



FACT SHEET

MELIÁ SANTIAGO DE CUBA



Meliá Santiago de Cuba

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GENERAL INFORMATION

HOTEL PROPIEDAD DEL GRUPO CUBANO CUBANACÁN, INAUGURADO EN 1991 Y GESTIONADO POR SOL MELIÁ EN CONTRATO DE ADMINISTRACIÓN BAJO SU MARCA MELIÁ DESDE EL AÑO 1994.

Meliá Hotels

Five and Superior Four- Star, All-Inclusive hotels offering highly personalized and attentive service, situated in magnificent beach and city locations. Spacious meeting rooms and optimum services so that entrepreneurs can derive maximum results from their business trip. Wide variety of holiday and sports facilities in the leading beach resorts. The exquisite Meliá culinary offer is another of its distinctive attributes of quality and wellbeing.



DESCRIPTION

FIVE –STAR CITY HOTEL COVERING AN AREA OF 28 000 M²; THE HIGHEST RANKING HOTEL IN THE SECOND MOST IMPORTANT CITY IN CUBA, WITH MODERN, ELEGANT AND COMFORTABLE ACCOMMODATIONS.



RECOMMENDED FOR

WEDDINGS AND HONEYMOONS; EVENTS AND INCENTIVE TRIPS; TOURIST CIRCUITS, BUSINESS TRIPS AND AIRLINE CREWS.

Distinctive Features

- ♦ Only five-star hotel in Santiago de Cuba.
- ♦ Singular glass pane construction 66 meters high, one of the highest points in the city. Its modern architectural design has become a point of reference.
- ♦ Spacious air-conditioned lobby, elegant tropical ambience, skylights and escalator for accessing the 1st floor.
- ♦ Special areas in the 1st floor with lobby for groups, art gallery, meeting rooms, celebrations hall and buffet restaurant.
- ♦ Rooms with panoramic windows offering fantastic views of the city and surrounding mountains.
- ♦ Swimming pool with palapas for relaxing and an area for outdoor events and activities.
- ♦ A la carte restaurants, bars and cafeteria with terrace.
- ♦ Rooms and locations for events, meetings and celebrations.
- ♦ Business Center with Wi-Fi service in the lobby and in various rooms.
- ♦ Royal Service with exclusive lounge bar.
- ♦ Bello Bar panoramic scenic bar with terrace offering fantastic views of the city and the mountains.
- ♦ Santiago Café nightclub whose decoration and artistic shows are inspired by the architecture and traditions of this thriving city.
- ♦ Plaza Meliá Santiago with an outdoor park surrounded by shops and attractive gastronomic facilities.
- ♦ Palapas for relaxing in the terraces and swimming pool area.
- ♦ Varied daily and nightly cultural programs in the hotel.

LOCATION

The hotel is located in the Sueños residential area, 11 kilometers from the Antonio Maceo International Airport, 1 km from the city's Historical Center and the Teatro Heredia Convention Center; close to the emblematic sites of the Santiago de Cuba, including Tropicana Santiago, San Pedro de la Roca Morro Castle and the shrine to the Virgin of Charity del Cobre, Cuba's Patron Saint, located 27 km away.

LOCAL TRANSPORTATION: Taxi, bus and car rental.

ACCOMMODATION

298 ROOMS —62 WITH ROYAL SERVICE— DISTRIBUTED THROUGHOUT 14 FLOORS, WITH VIEWS OF THE CITY AND SURROUNDING MOUNTAINS, 84 INTERCONNECTING ROOMS AND 30 ROOMS FOR NON-SMOKERS.

ALL THE ROOMS HAVE BEEN ELEGANTLY DECORATED AND PROVIDED WITH:



- ♦ Air-conditioning and magnetic card key.
- ♦ Writing desk with lamp, stationary and computer connection.
- ♦ Electronic in-room safe (\$).
- ♦ Mini-bar (\$)
- ♦ King and queen- size beds (cribs and additional bed on request).
- ♦ Complete bathroom with hairdryer, magnifying mirror, scale and toiletries.
- ♦ Telephone in the room.
- ♦ LCD satellite TV with remote control and digital clock radio.
- ♦ 24-hour room service (\$).
- ♦ Internet connection in several rooms.
- ♦ Tea and coffee service. (Royal Service).
- ♦ Pillow menu.
- ♦ Power: 110 V/60 H and 220 V/ 60 H. in the bathroom.

TYPES OF ROOMS

Standard

266 Standard rooms: 44 with Royal Service * covering an area of 22 m², with entrance hall, bedroom and bathroom, panoramic windows. Located on floors 2 to 14.

Junior Suite

28 Junior Suites: 14 with Royal Service *; covering an area of 25.5 m², with entrance hall, mini living area, bedroom and bathroom with Jacuzzi, king- size beds and panoramic windows. Located on floors 2 to 5. Ideal for honeymoons.

Suite

2 Suites with Royal Service* covering an area of de 47.5 m², named after two emblematic Cuban musicians: Compay Segundo and Matamoros and provided with entrance hall, living area, bedroom and two bathrooms (one with Jacuzzi), king-size bed. The rooms offer spectacular views of the city and mountains. Located on floors 4 and 9. Ideal for honeymoons.

