



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 PARADISE \*\*\*\***
**SUNNY BEACH**

8240 · Sunny Beach · Burgas · Bulgaria

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GPS: Lat: 42.709735 · Long: 27.734163

**ALL INCLUSIVE 24H**

**All Inclusive 24**  
by RIU

**ROOMS**

597

**SMOKING POLICY**

 Non-smoking environment  
Only permitted in designated areas

**SEASON**

Hotel open during the summer season

**Location**

Right on the beach	Small bay	
Closest town	Sunny Beach (centre)	2 km approx.
Closest city	Nessebar	10 km approx.
Airport	Burgas (BOJ)	30 km approx.

**General info**

The Riu Helios Paradise hotel was inaugurated in May 2015. It is situated in the east of Bulgaria, in the Sunny Beach resort on the Black Sea, a holiday area with many other hotels, entertainments and shops. The 8 km-long, wide beach of fine sand slopes gently into the sea and is perfect for children. It is about 900 m away from the hotel. In front of the hotel is a small beach area with sun loungers and parasols.

**Building details**

NO.	BUILDING	FLOORS	LIFTS	ROOMS	DISTANCE FROM MAIN BUILDING	COMMENTS
1	Building	10	6	597	- - -	Floors incl. ground floor.

**TOTAL: 597 ROOMS**
**Construction & Renovations**
**Built in:** 2015

**Riu hotel since:** 2015

## 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
TripAdvisor® Travellers' Choice	2020	
TUI Top Quality	2020	2018,2017.
TUI Family Champion	2020	
Preverisk COVID-19 Hygiene Response	2020	
HolidayCheck Recommended	2019	2018, 2016.
HolidayCheck Award	2018	
TripAdvisor® Certificate of Excellence	2016	
Travelife Gold Award		

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## Facilities

### Hotel Facilities

TYPE	COMMENTS
Main restaurant	With terrace.
Speciality restaurants	4 All Inclusive theme restaurants: Italian, Asian, Mediterranean and Bulgarian.
Bars	4 bars.
Pools	2 outdoor swimming pools, one of them with adjoining jacuzzi, Activity pool, Children's pool with water slides, Baby pool, Indoor pool with adjoining jacuzzi and adjoining children's pool.
Spa	Variety of treatments, sauna, steam bath, hairdresser, beauty salon and massages (additional charge).
RiuLand kid's club	
Riu4U Club for teenagers	During the school holidays.
RiuArt atelier	6 times per week, extra charge.
WiFi	Free WiFi throughout hotel incl. guest rooms.
Conference facilities	2 meeting rooms.
Several boutiques/shops	
Medical service	Doctor's office in the hotel. Doctor's visit on request.
Hotel parking	Limited parking places open air, with additional charge.

## Remarks

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

## Reception

**Reception staff speak:** Bulgarian · English · German · 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
Spa	Paradise Spa & Beauty		✓	
Hairdresser			✓	
Beauty salon			✓	
Indoor pool		✓		220 sq. m. With whirlpool bath and children's section. Heatable depending on weather conditions.
Gym		✓		
Steam bath			✓	
Sauna			✓	
Massage rooms			✓	

## Remarks

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

## Conference Facilities

NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	COMMENTS
Meeting room 1	75	2,6	50	25	50	40	24	Situated on the 2nd floor.
Meeting room 2	75	2,6	50	25	50	40	24	Situated on the 2nd floor.

