Hilton Bath City Hotel Accessibility Pack

Thank you for considering the Hilton Bath City. We are pleased to give you some information about our hotel that you may find useful when planning your visit.

Arrival at Hotel:
Arrival by public transport
The train station is 10 minutes walk from the hotel. There is a taxi rank based outside the main train station. This is also a stone’s throw away from the main bus depot in Bath.

Description and location of accessible entrance to the hotel
The main entrance to the hotel is located on Walcot Street. Drive up a slight ramp to gain access to the front of the hotel. 5 disabled parking spaces are located here. The rest of the front is marked with double yellow lines to restrict parking. There are 4 average steps, in front of the main doors. To the left of the main doors is a ramp. The stairs have handrails on the right hand side; the ramp also has a handrail. The stairs and ramp are of a tile like material. The main doors measure approximately 1.4 meters in width, and are automatic doors. These are locked after 12.00 midnight. There is a bell system operated on an evening. The bell is to the right hand side of the main doors. Alternatively guests can use their key card upon entry at night time. There is a drop curb to the left of the front doors, near the ramp for wheelchair access.

Drop off and car parking information
The ramp area in front of the hotel has space behind the disabled car parking spaces to allow guests to drop off their luggage, and then check in. The car should then be moved. The hotel offers parking below in the Podium car park. This is charged at £15.00 on a once-in-once-out basis, additional validations are charged at £15.00 each. This is also chargeable for guests with a disabled badge.

How to get assistance
The hotel does not offer assistance with valet parking.
Any queries or issues should be highlighted at the Reception desk, and will be addressed via the Duty Manager
Welcome & Reception:

Location of the check in desk
The location of the Reception desk is to the right of the lobby as you enter the building.
The desk is manned 24 hrs.
There is a hearing induction loop based on the third terminal (from the main doors)
The desk is 1.2 meters in height.
The lobby floor is marble.
The lifts are based in the lobby – these are situated at the back of the lobby – on the ground floor, opposite the main doors. All floors are accessible by the lifts. The ground floor is all one level – and fully accessible, apart from a raised area in the restaurant, where approximately 80 of the 160 covers are located.

Toilet Facilities:
There is one disabled toilet on the ground floor, in addition to a ladies and gents toilet.
The gents are to the left of the lobby, the ladies to the right.
The gents consist of 3 cubicles and 4 urinals and three sinks.
The ladies consist of 5 cubicles and three sinks. These are all of an average size and height.
The sinks in all the bathrooms are situated at approx 1 meter from floor level. The bathrooms are all tiles floors. All offer hand dryers.
There is a disabled toilet situated to the right of the ladies toilet (to the right of the lobby). The door is 1 meter approximately in width. This door opens out. The handle is designed for easy grip. There are door hooks on the back of the door. The toilet is located at the back of the room, with 2 grip bars fixed to the left hand side. There is an adjustable rail to the right. There is a small sink and hand dryer at a reachable distance from the toilet. The floor is tiled. There is a baby changing unit also situated in this area that is fixed onto the wall, and pulls out from its fixing. There is a low level light switch on entry.
There is a panic alarm in the disabled toilet, located near to the toilet. The alarm sounds in Reception and the staffs are trained to respond.

Getting round the Hotel:
The hotel has two lifts situated at the rear of the lobby. These service all floors. The doors are 1 meter in width. Both lifts have lift annunciation for opening and closing doors, and the floor level.
Internally there are tactile buttons at wheel chair level on the right hand side as you enter the lift.
Bright floor numbers are displayed.
The lifts are approximately 4 ft square with a wooden veneer panelling and mirror on the back wall. There are handrails to three of the sides of the lift.
Hotel Shop:
The nearest is the Spa (open 7am – 9pm), which is located 5 minutes round the corner from the hotel on Broad Street. In addition, the hotel is located next door to Waitrose (open 8am – 9pm apart from Sunday, open 11am – 4pm), which is approximately a 3 minute walk from the hotel.

Business Centre
The Business Centre in situated to the rear of the lobby.
The flooring is carpet.
This facility is manned via the Front desk.
2 Internet terminals are located here, based on desks, at a wheelchair level – so are accessible. Reception sells Internet cards of 15 and 30 minutes.
Photocopying is available from the Business Centre. Photocopying is chargeable.
The Business Centre is easily accessible and is completely open plan

Any other Facilities:
Food & Beverage Outlets:
Main Restaurant – Atelier
The main restaurant is located on the ground floor of the hotel, to the right of the lobby, standing from the main doors.
The Restaurant is open 07.00 – 10.00am for breakfast, weekdays and 07.00 – 11.00am weekends. For dinner, this is open 18.00 – 21.30 hrs.
You enter past the buffet room on your left hand side.
The restaurant is all on one level. This floor area is covered in tiles and wooden flooring.
The entrance to the restaurant is a tiled floor. The buffet counters are approximately 1 meter in height.
Atelier restaurant is a French style bistro, decorated in modern shades of brown and beige. Large print menus are available. We also have arthritic cutlery available. High chairs for children are provided.
The food is French in style.
Breakfast is fully self-service, from a buffet. Dinner is full service. The restaurant is non-smoking

