RIU
HOTELS & RESORTS

Hotel Fact Sheet
GENERAL INFORMATION



HOTEL RIU PLAZA ESPAÑA
MADRID

C/ Gran Via, 84 · 28013 · Madrid · Spain
Tel: +34 91 919 33 93 · Fax: +34 91 919 33 35 · E-Mail:reception.plazaespana@riu.com
RIU Code: ZES · Rumbo Code: 582
GPS: Lat: 40.424192 · Long: -3.710944

BED AND BREAKFAST

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

Location

City hotel	Madrid	
Airport	Madrid-Barajas Adolfo Suárez (MAD)	20 km approx.

Building details

NO.	BUILDING	FLOORS INCL. GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Building	27	6	582	

TOTAL: 582 ROOMS

Construction & Renovations
Built in: 1948
Riu hotel since: 2017
Last complete refurbishment: 2018/19

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
Waste	Separate waste collection: glass, paper, plastics
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
TUI Quality Winner Award	2024	
TripAdvisor® Travellers' Choice	2023	
HolidayCheck Recommended	2023	2021.
Booking Traveller Review Awards	2023	2020.
Customer Excellence Awards by BA Holidays	2022	
TUI Top Quality	2022	
Loved by guests award/ hotels.com	2021	
Traveller Review Award	2021	
Preverisk COVID-19 Hygiene Response	2020	
Travelife Gold Award		

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FACILITIES



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Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✔	Main restaurant	
✔	Bars	3 bars.
✔	Pool	
✔	Free WiFi throughout hotel	
✔	Gym	
✔	Conference facilities	
✔	Business centre	
✔	Hotel parking, additional charge	Underground. Limited places. Unguarded.
✔	Doctor (on request, additional charge)	

✔ Available ✗ Not available

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

Reception services

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

Means of payment

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

Additional Information

No pets allowed.

Conference Facilities

NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	DAYLIGHT	COMMENTS
1A Cibeles	105	-	90	48	64	70	36		
1B Puerta del Sol (3rd floor)	50	-	28	24	24	35	18		
1AB C + PS	155	-	118	72	88	105	54		
2 Plaza Major	101	-	90	48	64	70	36		
3 Chamberi (3rd floor)	72	-	60	40	56	60	36		
4A Neptuno (3rd floor)	121	-	110	60	64	110	40		
4B Puerta de Alcalá (3rd floor)	45	-	28	24	24	40	18		
4AB N + PA (3rd floor)	166	-	160	70	88	150	58		
5A Princesa (3rd floor)	112	-	80	44	36	110	28		
5B Colón (3rd floor)	157	-	105	48	64	150	36		
5C Colón (3rd floor)	113	-	80	44	36	110	28		
5AB P + C (3rd floor)	269	-	185	92	100	260	64		
5ABC P + C + R (3rd floor)	382	-	265	136	136	370	92		
5BC C + R (3rd floor)	270	-	185	92	100	260	64		
6A Callao (3rd floor)	158	-	105	48	64	140	36		
6B Gran Vía (3rd floor)	147	-	90	45	56	120	36		
6AB C + GV (3rd floor)	305	-	195	93	120	260	72		
Foyer (3rd floor)	720	-	-	-	300	600	-		
Madrid 1 (4th floor)	358	7	350	200	200	340	96		
Madrid 1-2 (4th floor)	620	7	600	320	344	550	150		
Madrid 1-3 (4th floor)	1.046	7	1.000	520	544	850	250		
Madrid 1-4 (4th floor)	1.306	7	1.240	648	688	1.080	320		
Madrid 1-5 (4th floor)	1.593	7	1.540	798	848	1.330	408		
Madrid 2 (4th floor)	262	7	250	120	144	210	54		
Madrid 2-3 (4th floor)	688	7	650	320	344	510	154		
Madrid 2-4 (4th floor)	948	7	890	448	488	740	224		
Madrid 2-5 (4th floor)	1.235	7	1.190	598	648	990	312		
Madrid 3 (4th floor)	426	7	400	200	200	300	100		
Madrid 3-4 (4th floor)	686	7	640	328	344	530	170		
Madrid 3-5 (4th floor)	973	7	940	478	504	780	258		
Madrid 4 (4th floor)	260	7	240	128	144	230	70		

NAME	SIZE (SQ M)	HEIGHT (M)	THEATRE PAX	CLASSROOM PAX	BANQUET PAX	COCKTAIL PAX	U-SHAPE PAX	DAYLIGHT	COMMENTS
Madrid 4-5	547	7	540	278	304	480	158		
Madrid 5	287	7	300	150	160	250	88		

Remarks

17 conference and meeting rooms with capacities for up to 1,500 persons. Total 3,000 sq.m. Conference rooms distributed as per request. WiFi in all conference and meeting rooms. Own catering services.