## External Facilities

TYPE/NAME	DISTANCE APPROX.	COMMENTS
Bank	900 m	
Supermarket	800 m	
Chemist	1 km	
Doctor	400 m	Doctor's office.
Hospital	5 km	Public hospital.
Public transport	50 m	Bus stop.
Parking		Limited parking space (additional charge)

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

NAME	TYPE	NO SMOKING	AIR COND.	OPENING	BUFFET / MENU / SNACKS	COMMENTS
Terra	Main restaurant	✓	✓			With terrace.
	Breakfast			08.00-10.00h	Buffet	Varied buffet, live cooking stations.
	Lunch			12.30-14.00h	Buffet	Opens depending on occupancy levels. Buffet with live cooking stations and assorted desserts.
	Dinner			18.00-21.30h	Buffet	Hot and cold buffet starters. Live cooking stations. Vegetarian options available. Dessert buffet. Themed buffets (three times a week). 2 sittings, depending on occupation. In summer season dinner half hour later.
Asia	Asian restaurant	✓	✓			
	Optional dinner			18.00-19:30h 20.00-21.30h	Buffet	With reservation. 2 Sittings. Opening is dependent on the occupancy level of the hotel.
Nessebar	Bulgarian restaurant	✓	✓			
	Optional dinner			18.00-19:30h 20.00-21.30h	Buffet	With reservation. 2 Sittings. Opening times depending on occupancy.
Toscana	Poolside restaurant/Theme restaurant	✓				In the evening Italian restaurant.
	Continental breakfast			10.00-11.30h	Buffet	
	Lunch			12.00-15.00h	Buffet	Buffet with live cooking stations and assorted desserts.
	Afternoon snack			15.00-17.00h	Buffet	Coffee and cake.
	Optional dinner			19.00-21.30h	Buffet	Italian restaurant. Reservation required. Opening is dependent on the occupancy level of the hotel.
Sunrise	Mediterranean restaurant	✓				Beach snack bar/ Mediterranean restaurant.
	Snacks			12.00-16.00h	Buffet	Snacks during daytime.
	Optional dinner			18.00-21.30	à la carte	With reservation. Buffet for salads & desserts. Opening is dependent on the occupancy level of the hotel.

## Bars

NAME	TYPE	COMMENTS
Fiesta	Lounge bar	20.00-24.00h. Opening times depending on occupancy.
Eden	Lobby bar	Open from 08.00 to midnight.
Karaoke	Bar	Open from 20.00-08.00h. All Inclusive service 24h.
Sirena	Poolside bar w/ swim-up bar	10.00-18.00h.

### 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

Imported alcoholic beverages offered at the hotel's bars (Karaoke bar, Lounge bar and Lobby bar), with extra charge.

Opening and meal times are subject to change according the occupancy and season.

Snacks and unlimited domestic beverages (alcoholic and non-alcoholic drinks) at the hotel bars and restaurants (depending on opening times) offered 24 hours a day. 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 on request. It is required to inform 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.
Snacks and drinks 24 hours a day.
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

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## Outdoor areas

### Swimming pools

POOL TYPE	SIZE (SQ M)	FRESH WATER	HEATED IN WINTER	INTEGRATED	COMMENTS
Outdoor pool w/integrated whirlpool	1.362			✓	There are 2 integrated whirlpools and 20 hydro massage loungers.
Outdoor pool	1.215				
Children's pool	840				With water slides and water playground structure.
Baby pool	65				
Outdoor pool	475				Activity pool.
Indoor pool	220			✓	With whirlpool bath and children's section. Heatable depending on weather conditions.

### Pool area

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

### Garden

**Size:** 20.000 (sq m)

### Beach

**Name:** Small beach area

**Length of beach:** 500 m

**Distance from hotel:** 100 m approx.

**Area reserved for hotel guests**

### Beach facilities

BEACH FACILITIES	EXTRA CHARGE	ALSO IN WINTER	COMMENTS
Sun loungers			Free of charge. Limited number in the hotel beach area.
Parasols			Free of charge. Limited number in the hotel beach area.

