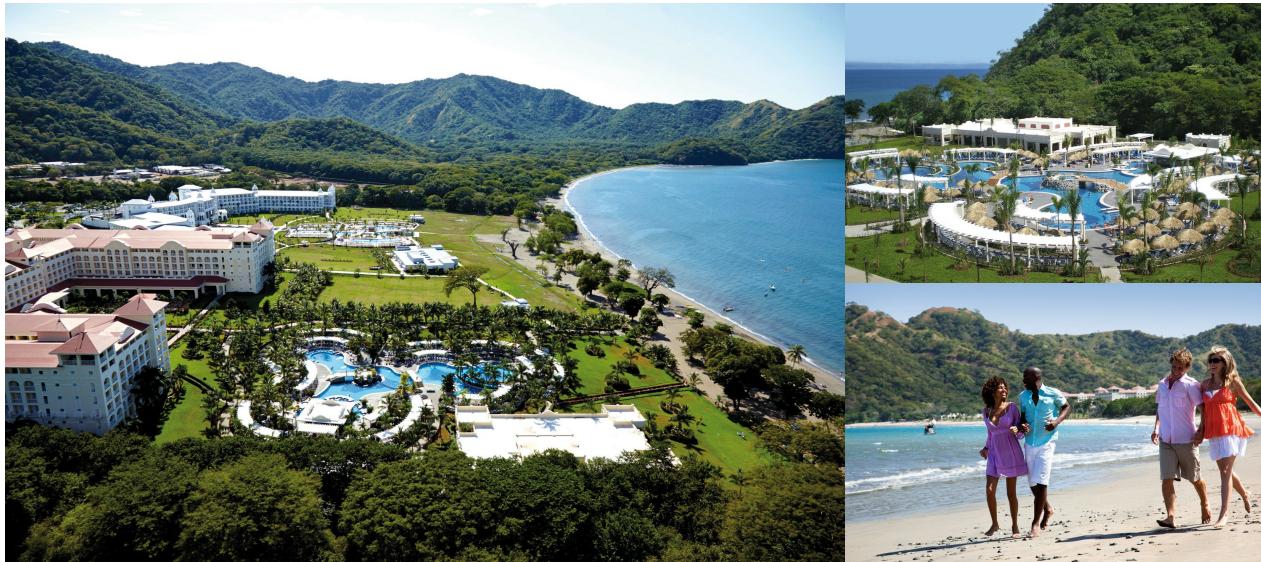




Hotel Fact Sheet

GENERAL INFORMATION



HOTEL RIU GUANACASTE *****

PLAYA MATAPALO

Playa Matapalo, Sardinal · Carrillo · Guanacaste · Costa Rica

Tel: +506 268 123 00 · Fax: +506 268 123 05 · E-Mail: hotel.guanacaste@riu.com

RIU Code: GNC · Rumbo Code: 5401

GPS: Lat: 10.528469 · Long: -85.746996

ALL INCLUSIVE 24H

All Inclusive 24

by RIU

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ROOMS

701

SMOKING POLICY

Non-smoking environment
Only permitted in designated areas

SEASON

Open all year round

Location

Hotel right on the beach		
Closest town	Nuevo Colón	5 km approx.
Closest town	Playas del Coco	18 km approx.
Closest city	Liberia	44 km approx.
Airport	Guanacaste Airport (LIR)	33 km approx.

Building details

NO.	BUILDING	FLOORS INCL. GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Building	6	6	701	
TOTAL: 701 ROOMS					

Construction & Renovations

Built in: 2008/09

Riu hotel since: 2009

Environmental best practices

GROUP	MEASURE
Communication	Environmental training for staff
Energy	Low-energy lighting
Energy	Main switch in guest rooms
Sustainability certificates	Use of biodegradable cleaning agents
Waste	Minimum use of single portion packs at buffets
Water	Eco-Friendly towel change policy
Water	Hot-cold mixer tap
Water	Trickle irrigation
Water	WC watersaving flush

Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
Loved by guests award/ hotels.com	2021	2017.
Preverisk COVID-19 Hygiene Response	2020	
HolidayCheck Recommended	2019	
MLT Quality Assurance Award	2016	2015, 2014, 2013.
Golden Apple Award	2014	
Travelife Gold Award		



HOTEL RIU GUANACASTE *****

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Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✓	Restaurants	5 restaurants.
✓	Bars	5 bars.
✓	Pools	7 swimming pools.
✓	"Splash Water World" water park	At the RIU Resort.
✓	Free WiFi throughout hotel	
✓	Gym	
✓	Wellness centre	At the RIU Resort.
✓	Discotheque	At the RIU Resort.
✓	Conference centre	At the RIU Resort.
✓	Doctor (on request, additional charge)	At the RIU Resort.