Master Suite

One Master Suite with Royal Service *, duplex, covering an area of 47.5 m² with two independent entrances. The suite was named after Sindo Garay, an emblematic Cuban musician and provided with entrance hall, living area/dining room, bedroom and two bathrooms (one with hydro-massage), trouser press, king-size bed, panoramic windows and telephone in the bathroom. Located on floors 10 and 11. Recommended for adults only.

Presidential Suite

One presidential Suite with Royal Service . Duplex, covering an area of 95 m² and provided with two independent entrances, dining room and kitchenette, study with desk, bedroom, two bathrooms (one with Jacuzzi), trouser press, king-size bed, panoramic windows and telephone in the bathroom. Located on floors 9 and 10. The suite is named after El Tivoli, a picturesque district in the city. Ideal for businesspeople. Recommended for adults only.

Maximum occupancy per room: Double and single occupancy. Three adults or two adults and two children (0-12 years) accepted in all types of rooms. Only one extra bed or crib (on request) per room accepted. Maximum capacity in all types of rooms: two adults and two children.



ROYAL SERVICE FACILITIES *: ROYAL SERVICE FLOORS ESPECIALLY DECORATED, OFFERING PANORAMIC VIEWS OF THE CITY AND SIERRA MAESTRA MOUNTAINS.



- ♦ Private reception desk with concierge service (9th Floor).
- ♦ Exclusive Sierra Cristal Lounge Bar (9th Floor) with LCD TV
- ♦ Double rooms, Junior Suite, Suite, Master Suite and Presidential Suite.
- ♦ Private and personalized check-in and check-out.
- ♦ Special welcome cocktail.
- ♦ Exclusive continental breakfast service in the Lounge Bar free of charge (07:00 – 11:00).
- ♦ Exclusive aperitif service in the Lounge Bar free of surcharge (11:00 – 23:00).
- ♦ Exclusive lunch and diner service in the Lounge Bar charged to room service.
- ♦ Butler service.
- ♦ Pillow menu.
- ♦ Daily VIP turndown service.
- ♦ Special welcome treatment.
- ♦ Complimentary bottle of mineral water.

- ♦ Coffee wake up service in the room (on request).
- ♦ Breakfast in the room free of charge (on request).
- ♦ First pressing service free (two pieces per person).
- ♦ Express laundry service free.
- ♦ Daily international press in digital format in the Lounge Bar.
- ♦ Daily national press in digital format in the Lounge Bar.
- ♦ Free sauna in the gym.
- ♦ Late check-out free until 18:00 hrs.
- ♦ Free admission to the Santiago Café restaurant show bar.
- ♦ Electric Coffee maker with tea and coffee service.
- ♦ Trouser press.
- ♦ Iron and ironing board (upon request).
- ♦ VIP Amenities (bath salts, incense, etc.).
- ♦ Wireless telephone in superior suites.

RESTAURANTS



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VARIED AND DELICIOUS CULINARY OFFER AVAILABLE IN 5 RESTAURANTS (4 SPECIALIZED).

La Casona: International buffet restaurant with show cooking, air-conditioning and capacity for 315 personas, located on the 1st floor with live piano music daily.

Hours: Breakfast (07:00 – 10:00) and Dinner (19:00 – 22:00)

La Isabélica: A la carte international gourmet restaurant, air-conditioning with capacity for 22 personas. Located in Plaza Meliá Santiago on the ground floor.

Hours: Dinner (19:00 – 23:00)

La Fontana: A la carte Italian restaurant located outdoor on the terrace of Plaza Meliá Santiago with capacity for 72 personas.

Hours: Lunch and Dinner (12:00 – 23:00)

El Criollo: A la carte grill restaurant located in the swimming pool area with capacity for 72 personas.

Hours: Lunch (12:00 – 16:00)



BARS

6 BARS FOR THE ENJOYMENT OF CLIENTS, SERVING EXQUISITE TROPICAL COCKTAILS AND PREMIUM NATIONAL AND INTERNATIONAL BEVERAGES.

Daiquiri (24 hrs)

Lobby bar/piano bar and terrace overlooking Plaza Meliá Santiago.

Alameda (08:00 – 20:00)

Snack bar in the swimming pool area.

Colmadito (14:00 – 22:00)

Outdoor snack bar with terraces located in Plaza Meliá Santiago.

Bello Bar (18:00 – 02:00)

Nightclub located on the 14th floor offering panoramic scenic views of the city.

Santiago Café (21:00 – 02:00)

Nightclub / Disco&Show.

Sierra Cristal (07:00 – 23:00)

Lounge Bar for Royal Service guests only.

Important

Dress code in effect in all the restaurants except grill restaurants.

Buffet service does not include priced beverages.

Gastronomic services available Monday through Sunday. Opening and closing hours can be subject to change (prior notice).

Live musical entertainment in some restaurants and bars during the evening.

Vegetarian and dietary food available in the buffet restaurant.

