

HOTEL RIU PALACE BAVARO *****

PUNTA CANA

Playa de Arena Gorda · Punta Cana · Dominican Republic

Tel: 001 809 221 2290 · E-Mail: palace.bavaro@riu.com

RIU Code: XBV · Rumbo Code: 707

GPS: Lat: 18.7181 · Long: -68.454232

ALL INCLUSIVE 24H

All Inclusive 24
by RIU

 **ELITE CLUB**
BY RIU
ROOMS

994

SMOKING POLICY
 Non-smoking environment
Only permitted in designated areas
SEASON

Open all year round

Location

Right on the beach	Playa Arena Gorda	
Closest town	El Cortecito	10 km approx.
Closest city	Higüey	40 km approx.
Airport	Punta Cana International (PUJ)	25 km approx.

Building details

NO.	BUILDING	FLOORS INCL.	GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Main building		4	5	450	
9	Villas		3-4	-	164	
8	Garden villas		3-4	-	380	

TOTAL: 994 ROOMS

Construction & Renovations

Built in: 2010/11**Riu hotel since:** 2011**Last complete refurbishment:** 2024

Remarks

May-Sep 2024: Complete refurbishment, all public areas and guest rooms refurbished**New extension:** 8 Garden Villas (on former Naiboa grounds) with new pool area, children's pool and splash playground, pool bar, bar "The Bakery" and Pepe's Food/tacos/pizza**New services:** Elite Club by RIU guest rooms with exclusive services can be booked**New facilities:**

- Part of the pool area refurbished and redesigned, 6 pools, two with swim-up bar and one pool & pool bar only for adults, one pool exclusively for "Elite Club by RIU"-guests
- Mexican restaurant, American Country restaurant, Elite Club restaurant
- Food Court with different food options
- Exclusive lounge bar for Elite Club by RIU guest rooms
- Cocktail bar

- RiuArt atelier

Discontinued facilities:

- No more Renova Spa at the hotel (now at the resort).
- No more conference facilities
- No more rooms with jacuzzi on the balcony

Environmental best practices

GROUP	MEASURE
Communication	Environmental training for staff
Energy	Low-energy lighting
Energy	Main switch in guest rooms
Sustainability certificates	Environmentally-friendly purchasing policy
Sustainability certificates	Use of biodegradable cleaning agents
Waste	Minimum use of single portion packs at buffets
Water	Eco-Friendly towel change policy
Water	Hot-cold mixer tap
Water	Trickle irrigation
Water	Water saving aerator
Water	WC watersaving flush

Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
HolidayCheck Recommended	2023	2021, 2019, 2018, 2016, 2014.
Loved by guests award/ hotels.com	2021	2019, 2017.
Preverisk COVID-19 Hygiene Response	2020	
Golden Apple Award	2019	2018, 2017, 2015, 2014, 2013, 2012.
TripAdvisor® Certificate of Excellence	2016	
Zoover Gold Award	2015	2014, 2013.
Travelife Gold Award		

Elite Club

Exclusive services for the guests staying in "Elite Club by RIU" rooms (Minimum age 18 years):

SERVICES
Premium branded drinks at the exclusive bars.
Elite Club Restaurant.
Exclusive breakfast, including a-la-carte menu options.
Exclusive pool area with bar.
Dedicated check-in area and Elite Club wristband.
Early check-in depending on availability.
Late check-out until 01 p.m.
Welcome gift.

SERVICES
In-room aromatherapy.
Exclusive room service menu.
Upgraded in-room liquor dispenser (Premium brands).
Upgraded minibar with snacks; welcome bottle of sparkling wine.
Dinner reservation available for the a-la-carte restaurants.

