RIU HOTELS & RESORTS

Hotel Fact Sheet

GENERAL INFORMATION

HOTEL RIU PALACE SWAHILI ★★★★★

ZANZIBAR

Nungwi Road · North Coast Zanzibar · Zanzibar · Tanzania
RIU Code: XSW · Rumbo Code: 7304
GPS: Lat: -5.7422208 · Long: 39.2905624

ALL INCLUSIVE 24H

Adults Only by RIU

All Inclusive 24 by RIU

ELITE CLUB BY RIU

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

Location

Airport	Abeid Amani Karume Int'l Airport (ZNZ)	66 km approx.
Closest city	Stone Town	60 km approx.
Closest town	Nungwi	3 km approx.

General info

Riu Palace Swahili hotel is located on the northern tip of Unguja, the main island of the archipelago of Zanzibar. It is about an hours' drive from the airport and the islands' capital, Zanzibar City, the centre of which is known as Stone Town. The hotel is located next to the Riu Jambo in an excellent location right on Nungwi Beach, one of the loveliest beaches of the island.

Building details

NO.	BUILDING	FLOORS INCL. GROUND FLOOR	LIFTS	ROOMS	COMMENTS
1	Main building	6	6	453	
6	Annexed buildings	1	-	52	

TOTAL: 505 ROOMS

Construction & Renovations

Built in: 2024-2025/26
Riu hotel since: 2025

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	Trickle irrigation
Water	WC watersaving flush

Elite Club

Exclusive services for the guests staying in “Elite Club by RIU” rooms:

SERVICES
Premium branded drinks at the Elite Club Lounge.
Elite Club Restaurant.
Exclusive area with Balinese beds and sun loungers, with "Elite Club Beach" exclusive bar.
In-room liquor dispenser (Premium branded drinks).
Upgraded minibar with snacks; welcome bottle of sparkling wine.
Exclusive room service menu 24 hours a day (vegetarian options included).
Exclusive breakfast, including a-la-carte menu options.
Late check-out until 01 p.m.
Early check-in depending on availability.
In-room aromatherapy.
Priority reservations for themed restaurants.
Welcome gift.
Dedicated check-in area and Elite Club wristband.

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Hotel Fact Sheet
FACILITIES

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Facilities

Hotel Facilities

AVAILABLE	TYPE	COMMENTS
✔	Restaurants	7 restaurants.
✔	Bars	8 bars.
✔	Pools	3 swimming pools.
✔	Gym	
✔	Wellness centre	
✔	Conference room	
✔	Boutique/Kiosk	
✔	Free WiFi throughout hotel	
✔	“Elite Club by RIU” rooms with exclusive services can be booked	
✔	Hotel parking	Open-air. Limited places. Unguarded.
✔	Charging point for electric vehicles	
✔	Doctor (on request, additional charge)	

✔ Available ✗ Not available

Reception
Reception opening hours: 24 hours
Reception staff speak: English · Swahili
Local languages: Swahili · Arabic
Local currency: Tanzanian Schilling

Reception services

TYPE	ON REQUEST	EXTRA CHARGE	COMMENTS
Laundry service	✔	✔	
Rent a car	✔		
Taxi ordering	✔		

Means of payment

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

Additional Information

No pets allowed.

Wellness & Beauty

DESCRIPTION	NAME / LOCATION	NO CHARGE	EXTRA CHARGE	COMMENTS
Wellness centre	Renova Spa		✔	
Beauty salon			✔	
Massages			✔	
Hairdresser			✔	
Relaxation pool		✔		
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
Conference room	190	-	96	-	-	-	-		

External Facilities

TYPE	TYPE/NAME	DISTANCE APPROX.	LOCATION	COMMENTS
ATM		1 km		
Bank		57 km		
Chemist		2 km		
Hospital		2 km		

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Hotel Fact Sheet
FOOD & BEVERAGES

