



PARADISUS

Los Cayos
Cayo Santa María • Cuba

WELCOME!

A decorative arrangement of green foliage and pink flowers in the bottom right corner. The foliage consists of several branches with small, pointed green leaves. Below the foliage are three large, vibrant pink flowers with many thin, radiating petals, resembling a type of cholla or similar desert flower.



WELCOME

¡You are very welcome!

The hotel management and all its staff wish you a pleasant stay with us. We work every day to ensure you can feel safe and protected, in an environment prepared to meet current health requirements and you can enjoy a truly memorable stay.

Your satisfaction is our commitment!

We remain at your disposal.

PARADISUS LOS CAYOS

Contemporary, eco-resort Ultra All Inclusive in one of the most unspoiled beach areas of Cayo Santa María, with 802 spacious modern and comfortable rooms, distributed in the Paradisus area and also in the exclusive sections of The Reserve and Royal Service (adults only over 18 years), where the Master Suite Garden Swim-Up Royal Service stands out with its more than 100 m², private garden, Balinese bed, and direct access to the swim up pool. The resort offers an exquisite cuisine in its a la carte restaurants, specialized in Mediterranean, International, Latin and Asian fusion and a wide variety of drinks. Excellent facilities for weddings, events and meetings are also part of this paradise. All this makes this resort ideal for families, couples, weddings, honeymoons, meetings and events and nature lovers.

Cayo Santa María, Km 48, Jardines del Rey

52610 Caibarién, Villa Clara, Cuba

Tel: 53-42-350860

Email: paradisus.loscayos@meliacuba.com

Web: www.paradisus-loscayos.com

GENERAL INFORMATION



Guest Experience available from 07:00 to 23:00 hours to provide you with an experience that meets your expectations.

The **Customer Service Line**, dialing the number 700, will be available 24 hours to respond to your requests, including assistance and information for making phone calls.

Front Desk in the lobby, available 24 hours for any request or information.

Money exchange in CADECA, available from 09:00 to 18:00 hours

Free Wi-Fi in all hotel areas. The Wi-Fi access code is provided at the Front Desk.

The national currency is the Cuban peso (CUP). Cash payment is not accepted, only Euro exceptionally. Credit and debit cards operate in US dollars. Visa and MasterCard are accepted, provided they have not been issued by a US bank or one of its subsidiaries. RED and AIS cards

issued by Cuban banks are also accepted

You are kindly requested to keep your valuables in the **Safety Deposit Box** in your room, which works with a personal digital code. The Hotel Management is not responsible for money, jewelry, documents or valuables not deposited in it.

Resort Credit offer for 4 nights stays and longer, with discounts on extra hotel services: 50% on Upgrading Room valid for all types of superior rooms subject to availability; 50% at Yhi Spa for massages and treatments lasting 50 minutes or longer; 35% on Special Dinners and 30% on Drinks for selected wines. The discount is applied at the moment the service is given on the sales receipt with the customer signature.

Telephone calls can be made from the room. Calls to any place outside the resort are charged to your bill in CUP.

For **international calls** dial 9 + 00 + country code + phone number. For **national calls** dial 9 + phone number.

For **calls between rooms** dial the number of the desired room.

