



IBEROSTAR

BEACHFRONT RESORTS

New Grand Standard

DOMINICAN REPUBLIC / MEXICO / JAMAICA

**The portfolio of "Iberostar Beachfront Resorts" excludes Iberostar's interests in Cuba.*



Discover the adults-only opulence of the Iberostar Beachfront Resorts luxury category, with a beachfront setting that exudes elegance.

Improvement of the entire **Customer Experience** process. A team of service professionals trained exclusively to be responsible for offering an unparalleled level of care, providing luxury travel experiences during the guests' stay.

Grand Experience Food & Beverage

- Mixology bar carts
- Signature cocktails
- Enhancement of the Tequila and Mezcal offer
- Access to snacks in the Lobby
- Improved all-inclusive wine list
- The Grand Cellar at Iberostar Grand Paraíso and Iberostar Grand Bavaro (\$) - an exclusive cellar with more than 200 wines imported from the most prestigious world wine regions*

**Q3, 2023 - Forecasted opening at Iberostar Grand Rose Hall.*



Grand Experience Entertainment

Improvement of the daily **Grand entertainment experience** with new activities and shows that celebrate and connect guests with local culture and nature, adding a special touch to the all-inclusive program in order to surprise and delight customers even more.



Thematic Nights & Shows

- Local Night
- Mistik Show
- White Party
- Starts Under The Stars
- Grand Gala Night

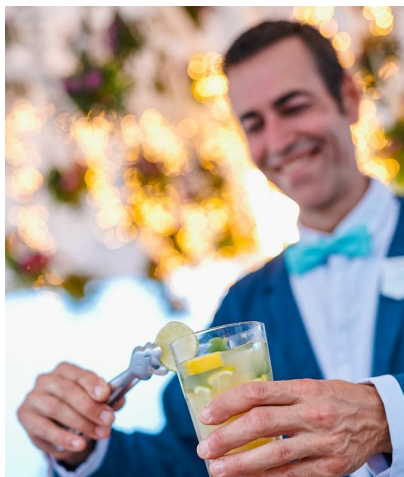
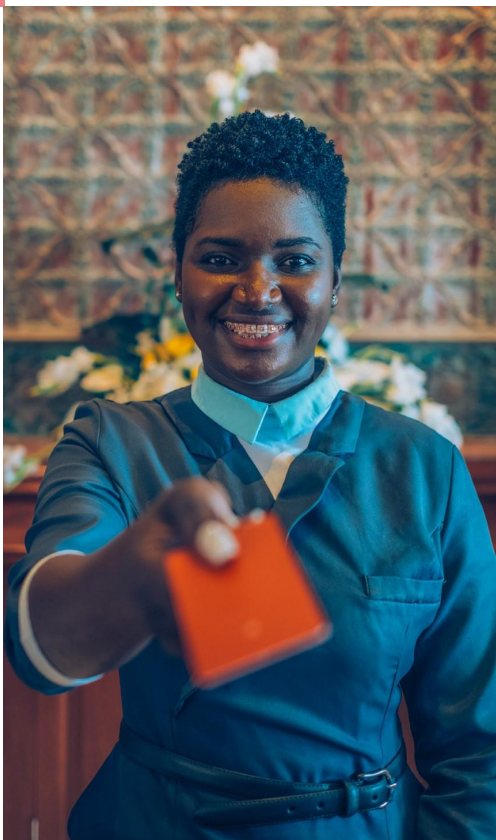
Daytime Entertainment

- New activities and interactive games with Starfriends
- Taste, Learn & Create activities/workshops with a local touch of each destination:
 - ❑ Artisanal Chocolate & Local Spirits
 - ❑ Local Gastronomy
 - ❑ Sustainable Fishing



**Entertainment varies according to destinations and hotels. Not yet implemented at Iberostar Grand Rose Hall – Jamaica.*

Grand Experience Team



A team of service professionals trained to be responsible for offering an unparalleled level of care, enhancing the development of standards, services and operations. Our exclusive **Grand Ambassador** team will ensure that these standards are actually applied in the customer experience, providing luxury travel moments during the guests' stay in **all room categories**, maintaining the Grand service that characterizes Iberostar.

- Grand Experience Team – Applicable to “**Suites Categories**”
- Grand Experience Team with Butler Service – Applicable to “**Upper Suites Categories**”

Suites Categories

- **Iberostar Grand Bavaro (DR):**
Suite, Suite Superior, Suite Lake View.
- **Iberostar Grand Paraiso (MX):**
Suite, Superior Suite, Pool View Suite, Suite Pool View Superior.
- **Iberostar Grand Rose Hall (JAM):**
Suite, Suite Superior.

Upper Suites Categories

- **Iberostar Grand Bavaro (DR):**
Suite Ocean View, Suite Swim Out, Suite Ocean Front.
- **Iberostar Grand Paraiso (MX):**
Honeymoon Villa, Ocean Front Suite, Ocean Front Superior Suite, Suite Ocean Front Superior Corner, Presidential Suite.
- **Iberostar Grand Rose Hall (JAM):**
Suite Ocean View, Suite Swim Out, Suite Ocean Front, Suite Presidential.

New Standards – Guest Journey

AMENITIES & BENEFITS

GRAND UPPER SUITES CATEGORIES

Pre-Arrival

- Personalized pre-arrival contact to learn the guest's preferences*
- Online check-in*
- Private transportation*
- Room selection through "My Room Online"

*Available to clients that share their email address with Iberostar

Arrival

- Exclusive and private transportation to airport / hotel / airport coordinated before arrival*

*Applicable to Iberostar.com customers for stays of 7 nights or more.

Check-in room orientation

- Personalized welcome
- Special welcome drink
- Refreshing towel upon arrival
- Private check-in with a Hotel & Room orientation made by the butler
- Resort credits
- Customized Minibar
- Bottle of local wine/liquor
- Discount on Star Prestige upgrade

GRAND SUITES CATEGORIES

- Room selection through "My Room Online"

- Exclusive and private transportation airport / hotel / airport coordinated before arrival*

*Applicable to Iberostar.com customers and for stays from 7 nights.

- Special welcome drink
- Refreshing towel upon arrival
- Registration at reception (not private)
- Hotel & Room orientation made by bellman
- Resort Credits
- Bottle of local wine/liquor



New Standards – Guest Journey

AMENITIES & BENEFITS

GRAND UPPER SUITES CATEGORIES

During stay

- Butler courtesy call during stay
- 24 hour Guest Service
- Exclusive Grand Experience Team with butler service
- 24 hour Bellman service
- 24 hour Valet parking service
- Pool Grand Experience Team service
- Beverage service on the beach/ pool through the Iberostar APP*
- Ironing service
- Resort guided tour by appointment (Butler)

*Available at Iberostar Grand Paraíso (pilot project).

Checkout

- Butler courtesy call, day before checkout
- Butler support for any guest needs
- Personalized farewell of guests
- Baggage claim by bellman in room
- Complimentary late check out*

*Subject to availability.

GRAND SUITES CATEGORIES

- Grand Experience Team courtesy call during stay
- 24 hour Guest Service
- Grand Experience Team available to assist the guest needs in the hotel areas
- 24 hour Bellman service
- 24 hour Valet parking service
- Pool Grand Experience Team service
- Beverage service on the beach/ pool through the Iberostar APP*
- Resort guided tour by appointment (Grand Experience Team)

*Available at Iberostar Grand Paraíso (pilot project).

- Grand Experience Team courtesy call day before checkout
- Baggage claim by bellman in room
- \$ Late check out*

*Subject to availability.





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