at Check-in
- 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
- Water bottle in the room upon arrival
- Welcome sign.
- Turndown service for VIPs
- Discounts or gratuities in meeting rooms (as negotiated).
- Two keys per double room.
- Reserved spaces sign-posted in restaurants.
- Special treatment for VIPs on arrival.
- Buffet dinner or box lunch for late check-in or early check-out.
- Private check- in.
- Check -out until 16 hrs for VIPs groups.
- Meeting cocktail before group dinners.
- Dinner around in à la carte restaurants in the hotel (OR).
- Two entertainment managers exclusively for the group (OR).
- Complimentary changing rooms (subject to availability).
- Picnic-breakfast for early departure field trips.
- Special late check-out rates.
- Welcome with musical trio and dancers.
- Personalized envelopes with room keys.
- Refreshing moist towels on arrival.
- Hydrothermal circuit for VIPs and Tour Leaders.
- Hospitality Desk
- Discount up to 30% on Serenity massage at YHI-Spa

BEACH AND POOL

Beach facilities:

- Deck chairs with “waiter service”
- Umbrellas service
- Towel service
- Lounge chairs service

Pool facilities:

- Exterior: Yes
- Brackish: No
- Children's area: No
- Towel service
- Umbrellas service
- Hammocks
- Lounge chairs service
- Deck chairs with “waiter service”

SPORT

Watersports:

- Catamaran
- Kayaking
- Sailing boats
- Snorkeling
- Water bicycles
- Water polo
- Windsurfing

Land sports:

- Aerobics
- Badminton
- Basketball
- Beach Volleyball
- Billiards
- Carbine shooting
- Chess
- Dominoes
- Draughts/Checkers
- Giant chess
- Horseback-riding (\$)
- Petanque
- Ping Pong
- Room games
- Shuffleboard
- Tennis
- Volleyball
- Yoga / Meditation / Taichi

ENTERTAINMENT

- Club House

At our Club House you can keep up-to-date with our daily programme of pool and beach activities, make use of our towel service and find out about the variety of games you can play in different parts of the resort. We provide our guests with table tennis, dominoes and other games facilities and they can also take part in cooking competitions and an international quiz. Join in lively volleyball tournaments at the pool and at the beach, snorkelling, sand-sculpture competitions, aqua gym, pétanque and football games. Entertainment is guaranteed with music shows in the evening and themed shows with live music.

- Sports

The resort has attractive, convenient sports facilities, including a night-lit tennis court, a basketball court and a beach volleyball area.

- Water Sports

Our Nautical Centre at the beach can provide you with unpowered craft such as catamarans, sailboats, kayaks, kite surfboards and water bikes for attractive outings in the sea. We also provide snorkel, mask and fin sets and lifejackets. Scuba-diving classes for beginners taught by certified divers are an extremely attractive option. They are subject to availability and weather conditions and must be booked in advance at the hotel. Other scuba-diving and water activities are available at the diving centre (ACUC) and Marina Gaviota (\$).

- Life-enriching experience at Paradisus

Enjoy our excellent daily programme of life-enriching activities, one of the undisputed hallmarks of Paradisus resorts. We offer inviting spaces for wine tasting and painting and craftwork classes. Our specialists provide relaxing stretching, tai-chi and aerobic sessions on the beach, at the pool or in the beautiful natural settings surrounding the resort. You can also get to know Cuban culture and traditions in entertaining Spanish, dance, percussion and cocktail classes.

OTHER FACILITIES

- Car Rental (\$)
- Trips and optionals desk
- Foreign currency exchange
- Concierge
- Parking
- Facilities for physically disabled persons
- Rooms for smokers and non-smokers
- Hammocks
- Hotel taxes included
- Adults only
- Gift shop
- Check-in: 16:00 hrs
- Check-out: 12:00 hrs.
- Initiation diving lessons
- Free Wi-Fi
- Laundry service (\$)
- Medical services (09:00 - 17:00 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.