

Hotel Accessibility Pack

Hilton Imperial Dubrovnik is committed to providing equality of service for all our guests. Hotel accessibility pack is designed to answer your questions regarding accessibility in Hilton Imperial Dubrovnik for people with disabilities. For more information you are welcome to contact us at: +385 20 320 320



HOTEL ELEVATOR INFO

Our main building has 4 elevators:

1. The elevator number 1 (E1 on the map below) takes you from hotel garage to the Front office (press R) or to Lobby Bar (press 0). The doors are 90 cm wide, and elevator size is 145x150 cm. In order to enter through garage you can either lift the car barrier or use the door (85cm wide), to reach the elevator there are another door to your right side (105 cm).
2. The elevator number 2 (E2) is a smaller one: doors are 80 cm wide and size is 110x127 cm.
3. The elevator number 3 (E3) is a bit bigger: doors are 90 cm wide and the size of the elevator is 155x137 cm.
4. To reach level -2 where the SPA is, level -1 where is our Porat restaurant or 1st floor where is one of our Accessible rooms you need to use elevator number 4 (E4). The doors of this elevator are 90 cm wide and the size is 155x138 cm.

Getting round the Hotel:

- All elevators have tactile buttons at the regulation height
- All elevators have mirrors

ARRIVAL AT HOTEL

Transfer from the Dubrovnik airport:

- Airport shuttle will drop you off at the bus station below the hotel. Walking distance is about 100 m however the street is somewhat narrow and goes up the hill. Please beware that shuttle bus is not wheelchair accessible and it does not offer assistance for disabled guests unless organized in advance.

- Hotel can arrange a personal driver and a vehicle with hydraulic ramp for wheelchair users from any destination you may require, including the Dubrovnik airport. For more information and cost information, please contact the Hotel.

Arrival at Hotel:

- A guest with disability can use the main entrance of the hotel as it has the easy access ramp provided on the left side of the main entrance.
- The main entrance consists of two pairs of glass doors and an automatic door. After 1 AM, the front doors are locked, however our Front office is opened 24/7 and you can use doorbell which is located by the glass doors on the right hand side of the main entrance of the hotel.
- Additionally, you may use garage entrance as our garage has elevator straight to the Front office area (please press letter R)
- In case you are arriving with a car, we have two parking spaces specially located to make it easy accessible. There is as well a phone connection from the garage to our Front office.
- Should you need assistance with the luggage, equipment or any guidance, our team of porters and Concierge are on your disposal.

Welcome & Reception:

- There are no steps in the reception area, so your check in will go smoothly. However, there are few to reach Lobby bar and the rest of the hotel. In order to avoid them you can use the same elevator (E1) which you used from the garage, and by pressing #0 it will lead you directly to the Lobby bar.
- The surface of the ground floor is marble, with carpet in the Lobby bar.
- After you exit the elevator in the Lobby bar, you may use corridor on the left side and go to its far end where you can find elevator #4 (E4) which takes you to our restaurant on level -1, SPA on level -2 and rooms on the 1st floor.

Main Building level 0



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 and transfers can be ordered through the reception team as well. Alternatively they can be set in your room using either the telephone system or the television.
- A large print of Evacuation policy is available at reception.

The Business Centre

- From reception use elevator to Lobby bar, than corridor on your left. In the middle of the corridor, on your left side, you will see the Business Centre area where you may use internet free of charge as well as printing services. One chair is lower than the others, which makes it easily accessible (height 76 cm).
- For any additional assistance you might need please contact Front office team

Bedrooms:

- We have 2 Accessible rooms
 - 108 Guestrooms
 - 29 Executive rooms
 - 7 Deluxe Suites
 - 1 Imperial Suite
- Accessible rooms are located on the ground and 1st floor
- To reach room on the ground floor from Front office you have to use elevator #1 (E1) to the Lobby bar, corridor on your left, and on your left side will be another carpet corridor leading to our guest rooms.
- To reach room on the 1st floor you will use elevator #1 (E1) to the Lobby bar, walk down the corridor on your left to its far end and there use an elevator #4 (E4) leading to 1st floor.
- All accessible rooms have the following bathroom facilities: grab rails around the toilet, higher level toilet, walk-in shower, emergency pull cord and seat in the shower.
- Wardrobe closet has a pull allowing you to lower the dowel and hang your cloth at your convenience if you are using wheelchair.
- The following equipment can be added to any room in the hotel for you to use:
 - Rubber Mats
 - Flashlight (for people with impaired hearing)
 - Vibrating pillow (for people with impaired hearing)



Toilet Facilities:

- There are 2 sets of public toilets in the hotel. These are located near the Lobby bar on the ground floor and near restaurant on level -1. The toilet on level -1 is fully accessible, and easy to reach via elevator #4 (E4) at the end of the corridor on ground floor.

Fitness/pool/Treatment rooms

- From reception use elevator to Lobby bar, than corridor on your left. At the end of the corridor take the elevator to the level -2 where our swimming pool, fitness and wellness are located.
- Our Saunas have alarm switches.
- There are 3 emergency phones in this area: The first phone is in the pool area, the second one is in the fitness centre. The third phone is in the Jacuzzi room and it rings directly on our Reception.
- The pool is 1.5 meters deep and water temperature is 28 degrees.

Lounge Bar & “Porat” Restaurant:

- Both Lounge bar and “Porat” Restaurant are located on level -1. Access is via elevator #4 (E4) located on Ground floor .
- The floor is carpeted inside the restaurant, tiled in Winter garden as well as in Lounge bar, which is located on the hotel terrace (open during summer months), in front of the restaurant.
- Menus can be provided in large print if required.
- Waiter service is available in both the bar and restaurant and knowledgeable about food and drink in case you have allergies .
- There is a table with suitable height and plenty of the space to move around.
- For your convenience, you may order Room service and we will deliver in the room.



In event of Emergencies:

- If the alarm bells ring, this will be a continuous siren-like sound, and if you are in your room, please remain there.
- A staff member will be sent to your room immediately; he or she will knock on your door, and enter using a “fire key”. They will assist you out of the building.
- If you are assisted out of the hotel, you will be given further instructions from fire coordinator through our staff member. When leaving your room, please do not stop to collect personal belongings other than medication that you may need.
- In the unlikely event that a member of staff does not reach your room, carefully open the door and check the closest exit from the building. 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 20 minutes. We will inform the fire brigade of your room number as soon as they arrive.

- 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 the fire is in your room, get out as soon as possible and close the door behind you, breaking a call point if possible on your way out.
- The test of the emergency alarms takes place Mondays at 12.00 PM. The siren will sound for no more than 1 minute and it will be announced as a test over the PA system.

Other Information:

- For additional assistance prior to your arrival please contact our reservations department on + 385 20 320 381 or via e-mail reservations.dubrovnik@hilton.com
- Should you require any assistance during your stay, the Duty manager can be reached via the reception desk.

Hilton Imperial Dubrovnik Policy Statement on Disability:

Hilton Imperial Dubrovnik 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 rich history, 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. We look forward to welcoming you to the Hilton Imperial Dubrovnik and making your stay memorable. 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 Imperial Dubrovnik, please contact the hotel on +385 20 320 320.

Conference Facilities:

- The Hilton Imperial Dubrovnik has 7 Hilton Meeting rooms.
- Ballroom can be divided into 2 smaller meeting rooms
- Ballroom is located on the level -1 with another 2 Hilton Meetings Rooms
- Other meeting rooms are located on Ground floor
- The meeting rooms are all carpeted.
- All meeting rooms have a phone, from which you can reach our Front office.
- The hire of Audio Visual Equipment can be arranged prior to your event, please inform the Conference & Banqueting Sales Person when making your booking.