

## HOTEL RIU PALACE TENERIFE \*\*\*\*\*

### TENERIFE

Playa del Duque · 38670 · Adeje · Tenerife · España

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GPS: Lat: 28.094543 · Long: -16.747661

HALF BOARD

#### ROOMS

334

#### SMOKING POLICY

Non-smoking environment

#### SEASON

Open all year round

## Location

Right on the beach		
Closest town	La Caleta	1,8 km approx.
Closest city	Costa Adeje	4 km approx.
Closest town	Playa de las Americas	5 km approx.
Airport	Tenerife South Airport Reina Sofía (TFS)	22 km approx.

## General info

The Riu Palace Tenerife is located directly on the beach in the south of Tenerife near Costa Adeje. This elegant 9-storey building is surrounded by 21,000 sq. m. generous landscaped gardens. The Riu Arcas hotel is located in the vicinity and has its own direct access to the promenade. Entertainments and shopping centre are within 1,8 km distance in La Caleta. Playa de las Americas is about 5 km away. The hotel has been completely refurbished in spring/summer 2015.

## Building details

NO.	BUILDING	FLOORS INCL.	GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Building		9	5	334	

TOTAL: 334 ROOMS

## Construction & Renovations

**Built in:** 1999

**Riu hotel since:** 1999

**Last renovated:** 2015

## Remarks

## Environmental best practices

GROUP	MEASURE
Communication	Environmental training for staff

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

## Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
TripAdvisor® Travellers' Choice	2022	
Booking Traveller Review Awards	2021	
HolidayCheck Special Award	2021	
HolidayCheck Recommended	2021	2019, 2018.
Preverisk COVID-19 Hygiene Response	2020	
HolidayCheck Award	2020	2018, 2017, 2015.
TUI Umwelt Champion	2020	2019, 2018, 2017, 2016, 2015, 2014, 2013.
TUI Top Quality	2020	2018, 2017, 2016, 2015.
TripAdvisor® Certificate of Excellence	2019	2016, 2014, 2013.
TUI Holly	2018	2017.
Travelife Gold Award		

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## Facilities

### Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✓	Restaurants	3 restaurants.
✓	Bars	4 bars.
✓	Pools	5 swimming pools.
✓	Free WiFi throughout hotel	Free of charge.
✓	Gym	
✓	Wellness centre	"Body Love", extra charge. Free gym and steam bath.
✓	Free hotel parking	Free of charge. Open air.
✓	Doctor (on request, additional charge)	Doctor on request, additional charge.

✓ Available      ✗ Not available

## Reception

**Reception Opening:** 24 hours

**Reception staff speak:** Spanish · English · German · French · Dutch · Italian

**Local languages:** Spanish

**Local currency:** Euro

## 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 · Diners

## Others

No pets allowed.

## Wellness & Beauty

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Wellness centre	Body Love		✓	All wellness & beauty facilities offered at "Body Love" Spa.
Massages			✓	4 massage rooms.

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Steam bath		✓		
Gym		✓		Sports shoes are compulsory when using the gym.

Sports shoes are compulsory when using the gym.  
 Use of the gym is restricted to guests over 16 years old.  
 Use of the steam bath is restricted to guests over 18 years old.

## Remarks

Use of steam bath is restricted to guests over 18 years old. Use of gym is restricted to guests over 16 years old.

## External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
ATM		200 m		
Bank		1 km		
Chemist		1,8 km		
Doctor		5 km		
Hospital		5 km		
Supermarket		250 m		
Shopping centre		1,8 km		
Bus stop		150 m		Buses for La Caleta/Costa Adeje leave every 35 min.

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**Food & Beverages**
**Restaurants**

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	NO SMOKING	AIR COND.
Main restaurant				With terrace.	✓	✓
	Breakfast	07.30-10.30h	Buffet	Varied buffet with live cooking stations and cava. Also available on the terrace.		
	Dinner	18.00-21.30h	Buffet	Hot and cold buffet starters. Buffet main course with live cooking stations. Vegetarian options available. Dessert buffet. 2 x per week themed buffet.		
Fusion restaurant	Krystal				✓	✓
	Optional dinner	18.30h - 20.00h 20.30h - 22.00h	à la carte	2 sittings. Reservation required. In winter season dinner half an hour earlier.		
Poolside restaurant/Theme restaurant				With big covered terrace. For dinner Spanish restaurant.		
	Lunch	13.00-15.30h	à la carte	Light meals. Snacks and tapas.		
	Snacks	12.00-17.00h	à la carte	Snacks and tapas service at pool.		
	Optional dinner	19.00h 19.30h 20.00h 20.30h	à la carte	Reservation required. In winter season dinner half an hour earlier.		

