



The services described below may be affected by restrictions from the health authorities or by containment measures taken in relation to COVID-19.

HOTEL RIU HELIOS BAY ****
All Inclusive
by RIU

OBZOR

Tchernomorska, 50 · 8250 · Obzor · Bulgaria

Tel: +359 556 330 22 · Fax: -- · E-Mail: heliosbay@tts.bg

GPS: Lat: 42.826323 · Long: 27.881961

ALL INCLUSIVE

ROOMS

318

SMOKING POLICY

Non-smoking environment
Only permitted in designated areas

SEASON

Hotel open during the summer season

Location

Right on the beach	Obzor	
Closest town	Obzor	500 m approx.
Closest city	Sunny Beach	34 km approx.
Closest city	Nessebar	41 km approx.
Airport	Burgas (BOJ)	60 km approx.
Airport	Varna (VAR)	65 km approx.
Closest city	Varna	60 km approx.

General info

Riu Helios Bay is situated on the Black Sea, directly on the sandy beach which slopes gently into the sea and is especially suitable for children. The hotel is only 500 m away from the center of Obzor. The famous holiday area of Sunny Beach, with its numerous hotels, shops and entertainments, is 34 km away. The cultural city of Nessebar is 41 km and of Varna is 60 km away.

Building details

NO.	BUILDING	FLOORS	LIFTS	ROOMS	DISTANCE FROM MAIN BUILDING	COMMENTS
1	Building	7	4	318	---	(floors including ground floor)

TOTAL: 318 ROOMS

Construction & Renovations

Built in: 2005

Riu hotel since: 2005

Last renovated: Winter 2016/17

Environmental best practices

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

Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
TUI Top Quality	2020	2018, 2017, 2016, 2015.
TUI Family Champion	2020	
TripAdvisor® "Travellers' Choice" Award	2020	2018
Preverisk COVID-19 Hygiene Response	2020	
HolidayCheck Recommended	2019	2018, 2016, 2014.
Travlife Gold Award		

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Facilities

Hotel Facilities

TYPE	COMMENTS
Main restaurant	With terrace.
Speciality restaurant	Spanish theme restaurant. Asian theme restaurant.
Bars	4 bars.
Pools	Outdoor swimming pool. Children's pool. Indoor pool with children`s section.
Spa	Variety of treatments, sauna, steam bath, hairdresser, beauty salon and massages (additional charge).
WiFi zone	Free WiFi throughout hotel incl. guest rooms.
Boutique/Kiosk	
Medical service	Doctor's office. Doctor's visit on request.

Remarks

There is no hotel parking available. Parking facilities nearby.

Reception

Reception staff speak: Bulgarian · German · English · Russian · French

Local languages: Bulgarian

Local currency: Bulgarian Lev

Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
24 hour reception			
Laundry service	✓	✓	
Rent a car	✓	✓	
Taxi ordering	✓	✓	Calls for taxi through reception.
No pets allowed			

Means of payment

Currency exchange in hotel

Accepted credit cards: MasterCard · Visa

Wellness & Beauty

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Spa	Paradise Spa & Beauty		✓	All wellness & beauty facilities offered at the Spa.
Sauna			✓	
Steam bath			✓	
Massage rooms			✓	2 massage rooms.
Beauty salon			✓	
Hairdresser			✓	
Indoor pool		✓		80 m2. The indoor pool is with children`s section. The pool is heatable depending on weather conditions.
Gym		✓		

Remarks

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

External Facilities

TYPE/NAME	DISTANCE APPROX.	COMMENTS
Bank	2 km	
Shops	50 m	
Chemist	150 m	
Hospital	60 km	In Varna.
Public transport	2,5 km	Bus stop.

