

**HOTEL RIU PALACE PUNTA CANA \*\*\*\*\***
**All Inclusive 24**  
by RIU

**PUNTA CANA**

Playa de Arena Gorda · Punta Cana · Dominican Republic

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RIU Code: XPC · Rumbo Code: 706

GPS: Lat: 18.722496 · Long: -68.459642

ALL INCLUSIVE 24H

**ROOMS**

676

**SMOKING POLICY**

 Non-smoking environment  
Only permitted in designated areas

**SEASON**

Open all year round

**Location**

Right on the beach	Playa Arena Gorda	
Closest town	El Cortecito	10 km approx.
Closest city	Higüey	40 km approx.
Airport	Punta Cana International (PUJ)	25 km approx.

**Building details**

NO.	BUILDING	FLOORS INCL.	GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Main building		4	6	676	

TOTAL: 676 ROOMS

**Construction & Renovations**

Built in: 2006

Riu hotel since: 2006

Last complete refurbishment: 2018

**Remarks**
**Environmental best practices**

GROUP	MEASURE
Communication	Environmental training for staff
Energy	Low-energy lighting
Energy	Main switch in guest rooms
Waste	Environmentally-friendly purchasing policy
Waste	Minimum use of single portion packs at buffets

GROUP	MEASURE
Water	Eco-Friendly towel change policy
Water	Hot-cold mixer tap
Water	Trickle irrigation
Water	Use of biodegradable cleaning agents
Water	Water saving aerator
Water	WC watersaving flush

## Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
TripAdvisor® Travellers' Choice	2023	2020.
HolidayCheck Recommended	2023	2021, 2019, 2018, 2016, 2014.
Loved by guests award/ hotels.com	2021	
HolidayCheck Special Award	2021	
HolidayCheck Award	2020	
Preverisk COVID-19 Hygiene Response	2020	
Golden Apple Award	2019	2017, 2016, 2015, 2014, 2013, 2012, 2011.
Travelife Gold Award		

## Exchange Privileges

EXCHANGE PRIVILEGES
Access to the facilities of the following RIU Hotels (excl. breakfast and dinner):
Riu Bambu

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## Facilities

### Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✓	Restaurants	7 restaurants.
✓	Bars	5 bars.
✓	Pools	6 swimming pools.
✓	"Splash Water World" water park	At the RIU Resort.
✓	RIU Land kids' club	
✓	Free WiFi throughout hotel	
✓	Gym	
✓	Wellness centre	
✓	Discotheque	
✓	Open air stage	At the RIU Resort.
✓	Kiosk	
✓	Free hotel parking	Open-air. Limited places. Unguarded.
✓	Doctor (on request, additional charge)	

✓ Available      ✗ Not available

## Reception

**Reception opening hours:** 24 hours

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

**Local languages:** Spanish

**Local currency:** Dominican Peso

## Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
Laundry service	✓	✓	
Rent a car	✓	✓	
Taxi ordering	✓		

## Means of payment

**Currency exchange in hotel**

**Accepted credit cards:** MasterCard · Visa · Amex

## Additional Information

No pets allowed.

## Wellness & Beauty

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Wellness centre	Renova Spa		✓	
Beauty salon			✓	
Hairdresser			✓	
Massages			✓	
Steam bath		✓		
Relaxation pool		✓		
Gym		✓		

Sports shoes are compulsory when using the gym.

Use of the gym, relaxation pool and steam bath is restricted to guests over 18 years old.

## External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
ATM		700 m		
Doctor		700 m		
Chemist		100 m		
Taxi rank		900 m		
Supermarket		2 km		
Shopping centre		5 km		
Bank		2 km		
Hospital		5 km		

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

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	NO SMOKING	AIR COND.	TERRACE
Main restaurant	La Isabela				✓	✓	✓
	Breakfast	07.00-11.00h	Buffet	Varied buffet, live cooking stations, fruit, juices and sparkling wine.			
	Dinner	18.30-22.00h	Buffet	Buffet with live cooking stations and assorted desserts. Vegetarian options available. Special evenings: three times a week.			
Spanish restaurant	La Bodega				✓	✓	
	Optional dinner	18.30h	à la carte	Starters buffet.			
Fusion restaurant	Krystal				✓	✓	
	Optional dinner	18.30h	à la carte				
Japanese restaurant	Yokohama				✓	✓	
	Optional dinner	18.30h	à la carte				
Italian restaurant	Luigi				✓	✓	
	Optional dinner	18.30h	à la carte	Starters buffet.			
Poolside restaurant/Theme restaurant	La Altagracia				✓		✓
	Lunch	12.00-17.30h	Buffet	Buffet with live cooking stations and assorted desserts.			
	Optional dinner	18.30h	à la carte	Steakhouse.			
Grill	Pepe's Food				✓		✓
	Lunch/ Snacks	11.30-16.00h	Buffet				