### Remarks

There are hotel beach area with limited number of sun loungers and parasols (free of charge), 100 m. About 900



m away from the hotel is the 8 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. Use of gym is restricted to guests over 18 years old.
RiuFit programme	✓		✓		Group fitness activities in the RiuFit area (daily).
Beach volleyball	✓		✓		
Multipurpose sports pitch	✓		✓		
Billiards		✓	✓		
Minigolf		✓			
Bicycle hire		✓			
Horse riding		✓			

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

- Various water sports available

**Entertainment**

WHEN?	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
Daytime	RiuLand kids' club (4-7 & 8-12 yrs)	7	✓		
	Riu4U activities	Several times	✓		Daytime entertainment programme for teenagers ages 13 to 17. During the school holidays.
	Daytime entertainment programme for adults	7	✓		
	RiuArt atelier	6		✓	Supplement for materials.
Evening	Live music, shows & RIU entertainment	7	✓		
	Karaoke	Several times	✓		

**Children**

FACILITIES	NO CHARGE	EXTRA CHARGE	COMMENTS
RiuLand kids' club (4-7 & 8-12 yrs)	✓		7 x per week.
Riu4U activities	✓		Daytime entertainment programme for teenagers ages 13 to 17. Several times per week, during the school holidays.
Children's pool with slides	✓		840 s qm. With water slides. Baby pool 65 s qm.
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	DDSB
Number of adapted rooms	5
Size of adapted rooms (sq m)	36
Location of adapted rooms (area/floor)	Ground floor.

## Adapted rooms - Door widths

Entrance	80 cm
Bedroom ( <i>if there is an extra door</i> )	80 cm
Living room ( <i>if there is an extra door</i> )	-
Bathroom	115 cm
Balcony/Terrace	95 cm

## Remarks

Bathroom with sliding door.

## 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)	0 cm
Entry height of the bathtub (from floor)	-

Height of the basin	80 cm
Height of the toilet	53 cm

## Remarks

Shower seat on request.

## General hotel facilities

Lift available	✓
Lift's door width	160 cm
Lift's depth	100 cm
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

Public areas which are not accessible by wheelchair:

AREA	NUMBER OF STEPS
Beach bar / Mediterranean restaurant	3
Poolside snack bar / Italian restaurant	5

## Accessibility of hotels' swimming pool

At least one swimming pool accessible	✓
Stairs - number of steps	8
Stairs with handrail	✓
Ladder - number of steps	4
Ramp available	✓
Ramp with handrail	✓
Pool lift available (on request)	X
Accessible bathroom near the swimming pool (distance)	80 m

## Additional facilities in hotel

Location of additional toilets for wheelchair user if available	Pool area, Poolside snack bar / Italian restaurant, reception level and ground level.
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## Hotel location and environment

Surrounding areas of the hotel easily accessed by wheelchair users	X
Flat	X

Hillside	X
Paved sidewalks and streets	✓
Flat landscape	X
Slightly rising or descending landscape	✓
Paved way to the beach promenade	✓
Paved way to the ocean at the beach	✓
Wheelchair access to the sea	X

## Remarks

There is only access to the beach area.

## 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	70 cm
Balcony/Terrace	100 cm
Number of standard rooms located on the ground floor	46

Please contact hotel if more detailed information is needed.



# Hotel Fact Sheet

ROOMS

## HOTEL RIU HELIOS PARADISE \*\*\*\* SUNNY BEACH



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RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq m)	SEA VIEW	BATHROOM	BATHROOM WITH SHOWER	SPECIAL AMENITIES	HAIR DRYER	MAKE-UP MIRROR	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	IN-ROOM SAFE	SMALL FRIDGE	1 BEDROOM	2 BEDROOMS	SITTING AREA	SEPARATE LOUNGE	CARPETED FLOOR	2 BEDS - SIZE: 110 x 200 cm	1 BED - SIZE: 180 x 200 cm	SOFA BED	BALCONY/TERRACE	COMMENTS
DGMB	Superior double room sea view	40	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Some rooms have 2 single beds.
DDSB	Double room	36		✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Sitting area with chair bed.
DDMB	Double room sea view	36	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Sitting area with chair bed.
DGSB	Superior double room	40		✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Some rooms have 2 single beds.
F2SB	Family suite	66		✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	One bedroom with 1 double bed or 2 single beds and second bedroom with 2 single beds.
F1SB	Family room	50		✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

TOTAL: 597 ROOMS

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

### Features

Current : 220V