



## HOTEL RIU PAPAYAS ★★★★★

GRAN CANARIA

Avda. Gran Canaria, 22 · 35100 · Playa del Inglés · Gran Canaria · Spain  
Tel: +34 928 765 062 · Fax: +34 928 772 930 · E-Mail: [hotel.papayas@riu.com](mailto:hotel.papayas@riu.com)  
GPS: Lat: 27.763961 · Long: -15.572449

ALL INCLUSIVE 24H



**All Inclusive 24**  
by RIU

### ROOMS

468

### SMOKING POLICY

Non-smoking environment  
Only permitted in designated areas

### SEASON

Open all year round

## Location

## General info

Riu Papayas hotel reopened after complete refurbishment in summer 2016. The hotel offers 24 h All Inclusive service. It is located in the south of Gran Canaria with its beautiful and lively Playa del Inglés holiday area. The Kasbah and Metro shopping and entertainment centers are only 400 m away. The beach is 1.5 km away (complimentary hotel bus).



## Building details

NO.	BUILDING	FLOORS	LIFTS	ROOMS	DISTANCE FROM MAIN BUILDING	COMMENTS
1	Main building	8	6	468		
TOTAL: 468 ROOMS						



## Construction & Renovations

**Built in:** 1985/86

**Riu hotel since:** 1986

**Last renovated:** 2016

### Remarks

Riu Papayas hotel reopened after complete refurbishment in summer 2016, joining the former Riu Papayas hotel and Aparthotel Riu Flamingo in one unit:

- All rooms renovated.
- Two new themed restaurants (Asian and Spanish).
- Separate children's pool with slides. No longer children's section in the main pool.
- RiuFit, RiuArt programme.



