



Hotel Accessibility Pack

Thank you for considering the Hilton Dublin City. We are pleased to provide you with some information regarding our hotel that you may find useful when planning your visit to our hotel.

Arrival at Hotel:

- All disabled guests should use the main entrance of the hotel on Charlemont Place. There are 4 steps, 1 ramp on the right hand side and the ground is paved.



- The main entrance consists of 1 automatic sliding door with 2 side doors. After 12.30am, the front doors are locked and a doorbell is located to the left of the immediate sliding door in the front. This is at wheelchair height.

- The car park entrance is located on the right hand side of the main entrance under the Luas (tram) line. The car park is operated by the hotel and there is a special overnight rate of €15.00 for hotel residents. A steep slope descends below the hotel to the car park. Two of the spaces are designated disabled. From the bottom of the ramp turn left and follow the way around the car park, turning the corner at the end, the first two spaces are designated. From the rear of the car park there is a doorway (locked from 12am to 7am) to the lifts, (this is in the opposite corner from the car parking space) from where the hotel lobby can be accessed. The lobby is located on the ground floor.
- At the doorway to the hotel from the car park, there is a doorbell with an intercom. Please press bell for assistance and for afterhours access.
- Should you need assistance with luggage, equipment or any guidance, our team would be more than happy to assist you.

Welcome & Reception

- There are no steps in the main lobby, however there is 1 pillar.
- If you arrive in the lobby area from the car park by the lift, as you exit the lift, turn right and proceed forwards to the left of the pillar to the main lobby area, the check in desk is on your left.
- The front desk is located directly in front of you as you enter from the main hotel entrance. On the right hand side of the main entrance is Charlemont Bistro & left hand side is Charlemont Bar. On the entire left hand side in front of reception there is lobby seating area. To the right of the main entrance behind reception is the access to the lifts. All areas are wheelchair accessible.
- The surfaces on the ground floor are marble, with carpet around the seating area.
- From the reception area to the lifts are on the left, as you face the reception desk after the pillar. As you pass the pillar, turn right to the lift lobby area.
- Check in is at the main reception desk, the middle part is 1m07cm high, the left and right part is 97cm high, however should you require a member of staff will also be able to come to the seating area with a clipboard to assist you.
- The Induction Loop is located at the check in point at the left hand side of the reception desk.
- Upon check in our staff will brief you on the hotels evacuation policy.



Additional Services

- Should you wish to order a newspaper, please contact our reception team. Your newspaper will 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 telephone system.
- Our guest directory can be found on the In-Room TV. Alternatively, please contact a member of our hotel team by dialling "0" from the telephone in your room

Toilet Facilities

- There is 1 set of public toilets in the hotel. They are located behind the lift lobby on the right hand side, and is fully equipped to standard including alarm linked to the reception office.

Getting around the Hotel

- All Lifts have audible enunciation for the partially sighted and tactile buttons at the regulation height