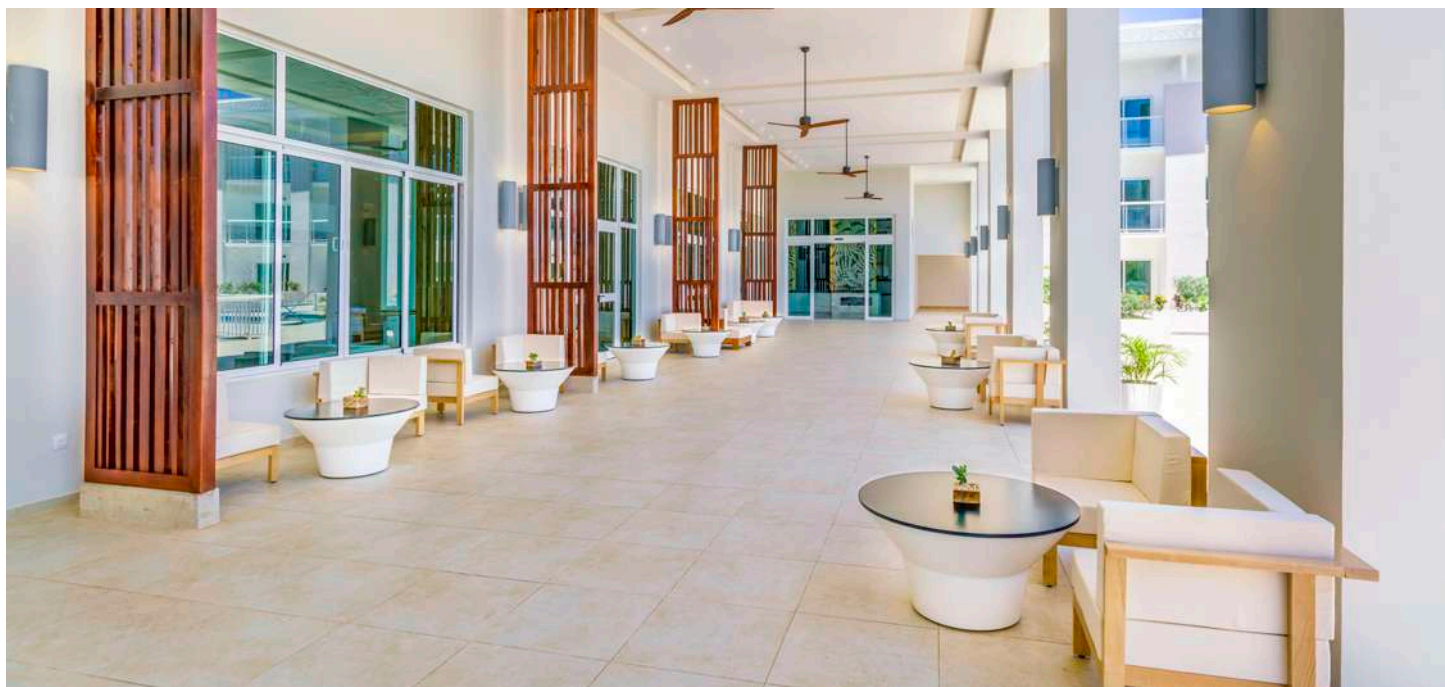
You can also make **calls from Reception** with the assistance of the receptionists.

Pool and beach towels are provided in the room and can be changed daily at the Club House. Please leave them in the room at the end of your stay. In case of loss, you may be charged 500 CUP per towel.

The hotel has a 640-meter **beach** stretch with fine sand and turquoise blue water, and 34 **swimming pools**, 30 of them with direct access from the swim-up rooms, a children's pool with splash area, a main pool and exclusive pools for The Reserve and Royal Service.

Wide daytime activities program at the beach and the pool such as: dancing lessons, games and diving

GENERAL INFORMATION



lessons. You will also find: tennis courts, a gym with cardiovascular equipment and monitor and the Sport Club with two tennis courts and a multi-sport court, with artificial lighting. The Nautical club from 09:00 to 17:00 hours, with non-motorized equipment like sailboats, kayaks, wind boards, water bikes, snorkel sets and life jackets is another excellent option.

Children's activities with the special Cubamigos program in Miniclub with its own gastronomic options and a varied program of activities with pets, playground, gallery of active and passive games, games and reading room, children's pool with splash area, so that children and teenagers can amuse with recreational and educational

activities at the same time, with supervision and specialized entertainment service, in a friendly, safe, comfortable and familiar environment. A paradise for children!

Night entertainment with live music and professional and participation shows in different areas of the hotel.

Smoking is not allowed in rooms

or closed common areas. Evidence of smoking in these areas incur in a charge for extraordinary cleaning services.

A **10% increase for service** is applied on the hotel main extra services.

Medical services (\$) at the hotel for primary care. International Clinic (\$), 24 hour service, at 10 KM.

On your departure day you can keep your room until 12:00 hours. If you have booked a Royal Service or a The Reserve room a late check out until 14: 00 hours is guaranteed. Keeping the room until 16: 00 hours is also possible for these categories upon availability.

If you like to check out later, please contact the front desk since this a service subject to availability and with an extra charge of 375 CUP for additional hour.

