



Welcome to Riga Islande Hotel!

We are happy for your choice to stay at Riga Islande Hotel and want your visit to be excellent.

This directory contains all the information about our services.

We wish you a pleasant stay!

### **Hotel telephone numbers**

Reception – 100

Room service – 162

Lobby bar & 1st floor restaurant – 162

Conference services – 116

Security – 128

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To know where to look for help - read in a timely manner:

### **When you arrive, check the following:**

The location of all exits!

Note the location of fire extinguishers and alarm buttons!

Do not lose your key!

### **When the alarm is sounding:**

Await directions!

Take your key with you!

Depart through the emergency exit!

Do not use the elevator!

## A

### **Air conditioner**

Regulator is located on the wall. It is possible to regulate temperature and air flow speed.

## B

### **Bar**

Bar "Lobby" is located on the 1st floor. Dial 162. (11:00-23:00) Drink menu

### **Bible**

Located in the table or nightstand drawer.

### **Billiard**

Located in the Bowling center on floor 0. Should be booked in advance. Dial 100.

### **Blanket**

Available by request. Please contact the Reception. Dial 100.

### **Bowling**

Bowling center on floor 0. Should be booked in advance. Dial 100.

### **Breakfast**

At Restaurant on the 1st floor. Working times

I – V 07:00–10:30 and VI, VII 07:00–11:00.

### **Business center**

Located on the 1st floor. Available: computer, internet, printer, scanner, copy machine. Free of charge.

## C

### **Car Rental**

Please contact the Reception. Dial 100.

### **Changing table for children**

Located in the WC for disabled persons on the 1st floor.

### **Chapel**

You are welcome to have a peaceful rest or pray at our chapel on the 6th floor at room 628a. Available 24/7.

### **Check in time**

Check-in time starts at 14:00.

### **Check-out time**

Check-out time is 12:00 (noon). If you require a late check-out, please contact the Reception. Dial 100.

### **City Map**

All the necessary information will be given by our Receptionist. Dial 100.

### **Coffee break room**

Coffee break room for conferences is located opposite conference halls on the 1st floor.

### **Conference rooms**

There are 4 modern conference rooms and banquet halls located on the 1st floor. 3 of them can be transformed into a room with a total capacity up to 250 persons. For more information regarding conferences and banquets please dial 116.

### **Conference wardrobe**

Located on the opposite side of the conference halls on the 1st floor.

### **Credit Cards**

We accept all major credit cards – Visa, Master Card, Maestro and American Express.

## D

### **Dental hygiene kit**

Free of charge. Available on request. Please contact the Reception. Dial 100.

### **Do not disturb**

If you don't want to be disturbed, please use the sign „Please do not disturb”.

### **Doctor, ambulance**

Please contact the Reception. Dial 100.

## E

### **Electricity**

The electricity voltage in the hotel is 220 V.

### **Evacuation plan**

Located in the rooms on the door. Your room, evacuation directions and emergency exits are marked in the plan.

### **Event management**

1st and 9th floor restaurant premises is perfect place for organization of events up to 160 people. Dial 113.

## **Extra bed**

Extra bed for children up to 3 years is free of charge. For children from 4-16 years an extra bed with a mattress is available for extra charge 17 EUR per night. Please request at the Reception. Dial 100.

## **F**

### **Fire Safety Precautions**

Please familiarize yourself with the Fire safety precautions. In case of a fire, please leave the room following the emergency signs. DO NOT USE THE ELEVATOR!

## **G**

### **Gym**

Located on 9th floor at SPA. Opening hours: I - VII 07:00-12:00 and 14:00-21:00.

## **H**

### **Hotel booking**

Do not forget to book your next visit.

## **I**

### **Internet**

Wireless internet service is available in the hotel. Free of charge. Login and password can be found at the room key holder.

### **Ironing room**

Located on the 6th floor in the room 624a.

## **L**

### **Laundry / Dry cleaning**

Laundry can be handed over till 9:00 – you will receive it back on the same day till 18:00. This service is available only from Monday to Friday.

### **Lost belongings**

All the necessary information will be given by our Receptionist. Dial 100.

### **Luggage**

Our porters will help you. There is a Luggage storage room in the hotel, you can leave your luggage there free of charge. Dial 100.

## **M**

### **Minibar**

Located in the locker below TV. Snacks and different drinks are available. Please pay at the reception.

### **Money exchange**

The hotel is not ensuring the money exchange service. Our Receptionist will inform you about the nearest money Exchange points.

### **Museums**

Information regarding museums is available at the Reception. Dial 100.

## **P**

### **Parking**

Spacious parking lot. Free of charge.

### **Payments**

In the hotel you can pay in cash – EUR – or credit card.

### **Pets**

Pets are allowed in the hotel. The price is 30,00 EUR per night.

### **Pillow**

Extra pillows are available free of charge by request. Please contact the Reception. Dial 100.

### **Post**

The post box is located at the Hotel's entrance door.

