RIU HOTELS & RESORTS

Hotel Fact Sheet

GENERAL INFORMATION



HOTEL RIU PLAZA FISHERMAN'S WHARF

SAN FRANCISCO

2500 Mason Street · 94133 · San Francisco · California · United States
Tel: +1 415-362-5500 · E-Mail: hotel.plazafishermanswharf@riu.com
RIU Code: ZFW · Rumbo Code: 5831
GPS: Lat: 37.8069865 · Long: -122.41598

BED AND BREAKFAST

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

Location

City hotel	San Francisco	
Airport	SFO San Francisco Intl Airport	29 km approx.

Building details

NO.	BUILDING	FLOORS INCL. GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Main building	4	3	273	
2	Annexed buildings	4	2	258	

TOTAL: 531 ROOMS

Construction & Renovations

Built in: 1975
Riu hotel since: 2019
Last partial refurbishment: 2019

Environmental best practices

GROUP	MEASURE
Communication	Environmental training for staff
Waste	Minimum use of single portion packs at buffets
Water	Eco-Friendly towel change policy

Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
HolidayCheck Award	2025	
TripAdvisor® Travellers' Choice	2023	
HolidayCheck Recommended	2023	
Booking Traveller Review Awards	2023	2021.
Loved by guests award/ hotels.com	2021	
Preverisk COVID-19 Hygiene Response	2020	

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FACILITIES



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Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✔	Restaurant	
✔	Bar	2 bars.
✔	Pool	
✔	Free WiFi throughout hotel (Included in the facility fee)	
✔	Gym	
✔	Conference facilities	
✔	Internet access	Use of computers with Internet access (included in the facility fee)
✔	Hotel parking, additional charge	Underground. Limited places. Unguarded. Maximum height 6 ft / 1,83 m.

✔ Available ✗ Not available

Reception

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

Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
Concierge service			

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

Facility Fee

Our facility fee includes wifi, water on arrival in the room, gym access, use of the outdoor pool, use of computers with Internet access and printer and the luggage store (on arrival and departure days until 9.00 p.m., not overnight).

Means of payment

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Accepted credit cards: Amex · Visa · Diners · MasterCard

Additional Information

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

Conference Facilities

NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	DAYLIGHT	COMMENTS
Marina Ballroom 1+2	204	3	240	120	160	220	50		
Marina Ballroom 1	100	3	80	40	70	120	20		
Marina Ballroom 2	104	3	110	60	80	125	25		
The Deck	109	2,6	-	-	100	125	-	✔	Meeting space.
The Courtyard	335	-	-	-	180	300	-		Outdoor meeting space.

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
Bank		300 m		
Chemist		350 m		
Shopping centre				

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FOOD & BEVERAGES





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Food & Beverages

Restaurants

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	NO SMOKING	AIR COND.	TERRACE
Restaurant for breakfast					✔	✔	
	Breakfast	06.30-10.30h	Buffet	Varied buffet. Vegetarian and gluten-free options available.			

Additional information

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

Bars

TYPE	NAME	OPENING	COMMENTS	AIR COND.	TERRACE
Bar	Northpoint	18.00-24.00h	With charge.	✔	
Grab & Go	Capital	06.30-22.00h	With charge.	✔	

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OUTDOOR AREAS



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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	-	✔		Included in the facility fee.

Pool area

AVAILABLE	POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
✔	Sun terrace		
✔	Sun loungers		
✔	Parasols		
✔	Pool towels		

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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
Number of adapted rooms	7
Size of adapted rooms (sq m)	29
Location of adapted rooms (area/floor)	-

Adapted rooms - Door widths

Entrance	91 cm
Bedroom *(if there is an extra door)*	-
Living room *(if there is an extra door)*	-
Bathroom	91 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)	-
Entry height of the bathtub (from floor)	30 cm
Height of the basin	81 cm
Height of the toilet	46 cm

General hotel facilities

Lift available	✔
Lift's door width	106 cm
Lift's depth	152 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	3
Stairs with handrail	✔
Ladder - number of steps	3
Ramp available	✗
Ramp with handrail	✗
Pool lift available (on request)	✔
Accessible bathroom near the swimming pool (distance)	30 m

Additional facilities in hotel

Location of additional toilets for wheelchair user if available	Lobby area.

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	91 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	81 cm
Balcony/Terrace	-
Number of standard rooms located on the ground floor	84

Please contact hotel if more detailed information is needed.

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ROOMS



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RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq m)	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	HAIRDRYER	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING (depending on season)	IN-ROOM SAFE	SMALL FRIDGE	COFFEE MAKER	IRON & IRONING BOARD	1 BEDROOM	SEPARATE LOUNGE	CARPETED FLOOR	2 BEDS SIZE: 150 x 200 cm	1 BED - SIZE: 180 x 200 cm	SOFA	ADAPTED ROOM	COMMENTS
DLT	Deluxe 2 Queen beds room	29		✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔		✔	✔					
DLK	Deluxe King room	29		✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔		✔		✔				
DST	Deluxe Superior 2 Queen beds room	29		✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔		✔	✔		✔			
DSK	Deluxe Superior King room	29		✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔		✔		✔	✔			
DLKM	Deluxe Accessible	29	✔		✔	●	✔	✔	✔	✔	✔	✔	✔	✔		✔		✔		✔		
SUK	Suite	54		✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔		✔	✔			

TOTAL: 531 ROOMS

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

Plans

Images for guidance purposes



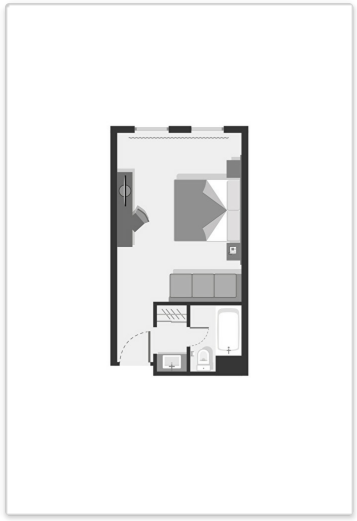
DLT - Deluxe 2 Queen beds room



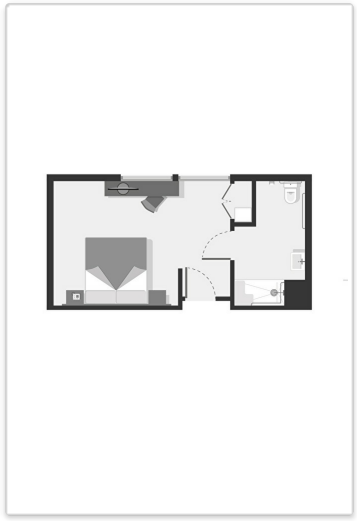
DLK - Deluxe King room



DST - Deluxe Superior 2 Queen beds room



DSK - Deluxe Superior King room



DLKM - Deluxe Accessible



SUK - Suite

Features

Current : 110V

Remarks

WiFi in rooms included in facility fee.