



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 PALACE SUNNY BEACH \*\*\*\*\***
**All Inclusive 24**  
by RIU

**Adults Only**  
by RIU

**SUNNY BEACH**

8240 · Sunny Beach · Burgas · Bulgaria

Tel: +359 55 075 555 · Fax: -- · E-Mail: [palacesunnybeach@tts.bg](mailto:palacesunnybeach@tts.bg)

GPS: Lat: 42.709735 · Long: 27.734163

ALL INCLUSIVE 24H

**ROOMS**

335

**SMOKING POLICY**

Non-smoking environment  
Only permitted in designated areas

**SEASON**

Hotel open during the summer season

**Location**

Right on the beach	Small beach area in front of the hotel	
Closest town	Sunny Beach (centre)	2 km approx.
Closest city	Nessebar	10 km approx.
Airport	Burgas (BOJ)	30 km approx.

**General info**

This newly built Adults Only hotel, exclusive to adults over 18 years old and offers 24h All Inclusive. The hotel is situated in Sunny Beach, in the east of Bulgaria on the Black Sea. It is a famous holiday area with many hotels, restaurants, bars and shops. There is a small beach area in front of the hotel and about 800 m away from the hotel there is the 8 km-long public beach of fine sand of Sunny Beach. On the small beach area in front of the hotel there are sun loungers and parasols.

**Building details**

NO.	BUILDING	FLOORS	LIFTS	ROOMS	DISTANCE FROM MAIN BUILDING	COMMENTS
1	Building	13	4	335	- - -	

**TOTAL: 335 ROOMS**
**Construction & Renovations**
**Built in:** 2018/19

**Riu hotel since:** 2019

## 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
Preverisk COVID-19 Hygiene Response	2020	

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## Facilities

### Hotel Facilities

TYPE	COMMENTS
Main restaurant	With terrace.
Speciality restaurants	All Inclusive theme restaurants: Steakhouse, "Krystal" Fusion and Mediterranean restaurants.
Bars	5 bars.
Pools	Outdoor swimming pool with swim-up bar. Indoor pool with adjoining jacuzzi.
Spa	Variety of treatments, hairdresser, beauty salon and massages (additional charge). Complimentary gym, sauna and steam bath.
WiFi	Free WiFi throughout hotel incl. guest rooms.
Conference facilities	3 conference & meeting rooms.
Boutique/Kiosk	
Medical service	Doctor's office at Riu Helios Paradise. Doctor's visit on request.
Hotel parking	Limited parking places open air, with additional charge.

### 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			✓	

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Hairdresser			✓	
Beauty salon			✓	
Massage rooms			✓	
Gym		✓		Sports shoes are compulsory when using the gym.
Steam bath		✓		
Sauna		✓		
Indoor pool		✓		Heatable depending on weather conditions. The Indoor pool is with adjoining whirlpool bath.

## Conference Facilities

NAME	SIZE (SQ M )	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	COMMENTS
Meeting room A	147	4	105	-	-	-	-	
Meeting room B	147	4	105	-	-	-	-	
Meeting room C	147	4	105	-	-	-	-	
Meeting rooms A+B+C	440	4	320	-	-	-	-	

## External Facilities

TYPE/NAME	DISTANCE APPROX.	COMMENTS
Bank	800 m	
Supermarket	800 m	
Chemist	1 km	
Doctor	300 m	Doctor's office.
Hospital	5 km	Public hospital.
Public transport	50 m	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			08.00-10.00h	Buffet	Varied buffet, live cooking stations.
	Lunch			12.00-14.30h	Buffet	Opens depending on occupancy levels. Buffet with 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 (three times a week). 2 sittings, depending on occupation. In summer season dinner half hour later.
Krystal	Fusion restaurant	✓	✓			Possible to visit once a week, subject to availability.
	Optional dinner			19.00-21.30h	à la carte	Buffet for starters & desserts. Optional dinner is with reservation. Opening is dependent on the occupancy level of the hotel.
Sunrise	Mediterranean restaurant	✓				'Sunrise' is shared with the guests of the neighbouring hotel Riu Helios Paradise. During the day it is a Beach bar.
	Optional dinner			18.30-21.30h	à la carte	Buffet for starters and desserts. With reservation. Opening is dependent on the occupancy level of the hotel.
	Snack restaurant/ Theme restaurant	✓				In the evening Steakhouse.
	Continental breakfast			10.00-11.30h	Buffet	
	Snacks			12.00-15.00h	Buffet	Snacks during daytime.
	Afternoon snack			15.00-17.00h	Snacks	
	Optional dinner			19.00-21.30h	à la carte	Steakhouse. Reservation required. Opening is dependent on the occupancy level of the hotel.

**Bars**

NAME	TYPE	COMMENTS
Capuchino	Pâtisserie	Open from 10.30-22.00h.
	Lobby bar	Open from 08.00 to 0.00h.
Lounge 24	Bar	Open from 20.00-08.00h. All Inclusive service 24h.

NAME	TYPE	COMMENTS
	Lounge bar	With terrace. Open from 20.00-23.00h.
	Poolside bar w/ swim-up bar	Open from 10.00-17.00h.
Sunrise	Beach bar	The Beach bar 'Sunrise' is shared with the guests of the neighbouring hotel Riu Helios Paradise'. Open from 10.00-17.00h and in the evening it is Mediterranean restaurant, open: 19.00-21.30h. 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.

