



**RIADH PALMS**  
Resort & Spa |★★★★

## ***HOTEL INFORMATION FORM***

<b>Resort Name</b>	<b><i>Riadh Palms Hotel</i></b>		
<b>Official category</b>	4 stars	<b>E-mail</b>	commercial@hotelriadhpalms.com
<b>Telephone</b>	+216 73 225 700	<b>Web site</b>	www.hotelriadhpalms.com
<b>Fax</b>	+216 73 228 347	<b>Address</b>	Bd.14 Janvier 4039-Sousse
<b>Year opened</b>	1992		
<b>Last refurbished</b>	2010		
<b>Deputy General Manager</b>	Mr Walid Melayah		
<b>General Manager</b>	Mr Hatem Helioui		
<b>Sales &amp; Marketing Director</b>	Mr Makram Halloul		

### **BUILDING DETAILS**

<b>Total number of rooms</b>	650 rooms	<b>Total number of floors</b>	9 Floors
<b>Total number of suites</b>	34 Suites	<b>Total number of lifts</b>	6 lifts
<b>Distance of property from nearest town</b>	In city centre		
<b>Distance of property from the beach</b>	Direct on beach		
<b>Distance of property from the airport</b>	MIR 20 Kms	TUN 140 Kms	

### **PRIMARY POSITION FACTS**

	Yes	No		Yes	No
Build up area	√		Close to transportation	√	
Main Road Level	√		On beach	√	
Any Poor View		√	Disco-Bar Noise		√
Hilly	√		Noisy		√
Quiet	√		Aircraft Noise		√
Excessive steps to unit		√	Traffic Noise		√

### **ROOMS**

#### **➤ AIR CONDITIONNING**

Rooms all air-conditioned	Individually
Rooms all central heated	Individually

#### **➤ CLEANLINESS / HEALTH**

Rooms cleaned	daily
Linen changed	3 times a week
Towels changed	Daily
Bath towels	provided
Bath towels	not to be used at the pool
Non smoker's rooms	available
Rooms Floor with	carpet or ceramic on the floor

➤ **FURNISHINGS**

All rooms have balcony  
Mini bar provided on request at a cost of TD 4 per day  
Safety deposit boxes are available in some rooms at a cost of TD 3 per day + 20 DT deposit refundable before departure

➤ **COMFORTS**

Rooms have direct dial telephone  
Hair dryer is available in the rooms  
No razor points in the rooms  
Rooms have satellite TV

➤ **FAMILIES**

Interconnecting rooms are available  
Twin rooms could be changed in triple room with one added bed  
Triple rooms could be confirmed without request if the room is in allotment

➤ **SPECIAL NEEDS GUESTS**

Property could be suitable for special needs guests

➤ **NORMAL ROOMS TO BE USES FOR SPECIAL NEEDS GUESTS**

Good manoeuvrability in the bed room  
Good manoeuvrability in the balcony  
Good manoeuvrability in public areas and restaurants

➤ **SPECIAL NEEDS ROOMS**

Available

**FOOD AND DRINK**

➤ **5 BARS**

Bar Name	Bar Type	Indoor	Outdoor	Opening Hours
L'Horizon	Lobby Bar	√		09: 00 – 00: 00
Cocktail Bar	American Bar	√		08: 00 – 00 : 00
Turkish Coffee	Turkish Coffee	√		19: 00 – 00: 00
Neptune	Pool/Beach Bar		√	19: 00 – 00: 00 (open in summer -starting 01/05)
C'Zen lounge tea		√		08: 00 – 00 : 00
The Palms Lounge		√		08: 00 – 00 : 00

➤ **5 RESTAURANTS**

Restaurant Name	Restaurant Type	No Seats	Indoor	Outdoor	Info +	Opening Hours
Oasis	Main Restaurant		√		Non smoking	Breakfast buffet 06: 00 – 10: 00 Lunch Buffet 12: 30 – 15: 00 Dinner Buffet 18: 30 - 19: 45 Et 20:00- 21:30
Le Baron, Neptune	A la Carte	120	√			18:30 – 21: 00
The Palms Lounge	English Pub	180	√			08: 00 – 01: 00
Neptune	Pool/Beach	300		√	√	9:00– 18: 30 (open in summer - starting 01/05)
Room Service			√			24/24

