



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 \*\*\*\***
**All Inclusive**  
by RIU

**SUNNY BEACH**

8240 · Sunny Beach · Burgas · Bulgaria

Tel: +359 554 240 30 · Fax: +359 554 240 41 · E-Mail: [heliospalace@tts.bg](mailto:heliospalace@tts.bg)

GPS: Lat: 42.69037 · Long: 27.712111

**ALL INCLUSIVE**
**ROOMS**

395

**SMOKING POLICY**

Non-smoking environment  
Only permitted in designated areas

**SEASON**

Hotel open during the summer season

**Location**

Right on the beach	Sunny Beach	
Closest town	Sunny Beach (centre)	300 m approx.
Closest city	Nessebar	5 km approx.
Closest city	Burgas	30 km approx.
Airport	Burgas (BOJ)	25 km approx.

**General info**

Hotel Riu Helios is situated in the east of Bulgaria, in the Sunny Beach resort area on the Black Sea, a lively 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.

**Building details**

NO.	BUILDING	FLOORS	LIFTS	ROOMS	DISTANCE FROM MAIN BUILDING	COMMENTS
1	Building	6	4	395	- - -	Floors incl. ground floor.

**TOTAL: 395 ROOMS**
**Construction & Renovations**
**Built in:** 2003

**Riu hotel since:** 2004

**Last renovated:** Winter 2012/13

## 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
HolidayCheck Recommended	2019	2018.
TUI Top Quality	2017	2016, 2015.
HolidayCheck Award	2016	2014.
TripAdvisor® Certificate of Excellence	2016	
Travelife Gold Award		

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## Facilities

### Hotel Facilities

TYPE	COMMENTS
Main restaurant	With terrace.
Speciality restaurants	2 theme restaurants: Asian and Bulgarian.
Bars	2 bars.
Pools	2 outdoor swimming pools with children's sections.
Health & Beauty centre	Spa with sauna, steam bath, whirlpool bath, hairdresser, beauty salon and massages (additional charge). Free gym.
WiFi zone	Free WiFi throughout hotel incl. guest rooms.
RiuLand kid's club	
Conference facilities	1 meeting room 60 s qm.
Several boutiques/shops	
Medical service	Doctor's visit on request. Doctors office in the lobby.
Hotel parking	Open air, free of charge. Limited parking places.

## 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
Spa	Paradise Spa & Beauty		✓	All wellness & beauty facilities offered at the Spa.
Sauna			✓	
Steam bath			✓	
Whirlpool bath			✓	
Massage rooms			✓	
Hairdresser			✓	
Beauty salon			✓	
Gym		✓		

## Remarks

Use of gym, whirlpool bath, sauna and steam bath 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	60	4	-	30	-	-	-	

## External Facilities

TYPE/NAME	DISTANCE APPROX.	COMMENTS
Bank	700 m	
Chemist	20 m	
Doctor	1 km	External services.
Hospital	17 km	Public hospital.
Public transport	400 m	Bus stop.
Shopping centre	500 m	

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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 buffet, live cooking stations.
	Lunch			12.30-14.00h	Buffet	Only during the high season: hot and cold buffet starters. Live cooking stations and assorted desserts.
	Dinner			18.00-21.30	Buffet	Hot and cold buffet starters. Live cooking stations. Dessert buffet. Themed buffets (two times a week).
-	Asian restaurant	✓	✓			
	Optional dinner			18.30-21.30h	Buffet	With reservation. Opening is dependent on the occupancy level of the hotel.
-	Snack restaurant	✓				In the evening Bulgarian restaurant.
	Continental breakfast			10.00-11.00	Buffet	
	Lunch			12.00-15.00h	Buffet	Light meals.
	Afternoon snack			15.00-17.00h	Buffet	Pastries, coffee and ice cream.
	Optional dinner			19.00-21.30h	Buffet	Bulgarian restaurant. With reservation. Opening is dependent on the occupancy level of the hotel.

**Bars**

NAME	TYPE	COMMENTS
-	Lobby bar/ Poolside bar	Open from 10.00-23.00h.
-	Lounge bar	Open from 19.00-24.00h. With terrace.