Exchange Privileges

EXCHANGE PRIVILEGES
Access to the facilities of the following RIU Hotels (excl. breakfast and dinner):
Riu Palace Punta Cana
Riu Bambu

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Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✓	Restaurants	10 restaurants.
✓	Bars	12 bars.
✓	Pools	11 swimming pools.
✓	"Splash Water World" water park	At the RIU Resort. Direct access from hotel.
✓	Free WiFi throughout hotel	
✓	Gym	
✓	Wellness centre	At the RIU Resort.
✓	Discotheque	At the RIU Resort.
✓	"RIU Party " area with open air stage, pool and bars	At the RIU Resort.
✓	Kiosk	
✓	Hotel parking	Open-air. Limited places. Unguarded.
✓	Doctor (on request, additional charge)	

✓ Available ✗ Not available

Reception

Reception opening hours: 24 hours

Reception staff speak: Spanish · English

Local languages: Spanish

Local currency: Dominican Peso

Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
Laundry service	✓	✓	
Rent a car	✓	✓	
Taxi ordering	✓		

Means of payment

Currency exchange in hotel

Accepted credit cards: MasterCard · Visa · Amex

Additional Information

No pets allowed.

Wellness & Beauty

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Wellness centre	Renova Spa / Riu Resort		✓	
Beauty salon			✓	
Hairdresser			✓	
Massages			✓	
Steam bath	Renova Spa / Riu Resort	✓		
Gym		✓		
Massage on the beach			✓	

Sports shoes are compulsory when using the gym.

Use of the gym and steam bath is restricted to guests over 18 years old.

Conference Facilities

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
ATM		200 m		
Doctor		200 m		
Chemist		800 m		
Taxi rank		20 m		
Supermarket		2 km		
Shopping centre		5 km		
Bank		2 km		
Hospital		5 km		

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Food & Beverages
Restaurants

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	NO SMOKING	AIR COND.	TERRACE
Main restaurant	Taino				✓	✓	✓
	Breakfast	07.00-10.30h	Buffet	Varied buffet, live cooking stations, fruit, juices and sparkling wine.			
	Lunch	13.00-15.30h	Buffet	Buffet with live cooking stations and assorted desserts.			
	Dinner	18.00-21.30h	Buffet	Buffet with live cooking stations and assorted desserts. Vegetarian options available. Special evenings: three times a week.			
Gourmet restaurant	Krystal				✓	✓	
	Optional dinner	18.00-21.30h	à la carte				
Asian restaurant	Zen				✓	✓	
	Optional dinner	18.00-21.30h	à la carte				
Italian restaurant	La Bambola				✓	✓	
	Optional dinner	18.00-21.30h	à la carte	Starters buffet.			
Mexican restaurant	Agave				✓	✓	✓
	Optional dinner	18.00-21.30h	à la carte	Starters buffet.			
Steakhouse	The Steakhouse				✓	✓	✓
	Optional dinner	18.00-21.30h	à la carte	Steakhouse.			
Restaurant	American Country				✓	✓	✓
	Optional dinner	12.00-23.00h	à la carte	Serving All-American favorites.			
Food Court	Lunch/ Snacks	12.00-17.00h	Buffet	Wok-Pokes, Taco Station, Fried Chicken, Pizza, "Pepe's Food" grill, Ice Cream Parlor, Creperie.	✓		✓
	Grill				✓		✓
Elite Club	Pepe's Food				✓		✓
	Lunch/ Snacks	12.00-17.00h	Buffet	With taco station and pizza..			
Elite Club	Elite Club Restaurant			Exclusively for guests staying at Elite Club by RIU rooms.	✓	✓	
	Dinner	18.00-21.30h	à la carte				

Additional information

RESERVATION REQUIRED	EXTRA CHARGE	COMMENTS
		Opening and meal times are subject to change.