Space for wheelchairs    Baby chairs

### RECEPTION

#### Information about reception/entrance to the property

- ✓ Reception available 24/24
- ✓ Reception is air-conditioned
- ✓ Multilanguage spoken staff
- ✓ Safety deposit box available at a cost of TD 3 per day + TD 20 deposit refundable before departure
- ✓ Money exchange facility available
- ✓ Credit card accepted : Visa, Master card, American Express
- ✓ Travellers check accepted
- ✓ Euro Checks accepted
- ✓ Wheelchairs ramp is provided
- ✓ Cats/dogs not allowed

### POOL AREA

Hotel pool areas (do not include children's pool information in this section)

- ✓ Sun beds / parasols are provided
- ✓ Free Umbrella's are provided

### POOLS

Pool total No : 2 fresh water pools open all year around

- ✓ 1 outdoor pool
- ✓ 1 indoor heated pool
- ✓ Easy access to the main building & the beach

### BEACH

- ✓ Hotel located directly on a private sandy beach
- ✓ Sun beds & Umbrella are available free of charge
- ✓ Towels not available

## CHILDREN FACILITIES

- ✓ Equipped play area is available
- ✓ Separate child pool
- ✓ Highchairs available
- ✓ Baby sitting available on request
- ✓ Cots available free of charge
- ✓ Children supervised club available from 4 – 10 years
- ✓ Children menu

## ENTERTAINMENT & ANIMATION

- ✓ Multilanguage spoken animation team
- ✓ Day and night animation program
- ✓ Program suitable for children and adult
- The following types of entertainment are available  
( Bingo, Dance, Cabaret ,Disco (on site), Happy Hours, Karaoke, Live band,Video shows, Folklore shows)

## SPORT

- **Golf**                      The hotel is located near to 3 golf courses
  - ✓ El kantoui                      36 holes                      distance from the hotel 6 Kms
  - ✓ Palm Links                      18 holes                      distance from the hotel 10 Kms
  - ✓ Magic Life Flamingo                      18 holes                      distance from the hotel 20 kms
- **Gymnasium**
  - ✓ Gymnasium room available
  - ✓ Sauna available
  - ✓ Massages available at a cost
- ✓ **Volley Ball**                      **Dart s**                      **Bowls**  
 Available free of charge      Available free of charge      Available free of charge
- ✓ **Card/board games**
- **Water sports**
  - Water skiing                      Available
  - **Diving center**                      Available at Port El Kantaoui (6kms)
- **Other Organized sports**

## TRANSPORT

- ✓ Private free car parking
- ✓ Public regular bus service in front of the hotel operating to the city center and Port El Kantaoui
- ✓ Public regular bus service to the major towns 3 kms far
- ✓ Taxi service available in front of the hotel



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## RESORT FACILITIES

- ✓ bank available in main building
- ✓ Church 2kms far
- ✓ Clothing boutiques/shopping centres near the property
- ✓ Disco : In main building
- ✓ Doctor on request at a cost
- ✓ Hair dresser in main building at a cost
- ✓ Hospital : nearby
- ✓ Mini market in main building
- ✓ Newspaper in main building
- ✓ Souvenirs in main building
- ✓ Super market in main building
- ✓ Telephone in main building
- ✓ TV Rooms available at American bar & English pub
- ✓ Post office nearby