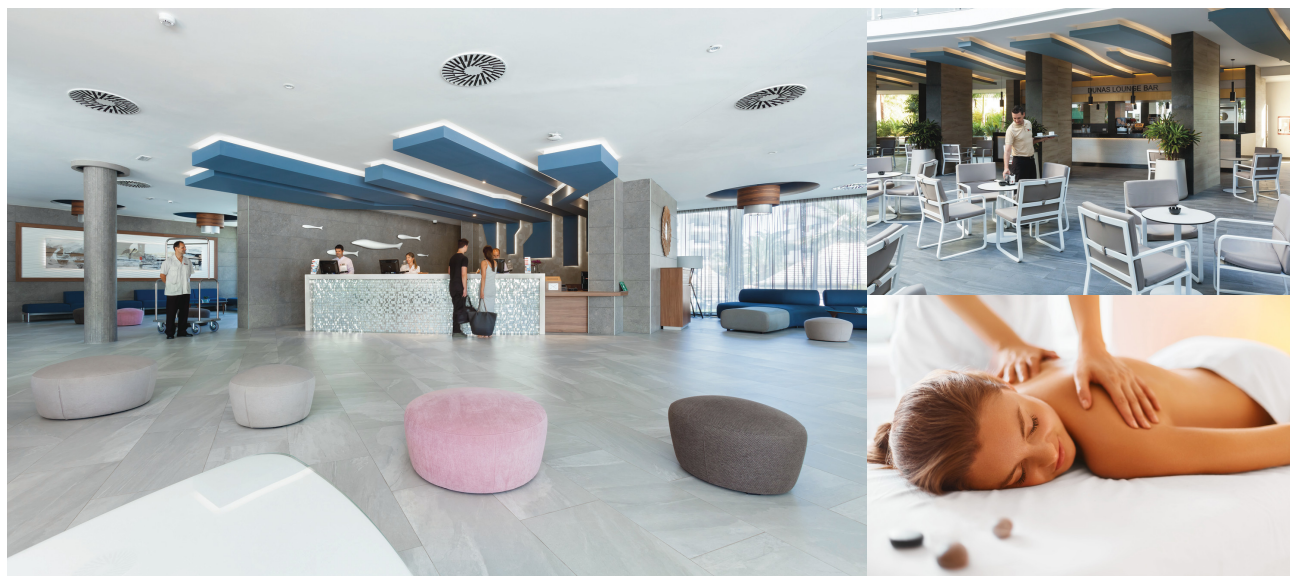
## Environmental best practices

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	Trickle irrigation	



## Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
Loved by guests award/ hotels.com	2019	
HolidayCheck Recommended	2018	Also awarded in 2016.
TUI Top Quality	2018	Also awarded in 2017.
TUI Umwelt Champion	2018	Also awarded in 2017.
Travelife Award		Awarded GOLD certification for the Travelife Sustainability System.



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### Facilities

#### Hotel Facilities

TYPE	COMMENTS
Main restaurant	
Speciality restaurants	Asian restaurant, Spanish restaurant.
Bars	2 bars.
Internet access	Internet terminal, additional charge.
WiFi	Free WiFi throughout the hotel.
RiuArt atelier	6 times per week, with charge.
RiuLand kid's club	
Medical service	Doctor on request.
Hotel bus	Free bus service to the Playa del Inglés beach, every day, several times in the morning and in the afternoon.

### Reception

**Reception staff speak:** Spanish · German · English · 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

## External Facilities

TYPE/NAME	DISTANCE APPROX.	COMMENTS
ATM	250 m	
Bank	1 km	In Playa del Inglés.
Chemist	100 m	
Hospital	1 km	Las Palmeras Clinic in Playa del Inglés.
Public transport	50 m	Public bus stop. Buses leave every 20 min a Playa del Inglés.




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

NAME	TYPE	NO SMOKING	AIR COND.	OPENING	BUFFET / MENU / SNACKS	COMMENTS
	Main restaurant	✓	✓			
	Breakfast			07.30- 10.30h	Buffet	Varied buffet with live cooking stations.
	Lunch			12.30- 15.30h	Buffet	Buffet and live cooking stations. Starters & dessert buffet.
	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 season dinner half an hour earlier.
	Afternoon snack			15.45- 17.30h	Snacks	
ZHÚ	Asian restaurant	✓	✓			
	Optional dinner			19.00- 20.30h 21.00- 22.00h	Buffet	2 sittings. Reservation required.
Olé	Spanish restaurant	✓	✓			

NAME	TYPE	NO SMOKING	AIR COND.	OPENING	BUFFET / MENU / SNACKS	COMMENTS
	Optional dinner			19.00- 20.30h 21.00- 22.00h	à la carte	2 sittings. Reservation required. Starters & dessert buffet.

## Bars

NAME	TYPE	COMMENTS
Dunas Lounge Bar	Lobby bar	Open from 09.00-24.00h. 10.30-12.00h: Continental breakfast.
	Poolside bar	24 hours. Poolside/plaza bar. Lounge bar with stage and dancing area next to it. Snacks & drinks from 01.00-07.00h.

## Remarks

Opening and mealtimes are subject to change.



ALL INCLUSIVE



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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.

In-room safe.

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.





RIU Hotels & Resorts  
Hotel Fact Sheet



OUTDOOR  
AREAS



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### Outdoor areas

### Swimming pools

POOL TYPE	SIZE (SQ M )	FRESH WATER	HEATABLE IN WINTER	INTEGRATED	COMMENTS
Outdoor pool	517		✓		
Children's pool with slides	89		✓		

