

# HOTEL ACCESSIBILITY PACK



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

## ARRIVING AT THE HOTEL

- You should use the main entrance of the hotel. There is a secured parking area with eight spaces for disabled drivers. If you want to use this area, please tell Security at the barrier when you arrive.
- The main entrance has an automatic revolving door. We can stop this if you need.
- We can park your car for you. If you need us to, please push the assistance button on the ticket machine at the entrance barrier and let security know, or drive through the barrier and round to the front of the hotel park temporarily in the drop-off point at the front of the hotel, and ask concierge for help. Please do not block the emergency lane.
- If you need help with luggage or equipment, or any guidance, our team of porters and concierge are on duty 24 hours a day. The concierge desk is in the lobby to the right of the main reception desk.



## WELCOME AND RECEPTION

- There are no steps in the main lobby area and there are seats and display cabinets.
- The front desk is directly in front of you as you enter from the main hotel entrance.
- The main lifts are to the right of the check-in desk.
- To the left of the lobby is the lounge area.



- The concierge desk is to the right of the reception desk just before the first right-hand pillar.
- The surfaces on the ground floor are marble, with carpet panels.
- Check-in is at the main reception desk, which is fairly high. However, if you ask, a member of staff will be able to come around the desk with a clipboard, or if you prefer, there is a low level desk in the Business Centre where you can check in.



- The induction loop is at the check-in point at the left-hand side of the reception desk.
- When you check in, our staff will give you a copy of our evacuation policy. This policy is available in Braille if you need it. If you need more information about emergency evacuation, ask to see the Guest Relations Manager.

## OTHER SERVICES

- If you want to order a newspaper, please contact the reception team. We will then delivery your newspaper each day to your room.
- You can order wake-up calls through the reception team. Or, you can set a wake-up call in your room using either the phone systems or the television.
- Every guest room has a guest directory that contains information about the facilities in the hotel. For extra help to use this directory, please contact a member of the reception team.

## TOILET FACILITIES

- There are three sets of accessible toilets on the ground floor. One is near to the Boulevard restaurant in the crown lift lobby, one is opposite the Palace Suite just to the back and right of reception and the third is near the Monarch Suite.
- Each toilet has a panic alarm which trained member of staff will respond to if necessary.

## GETTING AROUND THE HOTEL

- All lifts have an announcement system to let you know what floor you are on and tactile (with markings which can be felt) buttons at the regulation height.
- The lifts have mirrors on the right, left and back walls.

## HOTEL SHOP

- The hotel shop is off the lift lobby area to the back and left of reception.

## COSTA COFFEE AND LOUNGE AREA

- Access to the lower area near the windows is up a ramp near to the Costa Coffee counter.
- Access to the bar is towards the rear of the lounge (near the Livingwell swimming pool) via a ramp.
- There is full table service once you are in the Lounge.
- We can provide large print and Braille menus for food and wine if you ask the manager of the department.
- We can also provide special cutlery if you ask (for example, if you have arthritis).



## BOULEVARD RESTAURANT

- The Boulevard is a buffet restaurant on the ground floor to the back of reception and along to the left.
- It is a self-serve restaurant. However, staff will be more than happy to help if you need.
- The ground level of the restaurant is accessible however there is a raised section that can only be access by two steps.

## FOOD AND CATERING

- If you or a member of your party has special dietary needs, please discuss this with the manager in the restaurant or ask to speak to the Chef on duty.

## LIVINGWEL GYM

- The gym and PowerPlates are spread over two floors and the changing rooms are on the ground floor.
- There is an induction loop on the reception desk.
- The pool, spa, sauna and steam room are on the ground floor.
- There is an accessible changing area that leads directly to the poolside.
- There is a hoist available to the pool and staff are trained in how to use it, however they are unable to physically assist you in and out of the hoist.
- Access to the gym and beauty rooms is through the first-floor bedrooms.
- Please let the team member know if stairs are a problem. They will help you to the first-floor bedrooms, along to the beauty room and toning room. To access the gym, there are another eight stairs to which a chair lift is fitted.
- Within the gym are two pieces of specialised equipment for cardiovascular and resistance exercise.