## MEETING & CONFERENCE INFORMATION

Rooms	Length x width in meter	Area (m²)	Classr oom	Theatr e	U Shape	Circle	Banquet	Réception
<b>1)Taoufik Bouzrara</b>	12.20 x 8.00	97.60	80	120	46			
<b>Justinia</b>	9.50 x 4.75	45.12	36	60	35			
<b>Ruspina</b>	9.50 x 4.75	45.12	36	60	35			
<b>Leptis</b>	9.50 x 4.75	45.12	36	60	35			
<b>Thapsus</b>	8.30 x 4.80	39.84	28	50	32			
<b>Neapolis</b>	7.00 x 5.75	40.25	28	30	20			
<b>Bellarigia</b>	10.00 x 5.60	56.00	36	70	26			
<b>Hadrumet</b>	9.75 x 9.20	89.70	65	90	40			
<b>Elyssa</b>	8.50 x 6.00	51.00	36	60	34			
<b>Hasdrubal</b>	08.00 x 4.60	36.80	28	40	30			
<b>Okba</b>	8.00 x 4.00	32.00	28	40	30			



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## PACKAGE ALL INCLUSIVE

### RESTAURATION

Beverage accompanying meals at the restaurants : Beer, local wine, water, soda

<b>Breakfast buffet</b>	From 06h00 to 10h00	Oasis restaurant
<b>Late Breakfast</b>	From 10h00 to 12h00	Aziz restaurant
<b>Lunch buffet</b>	From 12h30 to 15h00	Oasis restaurant
<b>Lunch buffet</b>	From 12h30 to 15h00	Neptune restaurant (starting 01/05 summer only)
<b>Dinner buffet</b>	From 18h30 to 19h45 & from 20h15 to 21h30	Oasis restaurant

<b>Late dinner</b>	From 22h00 to 00h00	Restaurant Aziz
<b>Themed restaurants</b>	From 19h00 to 21h00	Venezia / Sidi Bou / Pêcheur

(dinner once during stay, subject to prior booking 24 h in advance. Subscribe at the reception desk or guest relations.)

<b>Coffee and Cake Station</b>	From 15H00 to 18H00
<b>Pancake Station</b>	From 16h 00 to 18h00

### BARS

Local alcoholic and non alcoholic drinks

<b>Lobby Bar</b>	From 09h00 to 00h00
<b>Pool &amp; Beach Bar</b>	From 09h00 to 18h00 (Open during summer season only - starting 01/05)
<b>Moorish Café</b>	From 19H00 to 00H00 (Turkish coffee, mint tea, Boukha, Thibarine)

### PAYING BARS

International alcoholic drinks

**Bar Americain - The Zino Lounge - C'Zen - Night Club -  
Mini Bar** (on request)

### FREE OF CHARGE

- Transats and sun beds in swimming pool • Sauna • Fitness
- Umbrellas in pool and beach area • WIFI in the lobby, bar salon, C'Zen and the Zino Lounge
- Internet facilities



### ENTERTAINMENT

#### All day long

Sports activities and games around the pool and on the beach, kid's entertainment program  
Mini Club (from 4 to 10 years old)

#### Every evening

Different shows, sketches, cabaret, dances & other, theme night at the disco

### PAYING FACILITIES

- Safety deposit box • Wellness center "SERENITY spa center" • Esthetique center « La belle rose »
- Babysitting (Subject to prior booking 24 h in advance. Inscription at the reception desk)

## 1 - Safe deposit boxes are available on your request

03 dinars per day, plus 20 dinars deposit

Please be advised that the hotel is not responsible for any lost or stolen item that is not kept in the safe deposit box.

## 2 - Mini bar

can be hired at a rate of 04 dinars per day upon availability.

## 3 - TV remote control

is obtainable from reception against 20 dinars deposit

**4 -** The towels available in your rooms can not be used outside, neither around the pool or the beach.

**5 -** All hotel guests have access to sun beds and parasols by the pool and the beach, reservations are not permitted.

**6 -** Access to the main restaurant (OASIS) in swimwear is not permitted

**7 -** Guests are not allowed to take food to be eaten outside the restaurant (fruits, cakes, bread, coffee...)

**8 -** On your departure day, the room have to be vacated by midday (12:00) should you wish to arrange a late check out, we recommend you to speak to reception to check room availability. The room will be allocated until 18:00(day use) at an extra charge of 60 dinars per room.

Kindest regards