### Pool area

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

### Beach

**Name:** Playa del Inglés

**Length of beach:** 6 km

**Distance from hotel:** 1,5 km approx.

### Beach facilities

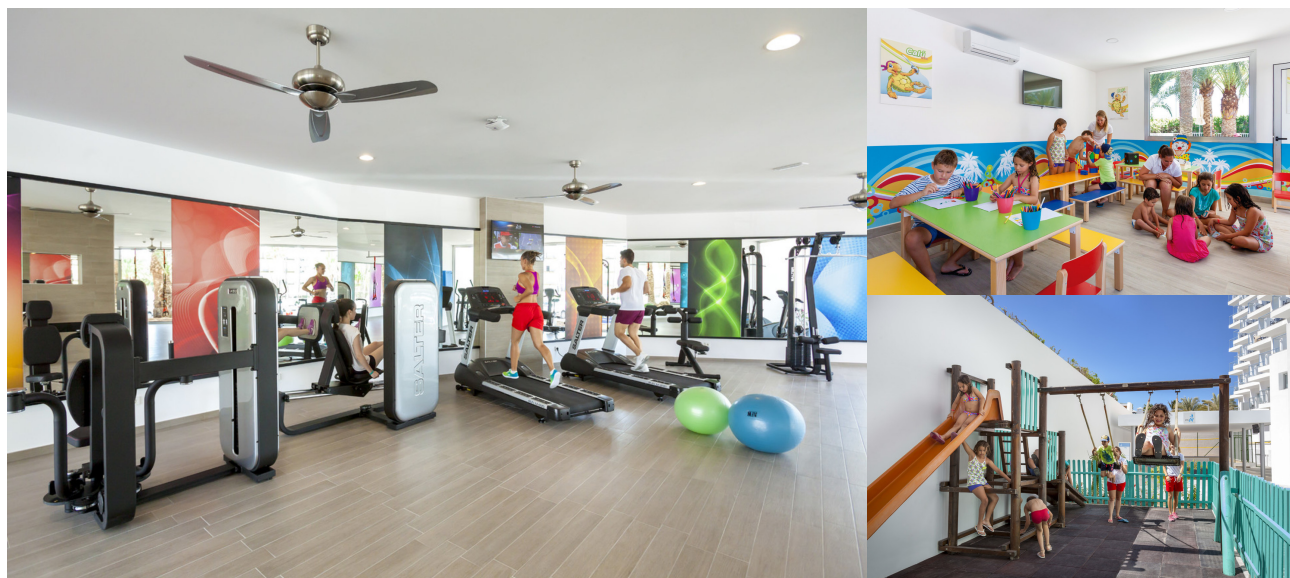


BEACH FACILITIES	EXTRA CHARGE	ALSO IN WINTER	COMMENTS
Parasols	✓	✓	Local provider.
Sun loungers	✓	✓	Local provider.

## Remarks

There are the busiest and best known beaches, such as the large stretch of sands at Maspalomas, a long strip of golden sand that starts out at Playa del Inglés all the way along to the great lighthouse at Maspalomas, around a desert of dunes bathing the southern tip of the island.

A complimentary hotel bus runs every day several times between hotel and Playa del Inglés beach.


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

ACTIVITY	NO CHARGE	EXTRA CHARGE	HOTEL	DISTANCE APPROX.	COMMENTS
Gym	✓		✓		Use of the gym is restricted to guests over 16 years old. Sports shoes are compulsory when using the gym.
RiuFit programme	✓		✓		Group fitness activities in the RiuFit area.
Volleyball	✓		✓		Beach volleyball court.
Bicycle hire		✓		3 km	Local provider.
Horse riding		✓		15 km	Local provider.
Kayaking		✓		2 km	Playa del Inglés, local provider.
Windsurfing		✓		2 km	Playa del Inglés, local provider.
Golf		✓		3 km	Maspalomas 18-hole golf court. Driving Range, Putting Green. Tuition available.
Golf		✓		8 km	Meloneras golf course 18-hole court. Driving Range, Putting Green. Tuition available.
Golf		✓		13 km	Salobre 18-hole golf court. Driving Range, Putting Green. Tuition available.

