



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

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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!

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.

### **Blanket**

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

**Bowling center** on floor 0.

Should be booked in advance and available only for private events. For more information check our website.

### **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.

### **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. Two electric car charging stations available for additional cost – please check with reception, dial 100

### **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 via booking.com, tripadvisor or google.

### **Restaurants**

1st 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 13:00-23:00. Summer season – 10th floor Rooftop restaurant from 13:00-23:00.

### **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. A private 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 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        | <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

|  |   |  |
|--|---|--|
| Amerikas Savienotās Valstis<br>United States of America  | Samnera Velsa iela 1,<br>Rīga, LV-1510                            | (371) 671 070 00                               |
| Austrijas Republika<br>Republic of Austria   | Alberta iela 13, 7.<br>stāvs, Rīga, LV-1010                       | (371) 672 161 25                               |
| Azerbaidžānas Republika<br>Republic of Azerbaijan  | Raiņa bulvāris 2-5,<br>Rīga, LV-1050                              | (371) 671 428 89<br>(371) 671 428 95           |
| Baltkrievijas Republika<br>Republic of Belarus   | Jēzusbazznīcas iela 12,<br>Rīga, LV-1050                          | (371) 672 225 60<br>(371) 673 253 21<br>(24/7) |
| Čehijas Republika<br>Czech Republic  | Elizabetes iela 29a,<br>Rīga, LV-1010                             | (371) 672 178 14<br>(371) 672 873 06           |
| Dānijas Karaliste<br>Kingdom of Denmark  | Pils iela 11, Rīga,<br>LV-1050                                    | (371) 672 262 10                               |
| Francijas Republika<br>French Republic   | Raiņa bulvāris 9, Rīga,<br>LV-1050                                | (371) 670 366 00                               |
| Grieķijas Republika<br>Hellenic Republic   | Elizabetes iela 11,<br>Rīga, LV-1010                              | (371) 673 563 45                               |
| Gruzija<br>Georgia   | Raiņa bulvāris 3-1,<br>Rīga, LV-1050                              | (371) 672 131 36                               |
| Igaunijas Republika<br>Republic of Estonia   | Skolas iela 13, Rīga,<br>LV-1010                                  | (371) 678 120 20<br>(371) 678 120 26           |
| Īrija<br>Ireland   | Alberta iela 13, Rīga,<br>LV-1010                                 | (371) 670 393 70                               |
| Itālijas Republika<br>Italian Republic   | Teātra iela 9, 3. un 4.<br>stāvs, Rīga, LV-1050                   | (371) 672 160 69                               |
| Izraēla<br>State of Israel   | Elizabetes iela 2, 3.<br>stāvs, Rīga, LV-1010                     | (371) 676 355 00                               |
| Japāna<br>Japan  | Vesetas iela 7, Rīga,<br>LV-1013                                  | (371) 678 120 01                               |
| Kanāda<br>Canada   | Baznīcas iela 20/22,<br>6.stāvs, Rīga, LV-1010                    | (371) 678 139 45<br>(371) 678 139 52           |
| Ķīnas Tautas Republika<br>People's Republic of China   | Ganību dambis 5, Rīga,<br>LV-1045                                 | (371) 673 570 23<br>(371) 673 570 24           |
| Korejas Republika<br>Republic of Korea   | J. Alunāna iela 2, Rīga,<br>LV-1010                               | (371) 673 242 74                               |
| Krievijas Federācija<br>Russian Federation   | Antonijas iela 2, Rīga,<br>LV-1010                                | (371) 673 321 51<br>(371) 672 206 93           |
| Lielbritānijas un Ziemeļīrijas Apvienotā Karaliste<br>United Kingdom of Great Britain and Northern Ireland | J. Alunāna iela 5, Rīga,<br>LV-1010                               | (371) 677 747 00                               |
| Lietuvas Republika<br>Republic of Lithuania  | Rūpniecības iela 24,<br>LV 1010 Rīga                              | (371) 673 215 19<br>(371) 673 209 19           |
| Moldovas Republika<br>Republic of Moldova  | Zigfrīda Annas<br>Meierovica bulvāris<br>14, Rīga LV 1050         | (371) 673 591 60<br>(371) 673 591 63           |
| Nīderlandes Karaliste<br>Kingdom of the Netherlands  | Torņa iela 4 - 1A,<br>Jēkaba kazarmas, 2.<br>stāvs, Rīga, LV-1050 | (371) 673 261 47                               |
| Norvēģijas Karaliste<br>Kingdom of Norway  | Kaļķu iela 15, 2. stāvs,<br>a/k 181, Rīga,<br>LV-1050             | (371) 678 141 00<br>(371) 678 141 10           |
| Polijas Republika<br>Republic of Poland  | Mednieku iela 6B,<br>Rīga, LV-1010                                | (371) 670 315 00<br>(371) 670 315 07           |
| Slovākijas Republika<br>Slovak Republic  | Smilšu iela 8, Rīga,<br>LV-1050                                   | (371) 678 142 80                               |

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