The Lobby Bar
This is located in the Lobby on the left hand side.
The Lobby Bar is open 24 hours for guests and open for non-residents from 11.00 am to 11.00 pm weekdays and 22.30 hrs - Sunday. After this time there is a reduced style menu.
The bar/lounge area has approximately 40 seats, made up of easy chairs, sofas and armchairs. There is easy access for all guests in this area.
The lounge area is fully carpeted, modern and contempory.
The Lounge is a no smoking area.
**Room service**
The hotel offers 24 hr room service to all bedrooms. Hot food is served 06.30 – 23.00 hrs. 23.00 – 06.30 hrs – there is a limited menu available.

**Leisure Facilities:**
The hotel has a gym based on the first floor. The entrance is an average size door, with a slight ramp down into the room. The floor is laminate style flooring. The width of the door is 81 cm. There are 2 treadmills, 2 exercise bikes, 1 cross country trainer, a multi-gym, weights and weight bench and an arm rower which are fully DDA compliant. The room is set out to allow wheelchair access. In addition towels are provided in this area. There is a panic cord in the room, and telephone. The panic alarm sounds in Reception. Receptionists are trained to respond to this alarm.

In addition, CCTV in Reception monitors the gym. There are no wet areas, and no changing facilities. This gym is only accessible for guests staying in the hotel. Guests change in their rooms.

The door to the gym is constantly locked. Your bedroom keys are used to gain access to the gym.

The facility is completely unmanned.

Advice on any of the equipment is available from the Duty Manager

**Bedrooms:**
There are 173 bedrooms at the Hilton Bath City.

The bed configurations include Twin rooms (2 single beds), double rooms (double beds), family rooms (Standard double or king size, with a pull out sofa bed) and we do offer double double rooms (rooms with two double beds). Our rooms are made up of standard (including compact), deluxe and suite room types.

In addition we offer three rooms fully adapted with disabled facilities in the rooms. These rooms are 101, 201 and 301, and are located on the 1st, 2nd and 3rd floors.

Vibrating pillows are available.

All bedrooms are located on the first, second, third and fourth floors of the hotel. We offer no bedrooms on the ground floor.

All bedroom floors are accessible by lift.

The corridors to access the bedrooms are all at least 1 meter in width – and carpeted. All the corridors are on one level. There are no steps on our bedroom corridors. In addition, there are 5 flights of fire stairs located on the bedrooms floors. 4 of these fire stairs take guests directly out of the hotel. One flight of fire stairs takes guests into the Lounge area of the hotel, and is an alternative to the lifts.

On first and third lobby’s fire evacuation chairs are located.

All bedrooms are on-suite, and offer tea and coffee making facilities, television, including pay TV, internet, desk area, bathroom condiments, hairdryer, iron and ironing board. All our rooms offer high-speed wi-fi internet access. The deluxe rooms in the hotel tend to be larger.
The suites in the hotel are the largest rooms. We have 4 suites available, one of which is a split level suite with steps between the bedroom and seating area. There are spy holes in all rooms. The spy holes in the disabled rooms are at a lower level for use by wheelchair users. All rooms have down duvet and pillows. Non-allergenic pillows and bed coverings are available on request. In addition, we do have bath mats, bath boards, bath seats, an inflatable bath seat, and some adjustable bars. We also have bed-raising blocks/feet. These are available on request.

Disabled adapted rooms
Rooms 101, 201 and 301 are located on the 1st, 2nd and 3rd floors. These are near to the main lifts.

Room 101
This room is a non smoking room
Standard door size entrance to the room
Spy hole located at wheelchair height
Spacious room, with accessibility for a wheelchair
1 arm chair and coffee table in the room
Double bed
Alarm cord to the floor, located to the left of the bed. Sounds an alarm at reception
There are low level sockets located around the bedroom.
1 meter width door from bedroom to bathroom
Opens out into the bedroom
There is a horizontal grab bar on the bathroom side of this door.
This bedroom is carpeted, the bathroom is tiled.
The bathroom is a larger bathroom, containing a wet room, sink and toilet.
There is a fully adjustable shower in the wet room
There is a shower seat fixed to the wall
The toilet is situated at the back of the bathroom
There is one adjustable rail to the left, and one fixed bar to the right of the toilet.
In addition, there is floor length alarm cord to the left of the toilet, and to the right of the bath. This is linked to reception, and sounds an alarm. Our reception team are trained to respond, should the alarm be activated.
There are easy grip handles taps in the bathroom.

