



HOTEL RIU PALACE OASIS ★★★★★

GRAN CANARIA

Plaza de las Palmeras 2 · 35106 · Maspalomas · Gran Canaria · Spain

Tel: +34 928 141 448 · Fax: +34 928 141 192 · E-Mail: palace.oasis@riu.com

GPS: Lat: 27.73669 · Long: -15.597281

HALF BOARD

ROOMS

415

SMOKING POLICY

Non-smoking environment
 Only permitted in designated areas

SEASON

Open all year round

Location

| | | |
|--------------------|----------------------------|---------------|
| Right on the beach | Maspalomas | |
| Closest town | Playa del Inglés centre | 5 km approx. |
| Airport | Gran Canaria Airport (LPA) | 37 km approx. |

General info

The hotel is located in the south of Gran Canaria near the Maspalomas lighthouse and striking dune scenery. It lies directly on Playa de Maspalomas beach and has a private beach access. The hotel is located in garden with palm trees.

The hotel was completely refurbished in 2018. The hotel's décor has been carefully considered and represents a renovated and very elegant classic style.



Building details

| NO. | BUILDING | FLOORS | LIFTS | ROOMS | DISTANCE FROM MAIN BUILDING | COMMENTS |
|------------------|-------------------|--------|-------|-------|-----------------------------|--------------------------------|
| 1 | Main building | 5 | 4 | 363 | | Floors including ground floor. |
| 2 | Annexed buildings | 2 | - | 52 | 120 - 170 | Floors including ground floor. |
| TOTAL: 415 ROOMS | | | | | | |



Construction & Renovations

Built in: 1968

Riu hotel since: 1998

Last renovated: 2018

Remarks

After complete refurbishment April to October 2018:

5 star-category + half-board (no more All Inclusive available)

- All rooms will be renovated: all with shower, bathrobe, minibar, double washbasin, electric kettle for coffee and tea
- New room type: Swim-up double room with private pool for each room
- New annexed buildings with rooms

New facilities:

- New snack restaurant / Spanish restaurant; "RiuLand" kids' club/ Lobby bar/ "Plaza" bar

Rebuilt/redesigned facilities:

- Main restaurant and Krystal restaurant

New: there are 3 swimming pools/ Kid's pool/ Lounge bar and reception area/ Spa & Wellness Centre and for free: steam bath, whirlpool bath and gym.

- No more tennis courts, multipurpose sports pitch and padel tennis court.



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 | Water saving aerator | |
| Water | WC watersaving flush | |



Awards & Certifications

| AWARDS & CERTIFICATIONS | YEAR | COMMENTS |
|---|------|---|
| TUI Umwelt Champion | 2018 | Awarded every year since 2014. |
| TUI Top Quality | 2018 | Also awarded in 2017. |
| HolidayCheck Recommended | 2018 | Also awarded in 2016, 2014. |
| TripAdvisor® "Travellers' Choice" Award | 2016 | |
| Zoover Awards | 2015 | |
| TripAdvisor® Certificate of Excellence | 2015 | |
| Travelife Award | | Awarded GOLD certification for the Travelife Sustainability System. |



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Facilities

Hotel Facilities

| TYPE | COMMENTS |
|-----------------------|---|
| Main restaurant | With terrace. |
| Speciality restaurant | Krystal Fusion and Spanish restaurant. |
| Bars | 3 bars. |
| Pools | 3 outdoor pools and 1 children's pool. |
| Wellness centre | Body Love. |
| WiFi | Free WiFi throughout the hotel. |
| Boutique/Kiosk | |
| Medical service | Doctor's visit daily (Monday to Friday) and on request. |
| Hotel parking | Limited parking places. Open air. Free of charge. |

Reception

Reception staff speak: Spanish · English · French · German · Dutch

Local languages: Spanish

Local currency: Euro

Reception services

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

Means of payment

Currency exchange in hotel

Accepted credit cards: MasterCard · Visa · Diners

Wellness & Beauty

| DESCRIPTION | NAME / LOCATION | NO CHARGE | EXTRA CHARGE | COMMENTS |
|-----------------|-----------------|-----------|--------------|--|
| Wellness centre | Body Love | | ✓ | All wellness & beauty facilities offered at the Spa. |
| Steam bath | | ✓ | | |
| Whirlpool bath | | ✓ | | |
| Gym | | ✓ | | |
| Beauty salon | | | ✓ | |
| Hairdresser | | | ✓ | |
| Massage rooms | | | ✓ | |

Remarks

Use of whirlpool bath and steam bath is restricted to guests over 18 years old. Use of gym is restricted to guests over 16 years old. Sports shoes are compulsory when using the gym.