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Food & Beverages
Restaurants

NAME	TYPE	NO SMOKING	AIR COND.	OPENING	BUFFET / MENU / SNACKS	COMMENTS
	Main restaurant	✓	✓			With terrace
	Breakfast			07.30-10.00h	Buffet	Varied buffets, live cooking stations.
	Lunch			12.30-14.30h	Buffet	Hot and cold buffet starters. Live cooking stations and assorted desserts.
	Dinner			18.30-21.30h	Buffet	Hot and cold buffet starters. Live cooking stations. Vegetarian options available. Dessert buffet. Themed buffets (two times a week).
Olé	Snack restaurant/ Theme restaurant	✓				For optional dinner in the evening: Spanish restaurant (with reservation).
	Continental breakfast			10.00-11.30h	Buffet	
	Lunch			12.00-14.30h	Buffet	Light meals.
	Afternoon snack			15.00-17.00h		Pastries and coffee
	Optional dinner			19.00-21.30h	Buffet	With reservation. Opening is dependent on the occupancy level of the hotel.
	Asian restaurant	✓	✓			
	Optional dinner			19.00-21.30h	Buffet	With reservation. Opening is dependent on the occupancy level of the hotel.

Bars

NAME	TYPE	COMMENTS
Lobby bar		With terrace. Open from 17.00-23.00h. Opening is dependent on the occupancy level of the hotel.
Karaoke bar		Open from 21.30 to 00.00h. Opening is dependent on the occupancy level of the hotel.
Poolside bar		Open from 10.00-18.00h. With chill-out area. Opening is dependent on the occupancy level of the hotel.
Lounge bar		Open from 19.00-23.00 h. Opening is dependent on the occupancy level of the hotel.

Dress code for dinner

Formal dress required for dinner. Main restaurant: gentlemen – no sleeveless T-shirts. Theme restaurants: gentlemen – no sleeveless T-shirts, long trousers.

Remarks

Opening and meal times are subject to change.

Unlimited domestic beverages (alcoholic and non-alcoholic drinks) at the hotel bars and restaurants (depending on opening times) offered until midnight. In all buffet restaurants there are soft drinks, water, beer and wine. Spirits are to

be ordered at the hotel bars.

Gluten-free dishes are available only on request. It is required to inform 7 days in advance.

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All Inclusive

ALL INCLUSIVE FACILITIES
All meals, snacks and domestic alcoholic and non-alcoholic beverages in all hotel bars and restaurants.
Free sports, activities and entertainment programme as described.
WiFi throughout the hotel.
All hotel guests are required to wear an "All Inclusive" wristband for identification purposes.

Remarks

Unlimited domestic beverages (alcoholic and non-alcoholic drinks) at the hotel's bars and restaurants (depending on opening times) offered until midnight. In all buffet restaurants there are soft drinks, water, beer and wine. Spirits are to be ordered at the hotel bars.

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Outdoor areas
Swimming pools

POOL TYPE	SIZE (SQ M)	FRESH WATER	HEATED IN WINTER	INTEGRATED	COMMENTS
Outdoor pool	600				There are 5 water loungers.
Children's pool	35				With waterslides.
Whirlpool	-				It is an outdoor whirlpool. Use of whirlpool bath is restricted to guests over 12 years old.
Indoor pool	80				With children`s section. Heatable depending on weather conditions.

Pool area

POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
Sun terrace		
Sun loungers		
Parasols		
Pool towels		

Garden
Size: 5.000 (sq m)

Beach
Name: Obzor

Length of beach: 5 km

Area reserved for hotel guests
Beach facilities

BEACH FACILITIES	EXTRA CHARGE	ALSO IN WINTER	COMMENTS
Parasols	✓		Local provider.
Sun loungers	✓		Local provider.

Remarks

5 km-long public beach of fine sand which slopes gently into the sea.

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Activities & Entertainment
Sports

ACTIVITY	NO CHARGE	EXTRA CHARGE	HOTEL	DISTANCE APPROX.	COMMENTS
Gym	✓		✓		Sports shoes are compulsory when using the gym.
Workout	✓		✓		
Multipurpose sports pitch	✓		✓		
Beach volleyball	✓		✓		Beach volleyball court.
Aqua gymnastics	✓		✓		
Billiards		✓	✓		

Remarks
Optional sports and facilities nearby (additional charge):

- Various water sports available on the beach

Entertainment

WHEN?	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
Daytime	Children's entertainment (4-12 yrs)	6	✓		
	Daytime entertainment programme for adults	6	✓		
Evening	Live music, shows & RIU entertainment	Several times	✓		

Children

FACILITIES	NO CHARGE	EXTRA CHARGE	COMMENTS
Children's entertainment (4-12 yrs)	✓		6 x per week.
Children's pool	✓		35 m2. With waterslides.
Children's playground	✓		
High chairs	✓		Depending on availability.
Cots	✓		Depending on availability.

