RIU HOTELS & RESORTS

Hotel Fact Sheet

GENERAL INFORMATION



HOTEL RIU PLAZA GUADALAJARA

GUADALAJARA

Av. López Mateos 830 - Col. Chapalita · 44500 · Guadalajara · Jalisco · Mexico
Tel: +52 (33) 38 80 75 00 · E-Mail: customerservices.zgd@riu.com
RIU Code: ZGL · Rumbo Code: 3502
GPS: Lat: 20.666042 · Long: -103.393474

BED AND BREAKFAST · OVERNIGHT STAY

ROOMS	SMOKING POLICY	SEASON
556	Non-smoking environment Only permitted in designated areas	Open all year round

Location

City hotel	Guadalajara	
Airport	Guadalajara International Airport (GDL)	22 km approx.

Building details

NO.	BUILDING	FLOORS INCL. GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Building	42	6	556	

TOTAL: 556 ROOMS

Construction & Renovations

Built in: 2010/11
Riu hotel since: 2011

Environmental best practices

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

Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
TripAdvisor® Travellers' Choice	2023	2022, 2020.
Booking Traveller Review Awards	2023	2021, 2020.
Loved by guests award/ hotels.com	2021	2019, 2018.
Preverisk COVID-19 Hygiene Response	2020	
TripAdvisor® Certificate of Excellence	2019	
HolidayCheck Recommended	2019	2018, 2016.
AAA Four Diamond Award	2017	2016, 2015, 2014, 2012.
Booking Guest Review Awards	2016	
Travelife Gold Award		

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FACILITIES



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Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✔	Restaurants	2 restaurants.
✔	Bars	4 bars.
✔	Pool	
✔	Free WiFi throughout hotel	
✔	Executive lounge	Free for guests staying in Executive rooms and Suites as well as hotel guests holding the RIU Class Diamond card: Relaxation zone. Meeting room (reservation required). Courtesy soft drinks, water and wines. Tea and coffee service. Biscuits for tea and canapés as per timetable. Concierge service. National press.
✔	Gym	
✔	Wellness centre	
✔	Conference facilities	
✔	Gift shop	
✔	Doctor (on request, additional charge)	

✔ Available ✗ Not available

Reception

Reception opening hours: 24 hours
Reception staff speak: Spanish · English
Local languages: Spanish
Local currency: Mexican Peso

Reception services

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

Means of payment

ATM in hotel - ATM dispenses Mexican Pesos only.
Currency exchange - Currency exchange office (external service provider) located at the hotel.
Accepted credit cards: MasterCard · Amex · Visa

Additional Information

No pets allowed.

Wellness & Beauty

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Wellness centre	Moon Liz Spa		✔	
Massages			✔	
Steam bath		✔		
Gym		✔		

Sports shoes are compulsory when using the gym.

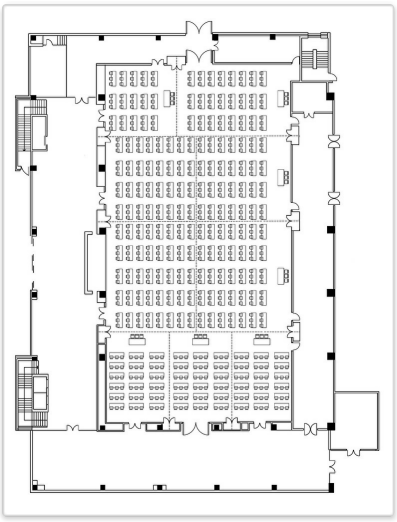
Conference Facilities

NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	DAYLIGHT	COMMENTS
Guadalajara (1-9)	1.167	6,5	1.200	720	780	900	160		Located on ground floor.
Guadalajara 1	96	6,5	70	30	50	50	30		
Guadalajara 2	100	6,5	75	40	50	50	30		
Guadalajara 3	90	6,5	75	30	50	50	30		
Guadalajara 4	168	6,5	180	60	90	90	40		
Guadalajara 5	162	6,5	170	60	90	90	40		
Guadalajara 6	128	6,5	120	40	80	80	35		
Guadalajara 7	122	6,5	95	40	80	80	35		
Guadalajara 8	86	6,5	65	25	50	50	20		
Guadalajara 9	141	6,5	110	55	60	60	40		
Vallarta	197	4,9	180	90	120	150	45		Located on 1st floor.
Tonalá	73	5	80	39	50	40	24		Located on 1st floor.
Tlaquepaque	73	5	80	39	50	40	24		Located on 1st floor.
Tequila	34	5	24	15	20	35	12		Located on 1st floor.
Careyes	56	5	40	30	40	35	18		Located on 1st floor.
Zapopan	22	4	-	-	-	-	-		Located on 1st floor.
Chapala	20	4	-	-	-	-	-		Located on 1st floor.
Jalisco 1	381	4	-	-	330	350	-	✔	Covered terrace.
Jalisco 2	209	4	-	-	120	150	-	✔	Covered terrace.

