

Havana, January 17th, 2025

Dear colleagues,

We would like to provide an update on the current status of the improvements being carried out at the Iberostar Selection Ensenachos Hotel.

Below, we detail the impacts:

Buffet Restaurant "Ventanas": This restaurant is completely closed for mandatory maintenance work. The buffet restaurant service will continue to operate and will be relocated to "La Punta del Pirata" restaurant for breakfast, lunch, and dinner, with permanent transfer service from the main lobby to the restaurant. Additionally, continental breakfast will be offered at Snack Marino.

Marino snack: This restaurant will offer dinner services as a specialized restaurant with a Mediterranean menu and will maintain its 24-hour menu offerings.

Mégano snack: It will offer dinner services as a specialized restaurant with an Italian and Cuban menu.

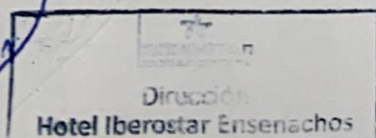
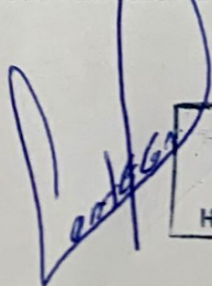
Japanese Restaurant: This restaurant will be unavailable due to mandatory maintenance work. Asian menu offers will be available at the buffet restaurant.

Ranchón Mégano and Mégano beach bar: These venues have been completely renovated and are operational, with access to Mégano beach through the secondary walkway located between the main accommodation areas.

On behalf of Iberostar Cuba Hoteles & Resorts, we wish to extend our apologies for any inconvenience this may have caused. It is crucial to inform you that all other hotel services are operational and available for the enjoyment of our valued guests. We sincerely appreciate your trust, and we assure you that this renovation process will contribute to providing the best possible service.

I remain at your disposal for further comments or any additional information you may need.

Best regards,
Luis Ángel Ortega León
Director Adjunto
Iberostar Selection Ensenachos



Cayo Ensenachos, Villa Clara, Cuba