Thank you for choosing the Hilton Brighton 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:**

Our Hotel has two entrances - the front Main Entrance of the hotel on Kings Road and the back entrance from the car park in Queensbury Mews. Both have disabled access to the reception area for check-in.

The Main Entrance is on Brighton seafront. The entrance has a revolving door (that we can remove for easier access) and two side doors.
An ‘Access Ramp’ and door is available on the right side of the entrance to access the hotel.

Our hotel has an allocated drop-off area at the main entrance from where our ‘Concierge Team’ will be happy to assist you.

The Hotel car park is at the rear of the main hotel building. To access the car park take the first left after the Hilton Brighton Metropole into Cannon Place then left again to St Margaret’s Place.
The car park is set over two floors with eight disabled bays clearly marked on the lower level of the car park close to the exit.

The car park exit gives access to the hotel through the Queensbury Mews back entrance.

If you require further assistance, there is a phone located at the exit barrier which will automatically connect you to reception.
Welcome and Reception:

When entering the Hotel, the main reception desk is on the left and our Concierge Team is on the right. If required there is a low-level check in option at the Concierge Desk. The main check in desk has a fixed induction loop.

The Hotel operates a system of PEEP (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.

The main lifts are in the middle of the lobby on the left with access to all levels of the hotel. The lifts have an announcement system to let you know what floor you are on. A second set of lifts at the rear entrance also offer access to all levels but do not have the announcement system available.
Getting around the Hotel:

Toilet facilities:

The public toilets are on the ground floor near to the Business Centre with access for all guests. There is also an accessible toilet located here.

Internet Access:

There are four computers available for public use in the main lobby area at the foot of the central staircase. If you require any further facilities such as photocopying or faxing, please contact reception.

Waterhouse Bar:

Our Waterhouse bar is on the ground floor to the left immediately after reception. The seating is a mix of lounge seating and booths.

Waterhouse Restaurant:

The Waterhouse Restaurant is on the ground floor on the right side of the main lobby with the entrance close to the Concierge Desk. The restaurant is on two tiers. Seating is on the lower tier while the buffet is on the upper tier. Should you require it seating can be made available close to the buffet on the upper tier for your convenience. There is a ramp connecting the two tiers.
Livingwell Health Club:

The Health Club is located in the basement of the hotel, and is accessible via the main lifts. Livingwell offer complimentary towels and toiletries as well as lockers. A £1 coin, refundable, is needed to operate the lockers.

There is plenty of access to the facilities in the club with a separate disabled/ family changing room if required.
A pool hoist is available if required to access the pool.

Our gym has specially designated machines for weight and cardio vascular workouts.
Our highly trained staff would be happy to assist you with any further enquiries.

**Health and Beauty:**

Our beauty salons are also on the basement level of the hotel. Please take the lifts at the rear entrance.
Our Beauty rooms offer guests a relaxed atmosphere with a number of treatments including massage.
Due to the nature and build of this area, wheelchair access is limited. However, all possible assistance will be offered to ensure every service is available.
In case of an Emergency:

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.

Bedrooms:

We have five accessible rooms to suit your preference. Three double bedrooms, one of which has direct sea views, and three twin bedrooms.
The doors (main and bathroom) are wider for easier access (83cm) and a low-level spy hole is fitted on each door. There is a pull alarm cord in the bedroom and bathroom in case of an emergency.

These bedrooms are well arranged for easy access to all areas of the room. The bathrooms are fitted with wheel-in showers.

Please contact reception for further furniture arrangements or other equipment that could make your stay more comfortable.

**Conference and Banqueting:**

All of our function rooms are accessible.

**The Regency**
The Regency is located at the top end of the main lobby, under the Horseshoe staircase. Access is through the double doors.
**The Osbourne**  
The Osborne is located on the right hand side of Regency room, accessed through the double door on the right.

**The Library**  
The library is located on the left hand side just past the main central staircase next to the horseshoe staircase.

**The Sandringham**  
The Sandringham is located on the right hand side of the lobby right next to the Waterhouse Restaurant directly opposite the main hotel lifts.

**The Ambassador**  
The Ambassador is located next to the Sandringham room on the right side of the lobby.

**Surrey Suites 1-2-3-4**  
The Surrey suites are located at the back of the hotel on the ground floor near the Queensbury Mews back entrance.

**Hilton Meeting Rooms 1-2-3**  
The Hilton meeting rooms are located on the first floor. Take the main lift to the first floor and turn right out of the lift and then left along the corridor. The meeting rooms are at the end of the corridor.

**Oxford, Halls, Durham**

These are located at the back of the hotel, in our conference area. Please contact Reception or our Concierge Team for assistance. A disabled lift is available to access these function rooms.
Viscount, Clarence, Lancaster, Norfolk

Located at the back of the hotel, these can be accessed via our conference entrance on canon place.

Other information

For extra help before you arrive, please contact our reservations department on 01273 775 432
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 Brighton 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 hotel, please contact us on 01273 775 432
Our policy statement on disability

We are committed to providing equal opportunities for both our guests and our employees. As a service provider with 50 years worth of history in the UK and Ireland, we have developed a culture of reacting quickly and efficiently to all guest requests, whatever they may be. This same culture also includes identifying and meeting the specific needs of our disabled guests.

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
  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