**Additional information**

RESERVATION REQUIRED	EXTRA CHARGE	COMMENTS
		Opening and meal times are subject to change.

**Bars**

TYPE	NAME	OPENING	COMMENTS	AIR COND.	TERRACE
Lobby bar	Daiquiri	10.00-24.00h		✓	
Patisserie & ice cream parlor	Capuchino	10.00-24.00h		✓	
Lounge bar	Los Rosario	18.00-24.00h	Stage.	✓	✓
Sports bar		0.00-24.00h		✓	
Poolside bar with swim-up bar	Saona**	10.00-18.00h	**Access to the swim-up bar is restricted to guests over 18 years old.		✓

### Dress code for dinner

Appropriate attire required for dinner.

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**All Inclusive**

ALL INCLUSIVE FACILITIES
All meals, snacks and beverages at hotel bars and restaurants.
International drinks with top brands throughout hotel.
Snacks and drinks 24 hours a day.
Room service 24 hours a day.
Regularly refilled minibar and liquor dispenser in the guest rooms.
Drinks service at the pool.
In-room safe.
WiFi throughout the hotel.
Free sports, activities and entertainment programme as described.
Free wellness facilities as described.
"Splash Water World" water park at the RIU Resort.
Free entry to the discotheque (excluding special evenings); drinks not included.
All hotel guests are required to wear an "All Inclusive" wristband for identification purposes.

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**Outdoor areas**
**Swimming pools**

AVAILABLE	POOL TYPE	SIZE (SQ M)	HEATED IN WINTER	SWIM-UP BAR (+18 YEARS)	COMMENTS
✓	Outdoor pool	570			
✓	Outdoor pool	202		✓	
✓	Outdoor pool	123			
✓	Children's pool with slides	70			
✓	Water park	-			At the RIU Resort. "Splash Water World" with water slides. Open 6 times a week. Guests must be of a height of at least 1.20m/3.9ft to be admitted. For safety reasons, the minimum recommended age is 12.
✓	Children's pool with slides	-			At the RIU Resort. Open 6 times a week.

**Pool area**

AVAILABLE	POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
✓	Sun terrace		
✓	Sun loungers		
✓	Parasols		
✓	Pool towels		
✓	Sunken sun loungers		
✓	Drinks service at the pool		

**Garden**
**Size:** 33.200 (sq m)

**Beach**
**Name:** Arena Gorda

**Length of beach:** 26 km

**Reserved area for hotel guests**
**Beach facilities**

AVAILABLE	BEACH FACILITIES	PROVIDED BY HOTEL	LOCAL PROVIDER	EXTRA CHARGE	ALSO IN WINTER	COMMENTS
✓	Sun loungers	✓			✓	



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

AVAILABLE	ACTIVITY	NO CHARGE	EXTRA CHARGE	HOTEL	LOCAL PROVIDER	DISTANCE APPROX.	COMMENTS
✓	Gym	✓		✓			
✓	Group fitness activities in the RIU Fit area	✓		✓			Daily.
✓	Windsurfing	✓		✓			
✓	Kayaking	✓		✓			
✓	Snorkel gear	✓		✓			
✓	Bodyboarding	✓		✓			
✓	Small catamaran (2 people max.)	✓		✓			Licence or previous knowledge required.
✓	1 scuba tryout in the pool	✓		✓			
✓	Tennis	✓				600 m	3 hard surface tennis courts at the RIU Resort.
✓	Scuba Diving School (PADI)		✓		✓		
✓	Golf		✓		✓	2 km	

Sports shoes are compulsory when using the gym.

Use of the gym is restricted to guests over 18 years old.