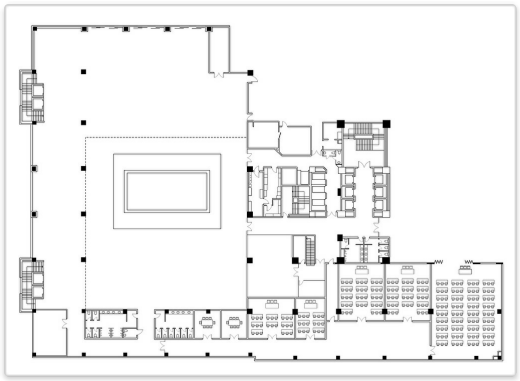
NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	DAYLIGHT	COMMENTS
Foyer 1	54	7,5	-	-	-	-	-	✔	Located on ground floor.
Foyer 2	327	7,5	-	-	-	200	-	✔	Located on ground floor.
Foyer 3	249	7,5	-	-	-	250	-	✔	Located on ground floor.
Ajijic	44	3,7	30	18	20	24	15		Located on 1st floor.

Images

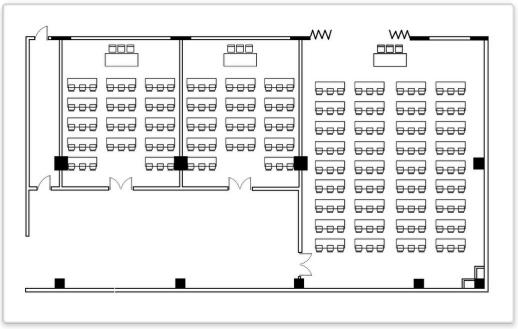
Images for guidance purposes



Conference rooms ground floor



Conference rooms 1st floor



Small meeting rooms

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
Bank		500 m		
Chemist		500 m		
Hospital		2,1 km		
Bus stop		10 m		

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
Shopping centre	Gran Plaza	2 km		
Shopping centre	Galerias Guadalajara	2 km		

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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	Decápolis				✔	✔	✔
	Breakfast	06.30-10.30h	Buffet	Varied buffet, live cooking and omelette station. Vegetarian and gluten-free options available. Included in Bed & Breakfast.			
	Breakfast	07.00-11.30h	Buffet	Varied buffet, live cooking and omelette station. Vegetarian and gluten-free options available. With charge.			
À la carte restaurant	Chardonnay				✔	✔	
	Lunch	12.30-18.00h	à la carte	Lunch available Monday - Friday (no holidays). With charge.			
	Dinner	19.00-23.45h	à la carte	With charge.			

Additional information

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

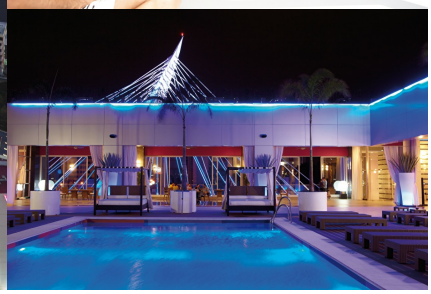
Bars

TYPE	NAME	OPENING	COMMENTS	AIR COND.	TERRACE
Rooftop bar	360º	16.00-02.00h	With charge. Temporarily open with exclusive access for guests staying at the hotel.		✔
Lobby bar	Dreams	18.00-02.00h	With charge.	✔	✔
Bar	Blue Moon Lounge Bar	12.00-19.00h.	With charge.		✔
Take away	Capital	07.00-23.30h.	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	105			Heated year round.

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	✔		✔			
✔	Golf		✔		✔	15,5 km	

Sports shoes are compulsory when using the gym.

Entertainment

AVAILABLE	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
✔	Live music	X	✔		

X = several times a week

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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	Standard Deluxe.
Number of adapted rooms	8
Size of adapted rooms (sq m)	38
Location of adapted rooms (area/floor)	On the 2nd and 3rd floor.

