

HOTEL
R I O M A R
IBIZA

—
T R I B U T E P O R T F O L I O

FIND YOUR BALANCE WHERE THE RIVER MEETS THE SEA



HOTEL
R I O M A R
IBIZA

TRIBUTE PORTFOLIO

ADDRESS	EMAIL & WEBSITE
Hotel Riomar Carrer des Riu, 48 07840, Santa Eulària des Riu Islas Baleares, España	bookings@hotelriomar.com info@hotelriomar.com hotelriomar.com
PHONE	SOCIAL MEDIA
+34 871 18 33 18	@hotelriomaribz

PROPERTY DETAILS	SERVICES
116 Guest Rooms including: 4 Suites 4 Fully Accessible Rooms	24h Reception, Concierge, Ocean Brasserie & Bar – dining terrace, Pool Deck, Tribe (garden), Fitness Studio, Beach

SINCERE SERVICE

It is often the little things that make a big
difference.

Making your stay a complete success
is our priority.

Let our Manager on Duty
or Guest Services know if any part
of your stay is not satisfactory.

We promise to make it right.

ENTERTAINMENT

Internet

Free WiFi is available throughout the hotel.

Select the network: **hotelriomar_guest** and follow the instructions on your wireless device to connect with the WiFi service. You can now browse the Internet, send and receive emails and connect to a VPN of your preference. Should you experience any problems please contact Guest Services.

The hotel's Privacy Policy is available via hotelriomar.com/privacy-policy

TV

A list of available channels is displayed through the TV menu, and below. You can also connect an Internet enabled wireless device to the TV. Follow the on-screen instructions to pair your device.

No.	Channel	Language	No.	Channel	Language
1	Bonvoy		42	CBS Drama	English
2	La1HD	Español	43	CBS Reality	English
3	La 2 HD	Español	44	CBS Justice	English
4	Antena 3	Español	45	Film 4 +1	English
5	Cuatro	Español	46	Quest Red	English
6	Telecinco	Español	47	CBBC HD	English
7	La Sexta	Español	48	Pop	English
8	IB3 HD	Español	49	TINYPOP	English
9	TEN	Español	50	CNN International	English
10	Clan HD	Español	51	Bloomberg TV	English
11	FDF	Español	52	Al Jazeera Eng HD	English
12	Divinity	Español	53	RTL	Deutsch
13	atreseries HD	Español	54	RTL2	Deutsch
14	Dkiss	Español	55	Das Erste HD	Deutsch
15	Antena.Neox	Español	56	SUPER RTL	Deutsch
16	Mega	Español	57	RTL nitro	Deutsch
17	DMAX	Español	58	RTL PLUS	Deutsch
18	BeMad TV HD	Español	59	ZDF HD	Deutsch
19	Nova	Español	60	ZDF INFOKANAL	Deutsch
20	Energy	Español	61	N-TV	Deutsch
21	Boing	Español	62	ZDF Neo	Deutsch
22	Paramount Network	Español	63	Toggo Plus	Deutsch
23	Disney Channel	Español	64	VOX	Deutsch
24	24 Horas	Español	65	ARTE HD	Deutsch
25	Teledporte HD	Español	66	3 SAT	Deutsch
26	Gol	Español	67	Kika HD	Deutsch
27	Realmadrid TV	Español	68	Eurosport Germany	Deutsch
28	BBC One HD	English	69	Rai Uno	Italiano
29	BBCTWOHD	English	70	Rai Due	Italiano
30	ITV1	English	71	Rai Tre	Italiano
31	ITV2	English	72	Rai News24	Italiano

32	ITV 3	English	73	TV 5 Monde Europe	Français
33	ITV4	English	74	ARTE France	Français
34	Channel 4	English	75	France 24	Français
35	E4+1	English	76	CNews	Français
36	MORE4	English	77	LCI	Français
37	ITVBe	English	78	BVN TV	Nederlands
38	GREAT! tv	English	79	RTP Internacional	Português
39	GREAT! movies	English	83	AL JAZEERA	Arabic
40	GREAT! action	English	84	AL JAZEERA Doc	Arabic
41	GREAT! classic	English	85	CCTV 4	Chinese

Newspapers

Complimentary newspapers are available via de PressReader App or on www.pressreader.com. Log on the Hotel Riomar Wifi & download the Press Reader app. Please contact Guest Services should you require assistance.