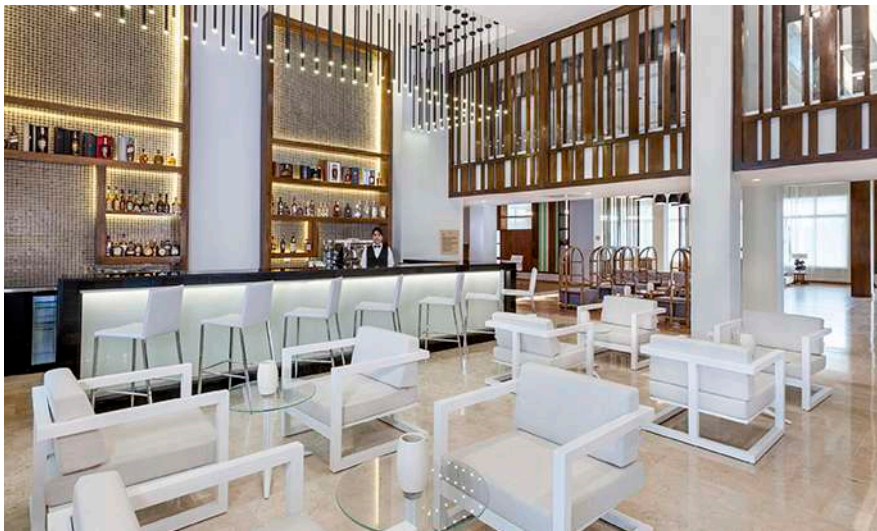
The **voltage** is 220v (60 Hz). The is an 110v outlet up to 50w in the bathroom.

Other services not included: Shops, Spa, crafts, excursions and moped rental.



THE RESERVE

The Reserve, a luxury experience for the whole family in a multigenerational environment with differentiated attention for adults, groups and families. Specially conditioned rooms, exclusive gastronomic spaces, **Family Concierge Service**, includes Concierge Service at the pool and beach, with a rich program of activities for all ages; personalized Premium Bar in rooms, guaranteed late check-out until 14:00 hours and upon availability until 16:00 hours, among many other details that will make you enjoy a truly memorable experience. 100% smoke-free zone. Family Concierge service with personalized assistance to the family, Paradisus Kit upon arrival, special amenities for children upon arrival (bathrobe and beach and pool towel for children, Funny Bath service for children (upon request), special discovery for children (with milk, cookies and chocolate), access to Royal Service for over 18 years and reservation of babysitting service in advance (\$) with a discount of 20% of the rate. Family Concierge Service Supplement: 1092 CUP per child per night.

