

## Hotel Accessibility Pack

Hilton St. Anne's Manor, we are pleased to provide you with some information regarding our hotel that you may find useful when planning your visit.

### **Arrival at Hotel:**

- All disabled guests can use the main entrance of the hotel it is a level ground easy for access.



- The main entrance consists of two pairs of automatic sliding doors, after 11pm, the front doors are locked and a doorbell is located at to the left hand side of the door.
- There is no official drop off point, you may drop off directly outside the main entrance, but we encourage guests to use the car park. Customers being dropped off are advised to go to the car park and use the direct entrance to the hotel from the car park.
- There are three separate parts of the car park it is located directly in front of hotel entrance. There are 4 designated disabled parking spaces. The designated spaces are situated in the car park directly in front of the main entrance. The lobby is located on the ground floor.

## Hotel Accessibility Pack

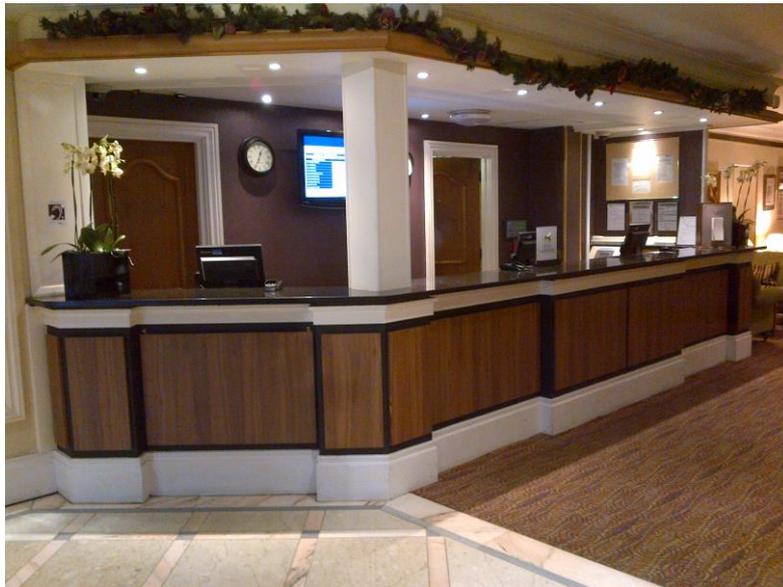


- Should you need assistance with luggage, equipment or any guidance, our Front Desk staff are on duty 24hours a day. The reception desk is located in the lobby to the left of the main entrance.

### **Welcome & Reception:**

- There are no steps in the main lobby area. The ground floor is completely level with full access.
- The front desk is located directly to your left as you enter from the main entrance of hotel directly in front of you to the right and left are seating areas and the conservatory is further down into the lobby. The restaurant and bar areas are located to your right and left respectively.

## Hotel Accessibility Pack



- The surface on the ground floor is marble as soon as you enter the property, from there on in it is carpeted.
- From the reception area the lifts are on the left hand side as you walk further into the hotel, lifts are also situated in the Buckhurst suite.
- Check in is at the main reception desk, should you require a member of staff will also be able to come to the seating area with a clip board.
- There is an Induction Loop at reception, which is accessible from all areas of the desk.
- Upon check in our staff will brief you on the hotels' evacuation policy. This policy is available in large print should you require it.
- Should you require a large print copy of the registration card this can be provided.

### **Additional Services:**

- Should you wish to order a newspaper, please contact the reception team. Your newspaper will then be delivered daily to your room.
- Wake - up calls can be ordered through the reception team. Alternatively they can be set in your room using the television.
- Every guest room has a guest directory that contains information regarding the facilities in the hotel. A large print copy can be provided if need be. For additional assistance to use this directory, please contact a team member.

### **The Business Centre**

- From reception taking the first left and immediate right, you will see the Business Centre located on your left hand side, it is accessed via a single door.



## Hotel Accessibility Pack

- For access to the business centre please contact reception to have the business center unlocked.
- Full business service can be provided here.
- The business centre has a small desk with a PC. Use of the PC is complimentary, Internet is free. There are also two PC's that can be used to browse the internet.

### **Toilet Facilities:**

- There are 2 sets of public toilets in the hotel. One is located directly opposite the reception, this is where the accessible toilets are situated. Another set is by the Sunningdale Suite, which is first left and immediate right from the reception.