Business centre: Free wireless Internet. Photocopier. Colour printer. Scanner.

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
Bank		20 m		
Chemist		200 m		
Hospital		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 for breakfast	Cervantes				✔	✔	
	Breakfast	Mon-Fr, 07.00-10.30h S,S, Bank Holidays 07.00-11.00h	Buffet	Varied buffet and live cooking stations. Vegetarian and gluten-free options available.			
Gastrobar	El Edén			On the 26th floor.	✔	✔	
	Tapas	12.00-23.30h	à la carte				

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		08.00 - 24.00h		✔	
Sky bar	360º	17.00-02.00h	On the 26th floor.	✔	
Rooftop bar	360º	11.00-02.00h	On the 27th floor.		✔

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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	-			On the 21st floor. Open in summer.

Pool area

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

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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 (24 hours)	✔		✔			

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

Entertainment

AVAILABLE	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
✔	Live music or DJ	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	DKLM
Number of adapted rooms	15
Size of adapted rooms (sq m)	26
Location of adapted rooms (area/floor)	From 6th to 14th floor.

Adapted rooms - Door widths

Entrance	77 cm
Bedroom *(if there is an extra door)*	-
Living room *(if there is an extra door)*	-
Bathroom	89 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	85 cm
Height of the toilet	45 cm

General hotel facilities

Lift available	✔
Lift's door width	109 cm
Lift's depth	214 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	-
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)	26 m

Additional facilities in hotel

Location of additional toilets for wheelchair user if available	Lobby, terrace, pool area and restaurant 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	✗

Remarks

No sea. City hotel.

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	77 cm
Bedroom (if there is an extra door)	66 cm
Living room (if there is an extra door)	66 cm
Bathroom	66 cm
Balcony/Terrace	127 cm
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 & SEP. SHOWER	OPEN BATH AREA/SEP. W.C.	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	MINIBAR	ELECTRIC KETTLE	1 BEDROOM	2 BEDROOMS	INTEGRATED LOUNGE	SEPARATE LOUNGE	2 BEDS - SIZE: 110 x 200 cm	1 BED - SIZE: 180 x 200 cm	1 BED - SIZE: 200 x 200 cm	SOFA	SOFA BED	SOFA OR SOFA BED	BALCONY/TERRACE	WHIRLPOOL ON TERRACE	ADAPTED ROOM	COMMENTS
DLT	Deluxe Twin	23		✔				✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔				✔										From 23 sq m.
DLK	Deluxe King	20		✔				✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔					✔										From 20 sq m.
DSK	Deluxe Superior King	29		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔				✔			✔							From 29 sq m.
DFK	Deluxe Family King	35		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔				✔			✔							
DFT	Deluxe Family Twin	37		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔			✔	✔				✔						
DST	Deluxe Superior Twin	31		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔			✔					✔						From 31 sq m.
DLKV	Deluxe King Vistas	20	✔	✔				✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔					✔									From 20 sq m.
DSKV	Deluxe Superior King Vistas	29	✔	✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔					✔			✔						From 29 sq m.

RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq m)	CITY VIEW	BATHROOM WITH SHOWER	BATHROOM WITH BATHTUB & SEP. SHOWER	OPEN BATH AREA/SEP. W.C.	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	MINIBAR	ELECTRIC KETTLE	1 BEDROOM	2 BEDROOMS	INTEGRATED LOUNGE	SEPARATE LOUNGE	2 BEDS - SIZE: 110 x 200 cm	1 BED - SIZE: 180 x 200 cm	1 BED - SIZE: 200 x 200 cm	SOFA	SOFA BED	SOFA OR SOFA BED	BALCONY/TERRACE	WHIRLPOOL ON TERRACE	ADAPTED ROOM	COMMENTS
DSKT	Deluxe Superior King with terrace	26		✔			✔	✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔		✔			✔					✔				From 26 sq m.
DLKM	Deluxe King Adapted	26		✔				✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔					✔							✔	
SJKT	Junior Suite with terrace	37			✔	✔	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔	✔		✔			✔					✔	✔			From 37 sq m.
DLKT	Deluxe King with terrace	23		✔				✔	✔	✔		●	✔	✔	✔	✔	✔	✔	✔	✔	✔					✔					✔				From 23 sq m.
SPR	Presidential Suite "De Madrid al Cielo"	100	✔	✔	✔	✔	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔		✔		✔			✔	✔	✔			✔	✔			2 bathrooms.

TOTAL: 582 ROOMS

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

Features

Room service (additional charge) - From 07.00 to 10.00 h and from 12.00 to 0.00h.
Minibar on request (with charge)
Current : 220V