Snacks and unlimited domestic and imported beverages (alcoholic and non-alcoholic drinks) as well as premium-branded drinks at all hotel's bars and restaurants (depending on opening times) available 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. Regularly restocked minibar (soft drinks, water and beer).

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, domestic and imported alcoholic and non-alcoholic beverages in all hotel bars and restaurants.
Premium-branded drinks throughout hotel.
Regularly refilled minibar.
Snacks and drinks 24 hours a day.
In-room safe.
Sports, activities and entertainment programme as described.
Free wellness facilities as described.
WiFi throughout the hotel.
All hotel guests are required to wear an "All Inclusive" wristband for identification purposes.

**Remarks**

Snacks and unlimited domestic and imported beverages (alcoholic and non-alcoholic drinks) as well as premium-branded drinks at all hotel's bars and restaurants (depending on opening times) available 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. Regularly restocked minibar (soft drinks, water and beer).

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## Outdoor areas

### Swimming pools

POOL TYPE	SIZE (SQ M)	FRESH WATER	HEATED IN WINTER	INTEGRATED	COMMENTS
Outdoor pool	1.700			✓	With swim-up bar.
Indoor pool	150				Heatable depending on weather conditions.
Whirlpool	10				Next to indoor pool.

### Pool area

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

### Garden

**Size:** 15.000 (sq m)

### Beach

**Name:** Small beach area

**Length of beach:** 500 m

**Area reserved for hotel guests**

### Beach facilities

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

### Remarks

There are hotel beach area with limited number of parasol and sun loungers.

About 800 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.
RiuFit programme	✓		✓		Group fitness activities in the RiuFit area (6 x per week).
Tennis	✓		✓		In Riu Helios Paradise: 1 hard surface tennis court.

**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	Daytime entertainment programme	6	✓		
Evening	Live music, shows & RIU entertainment	SEV	✓		

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## Info for disabled guests

## Adapted rooms

Adapted rooms for wheelchair user available	✓
Room category	DGMB
Number of adapted rooms	2
Size of adapted rooms (sq m)	37
Location of adapted rooms (area/floor)	On 1st floor.

## Adapted rooms - Door widths

Entrance	90 cm
Bedroom ( <i>if there is an extra door</i> )	90 cm
Living room ( <i>if there is an extra door</i> )	-
Bathroom	90 cm
Balcony/Terrace	100 cm

## Remarks

Balcony/Terrace 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)	✓
Shower seat	✓
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	50 cm

## General hotel facilities

Lift available	✓
Lift's door width	100 cm
Lift's depth	190 cm
Possibility to rent a wheelchair or mobility scooter	X

## Accessibility of public areas in the hotel

All public areas are accessible for wheelchair user by ramps or elevators
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## Accessibility of hotels' swimming pool

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

## Remarks

The indoor pool area is suitable for handicapped people. There 5 steps Ladder at indoor pool and pool platform for disabled guests.

## Additional facilities in hotel

Location of additional toilets for wheelchair user if available	Hotel lobby, spa area, outdoor pool.
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## Hotel location and environment

Surrounding areas of the hotel easily accessed by wheelchair users	✓
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

## Facilities of non-adapted rooms

Specifications for [Double standard room](#)

Bathtub	X
Shower	✓
Roll in shower/shower accessible for wheelchair	✓
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)	X
Step free shower (level entry with no raised lip or step)	✓
Door widths - Entrance	90 cm
Bedroom (if there is an extra door)	90 cm
Living room (if there is an extra door)	-
Bathroom	80 cm
Balcony/Terrace	170 cm
Number of standard rooms located on the ground floor	0

## Remarks

Balcony/Terrace with sliding door.

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	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	DOUBLE WASHBASIN	SPECIAL AMENITIES	HAIRDRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	IN-ROOM SAFE	MINIBAR	LIQUOR DISPENSER	ELECTRIC KETTLE	1 BEDROOM	SITTING AREA	INTEGRATED LOUNGE	SEPARATE LOUNGE	2 BEDS - SIZE: 110 x 200 cm	1 BED - SIZE: 200 x 200 cm	SOFA	SOFA BED	BALCONY/TERRACE	COMMENTS
DGMB	Superior double room sea view	42	✓	✓			✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Some rooms are with 1 king size bed (220 x 200 cm).	
SJMB	Junior suite sea view	64	✓	✓			✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	All with balcony. The king size bed is 220 x 200 cm.	
EXSJ	Junior suite Executive floor	64	✓	✓			✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Located on top floors. All with balcony. The king size bed is 220 x 200 cm.	
SJFB	Junior suite sea view sofa bed	64	✓	✓			✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	All with balcony. The king size bed is 220 x 200 cm.	
SUMB	Suite sea view	103	✓	✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	The king size bed is 220 x 200 cm.	

TOTAL: 335 ROOMS

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

**Features**

Current : 220V

**Remarks**

Special service for guests staying in Executive floor:

- Independent check-in
- Free hotel parking

Minibar with soft drinks, water and beer.