Continental and American breakfast in the cafeteria.

Baby food and highchair.

Room service (\$).

GENERAL FACILITIES



Reception Desk / Concierge, money-exchange, check-in (14:00), check out (12:00), late check out (\$), Spanish, English, French, German, Italian and Russian spoken, three elevators, free parking for guests, porters, laundry service (\$), fire alarm system, 24-hour uniformed security guards, non-smoking areas in restaurants and rooms, facilities for the disabled (wheelchairs on request, rooms halls and ramps), babysitting service (\$), Business Center, Money Exchange Office, shops , Tourism Desk, travel agencies, taxi service and car rental.

Medical Services

Primary medical attention and drug store (\$); 24-hour international clinic (\$) located only 300 meters away.

LEISURE AND ENTERTAINMENT



- ♦ Three outdoor fresh- water swimming pools (one for children): Area: 670 m²; maximum depth 1.5 metros, minimum depth 0.33 cm. Shade areas with parasols, sunloungers, chairs, palapas, shower, bathroom and lifeguard.
- ♦ Open gym with equipment, sauna and massage.
- ♦ Multipurpose sports court (day and night) and table game area.
- ♦ Cultural programs daily in the Daiquiri lobby bar- piano bar with live entertainment, trios, quartettes; strings, wind and percussion instruments. Bello Bar nightclub with piano-bar, variety and theme shows, disco and Karaoke. Santiago Café restaurant show bar with live music, variety and fashion shows.

Special Areas

- ♦ Private palapas in terraces and swimming pool area.
- ♦ Plaza Meliá Santiago with shopping arcade and gastronomic offers.
- ♦ Don Emilio private salon in the lobby.
- ♦ Sierra Cristal Lounge Bar for Royal Service guests only.

Weddings and Honeymoons

WEDDING LOCATIONS; A WEDDING COORDINATOR TO TAKE CARE OF ALL THE DETAILS; ATTRACTIVE OFFERS FOR CEREMONIES IN THE CITY WHICH CLIENTS CAN COMBINE WITH MELIÁ BEACH HOTELS, AND A FREE HONEYMOON PROGRAM.



Honeymoons

The program requires six nights in the hotel or combined with Sol Meliá Cuba hotels.

- ♦ Private check-in guaranteed.
- ♦ Late check-out guaranteed.
- ♦ Special room for honeymooners.
- ♦ Flowers in the room upon arrival.
- ♦ Bottle of sparkling wine and fruits in the room upon arrival.
- ♦ Housekeeping (11:00 - 15:00).
- ♦ Daily turndown service.
- ♦ Welcome cocktail.
- ♦ Romantic honeymoon dinner for two (Meal Plan).
- ♦ Honeymoon breakfast in the room the day after arrival.
- ♦ Daily amenities in the room and special honeymoon gift.



HALLS AND MEETING ROOMS



- ♦ Group coordinator and added values for events and incentive trips.
- ♦ The hotel also offers gastronomic services (menus with the best offers for coffee breaks, cocktails, dinners, banquets and theme parties), live musical entertainment (trios, small bands, live orchestras, –prior request -, orchestra and show, DJ with recorded music and MCs –prior request -) topnotch equipment and audiovisual aids.
- ♦ A multipurpose room which can be divided into 2 or 3 sections, located on the second floor in the convention area with spacious rooms for hosting receptions. Alternate locations for groups and a private room in the lobby for more intimate events or celebrations.

NAME	AREA (M²)	BANQUET	U	SCHOOL	THEATRE	IMPERIAL	COCKTAIL	AMBIENCE	LOCATION
Sala Polivalente “Sierra Maestra”	256	450	48	66	250	42	225	AIR-CONDITIONED	1ST FLOOR
Sierra Maestra “A”	128	300	24	100	150	26	130	AIR-CONDITIONED	1ST FLOOR
Sierra Maestra “B”	64	80	14	50	50	18	60	AIR-CONDITIONED	1ST FLOOR
Sierra Maestra “C”	64	80	14	50	50	18	60	AIR-CONDITIONED	1ST FLOOR

Alternate locations in the swimming pool area and in the Don Emilio private room (subject to availability)
 Business Center with internet (Wi-Fi) connection, photocopy, book store, secretarial and translations service (prior request).

SPECIAL SERVICES

- ♦ Wedding and honeymoon coordinator; Meliá programs with added values and attention, banquet offers, locations, notary services, etc.
- ♦ Coordinator and banquet service for meeting and different types of events.
- ♦ Highly personalized attention in the Royal Service area.
- ♦ Special facilities and attention to businesspeople, repeat clients, anniversaries, etc..
- ♦ Daily cultural programs.



Meliá Santiago de Cuba. An emblematic hotel and the only one of its category in Santiago de Cuba. With its original, modern and monumental design, the property is renowned for its renewed offers for circuit and business trips, events, meetings and honeymoons. Guests will enjoy its friendly and attentive service, surrounded by fabulous panoramic views of the city and mountains. History, art and authentic musical tradition are its main distinctive features that clients will never forget and always want to return.