External Facilities

| TYPE/NAME | DISTANCE APPROX. | COMMENTS |
|------------------|------------------|---|
| ATM | 500 m | |
| Bank | 5 km | In Playa del Inglés. |
| Chemist | 100 m | |
| Hospital | 6 km | Clinica Roca. |
| Public transport | 200 m | Public bus stop. Buses leave every 20 min. to Playa del Inglés. |



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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 with live cooking stations and cava. |
| | Dinner | | | 18.30- 22.00h | Buffet | Hot and cold buffet starters. Buffet main course with live cooking stations. Vegetarian options available. Dessert buffet. 2 x per week themed buffet. In winter: 18.00-21.30h. |
| Botánico | Snack restaurant | ✓ | ✓ | | | With terrace. Snack restaurant during daytime, Spanish restaurant for optional dinner. |
| | Lunch | | | 13.00h - 15.30h | à la carte | Light meals. Snacks and tapas. |
| | Optional dinner | | | 18.30h 19.15h 20.00h 20.30h | à la carte | Spanish cuisine. With reservation. Included in half board meal plan. |
| Krystal | Fusion restaurant | ✓ | ✓ | | | |
| | Optional dinner | | | 18.30- 20.00h 20.30- 22.00h | à la carte | 2 sittings. Reservation required. Included in half board meal plan. |

Bars

| NAME | TYPE | COMMENTS |
|----------|------------|--|
| Lido | Lounge bar | Open from 20.00-0.00h in winter season only. Stage and dance area. |
| Onix | Lobby bar | With terrace. Open 10.00h - 1.00h: drinks, snacks and tapas service at pool area from 12.00-17.00h (extra charge). |
| The Palm | Bar | With terrace. Open from 10.00-0.00h. In winter season 10.00-18.00h. |

Dress code for dinner

Formal dress is required for dinner (long trousers for gentlemen).

Remarks

Opening and mealtimes are subject to change.



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Outdoor areas

Swimming pools

| POOL TYPE | SIZE (SQ M) | FRESH WATER | HEATABLE IN WINTER | INTEGRATED | COMMENTS |
|-----------------|-----------------|-------------|--------------------|------------|----------|
| Outdoor pool | 365 | | ✓ | | |
| Outdoor pool | 150 | | ✓ | | |
| Outdoor pool | 150 | | ✓ | | |
| Children's pool | 29 | | ✓ | | |

Pool area

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

Garden

Size: 23.000 (sq m)

Beach

Name: Maspalomas beach

Length of beach: 6 km

Beach facilities

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

Remarks

Located on the 6 km-long, sandy Maspalomas beach with dunes. The Maspalomas beach borders the Playa del Inglés beach. Several water sports (local provider) are available there.



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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 16 years old. Sports shoes are compulsory when using the gym. |
| Bicycle hire | | ✓ | | 100 m | Local provider. |
| Windsurfing | | ✓ | | 5 km | Playa del Inglés, local provider. |
| Bodyboarding | | ✓ | | 5 km | Playa del Inglés, local provider. |
| Golf | | ✓ | | 2,6 km | Maspalomas 18-hole golf course. Driving Range, Putting Green. |
| Golf | | ✓ | | 6 km | Meloneras golf course 18-hole court. Driving Range, Putting Green. Tuition available. |
| Golf | | ✓ | | 11 km | Salobre 18-hole golf course. Driving Range, Putting Green. |

Entertainment

| WHEN? | ACTIVITY | TIMES A WEEK | NO CHARGE | EXTRA CHARGE | COMMENTS |
|---------|-------------------------------------|--------------|-----------|--------------|----------|
| Daytime | Children's entertainment (4-12 yrs) | Several | ✓ | | |
| Evening | Live music and shows | Several | ✓ | | |