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Food & Beverages

Restaurants

TYPE	NAME	OPENING	BUFFET / MENU / SNACKS	COMMENTS	AIR COND.	TERRACE
Main restaurant	Karibu				✔	✔
	Breakfast	07.30-10.30h	Buffet	Varied buffet with live cooking stations and sparkling wine.		
	Lunch	12.30-15.00h	Buffet	Buffet with live cooking stations and assorted desserts.		
	Dinner	19.00-22.00h	Buffet	Buffet with live cooking stations and assorted desserts. Vegetarian options available. Special evenings: twice a week.		
Gourmet restaurant	Krystal				✔	
	Optional dinner	19.00-22.00h	à la carte	Reservations required.		
Steakhouse	Steak House				✔	
	Optional dinner	19.00-22.00h	à la carte	Reservations required.		
Mediterranean restaurant	Helios				✔	
	Optional dinner	19.00-22.00h	à la carte	Reservations required.		
Italian restaurant	Duomo				✔	
	Optional dinner	19.00-22.00h	à la carte	Reservations required. Starters and desserts buffet.		
Grill	Pepe's Food					✔
	Lunch/ Snacks	12.00-18.00h	Buffet			
Elite Club	Elite Club Restaurant			Exclusively for guests staying at Elite Club by RIU rooms.	✔	
	Optional dinner	18.30-22.00h	à la carte	Reservations required.		

Additional information

	RESERVATION REQUIRED	EXTRA CHARGE	COMMENTS
Speciality wine list.		✔	
Opening and meal times are subject to change.			

Bars

TYPE	NAME	OPENING	COMMENTS	AIR COND.	TERRACE
Lounge bar	Lounge Bar	0.00-24.00h		✔	

TYPE	NAME	OPENING	COMMENTS	AIR COND.	TERRACE
Bar	Daiquiri	10.00-24.00h	Featuring a mixologist and daily signature drink .		✔
Plaza bar	Masai	18.00-24.00h	Stage.		✔
Pâtisserie	Capuchino	08.00-23.00h			✔
Poolside bar	Konyagi	10.00-18.00h			✔
Swim-up bar	Madafu	10.00-18.00h			
Elite Club	Elite Club Lounge	10.00-24.00h	Exclusively for guests staying at Elite Club by RIU rooms.	✔	
Elite Club	Elite Club Beach	10.00-18.00h	Exclusively for guests staying at Elite Club by RIU rooms.		

Dress code for dinner

Appropriate attire required for dinner.

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ALL INCLUSIVE

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All Inclusive

ALL INCLUSIVE FACILITIES
All meals, snacks and beverages in the hotel's bars and restaurants (except for "Elite Club by RIU" exclusive services).
Exclusive services for the guests staying in “Elite Club by RIU” rooms (see Elite Club section for more details).
International drinks with top brands throughout hotel.
Beverages 24h a day and snacks outside mealtimes.
Daily signature drink.
Regularly restocked minibar.
In-room safe.
Free sports, activities and entertainment programme as described.
Free wellness facilities as described.
WiFi throughout the hotel.
All hotel guests are required to wear an "All Inclusive" wristband for identification purposes.

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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 infinity pool	436			
✔	Outdoor infinity pool	359			
✔	Outdoor infinity pool	165		✔	

Pool area

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

Beach
Name: Nungwi
Length of beach: 750 m
Distance from hotel: 0 m

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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	✔		✔			Access 24hrs
✔	Group fitness activities in the RIU Fit area	✔		✔			Daily.
✔	Stand up paddle surfing (SUP)	✔					At Riu Jambo.
✔	Kayaking	✔					At Riu Jambo.
✔	Pedaloes	✔					At Riu Jambo.
✔	1 scuba tryout in the pool	✔					At Riu Jambo.
✔	Scuba diving		✔		✔		At Riu Jambo.

Sports shoes are compulsory when using the gym.
Time restrictions may apply to watersports.
The RIU Group has no direct or indirect relationship with external services/local providers (especially PARASAILING) and does not assume any liability for them, any contract between them being the exclusive responsibility of the clients themselves.