Mini Bar

A fridge is provided in your room for your use. Complimentary filtered still water, tea bags and coffee capsules are available during your stay.

Ice

Ice cubes and crushed ice are available via the Ocean Bar. If you would like ice delivered to your room please contact Guest Services on your room phone.

Phone Directory

9 - Guest Services / Concierge

Your room phone is equipped with a voicemail facility. Please press the messages button on your telephone to retrieve any voicemail messages.

Local Calls

- Calls to Spanish landline numbers are charged at 45c per minute.
- Dial 9 for an outside line (do not wait for the dial tone)
- Dial the area code followed by subscriber's number.

International Calls

- Dial 9 for an outside line (do not wait for the dial tone)
- Dial the country code, area code omitting the 0 and subscriber's number.
- Calls to mainland European landline numbers are charged at 2€ per minute.
- Calls to other international regions are charged at 6€ per minute.

Wake up Calls

Wake up calls can be programmed through the television using the remote control.

- Press 'ALARM ON' on the remote to access the menu.
- Alarm time: set the alarm time
- Alarm status: displays the current alarm status
- Alarm off: Select YES to cancel the alarm or NO to keep the alarm enabled.

When the alarm is enabled the icon appears on the clock display. Press ALARM OFF on the remote control to cancel the alarm. The icon disappears from the clock display. Alternatively, please contact Guest Services who can provide you with a telephone wake up call.

In-room Safe

Your room has a safe for use during your stay with us. It is located in the lower drawer of the wardrobe. Please follow the instructions featured on the safe.

Air Conditioning

All guest rooms have an air conditioning system. You can adjust the room to your preferred temperature using the control pad. When balcony doors are open, the air conditioning system automatically stops. To maintain your preferred temperature please close balcony doors when in use.

Pets

The hotel accepts assistance dogs. Kindly note that dogs may not be left alone in bedrooms and they are not permitted to be off their lead in the public areas including the terraces or garden. Dogs are not permitted to enter the pool. No other pets are permitted.

HOUSEKEEPING

Amenities and Room Deliveries

With our compliments your room is provided with the following items:

- Note pad, Pencil & Room Slippers

If you require any additional amenities, please call Guest Services on your room phone or ask Guest Services. Hotel Riomar can also provide the following items:

- Toothbrush and toothpaste dental kit
- Shaving foam and disposable razor kit
- Sewing kit – 6 needles with 6 colour threads
- Manicure kit – 3-way emery board and cuticle stick
- Shoe cleaning cloth
- Female sanitary items
- Umbrella
- Paper gift bag

Bath Robes

Your room is provided with a lightweight robe. You are welcome to use the robe during your stay with us. If you require additional robes, please call Guest Services on your room phone.

If you would like to take a Hotel Riomar robe home, they are available at the Riomar store. Retail price 65€.

Hairdryer

Hairdryers are provided in all hotel bedrooms and are in the wardrobe drawer. A power socket is located adjacent to the mirror.

Clothes brush / Shoehorn

Clothes brushes and shoehorns are available for guests to use during your stay with us. Please contact Guest Services to request these items.

Clothes Steamer

Hand held steamers are provided in all hotel bedrooms and are in the wardrobe drawer. A power socket is located adjacent to the bedside table.

Pillows

Hotel Riomar provides a choice of anti-allergenic and natural fibre pillows. Please contact Guest Services should you wish to change your pillow.

Towels / Bedsheets

Every day millions of liters of water and detergent are wasted on towels and sheets that have only been used once. Please help us with our efforts to conserve resources by:

- If your towels require laundering, please leave them on the shower floor. Towels that you will re-use should be placed

on the towel rail or hooks.

- If you'd like your sheets to remain unchanged, please place the card provided on the bed.

Laundry / Dry Cleaning / Ironing

Laundry and Dry Cleaning services are available upon request. Please contact Guest Services by 09:00h. Items will be returned to your room 48 hours after collection. Iron and ironing board sets are available for guests to use free of charge. Please contact Guest Services to request these.