## BUSINESS CENTRE

- The business centre is in the lobby opposite the concierge desk.
- Reception will also be able to arrange for any photocopying services.
- The business centre has a small desk with a PC. You can use the PC free of charge to print flight boarding passes. However, if you want to access any other services, you need to enter your credit / debit card details.
- There are also an internet café next to the entrance door. Again, you need to enter your credit / debit card details to use them.

## BEDROOMS

- We have 20 accessible rooms with wheel-in showers.
- All accessible rooms have grab rails around the toilet, an emergency pull cord.
- Accessible rooms with wheel-in showers have the following extra facilities a wheel-in shower with seat and a lower-level sink, a low-level spyhole in the bedroom door.
- We can add the following equipment to any room in the hotel for you to use.
  - A Derby toilet seat (x 2)
  - A Cosby bath seat (x 2)
  - An Ashby step-two (x 1)
  - Bed risers (individual elephant feet)
  - An inflatable chair to you get in and out of the bath (x 2)
  - Rubber mats
  - (Please inform reception before your visit of the above requirements )
- Your room will have a chair at the desk, a comfy chair and a coffee table. If you need more space in your room, we can remove any of these items. Please contact either reservations, before your stay, or housekeeping once you have arrived at the hotel, to arrange for furniture to be moved.

## FULL BEDROOMS IN DETAIL

All rooms, except for 1201 & 1228, have a connecting door to a twin bedroom.

1034 - Double

1039 - Double

1049 - Double

1052 - Double. Wider access through main door

1053 - Double

2034 - Double

2039 - Double

2049 - Double

2052 - Double. Wider access through main door

2053 - Double

3034 - Double

3039 - Double

3049 - Double

3052 - Double

3053 - Double

4034 - Double

4039 - Double

4049 - Double

4052 - Double

4053 – Double

1201 – Twin room with rails but bath only – no shower

1228 – Twin room with rails but bath only – no shower

## IN THE EVENT OF EMERGENCIES:

- The Hotel operates a system of PEEPs (Personal Emergency Evacuation Plans). On check-in to the Hotel, you will be offered the opportunity to discuss and outline any special requirements or assistance you may need should an evacuation of the Hotel be necessary as a result of a fire or other emergency.
- You will be given a copy of this Emergency Evacuation Plan and we will keep a copy for our Hotel Fire Team to refer to in case of an evacuation taking place during your stay.
- The Plan will specify which of our Team Members will be designated to assist you, should you require this.
- Should you have any concerns regarding emergency evacuations, please speak to the Duty Manager.
- If a member of staff cannot reach your room, carefully open the door and check your route to the safety point. If it is blocked or if there is smoke, go back into your room and close the door. The door to your room is fire resistant for one hour. As soon as the fire brigade arrives, we will tell them your room number.
- Do not block the door with anything, including towels, as this will prevent the fire brigade from entering your room.
- Do not open any windows as this can increase the air circulating, and increase smoke and flames.
- If the fire is in your room, get out and close the door behind you, breaking a fire alarm if possible on your way out.
- We test the emergency alarms on Mondays at 8.30am. The siren will sound for no more than one minute.

## OTHER INFORMATION

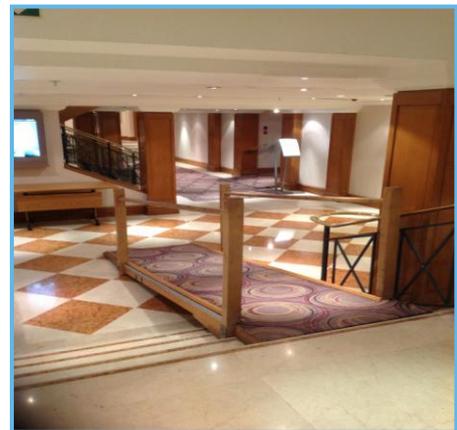
- For extra help before you arrive please contact our reservations department on 0121 780 4242.
- If you need any help during your stay, you can contact the duty manager at the reception desk.
- We look forward to welcoming you to the Hilton Birmingham Metropole and making your stay an enjoyable one.
- We hope that the information in this pack has been useful. However, if you need any more information about the facilities at the Hilton Birmingham Metropole, please contact us on 0121 780 4242.