Room 201
This room in a non smoking room
Standard door size entrance to the room
Spy hole located at wheelchair height
Spacious room, with accessibility for a wheelchair
2 arm chairs and coffee table in the room
Double bed
Alarm cord to the floor, located to the right of the bed. Sounds an alarm at reception
There are low level sockets located around the bedroom.
Opens out into the bedroom
This bedroom is carpeted, the bathroom is tiled.
The bathroom is a larger bathroom, containing wet room, sink and toilet.
There is a fully adjustable shower in the wet room
There is a shower seat fixed to the wall in the wet room
There is an upward grab bar to the right of this sink.
The toilet is situated at the back of the bathroom
There is one adjustable rail to the left, and one fixed bar to the right of the toilet.
In addition, there is floor length alarm cord to the left of the toilet, and to the right of
the wet room. This is linked to reception, and sounds an alarm. Reception are trained
to respond, should the alarm be activated.
There are easy grip handles taps in the bathroom.

Room 301
This room in a non smoking room
Standard door size entrance to the room
Spy hole located at wheelchair height
Spacious room, with accessibility for a wheelchair
1 arm chair and coffee table in the room
Double bed
Alarm cord to the floor, located to the right of the bed. Sounds an alarm at
reception
There are low level sockets located around the bedroom.
There is a separate desk in the room.
1 meter width door from bedroom to bathroom
Opens out into the bedroom
There is a horizontal grab bar on the bathroom side of this door.
This bedroom is carpeted, the bathroom is tiled. There is a small ledge between the
two rooms to retain any overflow water from the bathroom.
The bathroom is a larger bathroom, containing Bath, sink and toilet.
There is a fully adjustable shower over the bath
There are three grab bars round the bath, 1 at the tap end of the bath, the other 2
to the left of the bath (one horizontal, one vertical). These are permanently fixed
grab bars.
There is an upward grab bar to the right of this sink.
The toilet is situated at the back of the bathroom
There is one adjustable rail to the left, and one fixed bar to the right of the toilet.
In addition, there is floor length alarm cord to the left of the toilet, and to the right of
the bath. This is linked to reception, and sounds an alarm. Reception are trained to
respond, should the alarm be activated.
There are easy grip handles taps in the bathroom.
This room is air conditioned.
There is a separate desk in the room.
1 meter width door from bedroom to bathroom
In event of Emergencies:
Procedure for FOH Disabled Check-in
1. Disabled guests must be indicated on Onq in one of the following categories. (Visually impaired, Hearing impaired or Mobility impaired).
2. Rooms for disabled guests
3. The emergency report from Onq must print disabled persons as a priority list first.

Evacuation
1. Disabled guests will be phoned and asked to remain in their room. Fire team members will be sent to the room/s to assist with evacuation (female for female / male for male if possible), either to refuge points or outside to the Fire Assembly Point.
2. Visually impaired should be informed of the evacuation as per the card issued from the fire co-ordinator.
3. Hearing impaired should be shown the same printed card.
4. In the event of a false alarm, staff and guests should remain at the refuge or fire assembly point until the fire brigade give approval to re occupy
5. Guests needing the use of evacuation chairs will be moved to the safest point on that floor – normally the opposite end of the corridor to the point at which the fire is at on another floor.
6. Reassure guests that every fire door will provide 1-hour fire resistance. Porters and other staff members must not panic, but if danger is perceived or situations are worsening contact fire co-ordinator for further advice
7. In the event a person is unable to leave their room due to fire, we must not attempt to evacuate. This must be reported immediately to fire brigade, this is a rescue.
8. In cases of manual evacuation, chairs should be made available in the safe area to transfer disabled guests and reuse fire evacuation chairs.
9. Consider Disabled Hilton employees who may need assistance in the event of evacuation and add to Departmental evacuation plan.
If the fire alarm sounds, this may be a fire situation. You must stay in your room until a staff member reaches you. They will be sent immediately and we will call you to confirm. The staff member will knock on the door and enter using a fire access card. They will then assist you either to a refuge area or to the fire assembly point. If you are assisted to a refuge point further instructions will be issued from the fire co-ordinator to our staff member. Please do not stop to collect personal belongings, if you need medication please collect that and keep it safe.

In the unlikely event staff do not reach your room – carefully open the door and check your exit to the refuge. If it is blocked with fire or smoke, go back into your bedroom and close the door. Your doors will protect you for 1-hour fire resistance. We will inform the fire service as soon as they arrive. Do not block the door with anything including towels; this will prevent the fire service entering quickly. Do not open any windows, this can increase air circulation smoke and flame.

If the fire is in your room – get out and close the door behind you, breaking a call point if possible on your way out.

