RIU HOTELS & RESORTS

Hotel Fact Sheet

GENERAL INFORMATION



HOTEL RIU PLAZA PANAMA

CIUDAD DE PANAMÁ

Calle 50 con 53 este · Urb. Marbella - Ciudad de Panamá · Panamá · Panama
Tel: +507 378 9000 · E-Mail: sales.panama@riu.com
RIU Code: ZPY · Rumbo Code: 4401
GPS: Lat: 8.98126 · Long: -79.521042

BED AND BREAKFAST

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

Location

City hotel	Panama City	
Airport	Tocumen International Airport (PTY)	21 km approx.

Building details

NO.	BUILDING	FLOORS INCL. GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Building	35	7	644	

TOTAL: 644 ROOMS

Construction & Renovations

Built in: 2009/10
Riu hotel since: 2010

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
Waste	Separate waste collection: glass, paper, plastics
Water	Eco-Friendly towel change policy
Water	Hot-cold mixer tap
Water	WC watersaving flush

Awards & Certifications

AWARDS & CERTIFICATIONS	YEAR	COMMENTS
TripAdvisor® Travellers' Choice Best of the Best	2023	
Booking Traveller Review Awards	2023	2021, 2020.
HolidayCheck Recommended	2023	2019, 2018.
TripAdvisor® Certificate of Excellence	2022	2019, 2016, 2015, 2014.
Loved by guests award/ hotels.com	2021	2019, 2018, 2017.
TripAdvisor® Travellers' Choice	2020	
Booking Guest Review Awards	2016	
Golden Apple Award	2015	2014.
Travelife Gold Award		

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FACILITIES



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CIUDAD DE PANAMÁ

Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✔	Restaurants	2 restaurants.
✔	Bars	3 bars.
✔	Pool	
✔	Free WiFi throughout hotel	
✔	Gym	
✔	Executive lounge	Free for guests staying in Executive rooms and Suites as well as hotel guests holding RIU Class Gold and RIU Class Diamond cards: Meeting room. Use of computers with Internet access. Concierge service. Relaxation zone. Courtesy soft drinks, beers and wines. Tea and coffee service. Biscuits for tea and canapés as per timetable. Newspapers. Discount on the car rental (external company).
✔	Conference facilities	
✔	Valet parking (with charge, limited places)	
✔	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: Panamanian Balboa

Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
Concierge service	✔	✔	Monday to Saturday
Laundry service	✔	✔	
Rent a car	✔	✔	
Taxi ordering	✔		

Means of payment

Currency exchange in hotel
Accepted credit cards: MasterCard · Amex · Visa

Additional Information

No pets allowed.

Remarks

US Dollar also as currency accepted.

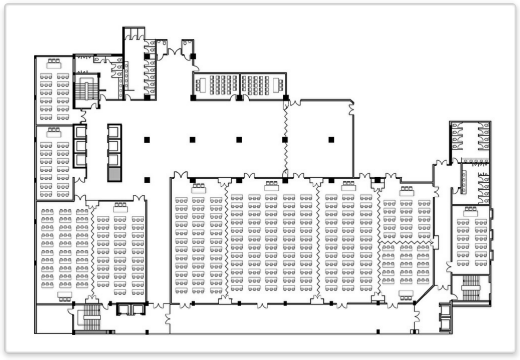
Conference Facilities

NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	DAYLIGHT	COMMENTS
Barcelona	928	5	868	414	600	-	-		Located on 2nd floor. With mobile partition wall. Can be divided into 5 separate rooms.
Berlin	329	4,7	308	150	200	-	-		Located on 2nd floor. With mobile partition wall. Can be divided into 2 separate rooms.
Amsterdam	84	5	72	36	24	-	-		Located on 2nd floor.
Madrid	77	5	72	30	30	-	-		Located on 2nd floor.
London	34	2,5	25	15	-	-	-		Located on 2nd floor.
Paris	34	2,5	25	15	-	-	-		Located on 2nd floor.
Mallorca	76	5	72	30	30	-	-		Located on 2nd floor.
Foyer 1	524	4,5	-	-	-	-	-	✔	
Foyer 2	210	4,5	-	-	-	-	-	✔	
Panama Grand Salon	1.344	5	1.316	768	900	-	-		Located on 4th floor. With mobile partition wall. Can be divided into 4 separate rooms.
Panama 1	473	5	476	216	300	-	-		Located on 4th floor.
Panama 2	349	5	336	168	200	-	-		Located on 4th floor.
Panama 3	258	5	260	108	150	-	-		Located on 4th floor.
Panama 4	267	6	260	108	150	-	-		Located on 4th floor.
Foyer 3-5	725	4,5	-	-	-	-	-		Located on 4th floor.
Roma	150	3,9	88	60	-	80	-		Located on 6th floor. With mobile partition wall. Can be divided into 2 separate rooms.
Dublin	60	3,9	32	27	-	30	-		Located on 6th floor.