Entertainment

AVAILABLE	ACTIVITY	TIMES A WEEK	NO CHARGE	EXTRA CHARGE	COMMENTS
✔	Daytime entertainment programme	7	✔		
✔	Live music or shows	7	✔		
✔	RIU Party	1	✔		At Riu Jambo.

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	SJSM - Junior Suite Adapted.
Number of adapted rooms	12
Size of adapted rooms (sq m)	37
Location of adapted rooms (area/floor)	Located on ground floor.

Adapted rooms - Door widths

Entrance	84 cm
Bedroom *(if there is an extra door)*	-
Living room *(if there is an extra door)*	-
Bathroom	84 cm
Balcony/Terrace	80 cm

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)	-
Height of the basin	80 cm
Height of the toilet	40 cm

General hotel facilities

Lift available	✔
Lift's door width	109 cm
Lift's depth	120 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	8
Stairs with handrail	✔
Ladder - number of steps	-
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	Level 0 - Reception / Lobby Level 1 - Massai bar Level 2 - Main restaurant Level 3 - Konyagi bar

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	84 cm
Bedroom (if there is an extra door)	-
Living room (if there is an extra door)	-
Bathroom	84 cm
Balcony/Terrace	86 cm
Number of standard rooms located on the ground floor	98

Please contact hotel if more detailed information is needed.

RIU
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ROOMS

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RIU INTERNAL CODES	RIU STANDARD DESCRIPTION	SURFACE EXCLUDING BALCONY (sq m)	OCEAN VIEW (SEA VIEW)	PARTIAL OCEAN VIEW (PARTIAL SEA VIEW)	GARDEN VIEW	BATHROOM WITH SHOWER	WC WITH HYGIENIC SHOWER	DOUBLE WASHBASIN	BATHROOM AMENITIES	SPECIAL MAKE-UP MIRROR	HAIRDRYER	BATHROBE	TELEPHONE	USB POWER OUTLET	WIFI	TV CASTING WITH OWN DEVICE	CENTRAL AIR CONDITIONING	CEILING FAN	IN-ROOM SAFE	MINIBAR	LIQUOR DISPENSER	ELECTRIC KETTLE	IRON & IRONING BOARD	1 BEDROOM	SITTING AREA	2 BEDS SIZE: 110 x 200 cm	1 BED - SIZE: 180 x 200 cm	SOFA	SOFA BED	BALCONY/TERRACE	SMALL PRIVATE POOL ON TERRACE	ADAPTED ROOM	COMMENTS
SJSB	Junior Suite	37			✔	✔		✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔		✔	✔	✔	✔		✔	✔		✔				1 bed 180x200 cm or 2 beds 110x200 cm. Sofa bed in some rooms with 2 beds 110x200 cm.
SJLB	Junior Suite Partial Sea View	37		✔		✔		✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔		✔	✔	✔	✔		✔	✔		✔				1 bed 180x200 cm or 2 beds 110x200 cm. Sofa bed in some rooms with 2 beds 110x200 cm.
SJMB	Junior Suite Sea View	37	✔			✔	✔	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔		✔	✔	✔	✔		✔	✔		✔				1 bed 180x200 cm or 2 beds 110x200 cm. Sofa bed in some rooms with 2 beds 110x200 cm.
SMPE	Swim Up Junior Suite Sea View Elite Club by Riu	37	✔			✔	✔	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔		✔	✔		✔	✔			
SJME	Junior Suite Sea View Elite Club by Riu	37	✔			✔	✔	✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔		✔	✔		✔				
SJSM	Junior Suite Adapted	37			✔	✔		✔	✔	✔	✔	✔	●	✔	✔	✔	✔	✔	✔	✔		✔	✔	✔	✔	✔			✔	✔		✔		

TOTAL: 505 ROOMS

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

Features

Digital key available
Current : 220V

Remarks

All guest rooms with separate toilet.

SJME and SMPE: all Elite Club rooms with hygienic shower next to the toilet.

SJMB: all direct sea view rooms with hygienic shower next to the toilet.