Bars

TYPE	NAME	OPENING	COMMENTS	AIR COND.	TERRACE
Lobby bar	Daiquiri	10.30-24.00h		✓	
Lounge bar/Plaza bar	La Fiesta	17.00-24.00h	Stage.	✓	✓
Cocktail bar	Joe's Bar	17.00-23.00h		✓	
Sports bar	Sports Bar	0.00-24.00h		✓	
Pâtisserie	Capuchino	10.00-24.00h		✓	
Pâtisserie	The Bakery	10.30-18.00h		✓	
Ice cream parlor	Candy	11.00-21.30h		✓	
Poolside bar with swim-up bar	La Yola	10.00-18.30h	**Access to the swim-up bar is restricted to guests over 18 years old.		✓
Poolside bar with swim-up bar	Naiboa	10.00-18.30h	**Access to the swim-up bar is restricted to guests over 18 years old.		✓
Poolside bar	Melao	10.00-18.30h	Exclusively for adults.		✓
Elite Club	Elite Club Lounge	10.00-24.00h	Exclusively for guests staying at Elite Club by RIU rooms.	✓	
Elite Club poolside/swim-up bar	Elite Club Pool	10.00-18.30h	Exclusively for guests staying at Elite Club by RIU rooms.		

Dress code for dinner

Appropriate attire required for dinner.

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All Inclusive

ALL INCLUSIVE FACILITIES
All meals, snacks and beverages in the hotel's bars and restaurants (except for "Elite Club by RIU" exclusive services).
Exclusive services for the guests staying in "Elite Club by RIU" rooms (see Elite Club section for more details).
International drinks with top brands throughout hotel.
Snacks and drinks 24 hours a day.
Room service 24 hours a day (room service menu including vegetarian options).
Regularly refilled minibar and liquor dispenser in the guest rooms.
In-room safe.
WiFi throughout the hotel.
Drinks service at the pool.
Free sports, activities and entertainment programme as described.
"Splash Water World" water park at the RIU Resort.
Free entry to the discotheque (drinks included).
All hotel guests are required to wear an "All Inclusive" wristband for identification purposes.

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Outdoor areas

Swimming pools

AVAILABLE	POOL TYPE	SIZE (SQ M)	HEATED IN WINTER	SWIM-UP BAR (+18 YEARS)	COMMENTS
✓	Outdoor pool	870			
✓	Outdoor pool	398			Exclusively for adults.
✓	Outdoor pool	128			
✓	Outdoor pool	172			
✓	Outdoor pool	220		✓	
✓	Outdoor pool	150		✓	
✓	Elite Club Pool	395		✓	Exclusively for guests staying in Elite Club by RIU rooms.
✓	Children's pool with slides	165			
✓	Baby pool	12			
✓	Children's pool with slides	-			At the RIU Resort. Open 6 times a week.
✓	Water park	-			At the RIU Resort. "Splash Water World" with water slides. Open 6 times a week. Guests must be of a height of at least 1.20m/3.9ft to be admitted. For safety reasons, the minimum recommended age is 12.

Remarks

Water park "Splash Water World" with 6 water slides: Open body slide, Body Bowl, Aquatubo, Kamikaze, Aquaracer, Stuka

Pool area

AVAILABLE	POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
✓	Sun terrace		
✓	Sun loungers		
✓	Parasols		
✓	Pool towels		
✓	Sunken sun loungers		
✓	Drinks service at the pool		

Beach

Name: Arena Gorda
Length of beach: 2 km
Reserved area for hotel guests

Beach facilities

AVAILABLE	BEACH FACILITIES	PROVIDED BY HOTEL	LOCAL PROVIDER	EXTRA CHARGE	ALSO IN WINTER	COMMENTS
✓	Sun loungers	✓			✓	

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Activities & Entertainment
Sports

AVAILABLE	ACTIVITY	NO CHARGE	EXTRA CHARGE	HOTEL	LOCAL PROVIDER	DISTANCE APPROX.	COMMENTS
✓	Gym	✓		✓			
✓	Group fitness activities in the RIU Fit area	✓		✓			
✓	Beach volleyball court	✓		✓			
✓	Multipurpose sports pitch	✓		✓			
✓	Windsurfing	✓		✓			
✓	Kayaking	✓		✓			
✓	Bodyboarding	✓		✓			
✓	Snorkel gear	✓		✓			
✓	Small catamaran (2 people max.)	✓		✓			Licence or previous knowledge required.
✓	1 scuba tryout in the pool	✓		✓			
✓	Tennis	✓				200 m	3 hard surface tennis courts at the RIU Resort.
✓	Scuba Diving School (PADI)		✓		✓		
✓	Golf		✓		✓	2 km	

Sports shoes are compulsory when using the gym.