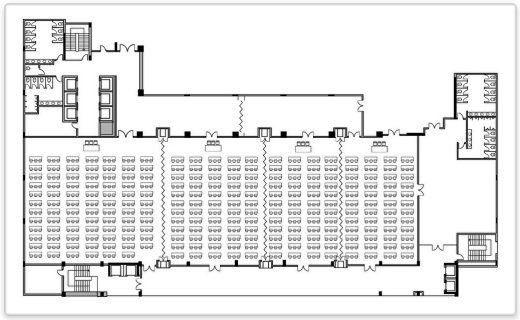
NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	DAYLIGHT	COMMENTS
Milano	150	3,9	88	60	-	80	-		Located on 6th floor. With mobile partition wall. Can be divided into 2 separate rooms.
Foyer 6	177	3,5	-	-	-	-	-	✔	Located on 6th floor.
Open air terrace	1.800	-	-	-	-	-	-	✔	Located on 6th floor.

Images

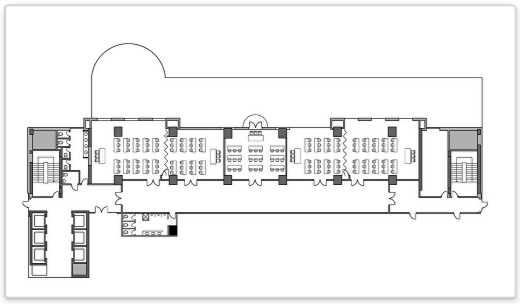
Images for guidance purposes



Conference rooms 2nd floor



Conference rooms 4th floor



Conference rooms 6th floor

Remarks

Meeting & Events: Large terrace on sixth floor for all types of events and celebrations. Total 1,800 sq.m. Rental of complete audiovisual equipment. Conference rooms distributed as per request. High-speed WiFi in all conference and meeting rooms on request.

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
Bank		100 m		
Shopping centre	Soho City Center	250 m		
Chemist		500 m		
Hospital		500 m		

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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	Arts				✔	✔	
	Breakfast	06.30-10.30h	Buffet	Varied buffet and live cooking stations. Vegetarian and gluten-free options available.			
À la carte restaurant	Tastes				✔	✔	
	-	12.00-23.00h	à la carte	Monday to Saturday.			

Additional information

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

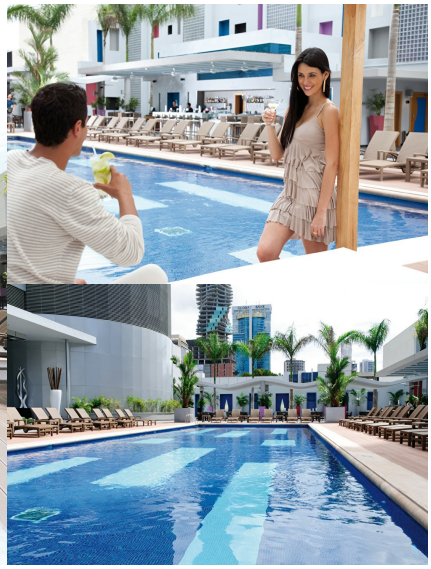
Bars

TYPE	NAME	OPENING	COMMENTS	AIR COND.	TERRACE
Take away	Capital	0.00-24.00h	Deli corner.	✔	
Lobby bar	Sushi Lounge Studio 50	16.30-01.00h		✔	
	Sushi	17.00-23.00h			
Snack bar	Ibiza	11.00-23.00h			✔
	Lunch/ Snacks	12.00-23.00h			

RIU HOTELS & RESORTS

Hotel Fact Sheet
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	156			

Pool area

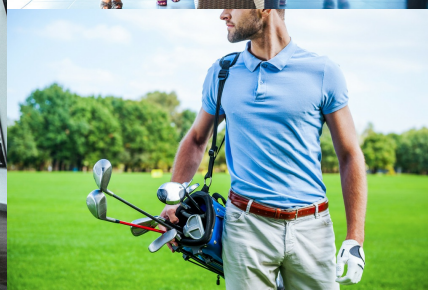
AVAILABLE	POOL FACILITIES	DEPOSIT REQUIRED	COMMENTS
✔	Sun terrace		
✔	Sun loungers		
✔	Pool towels		

RIU HOTELS & RESORTS

Hotel Fact Sheet
ACTIVITIES & ENTERTAINMENT







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Activities & Entertainment

Sports

AVAILABLE	ACTIVITY	NO CHARGE	EXTRA CHARGE	HOTEL	LOCAL PROVIDER	DISTANCE APPROX.	COMMENTS
✔	Gym	✔		✔			Access 06.00 to 21.00h.
✔	Horse riding		✔		✔	4 km	
✔	Golf		✔		✔	14 km	
✔	Paddle tennis		✔		✔	1 km	

Sports shoes are compulsory when using the gym.

Entertainment

AVAILABLE	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
✔	Evening entertainment programme	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	DLT
Number of adapted rooms	4
Size of adapted rooms (sq m)	39
Location of adapted rooms (area/floor)	On the 7th floor.