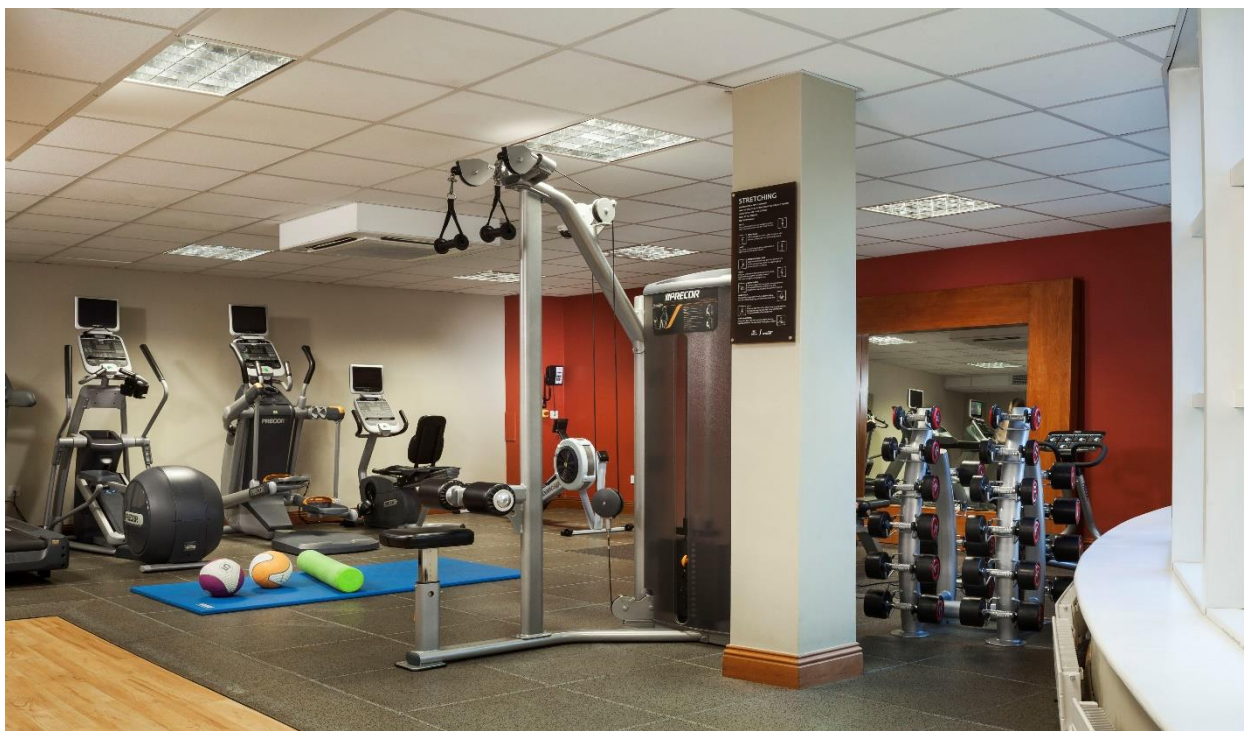
Charlemont Bar & Bistro

- The bar can be accessed from the main lobby, turn left at the concierge desk. The Charlemont Bar may also be accessed via Charlemont Place. There are 4 steps through different sets of glass doors. There is a lip at the door frame. Wheelchair access to the bar is via the ramp on the right hand side of the hotel main doors.
- The Restaurant is located to your immediate right hand side once entering through the main entrance of the hotel. There is one level of flooring and is fully wheelchair accessible.

Bedrooms

- 3 semi- accessible rooms all double beds.
- The semi-accessible rooms can be found on:
 - 1st floor (1 room)
 - 3rd floor (1 room)
 - 4th floor (1 room)
- All semi-accessible rooms have the following bathroom facilities: - grab rails around the toilet, emergency pull cord, low level storage shelf.
- The following equipment can be added to any room in the hotel for you to use:
 - Derby Toilet Seat
 - Derby Bath board handle
 - Vibrating pillow linked to the hotel fire system
 - An inflatable chair to assist in getting in and out of the bath
 - Rubber mats
- Your room will have a chair at the desk, and an Ottoman chair. 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 front desk once you have arrived at the hotel to arrange for furniture to be moved.
- All rooms are alarmed to the reception office. Intercoms by the bed heads are in place in all rooms and this links to the bedroom door and the alarm system.
- Disabled refuge points are in the fire escape stairwells and are clearly signed.

Gym



- The Gym is located on the first floor and is open 24 hours 7 days a week. The Gym has dual access equipment. To access the Gym take the guest lift to the first floor, once you have exited the lift turn left on the tiled floor then a second left onto the carpeted floor. Walk through the central fire door and take the door to your immediate right onto the carpeted area. There is one more door to the Gym. The warm up area is to the right of the Gym and towels and water facilities are to the left. For additional information bad assistance please contact our Manager on duty.

In the event of Emergencies:

Evacuation

Disabled guests will be phoned and asked to remain in their room. Fire team members will be sent to the room/s to assist with the evacuation (female for female/male for male), either to refuge points or outside to the Fire Assembly Point.

Visually impaired guests will be informed of the evacuation as per the card issued from the fire co-coordinator (large print).

Hearing impaired guests will be shown the same printed card.

In the event if a false alarm, staff and guests should remain at the refuge or fire assembly point until the fire brigade give approval to re occupy.

Disabled guests will be evacuated in this order of floors:

Fire floor
Floor above fire
Any other floor above fire
Any floors below fire

If horizontal movement is not possible because of fire, disabled guests will be evacuated using evacuation chair down nearest fire escape stairs.

Every fire door will provide 1-hour fire resistance.

Refuge Points have been chosen because of surrounding fire protection and exit routes.

In the event a person is unable to leave their room due to fire, this will be immediately reported to the fire brigade and treated as an emergency rescue.