Adapted rooms - Door widths

Entrance	75 cm
Bedroom *(if there is an extra door)*	-
Living room *(if there is an extra door)*	-
Bathroom	83 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	84 cm
Height of the toilet	42 cm

General hotel facilities

Lift available	✔
Lift's door width	90 cm
Lift's depth	141 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	4
Stairs with handrail	✔
Ladder - number of steps	4
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	Pool 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	75 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	83 cm
Balcony/Terrace	-
Number of standard rooms located on the ground floor	0

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)	CITY VIEW	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	HYDROMASSAGE BATHTUB	DOUBLE WASHBASIN	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIRDRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING (depending on season)	IN-ROOM SAFE	MINIBAR	COFFEE MAKER	IRON & IRONING BOARD	SITTING AREA	SEPARATE LOUNGE	DRESSING ROOM	CARPETED FLOOR	2 BEDS - SIZE: 125 x 200 cm	1 BED - SIZE: 200 x 200 cm	SOFA	SOFA BED	BALCONY/TERRACE	COMMENTS
DLT	Deluxe double room Twin	38		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔	✔					
DLK	Deluxe double room King	36		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔		✔				
DST	Deluxe double room Superior Twin	46		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔	✔		✔			
DFT	Deluxe family room Twin	47		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔	✔			✔		
SUK	Senior suite	71		✔	✔		✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	●	✔	✔	✔	✔		✔		✔				Access to Crown Level Executive Lounge. Guest bathroom. Separate lounge with sofa and dining table.
EXT	Executive double room Twin	38	✔	✔			✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔	✔			✔		Located on the 30th to 40th floor with panoramic views of the city. Access to Crown Level Executive Lounge.
EXFT	Executive family room Twin	47	✔	✔			✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔	✔			✔		Located on the 30th to 40th floor with panoramic views of the city. Access to Crown Level Executive Lounge.
EXFK	Executive family room King	47	✔	✔			✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔		✔		✔		Located on the 30th to 40th floor with panoramic views of the city. Access to Crown Level Executive Lounge.

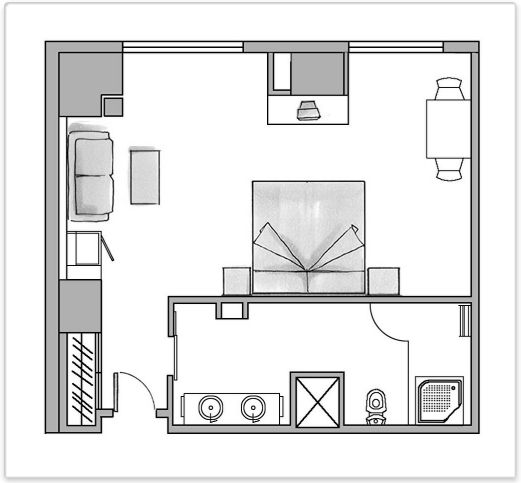
RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq.m)	CITY VIEW	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	HYDROMASSAGE BATHTUB	DOUBLE WASHBASIN	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIRDRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING (depending on season)	IN-ROOM SAFE	MINIBAR	COFFEE MAKER	IRON & IRONING BOARD	SITTING AREA	SEPARATE LOUNGE	DRESSING ROOM	CARPETED FLOOR	2 BEDS - SIZE: 125 x 200 cm	1 BED - SIZE: 200 x 200 cm	SOFA	SOFA BED	BALCONY/TERRACE	COMMENTS
EXSK	Executive double room Superior King	36	✔	✔			✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔		✔	✔			Located on the 30th to 40th floor with panoramic views of the city. Access to Crown Level Executive Lounge.
DSK	Deluxe double room Superior King	46		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔		✔	✔			
DFK	Deluxe family room King	47		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	●	✔	✔	✔			✔		✔		✔		
SPR	Presidential suite	121	✔	✔	✔	✔	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔		✔	✔		✔	Located on the 40th floor with panoramic views of the city. Access to Crown Level Executive Lounge. Guest bathroom. Separate lounge with sofa and dining table. Kitchenette.

TOTAL: 556 ROOMS

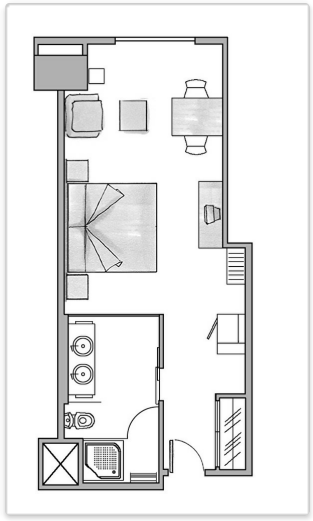
✔ Available, free of charge. ● Available, additional charge.

Plans

Images for guidance purposes



DSK - Deluxe double superior king



DLK - Deluxe double king

Features

Room service 24 h (additional charge).
Turn down service - For all guests in executive rooms and Presidential suites.
Current : 110V

Remarks

All rooms offer:
Minibar (water, soft drinks, beer), initial complimentary content.
Coffee maker: water and courtesy coffee.
Individual temperature control.
Sitting area with armchair.
Desk.