### **Getting round the Hotel:**

- All Lifts have tactile buttons at the regulation height.
- The lifts have mirrors on all sides of the lift with a carpeted floor,

### **Omnia Bar & Restaurant:**

- Omnia Bar and Restaurant is located on the ground floor walking further into the Hotel from the main entrance, it is an open access.

## Hotel Accessibility Pack



- The floor is carpeted except the buffet area, which is tiled.
- Menus can be provided in large print if required.
- Waiter service is available in both the bar and restaurant.
- Breakfast is served from the buffet area which is approximately 1 metre tall.
- Menus are available in large print. Arthritic cutlery is also available

### **Bedrooms:**

- 4 accessible rooms,
  - 128 Standard Double non-smoking
  - 129 Standard Double non-smoking
  - 305 Double Deluxe Plus non-smoking
  - 306 Double Deluxe Plus non-smoking



## Hotel Accessibility Pack

- Accessible rooms are located on the ground floor.
- All accessible rooms have the following bathroom facilities: - grab rails around the toilet, higher level toilet, emergency pull cord, low level storage shelf. All rooms have grab rails around the bath. Showers are located above the bath
- Accessible rooms have emergency pull cords above the beds
- The following equipment can be added to any room in the hotel for you to use:
  - Handy Bather
  - Bath seats
  - Raised toilet seats
  - Rubber Mats
  - Step stools
  - Elephant feet
  - Shower seat
- Your room will have a chair at the desk, a “comfy” chair and a coffee table. Should you require more space in your room any of these items can be removed. Please contact either reservations, in advance of your stay or housekeeping once you have arrived at the hotel to arrange for furniture to be moved.

### **In event of Emergencies:**

- If the alarm bells ring, this will be a continuous siren-like sound, and you are in your room, please remain there.
- A member of staff will be sent to your room immediately, he or she will knock on your door, and enter using a “fire key”. They will then assist you either to an area of refuge within the hotel or directly out of the building.
- If you are assisted to a refuge point, you will be issued with further instructions from the fire coordinator through our member of staff. On exiting your room, please do not stop to collect personal belongings other than medication that you may need.
- The refuge area is situated in the Buskhurst corridor.
- In the event of a manual evacuation down fire stairs, should you need, you will be transferred into a lightweight evacuation chair and carried down the stairs and outside.
- In the unlikely event that a member of staff does not reach your room, carefully open the door and check your exit to the refuge 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. We will inform the fire brigade as soon as they arrive of your room number.

## Hotel Accessibility Pack

- 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 air circulation, smoke and flames.
- If there is fire in your room, get out and close the door behind you, breaking a call point if possible on your way out.
- The test of the emergency alarms takes place on Tuesdays at 1100am, the siren will sound for no more than 1 minute.

### **Living well Health Club:**

- There are accessible toilets and changing rooms available
- A lowered reception desk
- Induction hearing loop
- Pre-cor accessible friendly equipment
- Pool Hoist is available.



### **Other Information:**

- For additional assistance prior to your arrival please contact our reservations department on 01256316925 or directly at the Hotel on 01189772550
- Should you require any assistance during your stay, the duty manager can be reached via the reception desk or on extension 0
- We look forward to welcoming you to the Hilton St. Anne's Manor and making your stay and enjoyable one.
- We hope that the information contained in this pack has been useful, however should you require any further information regarding the facilities at the Hilton St. Anne's Manor, please contact the hotel on 01189 9772550.



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### **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.

For further information on Hilton UK & Ireland and disability

- General Enquiries  
Email your enquiry to [DDA@Hilton.com](mailto:DDA@Hilton.com), or call 020 7856 8000 and ask for our HR department.
- Media Enquiries  
Email to [press.office@hilton.com](mailto:press.office@hilton.com), or call the press office on 020 7856 8114.

### **Conference Facilities:**

- The Hilton St. Anne's Manor has 8 Hilton Meeting rooms.
- The St. Anne's Suite can be divided into 3 smaller rooms
- The Sunningdale suite can be divided into 3 smaller rooms
- The meeting rooms are all carpeted.
- All meeting rooms can be fitted with an "At your service" call button should you require assistance.
- The hire of Audio Visual Equipment can be arranged prior to your event, please inform the Conference & Banqueting Sales Person when making your booking.