## **R**

### **References**

We will be glad to receive your references about our hotel.

## **Restaurants**

1<sup>st</sup> floor Restaurant with an open-air terrace (summer season) Breakfast I–V 7:00–10:30 and VI, VII 7:00–11:00. Dial 163. Lobby bar. Opening hours I – VII 11:00 – 23:00. Dial 162. Menu

## **Room cleaning**

The rooms are cleaned till 16:00. If you wish that your room is cleaned earlier, please hang the sign „Please clean up” on the door knob.

## **Room service**

You can order food and drinks. Dial 162. (13:00-22:30)

## **S**

### **Safety box**

Hotel does not take any responsibility for the items left behind. We offer usage of our safety boxes. For more information please contact the Reception. Dial 100.

### **Security**

Security guards work 24/7. Dial 128.

### **Sewing kit**

In the room – in the drawer.

### **Shaving kit**

Free of charge. Available by request. Please contact the Reception. Dial 100.

### **Smoking**

We are non-smoking hotel. Smoking is allowed only in hotel territory, at least 10 meters from entrances.

### **Souvenirs**

At the hotel lobby you can buy different Riga and Latvia souvenirs. Please pay at the reception.

### **Surprise**

If you want to make a surprise (flowers, sweets, fruits, sparkling wine) during your visit – please contact reception in advance. Dial 100.

## **T**

### **Taxi**

A trustable service provided by a partner, which is chosen by the hotel. For more information, please contact The Reception. Dial 100.

### **Technical problems**

If you need technical assistance please contact the Reception. Dial 100.

### **Telephone**

Information regarding outgoing calls can be found in AZ book section Codes for International calls.

### **Television**

You can watch local channels, and international channels.

### **Theatre/concerts**

More information regarding repertoire of theatres and concerts is available at the Reception. Dial 100.

### **Tours**

Information and tickets on tours and excursions is available at the Reception. Dial 100.

## **V**

### **Vase for flowers**

Available by request. Free of charge. Please contact the Reception. Dial 100.

### **Video monitoring**

Hotel area is under 24/7 video surveillance.

### **Visitors**

In the interest of guests' security, visitors are not permitted in the guests' rooms after 23:00. If you have late guests, please register them at the Reception. Extra fee 17 EUR may be charged without prior warning.

## **W**

### **Wakeup call**

If you want us to wake you up at a specific time, please call the Reception. Dial 100.

## Tālsarunu telefonu kodi Codes for International calls

Iekšzemes zvanu izejošais kods: 0 | Starptautisko zvanu izejošais kods: 0-00

Outgoing calls within the country: 0 | Outgoing International calls: 0-00

Tarifs ir atkarīgs no adresāta, uz kuru Jūs zvaniet.  
Ievērojiet, ka mobilo un stacionāro telefonu tarifs ir atšķirīgs.

The rate depends on the call to the addressee.  
Please note that the rates for calling to mobile and landline phones are different.

Albania	<b>355</b>	Georgia	<b>995</b>	Montenegro	<b>382</b>
Armenia	<b>374</b>	Germany	<b>49</b>	Norway	<b>47</b>
Australia	<b>61</b>	Great Britian	<b>44</b>	Poland	<b>48</b>
Austria	<b>43</b>	Greece	<b>30</b>	Portugal	<b>351</b>
Azerbaijan	<b>994</b>	Hungary	<b>36</b>	Romania	<b>40</b>
Belarus	<b>375</b>	Iceland	<b>354</b>	Russia	<b>7</b>
Belgium	<b>32</b>	Ireland	<b>353</b>	Serbia	<b>381</b>
Bulgaria	<b>359</b>	Israel	<b>972</b>	Slovakia	<b>421</b>
Canada	<b>1</b>	Italy	<b>39</b>	Slovenia	<b>386</b>
China	<b>86</b>	Japan	<b>81</b>	Spain	<b>34</b>
Croatia	<b>385</b>	Kazakhstan	<b>7</b>	Sweden	<b>46</b>
Cyprus	<b>357</b>	Lithuania	<b>370</b>	Switzerland	<b>41</b>
Czech Republic	<b>420</b>	Luxembourg	<b>352</b>	Turkey	<b>90</b>
Denmark	<b>45</b>	Macedonia	<b>389</b>	Ukraine	<b>380</b>
Estonia	<b>372</b>	Malta	<b>356</b>	USA	<b>1</b>
Finland	<b>358</b>	Moldova	<b>373</b>	Uzbekistan	<b>998</b>
France	<b>33</b>	Monaco	<b>377</b>		

