



Hilton
Templepatrick Hotel & Country Club

Hotel Accessibility Pack

Thank you for choosing the Hilton Hotel in Templepatrick. We are pleased to provide you with some information regarding our hotel that you may find useful when planning your visit to Belfast / Templepatrick.

Arriving at the hotel

- There are 3 entrances to the Hotel, use the main entrance at the front of the hotel. There is one step with a lowered kerb for wheel chair access.
- There is an electric door to the left of the revolving door, push the push pad on the side of the door to get the electric door to open.
- There are 6 disabled bays located close to the front of the hotel where your car can be parked after drop off.
- Reception is located on the ground floor with marbled floors all on the same level. The lifts to the bedrooms are also situated on the ground floor in main reception, Bedrooms are located on the 1st, 2nd and 3rd floor.
- There are 6 disabled rooms situated on the 1st and 2nd floor.
- If you need help with your luggage there is 24 hour portering please contact reception and they will be happy to help.

Reception

- There are no steps in the main lobby area
- As you come through the doors into the main lobby reception is located on the left hand side of the main lobby.
- Treffners the main hotel restaurant is situated down the corridor leading of the main lobby, this area is carpeted, the Lounge Bar is situated directly off the main Lobby
- The floors in the main lobby are marble with carpeted areas leading from this area
- The main hotel Lounge area is situated to the right of reception with comfortable seating.
- The main reception desk is 110cm high however a member will come round from behind the desk with a clip board should you require it.
- There is an induction loop fitted at the front desk.
- When you check in the reception staff will tell you about the fire evacuation policy, this policy is available in large print if you require it.
- If you require a large-print copy of the registration card, we can provide this.

Additional Services

- If you wish to order a newspaper please contact a member of the reception team. We will deliver your newspaper each day to your room.
- You can order wake up calls through the reception team, or you can set one using the alarm clock in your room, TV or phone system.

- Every guest room has a guest directory that contains information about facilities in the hotel. For extra help to use this directory please contact reception

Toilet Facilities

- There are 3 sets of public toilets situated on the ground floor all toilets have accessible toilets, located near the main hotel restaurant, near the golf shop or situated in the conference area, the Castle Upton Suite

Telephones

- There are no public telephones in the hotel.

Hotel Shop

- There is a Pro shop in the Golf shop that sells items of clothing, sports equipment, drinks and chocolates
- The LivingWell Health club which is situated on the ground floor off the main lobby sells items for swimming and small range of sporting items of clothing
- For other items please ask a member of the reception who can give you directions to the closest shops to the hotel

Getting around the hotel

- All lifts have an announcement system in them to tell you which floor you are on.

The Lounge Bar

- Situated on the ground floor to the right of reception, there is one raise area in the far corner with 3 steps, the floors are tiled or carpeted in different areas. There are no toilet facilities situated in the Lounge Bar however they are situated just outside the main entrance to the bar.
- There are doors which open out onto the terrace overlooking the golf course with a small step down.
- We can provide menus in large print if required

Treffners Restaurant

- The main restaurant is situated on the ground floor down a carpeted corridor from the main lobby.
- The restaurant carpeted floors and the main part of the restaurant is all on one level, there are two raised areas with 2 steps up to each area.
- There are doors which open out onto the terrace overlooking the golf course with a small step down.
- We can provide menus in large print if required.

LivingWell Health Club

- The Health club is situated on the on the ground floor near the main lobby.
- The floor is a wooden floor and the gym area has tiles
- There is accessible equipment for wheel chair users
- We Provide fresh towels within the gym

The Business Centre

- Located on the ground floor next to Treffners Restaurant
- The business Centre is not manned and Photocopying can be done at the front desk
- There are 2 terminals that have internet access

Bedrooms

- The accessible rooms are situated on floors 1 and 2
- All accessible rooms connect to another guest bedroom
- All accessible rooms have grab rails around the toilet, an emergency pull cord and low level storage
- We can add any of the following equipment for you to any room in the hotel
 - A Derby Toilet Seat
 - A Derby Bath Board
 - A Cosby Bath Seat
 - An Ashby Step-Two
 - A Castle Safe Support Rail
 - Individual Elephants Feet
 - An Inflatable Chair (For the Bath)
 - Rubber Mats

In an emergency

If the alarm sounds do not leave your bedroom, we will send a member of staff to your room, he or she will knock and then let themselves into your room using a staff fire pass key, he or she will then take you to a safe area in the hotel or out the building.

Hearing Impaired

- We can provide a vibrating pillow alert to waken you
- A red flashing light to attract attention to follow the evacuation procedures

For other help before you arrive please contact our reservations department on 02890277212

If you need any help during your stay, you can contact the Hotel Duty Manager at the reception desk by dialling 0.

We look forward to welcoming you to the Hilton Templepatrick and making your stay an enjoyable one.

We hope that the information in this pack has been useful.

However, if you need any more information about the facilities at the Hilton Templepatrick, please contact us directly by dialling 02894435500

Our policy statement on disability

We are committed to providing equal opportunities for all – for both our guests and employees. As a service provider, with a 50-year history in the UK and Ireland, we have developed a culture of

reacting quickly and efficiently to all our guest requests, whatever they are. This same culture also includes identifying and meeting the specific needs of our disabled guests.

For more information, e-mail your enquiry to DDA@Hilton.com, or call 020 7856 800 and ask for our HR department.

For media enquiries, contact press.office@hilton.com, or call the press office on 020 7856 8114.