**Bars**

TYPE	NAME	OPENING	COMMENTS
Lobby bar			Open from 09.00-01.00h. With AC and terrace.
Lounge bar			Open from 18.00-24.00h. With stage and dance floor. In summer offers outside dance floor and live music.
Poolside bar			Open from 10.00-18.00h.
Beach bar	Sunshine		Open from 10.00-18.00h. Drinks and Snacks. Is situated on front line of beach promenade next to the infinity swimming pool.

**Dress code for dinner**

Gentlemen are recommended to wear long trousers for dinner

**Remarks**

Snacks and tapas service at pool, with charge.

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## Outdoor areas

## Swimming pools

AVAILABLE	POOL TYPE	SIZE (SQ M)	HEATED IN WINTER	COMMENTS
✓	Outdoor pool	332	✓	
✓	Outdoor pool	228	✓	
✓	Outdoor infinity pool	140	✓	Infinity swimming pool. Exclusive to adults.
✓	Indoor pool	39	✓	Exclusive to adults. Opens 07.00 a.m. - 07.00 p.m. (3x13 m).
✓	Children's pool	17		

## Pool area

AVAILABLE	POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
✓	Sun terrace		
✓	Parasols		
✓	Sun loungers		
✓	Pool towels		
✓	Sunken sun loungers		
✓	Bali beds		
✓	Snacks and tapas service at the pool (charge)		
✓	Small artificial beach		

## Garden

**Size:** 21.000 (sq m)

## Remarks

Chill-out area next to infinity pool.

## Beach

**Name:** Playa del Duque/ El Beril

**Length of beach:** 700 m

## Beach facilities

AVAILABLE	BEACH FACILITIES	PROVIDED BY HOTEL	LOCAL PROVIDER	EXTRA CHARGE	ALSO IN WINTER	COMMENTS
✓	Parasols		✓	✓	✓	Local provider.

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

## Remarks

Sun loungers and parasols for rent on the left hand side of the beach (Playa del Duque).

There is a beach bar and restaurant onsite of man-made, dark sandy beach of Playa del Duque (several steps lead to beach).

Sun loungers and parasols also on Playa Fañabé beach, 2.5 km away.

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**Activities & Entertainment**
**Sports**

AVAILABLE	ACTIVITY	NO CHARGE	EXTRA CHARGE	HOTEL	DISTANCE APPROX.	COMMENTS
✓	Gym	✓		✓		Use of gym is restricted to guests over 16 years old. Sports shoes are compulsory when using the gym.
✓	Golf		✓		4,4 km	Costa Adeje Golf Club 18-hole court. Driving Range, Putting Green. Tuition available.
✓	Golf		✓		8 km	Las Americas golf course 18-hole court. Driving Range, Putting Green. Tuition available.

Sports shoes are compulsory when using the gym.  
Use of the gym is restricted to guests over 16 years old.

**Remarks**
**Other sports and facilities nearby (additional charge):**

- Various water sports available (Playa de Fañabé, 2.5 km away)

**Entertainment**

AVAILABLE	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	Live music and shows	X	✓		

X = Several times a week

**Children**

AVAILABLE	FACILITIES	TIMES WEEKLY	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	Children's pool		✓		17 sq. m.
✓	Children's playground		✓		
✓	High chairs (depending on availability)		✓		Depending on availability.
✓	Cots on request		✓		
✓	Babysitter on request			✓	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	DGSB.
Number of adapted rooms	5
Size of adapted rooms (sq m)	33
Location of adapted rooms (area/floor)	On the 1st floor.

## Adapted rooms - Door widths

Entrance	80 cm
Bedroom ( <i>if there is an extra door</i> )	-
Living room ( <i>if there is an extra door</i> )	-
Bathroom	77 cm
Balcony/Terrace	85 cm

## 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)	1 cm
Entry height of the bathtub (from floor)	-
Height of the basin	85 cm
Height of the toilet	46 cm

## General hotel facilities

Lift available	✓
Lift's door width	80 cm
Lift's depth	200 cm
Possibility to rent a wheelchair or mobility scooter	✓

## Accessibility of public areas in the hotel

All public areas are accessible for wheelchair user by ramps or elevators

## Accessibility of hotels' swimming pool

At least one swimming pool accessible	✓
Stairs - number of steps	-
Stairs with handrail	✗
Ladder - number of steps	4
Ramp available	✓
Ramp with handrail	✓
Pool lift available (on request)	✓
Accessible bathroom near the swimming pool (distance)	25 m

## Additional facilities in hotel

Location of additional toilets for wheelchair user if available      Lobby, Pool area.