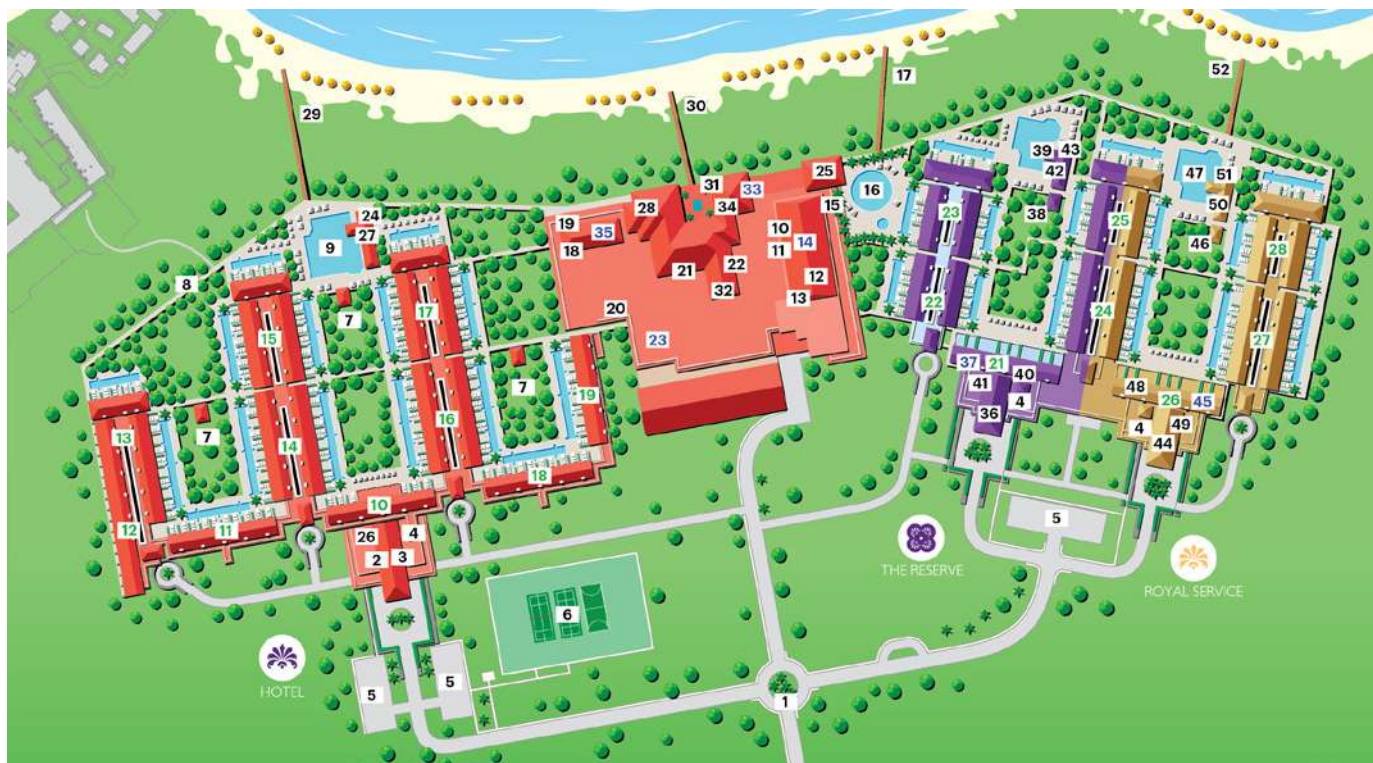


ROYAL SERVICE

Royal Service, is the perfect spot for those looking for an atmosphere of absolute relaxation and exquisite service, exclusive for adults over 18 years old, with the highest level of personalization with Butler service, Concierge service at the pool and beach, guaranteed reservations in all the hotel's a la carte restaurants, personalized Premium Bar in rooms, Room Service available 24 hours by dialing the number 700, guaranteed late check-out until 14:00 hours and upon availability until 16:00 hours and special treatment in all types of reservations. Our staff will pay careful attention to every detail for constant satisfaction throughout the stay. Ideal to enjoy exceptional experiences in environments of absolute privacy.

LEGEND

1. Entrance
2. Front Desk & Lobby
3. Guest Experience
4. Elevators
5. Parking lot
6. Tennis court
7. Paradisus Club House
8. Access to "Las Terrazas" Plaza
9. Paradisus Swimming pool
10. Money exchange (CADECA)
11. Gift shop
12. Multipurpose Room "Santa María"
13. Medical office
14. Gym and Beauty parlor
15. Kids Club "Cubamigos"
16. Kids swimming pool
17. Nautical Center



PARADISUS

Los Cayos
Cayo Santa María • Cuba

ROOM BLOCK NUMBER

GROUND LEVEL

UPPER FLOOR

RESTAURANTS	BREAKFAST	LUNCH	DINNER
18. Buffet Restaurant "Naos"	07:30 – 10:30	13:00 – 15:00	18:30 – 22:00
19. Buffet Restaurant "Market Grill"	07:30 – 10:30	13:00 – 15:00	18:30 – 22:00
20. Mediterranean Restaurant "Vento" (*)			18:30 – 22:00
21. Asian Fusion Restaurant "Bana" (*)			18:30 – 22:00
22. Latin Fusion Restaurant "Fuego" (*)			18:30 – 22:00
23. International Restaurant "Passion" (*)			18:30 – 22:00

SNACK	SCHEDULE
24. Pool Grill Snack "Sunset"	10:00 – 19:00
25. Snacks "Kids Corner"	10:00 – 22:00

