



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 – 100
Lobby bar & 1st floor restaurant – 100
Conference services – 116
Security – 128

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!

Wishing you a pleasant stay!

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. Closed at the moment.

Blanket

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

Bowling center on floor 0.

Should be booked in advance. Dial 100. Closed at the moment.

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 5 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 220 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 114.

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 22 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 the 9th floor. 24/7. Additional cost 5 EUR per day.

H

Hotel booking

Do not forget to book your next visit. Directly you will get best price possible.

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 receptionists 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 can be directed to our reception. Dial 100

R

References

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

Restaurants

1 st floor Restaurant with an open-air terrace (summer season) Breakfast I–V 7:00–10:30 and VI, VII 7:00–11:00. 9th floor restaurant from 12:00-23:00. Summer season – 10th floor Rooftop restaurant from 12:00-23:00. Menu: https://islandehotel.lv/wp-content/uploads/2022/06/Terases-menu-2022_new.pdf

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 100. (13:00-22:00)

Relaxation area

The rest and relaxation area on the 9th floor is accessible for 50 EUR/h, minimum order – 2h. Visit to the sauna, steam room and cold pool is included.

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 22 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	355	Georgia	995	Montenegro	382
Armenia	374	Germany	49	Norway	47
Australia	61	Great Britian	44	Poland	48
Austria	43	Greece	30	Portugal	351
Azerbaijan	994	Hungary	36	Romania	40
Belarus	375	Iceland	354	Russia	7
Belgium	32	Ireland	353	Serbia	381
Bulgaria	359	Israel	972	Slovakia	421
Canada	1	Italy	39	Slovenia	386
China	86	Japan	81	Spain	34
Croatia	385	Kazakhstan	7	Sweden	46
Cyprus	357	Lithuania	370	Switzerland	41
Czech Republic	420	Luxembourg	352	Turkey	90
Denmark	45	Macedonia	389	Ukraine	380
Estonia	372	Malta	356	USA	1
Finland	358	Moldova	373	Uzbekistan	998
France	33	Monaco	377		

Ārvalstu pārstāvniecības Latvijā Foreign missions in Latvia

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	Jēzusbaziņas 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