**Entertainment**

WHEN?	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
Daytime	RiuLand kids' club (4-7 & 8-12 yrs)	7	✓		Daytime entertainment programme for children ages 4 to 7 and 8 to 12.
	Daytime entertainment programme for adults	7	✓		
	RiuArt atelier	6		✓	Supplement for materials.
Evening	Live music, shows & RIU entertainment	7	✓		

## Children

FACILITIES	NO CHARGE	EXTRA CHARGE	COMMENTS
Children's playground	✓		
Cots	✓		
High chairs	✓		Depending on availability.
RiuLand kids' club (4-7 & 8-12 yrs)	✓		Daily.
Children's pool with slides	✓		89 sq.m.
Babysitter		✓	On request.



INFO FOR  
DISABLED  
GUESTS



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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)	27
Location of adapted rooms (area/floor)	On the 1st floor.

#### Remarks

There are 5 wheelchair adapted rooms, on request. Kingsize bed + sofa bed.

#### Adapted rooms - Door widths

Entrance	95 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	80 cm
Balcony/Terrace	110 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	X
Support/grab rails in bathtub	X
Clear wheelchair turning circle (1.50m diameter) in the bathroom	X
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	85 cm
Height of the toilet	45 cm

## General hotel facilities

Lift available	✓
Lift's door width	80 cm
Lift's depth	120 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	-
Stairs with handrail	X
Ladder - number of steps	5
Ramp available	✓
Ramp with handrail	✓
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	Lobby, Plaza bar.
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## Hotel location and environment

Surrounding areas of the hotel easily accessed by wheelchair users	✓
Flat	✓
Hillside	X
Paved sidewalks and streets	X
Flat landscape	X
Slightly rising or descending landscape	X
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	X
Shower seat	X
Support/grab rails in the shower	✓
Support/grab rails in the bathtub	X
Support/grab rails near WC	✓
Enough wheelchair turning room/floor space next to the WC	✓
Washbasin accessible for wheelchair	✓
Walk in shower (steps or raised lip)	✓
Step free shower (level entry with no raised lip or step)	X
Door widths - Entrance	95 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	80 cm
Balcony/Terrace	110 cm
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 )	BATHROOM WITH SHOWER	HAIR DRYER	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	IN-ROOM FAN	SMALL FRIDGE	1 BEDROOM	2 BEDROOMS	SITTING AREA	2 BEDS - SIZE: 110 x 200 cm	1 BED - SIZE: 180 x 200 cm	SOFA	BALCONY/TERRACE	COMMENTS
DDJB	Double room garden views	27	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Some rooms with 1 bed 180x200 cm instead of 2 beds 110x200 cm.
DDSB	Double room standard	27	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Some rooms with 1 bed 180x200 cm instead of 2 beds 110x200 cm.
F2SB	Family room outside views	37	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Some with 1 bed 180x200 cm and 1 bed 150x200 cm.
F2JB	Family room garden views	37	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Some with 1 bed 180x200 cm and 1 bed 150x200 cm.

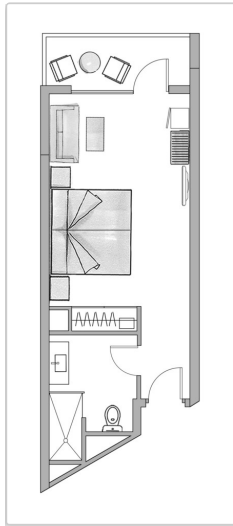
TOTAL: 468 ROOMS

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

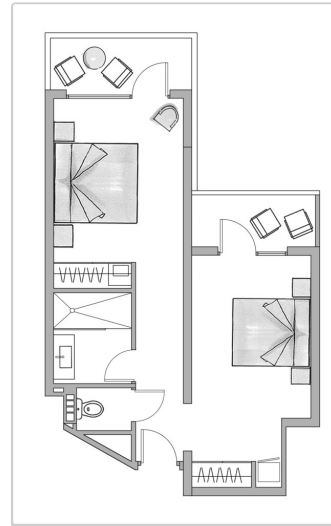
## Plans

Images for guidance purposes





DDSB, DDJB - Double room



F2SB, F2JB - Family room

## Features

Current : 220V

## Remarks

All rooms with balcony.