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Info for disabled guests

Adapted rooms

Adapted rooms for wheelchair user available	✓
Room category	DDMB
Number of adapted rooms	3
Size of adapted rooms (sq m)	26
Location of adapted rooms (area/floor)	Reception and lobby level (1st floor).

Adapted rooms - Door widths

Entrance	90 cm
Bedroom (<i>if there is an extra door</i>)	-
Living room (<i>if there is an extra door</i>)	-
Bathroom	90 cm
Balcony/Terrace	63 cm

Remarks

Bathroom with sliding door. Balcony/terrace door with door sill.

Adapted rooms - Bathroom facilities

Bathtub	X
Shower	✓
Step free shower or roll in shower (level entry with no raised lip or step)	X
Shower seat	X
Support/grab rails in shower	✓
Support/grab rails in bathtub	X
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)	-
Entry height of the bathtub (from floor)	-

Height of the basin	84 cm
Height of the toilet	40 cm

Remarks

Shower seat on request. Shower access with a raised lip.

General hotel facilities

Lift available	✓
Lift's door width	90 cm
Lift's depth	100 cm
Possibility to rent a wheelchair or mobility scooter	✓

Accessibility of public areas in the hotel

Not all public areas are accessible for wheelchair user

Public areas which are not accessible by wheelchair:

AREA	NUMBER OF STEPS
Indoor swimming pool	2
RiuLand kids' club	-

Remarks

"RiuLand" kids' club is located on the 2nd floor and there is no lift, only stairs.

Accessibility of hotels' swimming pool

At least one swimming pool accessible	X
Stairs - number of steps	8
Stairs with handrail	✓
Ladder - number of steps	4
Ramp available	X
Ramp with handrail	X
Pool lift available (on request)	X
Accessible bathroom near the swimming pool (distance)	20 m

Additional facilities in hotel

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

Hotel location and environment

Surrounding areas of the hotel easily accessed by wheelchair users	✓
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	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)	✓
Step free shower (level entry with no raised lip or step)	X
Door widths - Entrance	80 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	80 cm
Balcony/Terrace	65 cm
Number of standard rooms located on the ground floor	20

Remarks

Balcony/terrace door with door sill. Walk in shower with raised lip.

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	LATERAL SEA VIEW	BATHROOM WITH SHOWER	HAIRDRYER	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL A/C CONDITIONING	IN-ROOM SAFE	SMALL FRIDGE	1 BEDROOM	SEPARATE LOUNGE	CARPETED FLOOR	2 BEDS - SIZE: 100 x 200 cm	1 BED - SIZE: 200 x 200 cm	SOFA BED	EXTRA BED ON REQUEST	BALCONY/TERRACE	COMMENTS
DDMB	Double room	26	✓	✓	✓	●	✓	✓	✓	●	✓	✓		✓	✓			✓	✓		Some rooms with 1 king size bed 200x200cm instead of 2 beds 100x200 cm. In all rooms: 1 extra folding bed or 1 cot possible. With partial or direct sea views.
DGMB	Large double room	30	✓	✓	✓	●	✓	✓	✓	●	✓	✓		✓	✓	✓		✓	✓		2 steps between sleeping & living area. Some rooms with 1 king size bed 200x200cm instead of 2 beds 100x200 cm. In all rooms: 1 sofa bed or 2 cots possible. With partial or direct sea views.
F1MB	Family room	50	✓	✓	✓	●	✓	✓	✓	●	✓	✓	✓	✓	✓	✓		✓	✓		There are 3 family rooms with 2 beds 100x200cm. In all rooms: 1 sofa bed or 2 extra beds or 2 cots possible. With partial or direct sea views.

TOTAL: 318 ROOMS

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

Features
Current : 220V