Shoeshine / repairs

Available Monday to Saturday (excluding public holidays). Please contact Guest Services for availability.

Do not Disturb.

Please hang the Do Not Disturb (DND) door hanger outside your door. Generally, we will honour your request for privacy however, we reserve the right to enter your room for safety, security, or maintenance.



FACILITIES & SERVICES

Fitness Studio – Open 24 hours a day

The Fitness Studio is located on the ground floor. Entry is via the pool deck with access using your room keycard. The studio is open 24 hours a day however, at certain times the studio may be booked for private classes. Please observe the safety rules displayed within the studio. The hotel accepts no liability for any injury, death or loss associated with the use of these facilities.

Pool Deck

Please observe the safety rules displayed around the swimming pool. The hotel accepts no liability for any injury, death or loss associated with the use of the pool facilities. The pool is for use from 10:00 – 18:00h

Beach

Food & Drinks by Ocean & Bar from 9:00 to 18:00h

FOOD & BEVERAGE

Breakfast @ Riva

Buffet breakfast menu is available at Riva from 08:00 – 11:30h

In-room Dining

Breakfast: 7:30 – 11:30

Drinks: 7:30 – 00:00

Dining: 11:30 – 22:30

Ocean Brasserie

The lobby lounge is home to Ocean Brasserie & Bar, offering a lunch and dinner service.

Lunch Menu: 11:30 – 19:30

Dinner Menu: 19:30 – 23:00

Ocean Bar

Drinks service 08:00 – 00:00h

Pool Deck

Food & drinks by Ocean Brasserie & Bar from 10:00 to 18:00h

Beach

Food & drinks by Ocean Brasserie & Bar 09:00 to 18:00h

MASSAGE @ TRIBE

Book via the Concierge team

HOTEL

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Indulge and Unwind:

Discover Our Spa Services

EXPRESS HOLISTIC MASSAGE

30 min

75€

AROMATIC RELAXATION

50/80 min

120/170€

SPORTS MASSAGE

50/80 min

130/180€

REIKI MASSAGE

60 min

99€

ORIGINAL MESSAGES

TRADITIONAL THAI

50/80/110min

130/180/210€

LOMMI LOMMI NUI HAWAII

80 min

165€

EXCLUSIVE TREATMENTS

CUSTOM FUSION

80 min

150€

TIME FOR TWO.

80 min

360€

SPECIAL TREATMENTS

FOOT REFLEXOLOGY

25/50 min

50€ /90€

JET LAG

30/50 min

75€/110€

FRONT DESK SERVICES

Reservations

To book your stay at Hotel Riomar the best rate is always guaranteed by booking direct via the hotel website. To extend your stay with us, please contact Guest Services.

Travel Information

For assistance with your travel arrangements please contact Guest Services.

The nearest airport is Ibiza Airport (IBZ), located 21.8km (13.5 miles) by road. Driving time from Hotel Riomar to Ibiza Airport is approximately 20 minutes. This may be extended due to the time of day and the amount of traffic.

Arrival and Departure Times

Check-in time is from 15:00h onwards. Guests are required to check-out before 12:00h on the day of departure. Should you require a late check-out please contact Guest Services who will advise you of the availability and charge.

Cash Deposits

The hotel does not offer any banking of cash other than that used for the payment of hotel services.

ATM

The nearest ATM machine is located at the front of the hotel.

Cheque Cashing

The hotel does not offer any cheque cashing or deposit services.

Credit Cards

We accept MasterCard, Visa, American Express and UnionPay. It is our policy to authorise credit cards for the full amount of a guest's stay, including €50 per night refundable deposit for extras, on check-in. Please be advised that when settling by debit card, it is our policy that payment for the entire stay will be taken upon check-in. We reserve the right to debit a guest's credit card with any changes omitted in error at the time of check-out, when a guest fails to settle their total bill on departure or charges for any damage caused in the Hotel during a guests' stay by any guest or any guests staying in the room. When paying in cash, the full amount of the stay will be required on arrival and a 100€ per day refundable deposit may be requested in addition to identity verification such as a passport.

Currency Exchange

The hotel offers a currency exchange service. Please ask Guest Services for assistance.