## Hotel location and environment

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

## Facilities of non-adapted rooms

Specifications for [Double standard room](#)

Bathtub      ✗

Shower	✓
Roll in shower/shower accessible for wheelchair	✗
Shower seat	✗
Support/grab rails in the shower	✗
Support/grab rails in the bathtub	✗
Support/grab rails near WC	✗
Enough wheelchair turning room/floor space next to the WC	✗
Washbasin accessible for wheelchair	✗
Walk in shower (steps or raised lip)	✗
Step free shower (level entry with no raised lip or step)	✗
Door widths - Entrance	83 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	70 cm
Balcony/Terrace	85 cm
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)	FRONTAL SEA VIEW	LATERAL SEA VIEW	BATHROOM WITH SHOWER	BATHROOM WITH SHOWER	HYDROMASSAGE BATH TUB & SEPT. SHOWER	OPEN BATH AREA/SEP. W.C.	DOUBLE BATH AREA/SEPT. W.C.	BATHROOM WASHBASIN	SPECIAL AMENITIES	HAIR DRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	IRON & IRONING BOARD	1 BEDROOM	2 BEDROOMS	SITTING AREA	INTEGRATED LOUNGE	2 BEDS - SIZE: 110 x 200 cm	1 BED - SIZE: 110 x 200 cm	1 BED - SIZE: 110 x 200 cm	SOFA	BALCONY/TERRACE	COMMENTS
DGSB	Double room standard	33	✓		✓	✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	●	●	✓	✓	✓	✓	✓	✓		✓	✓	There are also rooms with king size bed 180x200cm instead of 2 beds 110x200 cm. Some rooms with sofa bed, all on the 2nd floor.		
DGMB	Double room frontal sea views	33	✓	✓		✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	●	●	✓	✓	✓	✓	✓		✓	✓	There are also rooms with king size bed 180x200cm instead of 2 beds 110x200 cm. Some rooms with sofa bed, all on the 2nd floor.			
DGLB	Double room lateral sea views	33		✓	✓	✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	●	●	✓	✓	✓	✓	✓		✓	✓	There are also rooms with king size bed 180x200cm instead of 2 beds 110x200 cm. Some rooms with sofa bed, all on the 2nd floor.			
SJMB	Junior suite	38	✓		✓	✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	●	●	✓	✓			✓	✓		✓	✓	Exclusive to guests over 18 years old. For each junior suite there is a ball bed next to the seafront available. 4 junior suites have a king size bed 180x200cm instead of 2 beds 110x200 cm. Situated on the 8th floor.		
F2SB	Family room	57		✓		✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	●	●	✓	✓			✓	✓		✓	✓	DGSB+IDSB with connecting aisle. 2 bathrooms with shower. There are also rooms with king size bed 180x200cm instead of 2 beds 110x200 cm.		
IDSB	Single room	24		✓		✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	●	●	✓	✓						✓		✓	Small balcony.	

RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq.m)	FRONTAL SEA VIEW	LATERAL SEA VIEW	BATHROOM WITH SHOWER	OPEN BATH WITH BATHTUB & SEP. SHOWER	DOUBLE BATH AREA/SEP. BATHTUB	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIR DRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	IRON & IRONING BOARD	1 BEDROOM	2 BEDROOMS	SITTING AREA	INTEGRATED LOUNGE	2 BEDS - SIZE: 110 x 200 cm	1 BED - SIZE: 110 x 200 cm	1 BED - SIZE: 110 x 200 cm	SOFA	BALCONY/TERRACE	COMMENTS
F2MB	Family room sea view	59	✓	✓		✓	✓	✓	✓	●	✓	✓	✓	✓	●	●	✓		✓		✓		✓	✓	✓	✓	✓	✓	The family rooms consist of one room with 2 single beds and one room with king size bed and sofa. Balcony.

TOTAL: 334 ROOMS

✓ Available, free of charge. ● Available, additional charge.

Features  
 Current : 220V  
 Remarks