Children

| FACILITIES | NO CHARGE | EXTRA CHARGE | COMMENTS |
|-------------------------------------|-----------|--------------|---------------------------------------|
| Children's entertainment (4-12 yrs) | ✓ | | Several times a week at the miniclub. |
| Children's pool | ✓ | | 29 sq.m. |
| Playground | ✓ | | |
| Cots | ✓ | | On request. |
| High chairs | ✓ | | Depending on availability. |
| Babysitter | | ✓ | On request. |



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Info for disabled guests

Adapted rooms

| | |
|---|----------------------|
| Adapted rooms for wheelchair user available | ✓ |
| Room category | DDSB. |
| Number of adapted rooms | 12 |
| Size of adapted rooms (sq m) | 34 |
| Location of adapted rooms (area/floor) | On the ground floor. |

Adapted rooms - Door widths

| | |
|---|--------|
| Entrance | 94 cm |
| Bedroom (if there is an extra door) | - |
| Living room (if there is an extra door) | - |
| Bathroom | 75 cm |
| Balcony/Terrace | 118 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 | ✓ |
| 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) | 2 cm |
| Entry height of the bathtub (from floor) | - |
| Height of the basin | 76 cm |
| Height of the toilet | 44 cm |

General hotel facilities

| | |
|--|--------|
| Lift available | ✓ |
| Lift's door width | 80 cm |
| Lift's depth | 148 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

Accessibility of hotels' swimming pool

| | |
|---|------|
| At least one swimming pool accessible | ✓ |
| Stairs - number of steps | 6 |
| Stairs with handrail | ✓ |
| Ladder - number of steps | - |
| Ramp available | X |
| Ramp with handrail | X |
| Pool lift available (on request) | ✓ |
| Accessible bathroom near the swimming pool (distance) | 15 m |

Additional facilities in hotel

| | |
|---|-------------------|
| Location of additional toilets for wheelchair user if available | Lobby, pool area. |
|---|-------------------|

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 | 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 | 84 cm |
| Bedroom (if there is an extra door) | - |
| Living room (if there is an extra door) | - |
| Bathroom | 75 cm |
| Balcony/Terrace | 118 cm |
| Number of standard rooms located on the ground floor | 15 |

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 | DOUBLE WASHBASIN | SPECIAL AMENITIES | HAIRDRYER | BATHROBE | TELEPHONE | WIFI | TV (Sat/cable) | CENTRAL AIR CONDITIONING | CEILING FAN | IN-ROOM SAFE | MINIBAR | IRON & IRONING BOARD | ELECTRIC KETTLE | 1 BEDROOM | 2 BEDROOMS | SITTING AREA | SEPARATE AREA | 2 BEDS - SIZE: 110 x 200 cm | 2 BEDS - SIZE: 110 x 200 cm | 1 BED - SIZE: 180 x 200 cm | SOFA | BALCONY/TERRACE | COMMENTS | | |
| DDSB | Standard double room | 34 | ✓ | | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | ✓ | | ✓ | | ✓ | | | ✓ | ✓ | All rooms are with sofa, some with sofa bed. Some rooms with split level between bathroom and bedroom area. | | |
| DDJB | Double room garden view | 32 | | ✓ | | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | ✓ | | ✓ | | ✓ | | | ✓ | ✓ | Some rooms with sofa bed. | |
| DDMB | Double room sea view | 34 | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | ✓ | | ✓ | | ✓ | | ✓ | ✓ | There are also rooms with 1 bed 180x200 cm. Also rooms with sofa bed. All rooms with balcony. | |
| DDLB | Double room | 34 | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | ✓ | | ✓ | | ✓ | | ✓ | ✓ | Sea side rooms. There are also rooms with 1 bed 180x200 cm. Some rooms with split level between bath room and bedroom area. | |
| DDSP | Swim-up double room | 31 | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | ✓ | | ✓ | | ✓ | | ✓ | ✓ | Exclusive to adults over 18 years old. Terrace with small private pool. Some rooms with 1 bed 180x200 cm. | |
| DPLB | Small double room sea side | 26 | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | ✓ | | | | ✓ | | ✓ | ✓ | Sea side orientation. With balcony. | |
| F2SB | Family room | 50 | | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | | ✓ | | ✓ | ✓ | | ✓ | ✓ | | |
| SJSB | Junior suite | 46 | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | ✓ | | ✓ | ✓ | | ✓ | ✓ | With balcony. | | |

