RIU HOTELS & RESORTS

Hotel Fact Sheet

GENERAL INFORMATION



HOTEL RIU PLAZA CHICAGO

CHICAGO

150 E Ontario St. · 60611 · Chicago · Illinois · United States
Tel: +1 312 363 3480 · E-Mail: hotel.plazachicago@riu.com
RIU Code: ZCH · Rumbo Code: 5811
GPS: Lat: 41.8934815 · Long: -87.623477

BED AND BREAKFAST

ROOMS	SMOKING POLICY	SEASON
390	Non-smoking environment	Open all year round

Location

City hotel	Chicago	
Airport	Chicago O'Hare	27 km approx.
Airport	Midway International Airport	22 km approx.

Building details

NO.	BUILDING	FLOORS INCL. GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Building	28	4	390	

TOTAL: 390 ROOMS

Construction & Renovations

Built in: 2023/24
Riu hotel since: 2024

Environmental best practices

GROUP	MEASURE
Energy	Low-energy lighting
Energy	Main switch in guest rooms
Waste	Separate waste collection: glass, paper, plastics
Water	Eco-Friendly towel change policy

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FACILITIES



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Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✔	Bar/Restaurant	
✔	Gym	
✔	Free WiFi throughout hotel (Included in the facility fee)	

✔ Available ✗ Not available

Reception
Reception opening hours: 24 hours
Reception staff speak: English · Spanish
Local languages: English
Local currency: US Dollar

Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
Laundry service	✔	✔	
Taxi ordering	✔		

Facility Fee
Our facility fee includes Wifi, water on arrival, coffee in the room, gym access, document printing at the front desk and the luggage store (on arrival and departure days until 9.00 p.m.).

Means of payment

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Accepted credit cards: MasterCard · Visa · Amex · Diners · Discover · JCB card

Additional Information

No pets allowed.
To proceed with the check-in, a deposit in cash or credit card is required.

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
Bank		1 km		
Chemist		1 km		
Hospital		300 m		
Bus stop		80 m		
Underground station		500 m		
ATM		200 m		

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Hotel Fact Sheet
FOOD & BEVERAGES





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Food & Beverages

Restaurants

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	NO SMOKING	AIR COND.	TERRACE
Restaurant					✔	✔	
	Breakfast	07.00-10.00h	Buffet	Varied buffet.			

Additional information

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

Bars

TYPE	NAME	OPENING	COMMENTS	AIR COND.	TERRACE
Bar	The Rooftop	16.00-23.00h Monday to Friday, Sunday 16.00-24.00h Saturday	Closed in winter.		✔
Lobby bar/Grab & Go		07.00-24.00h		✔	

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ACTIVITIES & ENTERTAINMENT



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Activities & Entertainment

Sports

AVAILABLE	ACTIVITY	NO CHARGE	EXTRA CHARGE	HOTEL	LOCAL PROVIDER	DISTANCE APPROX.	COMMENTS
✔	Gym (24 hours)	✔		✔			Included in the facility fee.

Sports shoes are compulsory when using the gym.
Use of the gym is restricted to guests over 18 years old.

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INFO FOR DISABLED GUESTS

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Info for disabled guests

Adapted rooms

Adapted rooms for wheelchair user available	✔
Room category	DLKM, DLTM
Number of adapted rooms	12
Size of adapted rooms (sq m)	30
Location of adapted rooms (area/floor)	Adapted rooms located on different floors

Adapted rooms - Door widths

Entrance	88 cm
Bedroom *(if there is an extra door)*	-
Living room *(if there is an extra door)*	-
Bathroom	80 cm
Balcony/Terrace	-

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)	0 cm
Entry height of the bathtub (from floor)	-
Height of the basin	70 cm
Height of the toilet	44 cm

General hotel facilities

Lift available	✔
Lift's door width	170 cm
Lift's depth	-
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	-
Stairs with handrail	✗
Ladder - number of steps	-
Ramp available	✗
Ramp with handrail	✗
Pool lift available (on request)	✗
Accessible bathroom near the swimming pool (distance)	-

Additional facilities in hotel

Location of additional toilets for wheelchair user if available	Lobby

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	88 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	80 cm
Balcony/Terrace	-
Number of standard rooms located on the ground floor	0

Please contact hotel if more detailed information is needed.

RIU
HOTELS & RESORTS

Hotel Fact Sheet
ROOMS



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RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq m)	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB & SEP. SHOWER	DOUBLE WASHBASIN	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIRDRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL HEATING (depending on season)	CENTRAL AIR CONDITIONING (depending on season)	IN-ROOM SAFE	SMALL FRIDGE	COFFEE MAKER	IRON & IRONING BOARD	1 BEDROOM	SEPARATE LOUNGE	2 BEDS - SIZE: 150 x 200 cm	1 BED - SIZE: 180 x 200 cm	SOFA	SOFA BED	SOFA OR SOFA BED	ADAPTED ROOM	COMMENTS
DLK	Deluxe King	28	✔		✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔			✔	✔					
DLT	Deluxe 2 Queen Beds	33	✔		✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔			✔							
DFK	Deluxe Family King	29	✔		✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔				✔		✔				
DFT	Deluxe Family 2 Queen Beds	33	✔		✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔			✔			✔				
DLKM	Deluxe Accesible King	30	✔			✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔				✔			✔	✔		
DLTM	Deluxe Accesible 2 Queen Beds	33	✔			✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔		✔							✔	
SUK	Suite	61		✔	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔		✔		✔				

TOTAL: 390 ROOMS

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

Features

Current : 110V

Remarks

No extra beds in rooms available.