BARS	SCHEDULE
26. Lobby Bar "Krystal"	24 horas
27. Pool Bar "Sunset"	10:00 – 18:00
28. Smoothies Bar	10:00 – 18:00
29. Beach Bar "Seaside"	10:00 – 18:00
30. Beach Bar "El Chiringuito"	10:00 – 18:00
31. Terrace Bar "Avenue Bar"	10:00 – 23:00
32. Aperitif Bar "Daiquiri"	10:00 – 23:00
33. Sky Bar Snack "Gaby Beach"	10:00 – 24:00
34. Piano Bar (Solo adultos)	18:00 – 02:00
35. "Red Lounge" Exclusive Bar	18:00 – 02:00

THE RESERVE

- 36. Reception Lounge
- 37. Gym and Massages
- 38. Club House
- 39. Pool

RESTAURANTS	BREAKFAST	LUNCH	LUNCH
40. Buffet Restaurant with Kids Corner	07:00 - 10:30	13:00 - 15:00	19:00 - 22:00

BARS & SNACKS	SCHEDULE
41. Lobby Bar "Lunas"	24 horas
42. Pool Bar "The Reserve"	10:00 – 18:00
43. Grill Snack Piscina "Olio"	10:00 – 19:00

(*)The Specialty Restaurants require prior reservation, calling 9000 from 09:00 to 16:00 hours.

(*) Schedules may be changed for operational reasons.

(*) Restaurants require smart casual dress code.

ROYAL SERVICE

- 44. Reception Lounge
- 45. Gym & Massages
- 46. Club House
- 47. Pool

RESTAURANTS	BREAKFAST
48. Breakfast Bar-Restaurant	07:00 - 10:30
	LUNCH
	13:00 - 15:00
	LUNCH
	19:00 - 22:00

BARS	SCHEDULE
49. Lobby Bar "La Noche"	24 horas
50. Bar Piscina "Sunrise"	10:00 – 18:00
51. Grill Snack Piscina "Sunrise"	10:00 – 19:00
52. Bar Playa Royal	10:00 – 18:00

OUR BEST ROOMS

It will be very easy to know the incredible facilities and services offered by our superior rooms in the luxurious Royal Service area, a space designed to fulfill your dreams, with exclusive gastronomic areas and preferential service in the resort.

Please, ask at Reception for availability and prices of our best rooms, up to 10 superior categories.

THE RESERVE MASTER SUITE GARDEN SWIM-UP

True luxury, ideal for families, in the relaxing Suites with direct access to the Swim-up pool in a spacious 102 m² area with living room-lounge-TV, dining room with double sofa bed, and hall bathroom with closet and shower. The bedroom is equipped with king-size bed, bathtub, sofa, LCD satellite TV and USB port, double walk-in closet and full bathroom with closet, double shower, covered terrace, private garden, outdoor shower and Balinese bed, all crowned with the highly personalized attentions of The Reserve's exquisite service.

THE RESERVE MASTER SUITE

Ideal for relaxing with beautiful views of the hotel gardens and pools, in a space of highly personalized attention and exclusive services of the exquisite The Reserve. Ideal for families with ample space of 102 m² on the 1st and 2nd levels, with living room-lounge-TV, dining room with double sofa bed, and hall bathroom with closet and shower; and bedroom equipped with king-size bed, bathtub, sofa, LCD satellite TV and USB port, double walk-in closet and bathroom with closet, double shower and outdoor terrace with umbrella that invites the ecstasy of contemplation.



MASTER SUITE

GARDEN SWIM-UP ROYAL SERVICE:

Majestic Suite for adults only. Ideal to connect with the healthiest spirit of fun in these fantastic Suites with direct access to the Swim-up pool, the exclusive Royal Service butler service and its numerous complements that will allow you to enjoy the most of a large space of 102 m² with living-lounge-TV, dining room with double sofa bed, and hall bathroom with closet and shower. The bedroom is equipped with king-size bed, bathtub, sofa, LCD satellite TV and USB port, double walk-in closet and full bathroom with closet, double shower, covered terrace, private garden, outdoor shower and Balinese bed.

MASTER SUITE ROYAL SERVICE

Charming Suite for adults only. Ideal to enjoy a relaxed atmosphere and make the most of your stay in a large space of 102 m² on the 1st and 2nd levels, with living-lounge-TV, dining room with double sofa bed, and hall bathroom with closet and shower; and bedroom equipped with King-size bed, bathtub, sofa, TV-LCD satellite and USB port, double walk-in closet and full bathroom with closet, double shower and outdoor terrace with umbrella that invites to be enraptured in this atmosphere of pure peace.