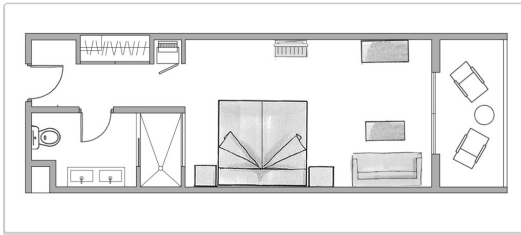
| RIU INTERNAL CODES | RIU STANDARD DESCRIPTION | SURFACE EXCLUDING BALCONY (sq m) | SEA VIEW | BATHROOM | BATHROOM WITH SHOWER | DOUBLE WASHBASIN | SPECIAL AMENITIES | HAIRDRYER | BATHROBE | TELEPHONE | WIFI | TV (sat/cable) | CENTRAL AIR CONDITIONING | IN-ROOM FAN | MINIBAR | IRON & IRONING BOARD | ELECTRIC KETTLE | 1 BEDROOM | 2 BEDROOMS | SITTING AREA | SEPARATE LOUNGE | 2 BEDS - SIZE: 110 x 200 cm | 2 BEDS - SIZE: 110 x 200 cm | 1 BED - SIZE: 110 x 200 cm | SOFA | BALCONY/TERRACE | COMMENTS |
|--------------------|--------------------------|-----------------------------------|----------|----------|----------------------|------------------|-------------------|-----------|----------|-----------|------|----------------|--------------------------|-------------|---------|----------------------|-----------------|-----------|------------|--------------|-----------------|-----------------------------|-----------------------------|----------------------------|------|-----------------|--|
| SJSP | Swim-up Junior suite | 50 | ✓ | | ✓ | ✓ | ✓ | ✓ | ● | ✓ | ✓ | ✓ | ✓ | ● | ● | ✓ | ✓ | ✓ | | | ✓ | ✓ | | ✓ | ✓ | | Exclusive to adults over 18 years old. With access to private swim-up pool. |

TOTAL: 415 ROOMS

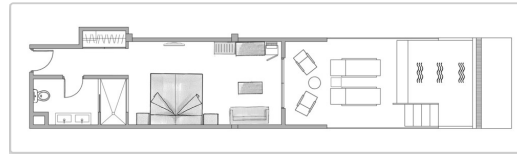
✓ Available, free of charge. ● Available, additional charge.

Plans

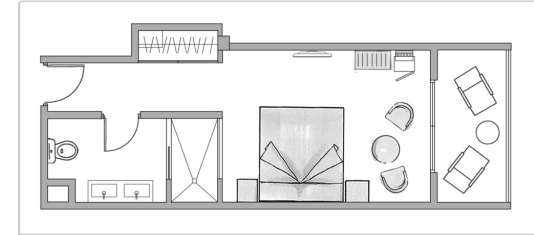
Images for guidance purposes



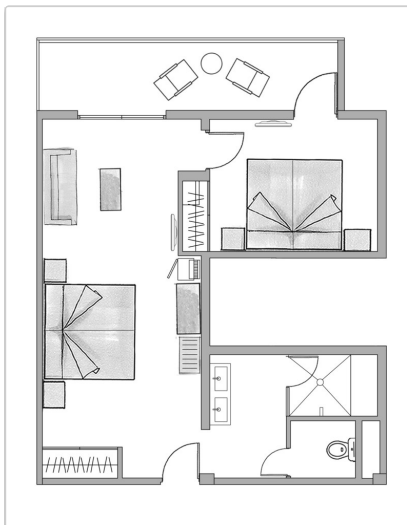
DDSB, DDLB, DDMB - Double room



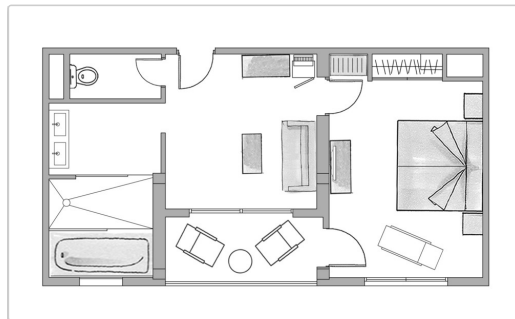
DDSP - Swim-up double room



DPLB - Small double room



F2SB - Family room



SJSB - Junior suite