# Ārvalstu pārstāvniecības Latvijā

## Foreign missions in Latvia

### Иностранные дипломатические представительства

Amerikas Savienotās Valstis United States of America	Samnera Velsa iela 1, Rīga, LV-1510	(371) 671 070 00
Austrijas Republika Republic of Austria	Alberta iela 13, 7. stāvs, Rīga, LV-1010	(371) 672 161 25
Azerbaidžānas Republika Republic of Azerbaijan	Raiņa bulvāris 2-5, Rīga, LV-1050	(371) 671 428 89 (371) 671 428 95
Baltkrievijas Republika Republic of Belarus	Jēzusbaznīcas iela 12, Rīga, LV-1050	(371) 672 225 60 (371) 673 253 21 (24/7)
Čehijas Republika Czech Republic	Elizabetes iela 29a, Rīga, LV-1010	(371) 672 178 14 (371) 672 873 06
Dānijas Karaliste Kingdom of Denmark	Pils iela 11, Rīga, LV-1050	(371) 672 262 10
Francijas Republika French Republic	Raiņa bulvāris 9, Rīga, LV-1050	(371) 670 366 00
Grieķijas Republika Hellenic Republic	Elizabetes iela 11, Rīga, LV-1010	(371) 673 563 45
Gruzija Georgia	Raiņa bulvāris 3-1, Rīga, LV-1050	(371) 672 131 36
Igaunijas Republika Republic of Estonia	Skolas iela 13, Rīga, LV-1010	(371) 678 120 20 (371) 678 120 26
Īrija Ireland	Alberta iela 13, Rīga, LV-1010	(371) 670 393 70
Itālijas Republika Italian Republic	Teātra iela 9, 3. un 4. stāvs, Rīga, LV-1050	(371) 672 160 69
Izraēla State of Israel	Elizabetes iela 2, 3. stāvs, Rīga, LV-1010	(371) 676 355 00
Japāna Japan	Vesetas iela 7, Rīga, LV-1013	(371) 678 120 01
Kanāda Canada	Baznīcas iela 20/22, 6.stāvs, Rīga, LV-1010	(371) 678 139 45 (371) 678 139 52
Ķīnas Tautas Republika People's Republic of China	Ganību dambis 5, Rīga, LV-1045	(371) 673 570 23 (371) 673 570 24
Korejas Republika Republic of Korea	J. Alunāna iela 2, Rīga, LV-1010	(371) 673 242 74
Krievijas Federācija Russian Federation	Antonijas iela 2, Rīga, LV-1010	(371) 673 321 51 (371) 672 206 93
Lielbritānijas un Ziemeļīrijas Apvienotā Karaliste United Kingdom of Great Britain and Northern Ireland	J. Alunāna iela 5, Rīga, LV-1010	(371) 677 747 00
Lietuvas Republika Republic of Lithuania	Rūpniecības iela 24, LV 1010 Rīga	(371) 673 215 19 (371) 673 209 19
Moldovas Republika Republic of Moldova	Zigfrīda Annas Meierovica bulvāris 14, Rīga LV 1050	(371) 673 591 60 (371) 673 591 63
Nīderlandes Karaliste Kingdom of the Netherlands	Torņa iela 4 - 1A, Jēkaba kazarmas, 2. stāvs, Rīga, LV-1050	(371) 673 261 47
Norvēģijas Karaliste Kingdom of Norway	Kaļķu iela 15, 2. stāvs, a/k 181, Rīga, LV-1050	(371) 678 141 00 (371) 678 141 10
Polijas Republika Republic of Poland	Mednieku iela 6B, Rīga, LV-1010	(371) 670 315 00 (371) 670 315 07

Slovākijas Republika Slovak Republic	Smilšu iela 8, Rīga, LV-1050	(371) 678 142 80
Somijas Republika Republic of Finland	Kalpaka bulvāris 1, Rīga, LV-1605	(371) 670 788 00
Spānijas Karaliste Kingdom of Spain	Elizabetes iela 11, 3. stāvs, Rīga, LV-1010	(371) 673 202 81
Šveices Konfederācija Swiss Confederation	Pasaules tirdzniecības centrs, Elizabetes iela 2, 3. stāvs, Rīga, LV-1340	(371) 673 383 51 (371) 673 383 52
Turcijas Republika Republic of Turkey	A. Pumpura iela 2, Rīga, LV-1010	(371) 678 216 00 (371) 678 216 09
Ukraina Ukraine	Kalpaka bulvāris 3, Rīga, LV-1010	(371) 672 430 82 (371) 673 329 56 (371) 292 392 62 (24/7)
Ungārija Hungary	Baznīcas iela 20/22, 4.stāvs, Rīga, LV-1010	(371) 672 175 00
Uzbekistānas Republika Republic of Uzbekistan	Elizabetes iela 11 - 11, 2.stāvs, LV 1010 Rīga	(371) 673 224 24 (371) 673 223 46
Vācijas Federatīvā Republika Federal Republic of Germany	Raiņa bulvāris 13, Rīga, LV-1050; Pasta adrese: a/k 186, Rīga, LV-1050	(371) 670 851 00
Zviedrijas Karaliste Kingdom of Sweden	A. Pumpura iela 8, Rīga, LV - 1010	(371) 676 866 00