In cases of manual evacuation, chairs will be made available in a safe area to transfer disabled guests and reuse fire evacuation chairs.

The emergency alarms test takes place on Mondays at 11 am, the siren will sound for no more than 1 minute.

Other Information:

- For additional assistance prior to your arrival please contact our reservations department on reservations.dublin@hilton.com
- Should you require any assistance during your stay, the duty manager can be reached via reception desk.
- We hope that the information contained in this pack is useful, however should you require any further information regarding the facilities at the Hilton Dublin City, please contact the hotel on 00353 (0)- 14029988.

Full Bedroom Specific Sheet

101 – Double Deluxe Room

Bathroom facilities:

- Grab rails on both sides of the toilet
- Emergency pull cord
- Low mount towel storage and shelving
- Low level sink
- Bathroom floor is tiled

Bedroom facilities:

- Low mounted hangers in the wardrobe
- Low level spy hole in the bedroom door
- Bedside telephone
- Bedside control panel for room lights and door alarm
- Connecting door to twin room

301 – Double Deluxe Room

Bathroom facilities

- Grab rails on both sides of the toilet
- Emergency pull cord
- Low mount towel storage and shelving
- Low level sink
- Bathroom floor is tiled

Bedroom facilities:

- Low mounted hangers in the wardrobe
- Low level spy hole in the bedroom door
- Bedside telephone
- Bedside control panel for room lights and door alarm
- Connecting door to twin room

401 – Double Standard Room

Bathroom facilities

- Grab rails on both sides of the toilet
- Emergency pull cord
- Low mount towel storage and shelving
- Low level sink
- Bathroom floor is tiled

Bedroom facilities:

- Low mounted hangers in the wardrobe
- Low level spy hole in the bedroom door
- Bedside telephone
- Bedside control panel for room lights and door alarm
- Connecting door to twin room

Conference facilities

- The Hilton Dublin has 2 meeting suites, which can be split into 7 smaller rooms; there is also the possibility to obtain a Syndicate room on any given floor.
- Charlemont 1,2,3,4,5 from the Charlemont Suite
- Harcourt 1,2,3 from the Harcourt Suite
- All meeting rooms have natural daylight, apart from Charlemont Suite 4 if parted by Charlemont Suite 5
- The Charlemont and Harcourt Suites are located on the ground floor.

See below for a description of each specific meeting room

- The meeting rooms and the foyer areas are all carpeted
- The hire of Audio Visual Equipment can be arranged prior to your event, please inform the Conference & Banqueting Sales Person when making your booking.

The Charlemont Suite (1, 2, 3, 4 and 5)

- This room although on the ground floor is at the same level as the reception area of the hotel
- From the lobby to access the Charlemont suite you proceed past the reception, lift and toilets. In front of the foyer of the Charlemont Suites is a pillar. A separate entrance of the toilets is available turning left when exiting the Charlemont Suites, on the far side on the right hand side.
- To access the disabled toilet, pass by the coffee hob turning left.
- The Charlemont Suite has floor to ceiling windows along the outside wall, which can be blacked out with curtains.
- In the left hand corner of the Charlemont Suite (section 1) as you enter the main entrance there is a bar with high service counter, staff assistance can be provided for wheelchair users.

The Harcourt Suite (1, 2, 3)

- This room although on the ground floor is at the same level as the reception area of the hotel
- From the lobby to access the Harcourt suite you proceed past the reception, lift and toilets. The Charlemont Suite will be facing you and the Harcourt Suite is located on the left hand side. A separate entrance of the toilets is available when turning right when exiting the Harcourt Suites, on the far side on the right hand side.
- To access the disabled toilet, pass by the coffee hob turning left.

Syndicate Rooms

- We can adapt all of our hotel bedrooms to be syndicate rooms and this includes our accessible rooms. Please ask for further details.

Toilet Facilities

- The ladies and gents are allocated behind the lift lobby on the right hand side. The first door on the left is leading to an accessible toilet; the second door on the left is the gents where you will find a second door on the right after entering the first door. In the far end are the ladies located with two set of doors following each other. The ladies and gents are accessible as well from the foyer at the Charlemont suite (of the 4th section), the door is for the ladies on the left and gents on the right, each entrance is set with two doors following each other.
- The accessible toilet is second right passing by reception desk, the entrance is first door with a handle. Grab rails on both sides of the toilet. Higher level toilet. Emergency pull cord. Low level sink.