

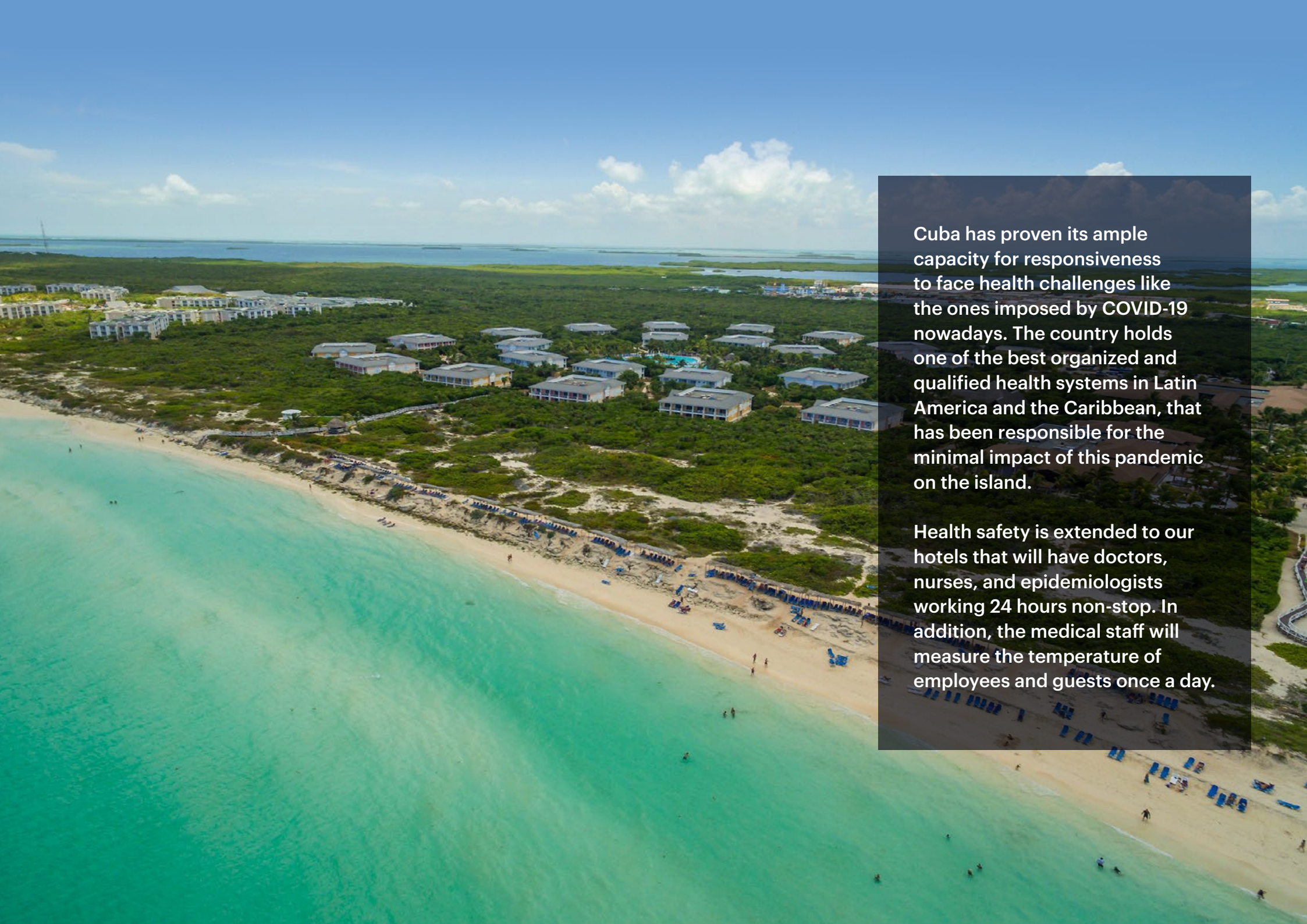


WE WILL BE SOON TRAVELING AGAIN!

At Meliá Cuba, we can't stop dreaming of your return to the big island of the Caribbean!

This enforced pause in our accommodation services, has been useful to reconsider our approach to many issues. Not only to introduce improvements to our facilities and products, but also to create a new environment in our hotels that will enable us to adapt quickly to new circumstances. This environment will certainly have safety, hygiene and digital processes as main tenets, harmoniously integrated with our company's qualities such as a service of excellence, nature-friendly policies and a committed concern for social issues.

#StaySafewithMelia



Cuba has proven its ample capacity for responsiveness to face health challenges like the ones imposed by COVID-19 nowadays. The country holds one of the best organized and qualified health systems in Latin America and the Caribbean, that has been responsible for the minimal impact of this pandemic on the island.

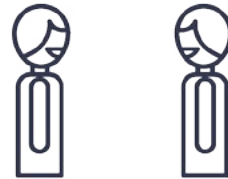
Health safety is extended to our hotels that will have doctors, nurses, and epidemiologists working 24 hours non-stop. In addition, the medical staff will measure the temperature of employees and guests once a day.

STAY SAFE WITH MELIÁ PROGRAM



360-DEGREE WELLNESS

We strengthen our stringent safety and hygiene protocols to guarantee our well-being in every corner of the hotel.



SAFETY DISTANCE BRINGS US TOGETHER

We practice safety distancing by reducing capacity in meeting rooms and public areas, redistribution of spaces and working hours, as well as by having a proper signalization.



SERVICE DIGITALIZATION

We are working with new technologies that allow us to be closer to our clients' needs with a safer service.



RENEWED ENVIRONMENTS

We propose a new beginning at deeply renovated hotels to enjoy renewing experiences in connection with the surroundings.



SUSTAINABLE ENVIRONMENTS

Our commitment to a responsible tourism in a sustainable environment, remains as one of our basic tenets.



OUR COMMITMENT

We have painstakingly taken care of every detail to guarantee a safe stay.



AT MELIÁ CUBA, WE HAVE DEFINED THE KEY POINTS THAT WILL RULE SERVICES IN OUR HOTELS FROM NOW ON. MEANWHILE, WE STAY COMMITTED TO OUR PARTNERS IN OFFERING EVERY GUEST, AN UNFORGETTABLE EXPERIENCE AT THE LARGEST ISLAND ON THE CARIBBEAN.

A safer hotel

We incorporated strongest safety and hygiene protocols with more frequent and intensive disinfection work in all areas, particularly at critical points.

We provide certified protection means for all our staff to protect them against COVID-19.

Safety distance brings us together

We practice safety distancing by reducing capacity in meeting rooms and public areas, redistribution of spaces and working hours, as well as by having a proper signalization.

Sanitizing at the reach of your hands

Guests will have available at all times, sanitizing solutions to guarantee disinfection and hygiene.

Our restaurants evolve

We have modified our routine by adding new assisted services, individual formats and modified service hours to let our guests enjoy meals in a relaxed atmosphere avoiding overcrowding.

Useful information

We have incorporated instructions and measures in our signalization to keep our guests informed about new policies for the use of spaces and services.

More space, lower risk

We significantly reduced or eliminated decoration elements that can contribute to propagate viruses through high-contact surfaces.

One- click-away services

We have increased the use of technology to reduce hand-held physical formats such as menus and stationary.

Protection for all

We redesigned our safety and protocols for staff areas. By protecting our employees, we guarantee a safer service.

Developing skills

Intensive training programs **have already begun** for our employees to ensure the new measures are implemented properly.

Enjoy the safety of Cuba

Health safety is guaranteed thanks to Cuba's prestigious Public Health system, whose medical facilities are present at every one of our hotels and destinations.



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