## CONFERENCE FACILITIES

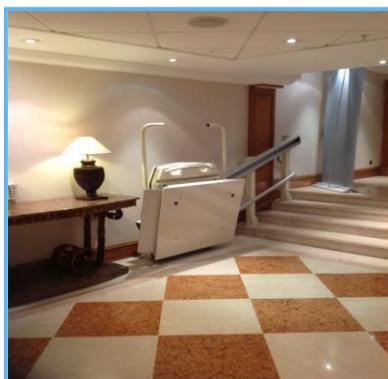
- We have 13 meeting rooms, and nine function rooms which divide split into 21 smaller rooms.
- All meeting rooms are on the ground floor, apart from 5 meeting rooms, which are access by stairs only. Because of this, if you need full accessibility, please make sure the Conference & Banqueting sales team know about your requirements.
- See below for a description of each specific meeting room.
- The meeting rooms and the foyer areas are all carpeted.
- All meeting rooms either have an 'At your service' call button or a phone if you need help.
- You can hire audio-visual equipment before your event. Please let the Conference and Banqueting Salesperson know when you make your booking.

## ACCESSIBILITY OF FUNCTION AND MEETING ROOMS

- All function rooms are accessible for people who have difficulty moving about.
- All but five meeting rooms are on the ground floor and completely accessible. There are five rooms that are accessed by stairs only and may prevent some people from using them. These rooms are:  
Ascot  
Sunningdale  
Windsor  
Durham  
Devon



- Access to Kent, Sussex, York and Lancaster are on a lower ground level but accessible via chair lift and ramp. To get to these rooms, from the Lobby take the left corridor keeping the Palace Suite on your left. The lift is on the right-hand side. Controls for this are on the wall and on the unit. If you need help using this lift, please contact Front desk when in the main Lobby.



- The Kings Suite can also be accessed via this corridor; on the lower ground floor however by taking the right hand side corridor from the Lobby you can avoid this and keep to level flooring. You will pass the Millers restaurant, on your right by taking this route. Continue to follow the corridor until you arrive at an open area with a glass-fronted office in front of you. Turn left here and the King's Suite is in front of you.
- Our sales team will ask you if you have any special access

needs, as we have many other rooms on the ground floor. When booking please make our sales staff aware of any specific needs you may have.

- Fire exits out of some rooms may involve using an evacuation chair. The Westminster, Pavilion, Terrace, Colonial and Monarch Suite all at least one step down; when leaving the through the Fire Exit. If you are in these rooms, we will send someone to help in the evacuation.

## FOOD & CATERING

If you or a member of your party has special dietary needs, please discuss this with the manager in the area, or ask to speak to the Head Chef.

## TOILET FACILITIES

- There are three sets of accessible toilets on the ground floor.
- One is near to the Boulevard restaurant in the crown lift lobby.
- If you are attending meeting in the Pavilion, Terrace, Colonial and Westminster suites, then this accessible toilet is nearest to your location.
- One is opposite the Palace Suite just to the back and right of reception, for use in functions in the Palace Suite.
- The third is near the Monarch Suite. We use this if your event is in the Monarch Suite, Kings Suite or Norfolk, Board room, Surrey or Dorset Meeting rooms.
- Each toilet has a panic alarm which our trained members of staff will respond to it if there is an emergency.

## OTHER INFORMATION

For extra help before you arrive, please contact our Conference and Events department on 0121 780 4242.

- If you need any help during your stay, you can contact the Conference and Events Guest Relations Manager.
- We look forward to welcoming you to the Hilton Birmingham Metropole 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 Birmingham Metropole, please contact us on 0121 780 4242.

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## OUR POLICY STATEMENT ON DISABILITY

Hilton UK are 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](mailto:Guest.Disability.Assistance@Hilton.com)
- 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

