

HOTEL RIU PALACE ZANZIBAR *****
ZANZIBAR

All Inclusive 24
by RIU

Nungwi Road · North Coast Zanzibar · Zanzibar · Tanzania

Tel: +255 245501 500 · E-Mail: palace.zanzibar@riu.com

GPS: Lat: -5.747532 · Long: 39.291596

ALL INCLUSIVE 24H

ROOMS

236

SMOKING POLICYNon-smoking environment
Only permitted in designated areas**SEASON**

Open all year round

Location

Closest town	Nungwi	3 km approx.
Closest city	Stone Town	57 km approx.
Airport	Abeid Amani Karume International Airport (ZNZ)	66 km approx.

General info

The Riu Palace Zanzibar is a luxury hotel with 236 rooms and suites located on the northern tip of Unguja, the main island of the archipelago of Zanzibar. The islands' airport and Zanzibar City, its capital with the historic centre of Stone Town, are approximately an hours' drive away. The hotel has an excellent location right on Nungwi Beach, one of the loveliest beaches of the island.

Building details

NO.	BUILDING	FLOORS INCL.	GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Main building	1		-	-	Reception building.
5	Annexed buildings	2		-	109	
32	Annexed buildings	1-2		-	99	1 or 2 floors.
7	Annexed buildings	1		-	-	Several low-level buildings with restaurants, bars etc.
11	Villas	1		-	11	
1	Annexed building	2		-	17	

TOTAL: 236 ROOMS

Remarks

Floors include ground floor.

Construction & Renovations**Built in:** 2012**Riu hotel since:** 2018**Last renovated:** 2019

Environmental best practices

GROUP	MEASURE
Communication	Environmental training for staff
Energy	Low-energy lighting
Energy	Main switch in guest rooms
Waste	Minimum use of single portion packs at buffets
Water	Eco-Friendly towel change policy
Water	Hot-cold mixer tap
Water	WC watersaving flush

Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
Booking Traveller Review Awards	2021	
Loved by guests award/ hotels.com	2021	2019
HolidayCheck Recommended	2021	2019
Preverisk COVID-19 Hygiene Response	2020	
TripAdvisor® Travellers' Choice	2020	
TripAdvisor® Certificate of Excellence	2019	

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Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✓	Restaurants	5 restaurants.
✓	Bars	5 bars.
✓	Pools	4 swimming pools.
✓	Free WiFi throughout hotel	Free of charge.
✓	Gym	
✓	Wellness centre	Renova Spa with a variety of treatments, beauty salon and massages (additional charge).
✓	Free hotel parking	Open air. Free of charge.
✓	Boutique/Kiosk	
✓	Doctor (on request, additional charge)	Every day between 10.00-12.00h and on request.

✓ Available ✗ Not available

Reception

Reception Opening: 24 hours

Reception staff speak: English · Swahili

Local languages: Swahili · Arabic

Local currency: Tanzanian Schilling

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

Others

No pets allowed.

Wellness & Beauty

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Spa	Renova		✓	

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Beauty salon			✓	
Massages			✓	
Steam bath		✓		
Whirlpool bath		✓		
Relaxation pool		✓		
Gym		✓		Sports shoes are compulsory when using the gym.

Sports shoes are compulsory when using the gym.

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
ATM		1 km		
Bank		57 km		Stone Town.
Chemist		4 km		Nungwi.
Hospital		3 km		North Valley Hospital. Private hospital.

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Food & Beverages
Restaurants

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	NO SMOKING	AIR COND.
Main restaurant	Promenade			With terrace.	✓	✓
	Breakfast	07.30-10.30h	Buffet	Varied buffet and live cooking stations.		
	Lunch	12.30-15.00h	Buffet	Buffet with live cooking stations and assorted desserts. Pizzas, pasta, salads.		
	Dinner	19.00-22.00h	Buffet	With live cooking stations. Vegetarian options available. 2 x per week themed buffet.		
Fusion restaurant	Krystal			Reservation required.	✓	✓
	Optional dinner	19.00-22.00h	à la carte			
Steakhouse	Beef Steak House			Reservation required.	✓	✓
	Optional dinner	19.00-22.00h	à la carte			
Fish restaurant	ia			Reservation required.		
	Optional dinner	19.00-22.00h	à la carte			
Romantic dinner	Open Air					
	Optional dinner	19:30h	à la carte	Romantic open air dinner (reservations required in advance; additional charge)		

Bars

TYPE	NAME	OPENING	COMMENTS
Coffee & Lounge bar	Ginger		24.00h. With terrace.
Poolside bar	Sunshine		Open from 10.30-18.00h.
Bar	Breeze		Open from 12.00-22.00h. In the area of the theme restaurants.
Grill	Pepe's Food		Open from 12.00-18.00h.
Beach bar	Makuti		Open from 10.30-18.00h.

Dress code for dinner

Appropriate attire required for dinner.