Use of the gym is restricted to guests over 18 years old.

The RIU Group has no direct or indirect relationship with external services/local providers (especially PARASAILING) and does not assume any liability for them, any contract between them being the exclusive responsibility of the clients themselves.

Entertainment

AVAILABLE	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	RIU Land kids' club (4-7 & 8-12 yrs)	7	✓		
✓	RIU Art atelier	X		✓	Supplement for materials.
✓	RIU Party	X	✓		At the RIU Resort. Daytime & evening parties. Adults only.
✓	Live music, shows & RIU entertainment	7	✓		
✓	"Pacha" discotheque	7	✓		Temporarily closed.

X = several times a week

Children

AVAILABLE	FACILITIES	TIMES WEEKLY	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	RIU Land kids' club (4-7 & 8-12 yrs)	7	✓		
✓	Children's pool with slides		✓		
✓	Splash children's playground		✓		
✓	Baby pool		✓		
✓	Children's playground		✓		
✓	Children's pool with slides	6	✓		At the RIU Resort.
✓	High chairs (depending on availability)		✓		
✓	Cots on request		✓		

X = several times a week

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Info for disabled guests
Adapted rooms

Adapted rooms for wheelchair user available	✓
Room category	SJSM.
Number of adapted rooms	5
Size of adapted rooms (sq m)	48
Location of adapted rooms (area/floor)	On the 2nd floor in the main building.

Remarks

Lacking information will be completed after hotel reopening.

Adapted rooms - Door widths

Entrance	-
Bedroom (<i>if there is an extra door</i>)	-
Living room (<i>if there is an extra door</i>)	-
Bathroom	-
Balcony/Terrace	-

Adapted rooms - Bathroom facilities

Bathtub	✗
Shower	✗
Step free shower or roll in shower (level entry with no raised lip or step)	✗
Shower seat	✗
Support/grab rails in shower	✗
Support/grab rails in bathtub	✗
Clear wheelchair turning circle (1.50m diameter) in the bathroom	✗
Support/grab rails near WC	✗
Enough wheelchair turning room/min. 0.7m transfer space next to the WC	✗
Washbasin accessible with wheelchair	✗
Entry height of the shower (from floor)	0 cm
Entry height of the bathtub (from floor)	-
Height of the basin	-

Height of the toilet	-
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General hotel facilities

Lift available	X
Lift's door width	-
Lift's depth	-
Possibility to rent a wheelchair or mobility scooter	X

Accessibility of public areas in the hotel

Not all public areas are accessible for wheelchair user

Accessibility of hotels' swimming pool

At least one swimming pool accessible	X
Stairs - number of steps	-
Stairs with handrail	X
Ladder - number of steps	-
Ramp available	X
Ramp with handrail	X
Pool lift available (on request)	X
Accessible bathroom near the swimming pool (distance)	-

Additional facilities in hotel

Location of additional toilets for wheelchair user if available

Hotel location and environment

Surrounding areas of the hotel easily accessed by wheelchair users	X
Flat	X
Hillside	X
Paved sidewalks and streets	X
Flat landscape	X
Slightly rising or descending landscape	X
Paved way to the beach promenade	X
Paved way to the ocean at the beach	X
Wheelchair access to the sea	X

Facilities of non-adapted rooms

Specifications for [Double standard room](#)

Bathtub	X
Shower	X
Roll in shower/shower accessible for wheelchair	X
Shower seat	X
Support/grab rails in the shower	X
Support/grab rails in the bathtub	X
Support/grab rails near WC	X
Enough wheelchair turning room/floor space next to the WC	X
Washbasin accessible for wheelchair	X
Walk in shower (steps or raised lip)	X
Step free shower (level entry with no raised lip or step)	X
Door widths - Entrance	-
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	-
Balcony/Terrace	-
Number of standard rooms located on the ground floor	-

Please contact hotel if more detailed information is needed.

