

Hotel Accessibility Pack



Thank you for considering the Hilton London Croydon. 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 can get a taxi direct to the hotel. There is also a bus (number 119) from East Croydon to Purley Way, and then it is a two-minute walk from the bus stop to the Hotel. Travel into London by train from East Croydon to London Victoria station.
- There is an accessible door at the front of the hotel, next to the revolving doors. If the doors are closed, there is a bell on the right-hand side of the door, next to the revolving doors. The door is 92cm wide.
- We have about 168 car-parking spaces attached to the hotel, free of charge.
- There are five disabled parking bays at the front of the hotel.



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- There is a call button opposite the car-park bays at the front of the hotel, on the entrance door.

Welcome and reception

- We do not have a concierge desk. However, the reception team are always happy to help with your enquiries.
- The check-in desk is to the left of the front entrance to the hotel.
- The lobby has marble flooring and flat surfaces through the lobby and reception area. There are steps to the bar area, but we do supply a ramp for wheelchair users.
- The lifts are directly opposite the reception desk.
- The reception desk is about 1.1m high. We supply an induction loop, and can help you register if the desk is not a suitable height. If you need to use a wheelchair, please contact reception before your stay.
- 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.

Toilet facilities

- The public toilets are on the ground and the mezzanine floors. There are adapted toilet facilities on each floor. These have emergency pull cords.
- You can get to the mezzanine floor using the lift.



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Getting round the hotel

- The lifts are about 4 foot square and can hold 13 people. The walls have mirrors on them and the floor is carpeted. There is an announcement system to let you know what floor you are on and the buttons are about three feet from the floor, so suitable if you use a wheelchair and for children.

Food and beverage outlets

Costa/ Larder Bar

- The main bar is on the ground floor of the hotel. There are two sets of two stairs each of smooth marble which lead up to the bar area. We can provide a portable ramp if you need it.
- We provide table service at the bar.
- The flooring is mainly carpet with a small section of wooden flooring in front of the bar.
- You can get to the main lobby toilets from the bar area by going down one of the two small staircases using the ramp and turning right. The toilet entrances are on the far wall.

Larder Restaurant

- The restaurant is on the ground floor, in the area just after the main main bar.
- From the main entrance go forward and left past the ground floor toilets and the entrance to the Weatherill Suite.



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- You can also get to the restaurant from the bar area using the two stairs opposite and right from the bar.
- The restaurant seating area is wood panel flooring with tiled surfaces leading from the front desk to the seating. The area in front of the buffet is also tiled.

Bedrooms

- We have adapted rooms 154 and 156 to suit people who use wheelchairs.
- These rooms have grab rails in the bath and next to the toilet seats.
- We will provide a ramp to cover the step to the bathroom.
- The rooms have twin beds.
- We provide ironing boards, a trouser press, a TV, a hairdryer and a phone in both rooms.

Full bedrooms details

- There are twin beds, a wardrobe, lowered electric fixtures, a TV, trousers press, a wider coffee table, a phone, drawers, a mini fridge, vibrating pillows with an emergency alarm for the vibrating pillows when the fire alarm is activated, an ironing board, a hairdryer and connecting doors.
- The facilities of the bathrooms in rooms 154 and 156 (mentioned above) include a handy bather, a wider bathroom door, a wooden ramp, a rubber bath mat and grab rails across the bathtub, wall and one beside the toilet.



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- The main door is 80cm wide and the bathroom door is 92cm wide.
- The emergency alarm is fitted on the wall and vibrates when the fire alarm goes off.
- The floor is carpeted, (tiles in the bathroom) and there is a wooden anti-slip ramp.
- Wardrobes and drawers are available and provide storage space, which you can reach from a wheelchair.
- The light switches and air-conditioning controls are three feet from the floor.
- The rooms have twin beds.
- The rooms are no-smoking rooms.

Conference facilities

Weatherill Suite (East and West Weatherill)

- The facilities are on the ground floor with full access for disabled guests.
- From the lobby, you can get to the Weatherill Suite a few yards from the front door.
- There is a small lobby with access to the suite through two wide doors(1.68m).
- The suite has floor-to-ceiling windows along the entire length of the wall.
- The suite can be blacked out with curtains. These windows also have two emergency exits at ground-floor level. The measurements are 2.36m wide.



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- There are two pillars in the room. One to the left just as you enter the left-hand door and one to the right as you enter the right-hand door.
- You can see measurements of the room with power points, phones and so on, on the floor plans.

Philips Suite

- This suite is on the mezzanine floor with access from a lift from the main lobby. The lifts are a few feet to the left from the front door.
- There is a mezzanine lounge area as you leave the lifts and the room is along a short corridor to the right. The door to the corridors is 0.87m wide.
- Two doors (80m wide) along the corridor lead into the suite.
- The suite has three windows along the outside wall which you can black out with curtains.
- You can use the mezzanine lounge as a reception or refreshments area.
- There is a disabled toilet, a few feet away from the lounge, through double doors.
- You can see measurements of the room with the power points, phones and so on, on the floor plans.



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Chairman`s Suite

- The details for the suite are identical to the Philips Suite. However, it does not have natural daylight but it is air-conditioned.

Meeting rooms 1 to 8

- All eight rooms are on the mezzanine floor along a corridor to the right of the lifts. Please see the details for the Philips Suite for access.
- Each room is accessible by a single door (0.80 m wide).
- The rooms have a small window which can be blacked out with curtains and are air-conditioned.
- You can see measurements of the room with power points, phones and so on, on the floor plans.

In 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.



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Other information

- For extra help before you arrive, please contact our reservations department on 0208 667 4498.
- If you need any help during your stay, you can reach the duty manager at the reception desk or on extension 4486.
- We look forward to welcoming you to the Hilton Croydon and making your stay an enjoyable one.
- We hope that the information in this pack has been useful. However, if you need any further information about the facilities at the Hilton Croydon, please contact us on 0208 680 3000.



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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