✓ Available

✗ Not available

Reception

Reception opening hours: 24 hours

Reception staff speak: Spanish · English

Local languages: Spanish

Local currency: Costa Rican Colon

Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
Laundry service	✓	✓	
24 hour reception	✓	✓	
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 / RIU Resort		✓	
Beauty salon			✓	
Hairdresser			✓	
Massages			✓	
Steam bath		✓		Reservation required.
Whirlpool bath		✓		Reservation required.
Gym		✓		

Sports shoes are compulsory when using the gym.

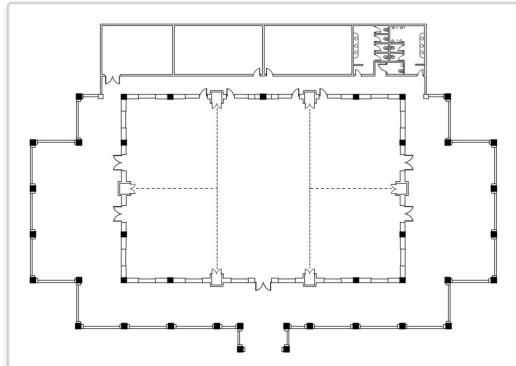
Use of the gym, whirlpool bath and steam bath is restricted to guests over 18 years old.

Conference Facilities

NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	DAYLIGHT	COMMENTS
Grand Ballroom (1-5)	824	6	730	260	450	730	180	✓	
Flamingo 1 (1)	136	6	120	60	40	120	30	✓	
Flamingo 2 (2)	136	6	120	60	40	120	30	✓	
Tamarindo (3)	280	6	250	120	80	250	60	✓	
Brasilito 1 (4)	136	6	120	60	40	120	30	✓	
Brasilito 2 (5)	136	6	120	60	40	120	30	✓	

Images

Images for guidance purposes



Conference rooms

Remarks

It's a separate Conference centre in the RIU Resort. All rooms lie in the ground floor and have air conditioning, mobile partition walls, daylight and WiFi.

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
Bank		18 km		
Chemist		18 km		
Hospital		44 km		


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Food & Beverages
Restaurants

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	NO SMOKING	AIR COND.	TERRACE
Main restaurant	Liberia				✓	✓	✓
	Breakfast	07.00- 10.00h	Buffet	Full American breakfast buffet and live cooking stations.			
	Dinner	18.00- 21.30h	Buffet	Buffet with live cooking stations. Vegetarian options available. 3 x per week themed buffet.			
Asian restaurant	Furama				✓	✓	
	Optional dinner	18.30h	Buffet				
Italian restaurant	La Toscana				✓	✓	
	Optional dinner	18.30h	à la carte	Starters and desserts buffet.			
Gourmet restaurant	Tucán				✓	✓	
	Optional dinner	18.30h	à la carte				
Poolside restaurant/Theme restaurant	Ocotá				✓		✓
	Continental breakfast	10.00- 12.00h	Buffet				
	Lunch	12.00- 15.00h	Buffet	Buffet with live cooking stations and assorted desserts.			

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	NO SMOKING	AIR COND.	TERRACE
	Optional dinner	18.30h	à la carte	Steakhouse.			

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	Filadelfia	10.30-24.00h		✓	
Lounge bar	Pura Vida	18.00-24.00h	Stage.	✓	
Sports bar	Sports	0.00-24.00h		✓	
Bar	La Plaza	19.00-24.00h			✓
Poolside bar with swim-up bar	Santa Cruz**		**Access to the swim-up bar is restricted to guests over 18 years old.		✓

Dress code for dinner

Appropriate attire required for dinner.