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

**Entertainment**

AVAILABLE	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	Daytime entertainment programme for adults	7	✓		
✓	RIU Party	X	✓		At the RIU Resort. Daytime & evening parties. Adults only.
✓	Live music, shows & RIU entertainment	7	✓		
✓	"Pacha" discotheque	7	✓		Temporarily closed.

X = several times a week

**Children**

AVAILABLE	FACILITIES	TIMES WEEKLY	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	RIU Land kids' club (4-7 & 8-12 yrs)	7	✓		
✓	Children's pool with slides		✓		
✓	Children's pool with slides		✓		At the RIU Resort. Open 6 times a week.
✓	High chairs (depending on availability)		✓		
✓	Cots on request		✓		

X = several times a week

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## Info for disabled guests

## Adapted rooms

Adapted rooms for wheelchair user available	✓
Room category	SJSM.
Number of adapted rooms	4
Size of adapted rooms (sq m)	35
Location of adapted rooms (area/floor)	On the 1st floor.

## Adapted rooms - 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	80 cm

## Adapted rooms - Bathroom facilities

Bathtub	✗
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	✗
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	80 cm
Height of the toilet	42 cm

## General hotel facilities

Lift available	✓
Lift's door width	90 cm
Lift's depth	152 cm
Possibility to rent a wheelchair or mobility scooter	✓

## Accessibility of public areas in the hotel

Not all public areas are accessible for wheelchair user
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Public areas which are not accessible by wheelchair:

AREA	NUMBER OF STEPS	REMARKS
Spa	1	

## Accessibility of hotels' swimming pool

At least one swimming pool accessible	✗
Stairs - number of steps	4
Stairs with handrail	✓
Ladder - number of steps	4
Ramp available	✓
Ramp with handrail	✓
Pool lift available (on request)	✗
Accessible bathroom near the swimming pool (distance)	45 m

## Additional facilities in hotel

Location of additional toilets for wheelchair user if available	Lobby, Restaurants area, Pool area.
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## Hotel location and environment

Surrounding areas of the hotel easily accessed by wheelchair users	✓
Flat	✓
Hillside	✗
Paved sidewalks and streets	✓
Flat landscape	✓
Slightly rising or descending landscape	✗
Paved way to the beach promenade	✓
Paved way to the ocean at the beach	✗
Wheelchair access to the sea	✗

## 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	✓
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	80 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	72 cm
Balcony/Terrace	80 cm
Number of standard rooms located on the ground floor	96

Please contact hotel if more detailed information is needed.

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RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq.m)	OCEAN VIEW (SEA VIEW)	BATHROOM WITH SHOWER	DOUBLE BATH WITH BATHTUB	BATHROOM W/SEPAR. W.C.	SPECIAL AMENITIES	HAIR DRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	IN-ROOM FAN	MINIBAR	LIQUOR DISPENSER	IRON & IRONING BOARD	1 BEDROOM	INTEGRATED LOUNGE	2 BEDS - SIZE	1 BED - SIZE	SOFA	BALCONY/TERRACE	ADAPTED ROOM	COMMENTS
SJSB	Junior suite	35	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2 beds 125x200 cm or 1 bed 200x200 cm.	
SJEB	Junior suite Superior	35	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2 beds 125x200 cm or 1 bed 200x200 cm.	
SJSF	Junior suite connecting door	35	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2 beds 125x200 cm or 1 bed 200x200 cm.	
SJMB	Junior suite ocean view	35	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
SUSB	Suite	67	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
SUMB	Suite ocean view	67	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		

RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq.m)	OCEAN VIEW (SEA VIEW)	GARDEN VIEW	BATHROOM WITH SHOWER	OPEN BATH WITH BATHTUB	DOUBLE AREA/SEP. W.C.	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIR DRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	LIQUOR DISPENSER	COFFEE MAKER	IRON & IRONING BOARD	1 BEDROOM	INTEGRATED LOUNGE	2 BEDS - SIZE: 125 x 200 cm	1 BED - SIZE: 200 x 200 cm	SOFA	BALCONY/TERRACE	ADAPTED ROOM	COMMENTS
SJSM	Adapted Junior suite	35	✓	✓	✓	✓	✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

TOTAL: 676 ROOMS ✓ Available, free of charge. ● Available, additional charge.

### Features

- Room service 24hrs free of charge
- Turn down service
- Current : 110V