In cases of manual evacuation down fire stairs, you will be transferred into a lightweight evacuation chair and moved to a safe place on that floor. A staff member will stay with you when possible and the brigade will be alerted to rescue you as soon as they arrive. The doors will protect you for 1-hour fire resistance.

Thank you for your co-operation with our fire procedures

Other Information:

Who to contact before and during the stay – the Duty Manager/Reception Shift Leader or Front Office Manager

Guest directories with additional information are located in all of our bedrooms. These are also available in larger print via our Housekeeping department.

<table>
<thead>
<tr>
<th>Function Rooms</th>
<th>County Suite</th>
<th>Somerset Room</th>
<th>Gloucester Room</th>
<th>Yale Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>Ft./M</td>
<td>50ft/15.2m</td>
<td>50ft/15.2m</td>
<td>42ft/12.02m</td>
</tr>
<tr>
<td>Width</td>
<td>Ft/M</td>
<td>50ft/15.2m</td>
<td>25ft/7.6m</td>
<td>25ft/7.1m</td>
</tr>
<tr>
<td>Height</td>
<td>Ft/M</td>
<td>10ft/3.0m</td>
<td>10ft/3.0m</td>
<td>10ft/3.0m</td>
</tr>
<tr>
<td>Theatre</td>
<td>Back</td>
<td>220</td>
<td>120</td>
<td>100</td>
</tr>
<tr>
<td>Theatre</td>
<td>Front</td>
<td>110-130</td>
<td>70</td>
<td>___</td>
</tr>
<tr>
<td>Theatre</td>
<td>Projection ½</td>
<td>220</td>
<td>120</td>
<td>100</td>
</tr>
<tr>
<td>Class</td>
<td>Room</td>
<td>85</td>
<td>60</td>
<td>40</td>
</tr>
<tr>
<td>Classroom</td>
<td>Back</td>
<td>50</td>
<td>30</td>
<td>20</td>
</tr>
<tr>
<td>Classroom</td>
<td>Front</td>
<td>85</td>
<td>60</td>
<td>40</td>
</tr>
<tr>
<td>Board</td>
<td>Room</td>
<td>70</td>
<td>40</td>
<td>30</td>
</tr>
<tr>
<td>U-Shape</td>
<td></td>
<td>70</td>
<td>40</td>
<td>30</td>
</tr>
<tr>
<td>Banquet</td>
<td>No dance</td>
<td>170</td>
<td>80</td>
<td>70</td>
</tr>
<tr>
<td>Banquet</td>
<td>Dance</td>
<td>150</td>
<td>___</td>
<td>___</td>
</tr>
<tr>
<td>Cabaret</td>
<td></td>
<td>100</td>
<td>56</td>
<td>48</td>
</tr>
</tbody>
</table>
All of the rooms described above are Hilton Meeting rooms, apart from the Somerset room, offering:
- Fully air conditioned rooms
- Hilton meetings at your service
- Wi-fi – BT Openzone
- Hilton menu solutions

Assistance for all rooms may be via our telephone system – dialling “0” for the operator, or using our in room button system, that will bleep a member of our C&B team (all our rooms bar the syndicate rooms, have this facility).
For additional information about power points, light switches, please refer to Floor plan document.

**The County Suite**
Largest Conference room in the hotel (see above details for sizes etc)
- Induction loop included in the room (for hearing assistance)
- Based on the ground floor of the hotel – with full access from the lobby (To the left of the main lobby)
- Bar included in the room for functions.
- Made up of Gloucester and Somerset rooms
- Somerset double doors – 1.66 m
- Gloucester doors – 1.45m
- Fully air-conditioned
- Natural light
- Nearest toilets – main lobby (including disabled toilet)
- This room is carpeted
**The Yale room**
- Fully air conditioned
- Door width – 78cm
- Hilton meeting room – with natural light
- Located on the ground floor
- Nearest toilets – main lobby (including a disabled toilet)
- This room is carpeted

**Hilton UK & Ireland Summary Policy Statement on Disability:**
Hilton UK & Ireland is committed to providing equality of service, access and facilities for all – for both our guests and our employees - regardless of marital status, ethnicity, nationality, religion, sex, age or disability. As a service provider with a 50-year history in the UK & Ireland, Hilton has developed a culture accustomed to reacting quickly and efficiently to all guest requests at whatever level. This same service culture extends to identifying and meeting the specific requirements of our disabled guests.

Hilton UK is dedicated to providing "Best in Class" service - therefore if you have any particular feedback or suggestions, please send them through to our Guest Disability Assistance team;

Toll free UK: 00800 6644 5866 (Monday to Friday – UK 9am - 5pm)

Email: Guest.Disability.Assistance@Hilton.com or

For all other general enquiries or reservations please telephone our

Reservations and General Enquiries via:
- Toll free UK: 0800 0884 333
- USA: +1 972 866 5976