HOTEL RIU GUANACASTE *****

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All Inclusive

ALL INCLUSIVE FACILITIES

All meals, snacks, domestic and international alcoholic and non-alcoholic beverages in all hotel bars and restaurants.

Snacks and drinks 24 hours a day.

Regularly refilled minibar and liquor dispenser in the guest rooms.

In-room safe.

Free sports, activities and entertainment programme as described.

Free wellness facilities as described.

Free entry to the discotheque.

WiFi throughout the hotel.

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**	COMMENTS
✓	Outdoor pool	722			
✓	Outdoor pool	716			
✓	Outdoor pool	197		✓	
✓	Whirlpool	-			
✓	Children's pool	-			
✓	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.

Remarks

**Access to the swim-up bar is restricted to guests over 18 years old.

Pool area

AVAILABLE	POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
✓	Sun terrace		

AVAILABLE POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
✓ Sun loungers		
✓ Parasols		
✓ Pool towels		
✓ Sunken sun loungers		

Garden

Size: 35.000 (sq m)

Beach

Name: Matapalo

Length of beach: 1,3 km

Reserved area for hotel guests

Beach facilities

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

Remarks

The natural, fine and dark-sandy beach lies directly by the hotel, surrounded by lush vegetation.


HOTEL RIU GUANACASTE *****

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Activities & Entertainment
Sports

AVAILABLE	ACTIVITY	NO CHARGE	EXTRA CHARGE	HOTEL	LOCAL PROVIDER	DISTANCE APPROX.	COMMENTS
✓	Gym	✓		✓			
✓	Workout	✓		✓			
✓	Tennis	✓		✓			Floodlit hard surface tennis court.
✓	Racquets and tennis balls, with deposit	✓		✓			
✓	Beach volleyball court	✓		✓			
✓	Stand up paddle surfing (SUP)	✓		✓			
✓	Windsurfing	✓		✓			
✓	Kayaking	✓		✓			
✓	Bodyboarding	✓		✓			
✓	Snorkel gear	✓		✓			
✓	1 scuba tryout in the pool	✓		✓			
✓	Scuba diving		✓	✓		50 m	
✓	Golf		✓	✓		20 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	✓		
✓	Live music, shows & RIU entertainment	7	✓		
✓	RIU Party	1	✓		
✓	"Pacha" discotheque	6	✓		At the RIU Resort. Free entry. Drinks extra charge.

X = several times a week

Children

AVAILABLE	FACILITIES	TIMES WEEKLY	NO CHARGE	EXTRA CHARGE	COMMENTS
✓	Children's entertainment (4-12 yrs)	7	✓		
✓	Children's pool with slides		✓		At the RIU Resort. Open 6 times a week.
✓	Children's pool		✓		
✓	Children's playground		✓		
✓	High chairs (depending on availability)		✓		
✓	Cots on request		✓		
✓	Babysitter 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	DBSM.
Number of adapted rooms	14
Size of adapted rooms (sq m)	31
Location of adapted rooms (area/floor)	On the ground floor.

Adapted rooms - Door widths

Entrance	100 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	100 cm
Balcony/Terrace	90 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	40 cm

General hotel facilities

Lift available	✓
Lift's door width	90 cm
Lift's depth	140 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	✓
Stairs - number of steps	7
Stairs with handrail	✓
Ladder - number of steps	5
Ramp available	✓
Ramp with handrail	✗
Pool lift available (on request)	✗
Accessible bathroom near the swimming pool (distance)	75 m

Additional facilities in hotel

Location of additional toilets for wheelchair user if available Lobby, Lounge bar, Steakhouse.

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 ✓

Shower	✓
Roll in shower/shower accessible for wheelchair	✗
Shower seat	✗
Support/grab rails in the shower	✓
Support/grab rails in the bathtub	✓
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)	✗
Door widths - Entrance	80 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	70 cm
Balcony/Terrace	80 cm
Number of standard rooms located on the ground floor	57

Please contact hotel if more detailed information is needed.



