



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 ZANZIBAR ★★★★★

ZANZIBAR

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

All Inclusive 24
by RIU

ROOMS

236

SMOKING POLICY

Non-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	LIFTS	ROOMS	DISTANCE FROM MAIN BUILDING	COMMENTS
1	Main building	1	-	-		Reception building.
5	Annexed buildings	2	-	109	20 - 200	
32	Villas	1	-	99	20 - 200	1 or 2 floors.
7	Annexed buildings	1	-	-	100 - 200	Several low-level buildings with restaurants, bars etc.
11	Villas	1	-	11	100 - 200	
1	Annexed building	2	-	17	150 - 200	

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	COMMENTS
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
Preverisk COVID-19 Hygiene Response	2020	
TripAdvisor® Travellers' Choice	2020	
Booking Traveller Review Awards	2020	

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
Loved by guests award/ hotels.com	2019	
TripAdvisor® Certificate of Excellence	2019	
HolidayCheck Recommended	2019	



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Facilities

Hotel Facilities

TYPE	COMMENTS
Main restaurant	
Speciality restaurant	"Krystal" Fusion restaurant, Steakhouse, Fish restaurant.
Bars	5 bars.
Pools	4 outdoor pools and 1 relaxation pool at the spa area.
Wellness centre	Renova Spa with a variety of treatments, beauty salon and massages (additional charge).
Boutique/Kiosk	
Hotel parking	Open air. Free of charge.
WiFi throughout the hotel	Free of charge.
Medical service	Every day between 10.00-12.00h and on request.

Reception

Reception staff speak: English · Swahili

Local languages: Swahili · Arabic

Local currency: Tanzanian Schilling

Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
24 hour reception			
Rent a car	✓	✓	

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

Means of payment

Currency exchange in hotel

Accepted credit cards: MasterCard · Visa · Amex

Remarks

Hotel does not accept travellers cheques.

Wellness & Beauty

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

External Facilities

TYPE/NAME	DISTANCE APPROX.	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

NAME	TYPE	NO SMOKING	AIR COND.	OPENING	BUFFET / MENU / SNACKS	COMMENTS
Promenade	Main restaurant	✓	✓			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.
Krystal	Fusion restaurant	✓	✓			Reservation required.
	Optional dinner			19.00-22.00h	à la carte	
Beef Steak House	Steakhouse	✓	✓			Reservation required.
	Optional dinner			19.00-22.00h	à la carte	
ia	Fish restaurant					Reservation required.
	Optional dinner			19.00-22.00h	à la carte	
Open Air	Romantic dinner					
	Optional dinner			19:30h	à la carte	Romantic open air dinner (reservations required in advance; additional charge)

Bars

NAME	TYPE	COMMENTS
Ginger	Coffee & Lounge bar	24.00h. With terrace.
Sunshine	Poolside bar	Open from 10.30-18.00h.
Breeze	Bar	Open from 12.00-22.00h. In the area of the theme restaurants.
Pepe's Food	Grill	Open from 12.00-18.00h.
Makuti	Beach bar	Open from 10.30-18.00h.
Tiara	Bar	Open from 10.30-20.00h.

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, domestic 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

POOL TYPE	SIZE (SQ M)	FRESH WATER	HEATED IN WINTER	INTEGRATED	COMMENTS
Outdoor pool	-				
Outdoor pool w/integrated whirlpool	-				With Chill Out area.
Outdoor pool	200				
Outdoor pool	-				
Spa pool	-				Relaxation pool at the spa area.

Pool area

POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
Sun terrace		
Sun loungers		
Parasols		
Pool towels		
Showers at the pool		

Garden
Size: 20.000 (sq m)

Beach

Name: Nungwi Beach

Length of beach: 500 m

Area reserved for hotel guests

Beach facilities

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

Remarks

Beach accesible via a staircase.


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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.
RiuFit programme	✓		✓		Group fitness activities, several times a week.
Snorkel gear	✓		✓		Available at diving Center. Free for 2 hours daily.
Kayaking	✓		✓		
Stand up paddle surfing (SUP)	✓		✓		
Pedaloos	✓		✓		
Scuba diving		✓			Diving Center is located next to the restaurants.
Bicycle hire		✓		3 km	

Remarks

The RIU Group has no direct or indirect relationship with external services (especially PARASAILING) and does not assume any liability for them, any contract between them being the exclusive responsibility of the clients themselves.

Entertainment

WHEN?	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
Daytime	Daytime entertainment programme for adults	Several	✓		

WHEN?	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
	Children's entertainment (4-12 yrs)	Several	✓		As of Winter 20/21
Evening	Live music and shows	Several	✓		


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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	-
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	-
Balcony/Terrace	-

Adapted rooms - Bathroom facilities

Bathtub	✗
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	✓
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	-
Height of the toilet	-

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	X
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)	-

Additional facilities in hotel

Location of additional toilets for wheelchair user if available	Reception.
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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	X
Flat landscape	X
Slightly rising or descending landscape	X
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	X
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)	X
Step free shower (level entry with no raised lip or step)	X
Door widths - Entrance	-
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	-
Balcony/Terrace	-
Number of standard rooms located on the ground floor	-

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	BATHROOM WITH BATHTUB	HYDROMASSAGE BATHTUB	BIDET	DOUBLE WASHBASIN	BATHROOM AMENITIES	HAIRDRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL A/R 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
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.
SJSZ	Jacuzzi Suite	90	✓			✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓									With additional WC.

TOTAL: 236 ROOMS ✓ Available, free of charge. ● Available, additional charge.

Features
Current : 220V