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RIU INTERNAL CODES	RIU STANDARD DESCRIPTION		SURFACE EXCLUDING BALCONY (sq m)	BATHROOM WITH SHOWER	BATHROOM WITH TUB	BATHROOM WITH TUB & SHOWER	SPECIAL AMENITIES	HAIR DRYER	BATH MAKE-UP MIRROR	WIFI	TV (Sat/cable)	TV CASTING	CENTRAL WITH OWN DEVICE	CEILING AIR CONDITIONING	IN-ROOM FAN	MINIBAR	LIQUOR SAFE	COFFEE DISPENSER	IRON & IRONING BOARD	1 BED ROOM	3 BED ROOM	SEATING AREA	IN-BED ROOMS	2 BED ROOMS	1 BED - SEPARATED	1 BED - SIZE: 150 x 200 cm	SOFA - SIZE: 150 x 200 cm	SOFA - SIZE: 200 x 200 cm	SOFA OR SOFA BED	BALCONY/TERRACE	SMALL PRIVATE POOL	COMMENTS
SJEB	Junior Suite Courtyard view	42	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2 beds 150x200 cm or 1 bed 200x200 cm.		
F1EB	Family room Courtyard view	52	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	3 beds 150x200 cm or 1 bed 200x200 cm and 1 bed 150x200 cm.		
SJSB	Junior Suite	42	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2 beds 150x200 cm or 1 bed 200x200 cm.		

F1SB	Family room	52	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	3 beds 150x200 cm or 1 bed 200x200 cm and 1 bed 150x200 cm.
SJJB	Villa Junior Suite Superior	42	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Minimum age in this room type 18 years. 2 beds 150x200 cm or 1 bed 200x200 cm.	
SJEF	Junior Suite Courtyard view Connecting	42	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2 beds 150x200 cm or 1 bed 200x200 cm.	

RIU INTERNAL CODES	RIU STANDARD DESCRIPTION		SURFACE EXCLUDING BALCONY (sq m)	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	OPEN BATH AREA/SEP. W.C.	DOUBLE WASH/SEP. W.C.	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIR DRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	TV CASTING	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	LIQUOR DISPENSER	COFFEE MAKER	IRON & IRONING BOARD	1 BEDROOM	2 BEDROOMS	SITTING AREA	INTEGRATED LOUNGE	2 BEDS - SIZE: 150 x 200 cm	1 BED - SIZE: 150 x 200 cm	1 BED - SIZE: 200 x 200 cm	SOFA	SOFA BED	SOFA OR SOFA BED	BALCONY/TERRACE	SMALL PRIVATE POOL ON TERRACE	ADAPTED ROOM	COMMENTS
SJPE	Swim-up Junior Suite Elite Club	43	✓		✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓				✓	✓				Minimum age in this room type 18 years.	
SJJE	Junior Suite Superior Elite Club	43	✓		✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓						✓			Minimum age in this room type 18 years. 2 beds 150x200 cm or 1 bed 200x200 cm.	
SJSF	Junior Suite Connecting	42	✓		✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓				✓	✓				2 beds 150x200 cm or 1 bed 200x200 cm.		
F2SB	Two Bedroom Family Suite	70	✓		✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓						
SUJE	Suite Elite Club	59		✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓				✓				Minimum age in this room type 18 years.	
SUPE	Swim-up Suite Elite Club	59		✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓			✓	✓				Minimum age in this room type 18 years.