"PASSION" RESTAURANT

Passion is a really unique opportunity for lovers of international gourmet cuisine where glamour and taste for details complete a perfect atmosphere for romance and complicity, a truly amazing sensory experience in a space for adults only.

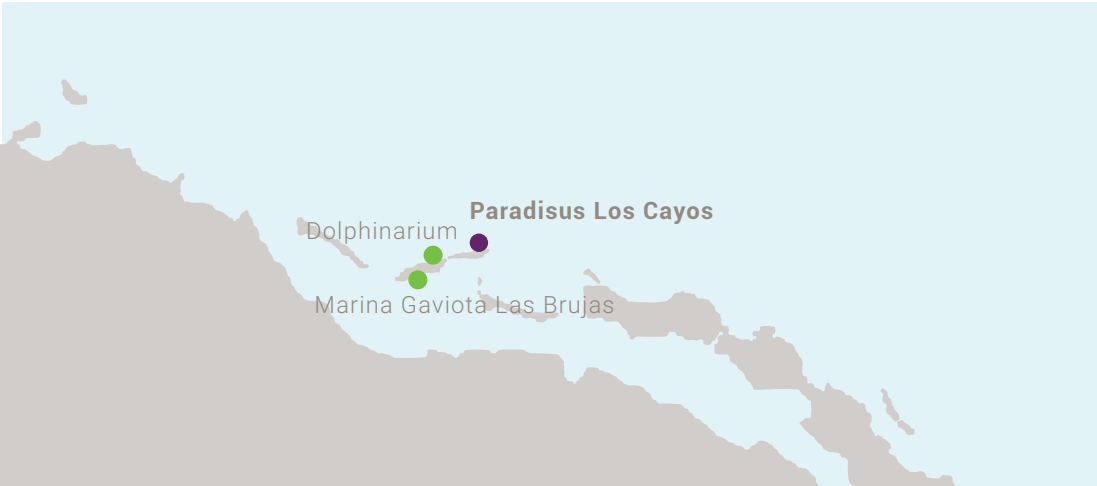
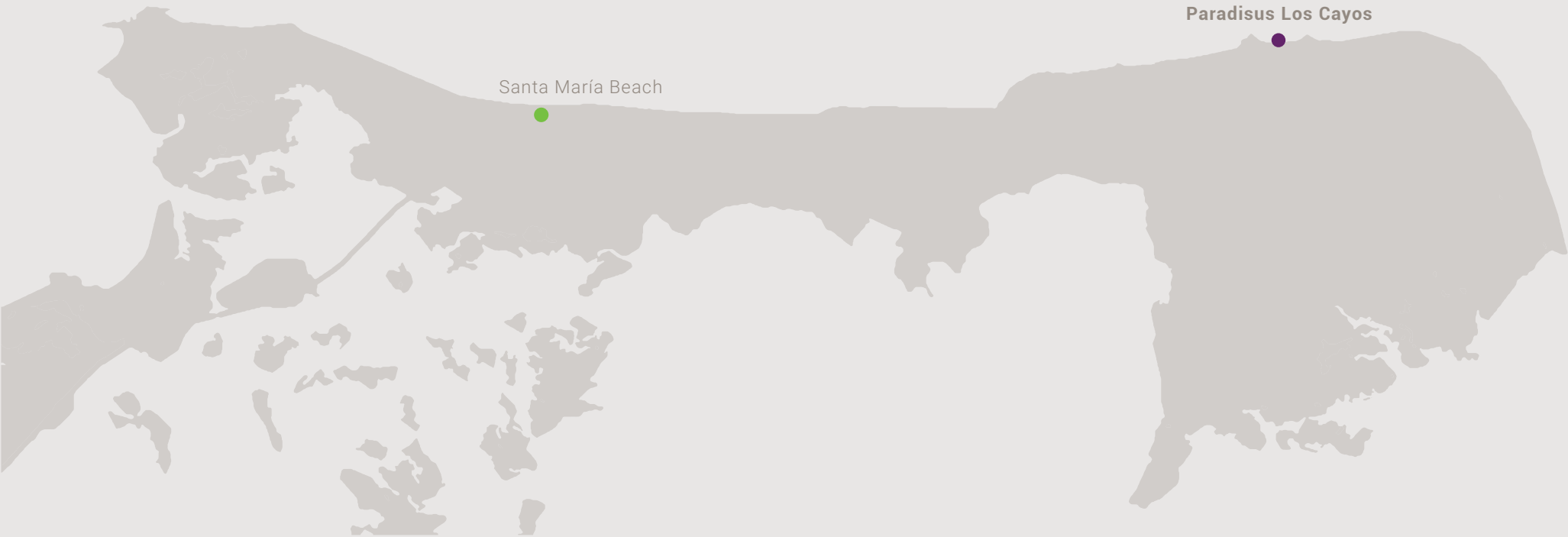


