

HOTEL
R I O M A R
IBIZA



TRIBUTE PORTFOLIO

FIND YOUR BALANCE WITH PERFECT MOMENTS



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IBIZA

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TRIBUTE PORTFOLIO

ADDRESS	EMAIL & WEBSITE
Hotel Riomar Carrer des Riu, 48 07840, Santa Eulària des Riu Islas Balears, España	bookings@hotelriomar.com info@hotelriomar.com hotelriomar.com
PHONE	SOCIAL MEDIA
+3487118 3318	@hotelriomaribz
PROPERTY DETAILS	SERVICES
116 Guest Rooms Including: 4 suites 4 fully Accessible Rooms	24 h Reception, Concierge, Ocean Brasserie & Bar – dinning 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:

Tribute_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	La2HD	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	LaSexta	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	atreseriesHD	Español	54	RTL2	Deutsch
14	Dkiss	Español	55	Das Erste HD	Deutsch
15	Antena.Neox	Español	56	SUPER RTL	Deutsch
16	Mega	Español	57	RTLnitro	Deutsch
17	DMAX	Español	58	RTLPLUS	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	Teledeporte HD	Español	66	3 SAT	Deutsch
26	Gol	Español	67	KikaHD	Deutsch
27	Realmadrid TV	Español	68	EurosportGermany	Deutsch
28	BBC OneHD	English	69	Rai Uno	Italiano
29	BBC TWO HD	English	70	Rai Due	Italiano
30	ITV1	English	71	Rai Tre	Italiano
31	ITV2	English	72	RaiNews24	Italiano
32	ITV3	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 the PressReader App or on. 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 in the room &. 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

- Dial 9 to call Front Desk
- Calls to Spanish landline numbers are charged at 45c per minute.
- Dial 0 for an outside line (do not wait for the dial tone)
- Dial the area code followed by subscriber's number.

International Calls

- Dial 0 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 scheduled at your convenience through the Front Desk.

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 welcomes assistance dogs as well as dogs up to 15 kg. Kindly note that dogs may not be left unattended in the rooms and must be kept on a lead at all times in public areas, including terraces and gardens. Dogs are not permitted in the pool area or in Riva.

HOUSEKEEPING

Amenities and Room Deliveries

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

- Notepad, 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
- Vanity kit – 3-way emery board and cuticle stick
- Shoe cleaning cloth
- Female sanitary items
- Umbrella
- Paper gift bag

These items are available with our compliments.

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 to home, they are available at the Riomar store. Retail price 65€.

Hairdryer

The hairdryers are in the bathroom, on the shelf beneath the sink for your convenience. A power socket is located adjacent to the mirror.

Clothes brush / Shoe horn

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

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

To promote an environmentally friendly policy and help us protect the environment, please place used towels on the shower floor to indicate you wish to be provided with a clean supply.

Laundry / Dry Cleaning / Ironing

Laundry and Dry Cleaning services are available upon request. Please contact Guest Services before 09:00h. Laundry items will be returned within 24 hours, and Dry Cleaning within 48 hours after collection.

Iron and ironing board sets are available for guests to use free of charge. Kindly contact Guest Services to request these items.

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

Complementary for hotel guests from 09:00 - 18:00h.

FOOD & BEVERAGE

Breakfast

Buffet breakfast menu is available in the Ocean Brasserie from

08:00 - 11:30h

In-room Dining

Service to your room 06:00 – 00:00h. Last order for food 22:30 and for drinks 00:00

Ocean Brasserie

The lobby lounge is home to Ocean Brasserie & Bar, offering an all-day menu. All

Day menu from 11:30 - 22:30h

Ocean Bar

Drinks service 08:00 - 00:00h

Pool Deck

Food & drinks by Ocean Brasserie & Bar 11:30 to 19:00h

TRIBE

Morning yoga (complimentary for hotel guests from May onwards) Massage

sessions tent – book via the Concierge team

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 €100 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.

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 20€ 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.

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 saf