Porter Services

Our Porter is available to assist you with luggage to and from your room. If you require assistance, please call Guest Services on your room phone.

Coat Check /Luggage Storage / Valuables

We can temporarily securely store personal items for up to 24 hours during your stay with us. Please ask Guest Services for more information.

Lost & Found

Any personal items found at Hotel Riomar will be securely stored for up to 48 hours. If you have lost any personal item during your stay with us, please contact us and we will endeavour to locate the item. If any personal property is found in your room after your departure, we will contact you via the contact information you have provided during check-in / check-out.

CONCIERGE SERVICES

Car Service

For assistance with car hire and chauffeur services please contact Concierge.

Taxi

Our concierge is available to book any local transport requirements you may have during your stay.

Public Transportation

Our concierge can assist you with locating the nearest Public Transport facilities.

Parking / Valet Parking

If you are arriving at Hotel Riomar by car, we have limited access to parking. There is a 15€ per day parking charge with valet parking service included.

Chemist / Pharmacy

Please contact Concierge for details of local healthcare services.

Dentist

Should you require the assistance of a Dentist, please speak to the Concierge who will be able to provide you with contact details.

Doctor

Should you require the assistance of a doctor, please speak to the Concierge who will be able to provide you with contact details.

Babysitting

Guest Services can arrange for a certified babysitter to assist your childcare needs. 24-hour advanced notice is required.

Postal Services

We can accept mail or packages addressed to you at the hotel during your stay with us. For the sending of mail or parcels please contact the Concierge who can advise on local postal services. The hotel does not facilitate a postal forwarding service.

Gift Certificates

If you would like to give the gift of a stay at Hotel Riomar please ask about our Gift Certificates, available through the Riomar store.

Special Requests

For any special requests please contact Concierge.

FOR EMERGENCY ASSISTANCE PLEASE USE THE EMERGENCY BUTTON ON YOUR ROOM PHONE

SAFETY AND SECURITY

For a safety and convenience for all of Hotel Riomar's guests and visitors, please be considerate of others' needs when staying with us. Any disruptive behaviour or breach of health and safety protocols could result in you being removed from the hotel and prosecuted for criminal damage or harm to others. The property is monitored by CCTV to ensure its security and the safety of our guests. Should you experience any problems please contact Guest Services.

SMOKE FREE POLICY

For a safe and pleasurable experience for all our guests, Hotel Riomar operates a No Smoking policy. All indoor areas including all guest rooms, corridors and hallways, bar, restaurant, fitness studio, WCs are covered by our Smoke Free policy.

Ashtrays are provided throughout the hotel including for use on hotel balconies. For the consideration of other guest, if smoking on balconies please keep the sliding doors closed.

To reduce the impact of waste on the environment the beaches of Santa Eulalia are smoke free. Please move to the public promenade or pavement and carefully dispose of cigarette or cigar waste in a bin.

Where smoking occurs in guest rooms or any public area we will charge to your bill a €250 service fee plus an additional daily rate due to loss of revenue incurred.

BALCONIES

Please observe the following balcony safety advice:

Secure sliding door lock when returning to or leaving the room. Do not leave children unattended on or near the balconies.

EMERGENCY

Fire

Familiarise yourself with the Personal Emergency Evacuation Plans (PEEP) instructions, including directions to your nearest emergency exit, displayed on the back of your room entry door. In the event of the fire alarm being activated please leave the building via the nearest escape route. Under no circumstances should elevators be used to evacuate. Do not stop to collect personal belongings. Assemble at the evacuation point on Calle del Rio opposite the hotel front entrance.

If you discover fire, activate the nearest break glass point or press the emergency button on your room phone.

Assisted Evacuation

We operate a system of assisted evacuation for guests and visitors with disabilities or limited mobility. In the case of an emergency evacuation of the hotel, move to the nearest refuge point and use the intercom system.

First Aid

First Aiders are available. In case of an emergency requiring first aid assistance call Guest Services or press the emergency button on your room phone.

Emergency Lighting

In the event of a power failure, emergency lighting will come on throughout the building. Candles are not permitted in any area of the hotel in the interest of safety