**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 mealtimes 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 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.
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 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	595				Integrated children's pool.
Outdoor pool	935				Integrated children's pool.

**Pool area**

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

**Garden**
**Size:** 8.000 (sq m)

**Beach**
**Name:** Sunny Beach

**Length of beach:** 8 km

**Distance from hotel:** 50 m approx.

**Beach facilities**

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

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

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.
Workout	✓		✓		
Beach volleyball	✓		✓		Beach volleyball court.
Aqua gymnastics	✓		✓		
Tennis	✓		✓		Artificial turf tennis court, racquets and tennis balls (deposit required).
Multipurpose sports pitch	✓		✓		
Billiards		✓	✓		
Minigolf		✓	✓		

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

- Various water sports available
- Horse riding
- Bicycle hire

**Entertainment**

WHEN?	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
Daytime	RiuLand kids' club (4-7 & 8-12 yrs)	6	✓		
	Daytime entertainment programme for adults	6	✓		
Evening	Live music, shows & RIU entertainment	Several times	✓		

**Children**

FACILITIES	NO CHARGE	EXTRA CHARGE	COMMENTS
RiuLand kids' club (4-7 & 8-12 yrs)	✓		6 x per week.
Children's pool	✓		There are 2 children's sections integrated in the 2 outdoor pools.
Children's playground	✓		
High chairs	✓		Depending on availability.



FACILITIES	NO CHARGE	EXTRA CHARGE	COMMENTS
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	6
Size of adapted rooms (sq m)	33
Location of adapted rooms (area/floor)	There are 6 adapted rooms on the 3rd and 4th 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	90 cm

## Adapted rooms - Bathroom facilities

Bathtub	X
Shower	✓
Step free shower or roll in shower (level entry with no raised lip or step)	✓
Shower seat	X
Support/grab rails in shower	✓
Support/grab rails in bathtub	X
Clear wheelchair turning circle (1.50m diameter) in the bathroom	X
Support/grab rails near WC	X
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	82 cm
Height of the toilet	42 cm

## Remarks

Shower seat on request.

## General hotel facilities

Lift available	✓
Lift's door width	90 cm
Lift's depth	130 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	X
Stairs - number of steps	5
Stairs with handrail	X
Ladder - number of steps	5
Ramp available	X
Ramp with handrail	X
Pool lift available (on request)	X
Accessible bathroom near the swimming pool (distance)	100 m

## Additional facilities in hotel

Location of additional toilets for wheelchair user if available      Lobby area and by the Snack restaurant.

## Hotel location and environment

Surrounding areas of the hotel easily accessed by wheelchair users	✓
Flat	✓
Hillside	X
Paved sidewalks and streets	✓
Flat landscape	✓
Slightly rising or descending landscape	X
Paved way to the beach promenade	✓
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	✓
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	90 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	90 cm
Balcony/Terrace	90 cm
Number of standard rooms located on the ground floor	0

Please contact hotel if more detailed information is needed.



# Hotel Fact Sheet

ROOMS

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RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq m)	SEA VIEW	BATHROOM	BIDET	BATHROOM WITH SHOWER	HAIR DRYER	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	IN-ROOM SAFE	SMALL FRIDGE	1 BEDROOM	SITTING AREA	SEPARATE LOUNGE	CARPETED FLOOR	2 BEDS - SIZE	1 BED - SIZE	SOFA BED	BALCONY/TERRACE	COMMENTS
DDSB	Standard double room	33	✓	✓	●	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓					16 rooms with 1 king size bed 200x200cm. Most rooms with balcony. In all rooms it is possible to have 1 chair bed or 1 sofa bed, or 1 folding bed or 1 cot.
DDMB	Double room with sea views	33	✓	✓	✓	●	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓				✓	24 rooms with 1 king size bed 200x200cm. In all rooms it is possible to have 1 sofa bed or 1 chair bed or 2 cots
F1SB	Family room	50	✓	✓	✓	●	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Most rooms with second WC. Sofa bed for 1AD + 1CH or 2CH.

TOTAL: 395 ROOMS

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

### Features

Current : 220V

### Remarks