OUR FACILITIES FOR MEETINGS AND EVENTS

Paradisus Los Cayos is a Resort & Convention Center specialized in business and leisure groups, events, meetings, congresses and incentives. For this purpose, it has ample facilities including a hall with capacity for more than 900 participants, and a team of professionals in charge of the organization and development of all kinds of events.



CAYO SANTA MARÍA



NEAREST PLACES OF INTEREST:

- Santa Maria Beach **8 km**
- Dolphin Pool in Cayo Santa María **13 km**
- Departure from the Marina **22km**
 - Coral Barrier (3 miles)
 - Isla Paraíso
 - Buque San Pascual

PLACES OF INTEREST



● Havana **392 km**



● Varadero **342 km**



● Cayo Coco **226 km**



● Holguín **497 km**



● Trinidad **216 km**



● Cienfuegos **183 km**



● Camagüey **301 km**



● Santiago de Cuba **644 km**



WHAT TO DO IN CAYO SANTA MARÍA?

Open-air activities like scuba diving and catamaran trips, visiting the dolphinarium and the key's picturesque tourist towns and the closeness of the country's emblematic cities and towns make this a perfect place for discovering the spirit of Cuba.



SANTA MARIA BEACH

A long strip of beach stretches along the entire north coast of the key, lapped by calm, warm waters where you can enjoy a relaxing dip almost all year round



DOLPHIN POOL IN CAYO SANTA MARÍA

A special place where you can delight in dolphins' acrobatic skills and even swim with them.

WHAT TO DO IN CAYO SANTA MARÍA?



DIVING IN CAYO SANTA MARÍA
Seabeds teeming with life make Cayo Santa María an ideal scuba-diving site that is easily accessible from any hotel or the marinas dotted around the key.



JARDINES DEL REY CORAL REEF
Cayo Santa María is next to the extensive coral reef in northern Cuba. It is the second most important in the world due to its size and seabed life, a spectacle that you can admire on walks and guided dives.



CATAMARAN RIDES
While you're staying at the key you can go on interesting catamaran trips along the coast or visit other nearby keys—ideal opportunities for a refreshing swim or just relaxing in the cool sea breeze.



ISLA PARAÍSO
This unspoilt landscape off the key's coastline is perfect for fully immersing yourself in the most exquisite peace or simply for getting close to the destination's rich ecological diversity.



SANTA CLARA
Known as the City of Ché, Santa Clara is steeped in history and has a great many wonderful cultural traditions. Visit the many sites of interest in this popular city followed by relaxed evenings with Cuba's truly pleasant people.



TOWN OF SAN JUAN DE LOS REMEDIOS
A popular city in Cuba's central area, Remedios is the perfect place to discover popular traditions that have been handed down from generation to generation. Local architecture and the history of the Parrandas Christmas festival are especially interesting.



BUQUE SAN PASCUAL
As this old sunken ship near the key is a refuge for marine life, it is extremely attractive for scuba-diving and snorkelling fans.



CIENFUEGOS
This French heritage city, called the Pearl of Southern Cuba, is famed for its beautiful architecture and how it blends in with the natural surroundings of the bay it hugs and the nearby Sierra del Escambray mountains.



Happy stay and welcome to the Soul of Cuba!



PARADISUS

Los Cayos
Cayo Santa María • Cuba