Remarks

Speciality wine list (additional charge)

Opening and meal times are subject to change.

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All Inclusive

ALL INCLUSIVE FACILITIES
All meals, snacks, local and imported alcoholic and non-alcoholic beverages in all hotel bars and restaurants.
Snacks and drinks 24 hours a day.
Regularly refilled minibar.
In-room safe.
Free sports, activities and entertainment programme as described.
Free wellness facilities as described.
WiFi throughout the hotel.
Premium-branded drinks throughout hotel.
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	COMMENTS
✓	Outdoor pool	-		
✓	Outdoor pool w/integrated whirlpool	-		With Chill Out area.
✓	Outdoor pool	200		
✓	Spa pool	-		Relaxation pool at the spa area.

Pool area

AVAILABLE	POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
✓	Sun terrace		
✓	Sun loungers		
✓	Parasols		
✓	Pool towels		
✓	Sunken sun loungers		

Garden

Size: 20.000 (sq m)

Beach

Name: Nungwi Beach

Length of beach: 500 m

Area reserved for hotel guests

Beach facilities

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

Remarks

Beach accesible via a staircase.

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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 18 years old. Sports shoes are compulsory when using the gym.
✓	RiuFit, group fitness activities	✓		✓		
✓	Snorkel gear	✓		✓		
✓	Kayaking	✓		✓		
✓	Stand up paddle surfing (SUP)	✓		✓		
✓	Pedaloos	✓		✓		
✓	Scuba diving		✓			
✓	1 scuba tryout in the pool	✓		✓		

Sports shoes are compulsory when using the gym.

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.

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Entertainment

AVAILABLE	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	Daytime entertainment programme for adults	X	✓		
✓	Live music and shows	X	✓		

X = Several times a week

Children

AVAILABLE	FACILITIES	TIMES WEEKLY	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	Children's entertainment (4-12 yrs)	X	✓		

X = Several times a week

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Info for disabled guests

Adapted rooms

Adapted rooms for wheelchair user available	✓
Room category	SJSE.
Number of adapted rooms	2
Size of adapted rooms (sq m)	32
Location of adapted rooms (area/floor)	On the ground floor.

Adapted rooms - Door widths

Entrance	91 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	93 cm
Balcony/Terrace	93 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)	0 cm
Entry height of the bathtub (from floor)	-
Height of the basin	78 cm
Height of the toilet	42 cm

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	✓
Stairs - number of steps	6
Stairs with handrail	✓
Ladder - number of steps	3
Ramp available	X
Ramp with handrail	X
Pool lift available (on request)	✓
Accessible bathroom near the swimming pool (distance)	30 m

Additional facilities in hotel

Location of additional toilets for wheelchair user if available Reception and Main restaurant.

Hotel location and environment

Surrounding areas of the hotel easily accessed by wheelchair users	X
Flat	X
Hillside	✓
Paved sidewalks and streets	X
Flat landscape	X
Slightly rising or descending landscape	✓
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	✓
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	82 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	73 cm
Balcony/Terrace	91 cm
Number of standard rooms located on the ground floor	54

Please contact hotel if more detailed information is needed.

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RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq m)	SEA VIEW	BATHROOM WITH SHOWER	HYDROMASSAGE BATH/TUB & SEP. SHOWER	DOUBLE WASHBASIN	BATHROOM AMENITIES	HAIR DRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	ELECTRIC KETTLE	1 BEDROOM	SITTING AREA	INTEGRATED AREA	SEPARATE LOUNGE	DRESSING LOUNGE	1 BED - SIZE: 200 x 200 cm	1 BED - SIZE: 180 x 200 cm	SOFA	SOFA BED	BALCONY/TERRACE	WHIRLPOOL ON TERRACE	COMMENTS
SJSE	Junior suite Courtyard view	34	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Some rooms with 2 beds 110x200cm.	
SJSB	Junior suite	45	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
SJSG	Suite	51	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Sofa or sofa bed.	
SUMB	Superior Ocean Suite	60	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
SUME	Villa	125	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Terrace with private pool.	
SJSP	Beach Villa	90	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Terrace with a small private pool and sun loungers.	

RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq.m)	SEA VIEW	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	HYDROMASSAGE BATHTUB	DOUBLE WASHBASIN	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIRDRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	ELECTRIC KETTLE	1 BEDROOM	SITTING AREA	INTEGRATED LOUNGE	SEPARATE LOUNGE	DRESSING LOUNGE	1 BED - SIZE	1 BED - SIZE	SOFA	SOFA - SIZE: 200 x 200 cm	SOFA - SIZE: 180 x 200 cm	BALCONY/TERRACE	WHIRLPOOL - ON TERRACE	COMMENTS
SJSZ	Jacuzzi Suite	90	✓		✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	With additional WC.	

TOTAL: 236 ROOMS

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

Features

Current : 220V