



GRUPO IBEROSTAR / IBEROSTAR Hotels & Resorts

A unique holiday experience

IBEROSTAR Hotels & Resorts was founded by the Fluxá family in Palma de Mallorca in 1986. An integral part of GRUPO IBEROSTAR and one of the main Spanish travel companies with more than 50 years of success in the business, IBEROSTAR Hotels & Resorts has currently more than 100 hotels and 70,000 beds in 16 countries all over the world.

The IBEROSTAR brand knows how to gain its customer's trust with its philosophy and values, the quality of its hotels located in main travel destinations, and the professionalism and dedication of its staff.

The hotel division of IBEROSTAR Hotels & Resorts offers 4- and 5-star hotels, located on beachfronts of the best beaches in the world. Its main foundations for developing hotel resorts are to integrate them into the surroundings and to respect the local scenery.

Our customers are the pinnacle on which the company is structured. Our staff's main goal in IBEROSTAR Hotels & Resorts is to achieve our customers' maximum satisfaction. Reinvesting profits in renovating and revamping the hotels helps achieve the goals mentioned. Our high customer repeat rate, currently about 35%, illustrates this fact.



The IBEROSTAR hotels are designed to cater to the widest range of customers with regards to rooms, apartments and suites, so that our customers can enjoy unique experiences while on holiday, whether they are families or couples, nature-lovers, golf or sport fanatics, and even those individuals who want to celebrate an event with complete success.

The food at IBEROSTAR Hotels & Resorts stands out for its quality and variety. International cuisine is served alongside local specialities in each destination. In addition to the traditional buffets, which are rich in flavours and variety, the à la carte theme restaurants have become popular, specialising in the most highly acclaimed cuisine and providing an extra touch of sophistication and excellence.

IBEROSTAR Hotels & Resorts have more than 100 hotels in 16 countries all over the world:

Spain

- ★ The Balearic Islands (Majorca)
- ★ The Canary Islands (Tenerife, Gran Canaria, Lanzarote and Fuerteventura)
- ★ Andalucía (Cadiz and Huelva)

The Mediterranean

- ★ Italy (Sardinia)
- ★ Greece (Rodas, Kos, Crete, Corfu, Zakynthos)
- ★ Cyprus
- ★ Turkey

The Adriatic

- ★ Croatia
- ★ Montenegro

The Black Sea

- ★ Bulgaria

North Africa

- ★ Tunisia
- ★ Morocco

The Caribbean

- ★ Jamaica (Montego Bay)
- ★ Cuba (Trinidad, Cayo Guillermo and Varadero)
- ★ Dominican Republic (Punta Cana, Bayahibe and Puerto Plata)
- ★ Mexico (Riviera Maya, Cozumel and Puerto Vallarta)

Brazil

- ★ Salvador da Bahía (Praia do Forte)
- ★ Amazonas (Manaus)

Cape Verde

- ★ Boa Vista island



IBEROSTAR Hotels & Resorts can be found on the coastlines of the Mediterranean, the Adriatic and the Black Sea

The IBEROSTAR hotels are located in the most charming spots of the Mediterranean, Adriatic and Black Sea. Places that hide precious natural treasures, waiting to be discovered by our customers. Destinations with a special charm such as Spain, Italy, Greece, Cyprus, Turkey, Croatia, Montenegro, Bulgaria, Tunisia and Morocco, which are valued for their scenery, lavish cuisine and warm, friendly people.

The hotels have top-of-the-range facilities; interiors with elegant decoration, inspired by the unique style of each destination; spacious gardened areas with pools and poolside bars; restaurants with a variety of top-quality food on offer, as well as spa and wellness services that offer the latest innovative treatments.

Tropical paradises in the Caribbean and Brazil

Countries in the Caribbean and Latin America, thanks to their white, sandy beaches, warm climate and friendly local population, have become the dream holiday for many holidaymakers all over Europe and the US.

IBEROSTAR Hotels & Resorts can be found in blissful destinations such as Cuba, the Dominican Republic, Mexico, Jamaica and Brazil. The goal of the company in the forthcoming years is to continue to create new, luxury 5-star resorts in the most privileged areas of the Caribbean and Brazil that consolidate IBEROSTAR as a leading travel company in those countries.





IBEROSTAR Hotels & Resorts Awards and Achievements

IBEROSTAR Hotels & Resorts holds a large number of awards that attest to the company's policy to achieve maximum satisfaction and recognition among its customers.

2009 Awards

- ★ TripAdvisor's Travelers' Choice 2009 Award to IBEROSTAR Hotels & Resorts, as the third best hotel chain in the world, awarded by more than 10 million travellers.

2008 Awards

- ★ 2 TripAdvisor Travelers' Choice 2008 Awards for IBEROSTAR hotel Grand Hotel Paraiso (Mexico) – Best Hidden Jewel and Best for Romance.
- ★ Thomas Cook's Marque of Excellence Award for the IBEROSTAR Papagayo and IBEROSTAR Costa Calero in Lanzarote.
- ★ European Business World award for the Best Company in the Balearic Island Autonomous Community.
- ★ 5 TripAdvisor's Traveler's Choice 2008 for the hotels: IBEROSTAR Costa Dorada (Dominican Republic), IBEROSTAR Paraiso Lindo (Mexico), IBEROSTAR Grand Hotel Paraiso (Mexico) and IBEROSTAR Bahia (Brazil) – this last hotel receiving two awards.
- ★ First Choice's 'Gold Medal Award 2008' for the hotel IBEROSTAR Kerkyra Golf (Greece).
- ★ "Resort of the Year" awarded by Guía 4 Rodas 2009 to the hotel IBEROSTAR Praia do Forte (Brazil).
- ★ The hotels IBEROSTAR Bavaro, IBEROSTAR Dominicana, IBEROSTAR Punta Cana (Dominican Republic), IBEROSTAR Djerba Beach (Tunisia) and IBEROSTAR Fuerteventura Park (Spain) have received HolidayCheck 2008 awards.

Other achievements

- ★ Prince Felipe Award for Business Excellence for the GRUPO IBEROSTAR, awarded by the Spanish Ministry for Industry, Tourism and Commerce (1999).
- ★ Crystal Award for the best international hotel chain, awarded by Apple Vacations during four consecutive years (between 2001-2004) and in 2006.
- ★ Crystal Award for the best staff and service, awarded by Apple Vacations during 2005, 2007 and 2008.
- ★ Golden Apple Award for the quality of IBEROSTAR hotels in the Dominican Republic, Jamaica and Mexico, awarded by Apple Vacations between 1999 and 2009.
- ★ "Resort of the Year" awarded by Guía 4 Rodas 2008 to the hotel IBEROSTAR Bahia (Brazil).
- ★ British Travel Award to the best holiday hotel chain (2005).