Hotel Fact Sheet

ROOMS



HOTEL RIU GUANACASTE ****

PLAYA MATAPALO

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RIU INTERNAL CODES
RIU STANDARD DESCRIPTION

		SURFACE EXCLUDING BALCONY (sqm)	SEA VIEW	BATHROOM WITH SHOWER	BATHROOM WITH BATH	HYDROMASSAGE BATH	OPEN BATH AREA	BATHTUB & SEP. SHOWER	BATHROOM WASHBASIN	W.C.	HAIRDRYER	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	Liquor Dispenser	Iron & Ironing Board	1 BEDROOM	2 BEDROOMS	INTEGRATED LOUNGE	2 BEDS ROOM	1 BED - SIZE: 125x200 cm	1 BED - SIZE: 125x200 cm	SOFA	SOFA BED	BALCONY TERRACE	WHIRLPOOL ON TERRACE	ADAPTED ROOM	COMMENTS
DBSB	Double room standard	31		✓			✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓						✓	✓	✓	✓	2 beds 125x200 cm or 1 bed 200x200 cm.				
DGSB	Family room	38		✓			✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓					
DBJB	Double room courtyard view	31		✓			✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓	2 beds 125x200 cm or 1 bed 200x200 cm.				
DBMB	Double room sea view	31	✓	✓			✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓	2 beds 125x200 cm or 1 bed 200x200 cm.				
DBSC	Double room standard Connecting	31		✓			✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓					
DBJC	Double room courtyard view Connecting	31		✓			✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓					
SUSB	Suite	66			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓	2 steps between sleeping & lounge area.				
DBMC	Double room sea view Connecting	31	✓	✓			✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓					

RIU INTERNAL CODES
RIU STANDARD DESCRIPTION

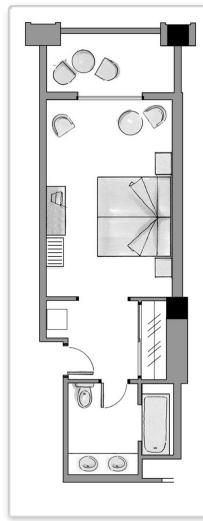
		SURFACE EXCLUDING BALCONY (sq m)	SEA VIEW	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	HYDROMASSAGE BATHTUB	OPEN BATH AREA/SEP. W.C.	DOUBLE BATH AREA/SEP. W.C.	BATHROOM WASH-BASIN	HAIRDRYER	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	LIQUOR DISPENSER	IRON & IRONING BOARD	INTEGRATED DRESSING BOARD	1 BEDROOM	2 BEDROOMS	DRESSING ROOM	1 BED - SIZE: 125 x 200 cm	1 BED - SIZE: 125 x 200 cm	SOFA - SIZE: 200 x 200 cm	BALCONY/TERRACE	ADAPTED ROOM ON TERRACE	COMMENTS
DBSM	Adapted room	31	✓				✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
F2SB	Family suite	76	✓	✓			✓	✓	●	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓				
SUMZ	Suite jacuzzi	66	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	2 steps between sleeping & lounge area.			

TOTAL: 701 ROOMS

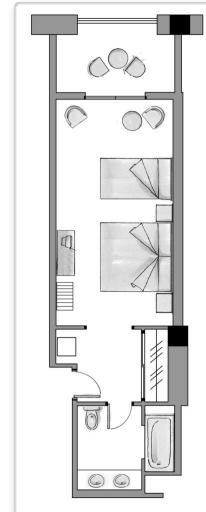
✓ Available, free of charge. ● Available, additional charge.

Plans

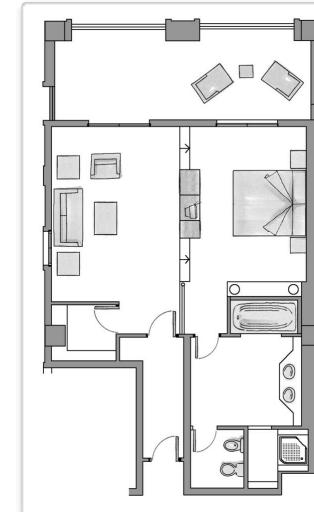
Images for guidance purposes



DBSB_DBSC_DBMB_DBMC_DBJC - Double room



DGSB - Family room



SUSB - Suite

Features

Current : 110V

Remarks

Cot on request.