Adapted rooms - Door widths

Entrance	76 cm
Bedroom *(if there is an extra door)*	106 cm
Living room *(if there is an extra door)*	-
Bathroom	82 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	86 cm
Height of the toilet	41 cm

General hotel facilities

Lift available	✔
Lift's door width	90 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	3
Ramp available	✗
Ramp with handrail	✗
Pool lift available (on request)	✗
Accessible bathroom near the swimming pool (distance)	12 m

Additional facilities in hotel

Location of additional toilets for wheelchair user if available	Lobby, 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	76 cm
Bedroom (if there is an extra door)	106 cm
Living room (if there is an extra door)	-
Bathroom	63 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)	CITY VIEW	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	BATHROOM WITH BATHTUB & SEP. SHOWER	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	SMALL FRIDGE	COFFEE MAKER	IRON & IRONING BOARD	2 BEDROOMS	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	COMMENTS
DLK	Deluxe King room	34			✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔		✔			✔		✔	✔			
DLT	Deluxe Twin room	39			✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔		✔			✔	✔		✔			
DLKS	Deluxe Family King room	34			✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔		✔			✔		✔			✔	
DLTS	Deluxe Family Twin room	39			✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔		✔			✔	✔				✔	
SUK	Senior Suite	78				✔		✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔		✔	✔		✔		✔	✔			Access to Crown Level Executive Lounge. Bathroom with bathtub, additional shower cabin, bidet and separate WC. Guest bathroom. Dining table.
EXK	Executive King room	34	✔		✔			✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔		✔			✔		✔	✔			Located on top floors with panoramic views of the city. Access to Crown Level Executive Lounge.
DLKV	Deluxe King room with views	34			✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔		✔			✔		✔	✔			Located on top floors with panoramic views of the city.
EXT	Executive Twin room	39	✔		✔			✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔		✔			✔	✔		✔			Located on top floors with panoramic views of the city. Access to Crown Level Executive Lounge.

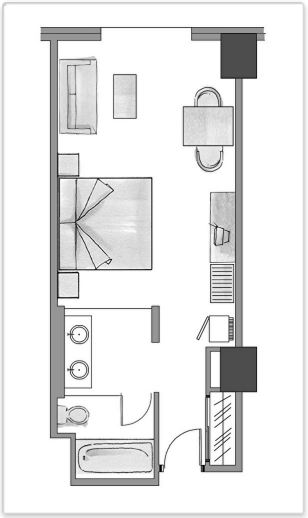
RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq.m)	CITY VIEW	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB	BATHROOM WITH BATHTUB & SEP. SHOWER	HYDROMASSAGE BATHTUB	DOUBLE WASHBASIN	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIRDRYER	BATHROBE	TELEPHONE	WIFI	TV (Sat/cable)	CENTRAL AIR CONDITIONING (depending on season)	IN-ROOM SAFE	SMALL FRIDGE	COFFEE MAKER	IRON & IRONING BOARD	2 BEDROOMS	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	COMMENTS
PENT	Penthouse "In the heart of the city"	258		✔		✔	✔	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔		Access to Crown Level Executive Lounge. Kitchenette. Separate lounge with sofa and dining table. 2nd bathroom with shower, bidet and double washbasin. 2nd loft bedroom.
SPR	Presidential Suite "Stay with me"	120				✔		✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔		Access to Crown Level Executive Lounge. Bathroom with bathtub, additional shower cabin, bidet and separate WC. Guest bathroom. Dining table. Kitchenette.

TOTAL: 644 ROOMS

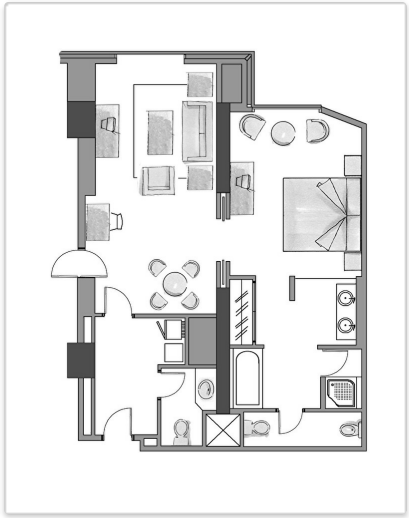
✔ Available, free of charge. ● Available, additional charge.

Plans

Images for guidance purposes



DLK - Deluxe double room king



SUK - Senior Suite

Features

Room service 24 h (additional charge).
Current : 110V

Remarks

110V with A/B type plug

There are 4 fully adapted handicapped rooms (DLT) available with shower, no bathtub. Additionally 8 rooms with wider entrance and bathroom doors.

Cot on request.

Crown Level Executive lounge service free for guests staying in Executive rooms and Suites as well as hotel guests holding RIU Class Gold and RIU Class Diamond cards (Monday to Saturday):

- Meeting room
- Use of computers with Internet access
- Concierge service
- Relaxation zone
- Courtesy soft drinks, beers and wines
- Tea and coffee service
- Biscuits for tea and canapés as per timetable
- Newspapers
- Discount on the car rental (external company)