

Hotel Accessibility Pack

Thank you for considering the Hilton East Midlands Airport. 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 off of the A50 road. The hotel operates an ANPR vehicle number plate recognition system.

Continue straight down the road and you will see the hotel entrance on your left hand side. There is parking available for you on the immediate left as you pass the entrance.

There is a curb to reach the pavement however immediately in front of the hotel is sloped next to the parking facilities, the ground is paved. There are no steps into the hotel.

The main entrance consists of 2 automatic doors. After 11pm, the front doors are locked and a doorbell is located at to the right of the main door.

There is an official drop off point directly outside the main entrance. As you enter the hotel there are 3 Reception front desk Kiosks on your right hand side.



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Welcome & Reception:

There are no steps in the main lobby area; however there are 8 pillars, 4 along the left side of the lobby and 4 along the right.

The front desk is located directly to your right hand side as you enter from the main hotel entrance. On the immediate left of the lobby is the Whisk +Ladle Bar and Kitchen Lounge and dining area. If you go through the lounge keeping to the left side you will enter the Pavilion breakfast room.

The surfaces on the ground floor are marble, with wooden flooring around the seating area in the Whisk + Ladle, and carpeted in the middle of the Reception area.

From the reception area you will find the lifts if you turn right at the end of Reception. Go straight through a set of double doors and the Livingwell Health Club is on your immediate left followed by two lifts.

Check in is at any one of the reception Kiosks, which is 1m high, however should you require a member of staff will also be able to come to the seating area with a clip board.

The Induction Loop is located at the check in point at the right hand side of the reception desk.

Upon check in our staff will brief you on the hotels' evacuation policy and offer you a Personal Emergency Evacuation Plan (PEEP) along with a copy of the hotels accessibility pack. Should you require a large print copy of the registration card, this can be provided.



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Additional Services:

Should you wish to order a newspaper, please contact the reception; 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 telephone system.

Every guest room has a guest directory that contains information regarding the facilities in the hotel. For additional assistance to use this directory, please contact a team member.

Toilet Facilities:

There are 3 sets of public toilets in the hotel; one set is in the main reception area located at the end of the lobby on the right. There is another set of toilets located on the ground floor meetings room corridor, which is on the left of the main reception area. The third set of toilets is located on the second level; as you take the lift to the second floor, exit to your right and these toilets are on your immediate right hand side.

There is also an accessible toilet with a pull cord for any emergency; this is located at the end of the lobby and is also has a baby changing unit.

Getting round the Hotel:

There are 2 Lifts located past the reception on the right hand side, immediately after the entrance to the Health Club. The Lifts have enunciation for the partially sighted and tactile buttons at the regulation height. Also equipped with an alarm and Speaker Phone that connects directly to the OTIS emergency help desk.

The lifts have a mirror on the inside.

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Whisk + Ladle Bar and Kitchen:

The Whisk + Ladle lounge can be accessed from the main lobby. This area is open and there are many tables and chairs, it can get very busy during the week and be difficult to manoeuvre around the chairs; if you require any assistance please ask a member of staff and they will be happy to help you through this area.

From the lounge you can also access the Pavilion breakfast room; go through the Lounge and follow it to the left and you will see the entrance on your right.



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Pavilion Breakfast room:

The Pavilion Breakfast room is located at the front of the hotel to the left of the Whisk + Ladle. As you approach the Pavilion Breakfast room there is a small raised area accessible by three steps. This is used as an overflow sitting and dining area for both breakfast and Lounge.

The main part of the Pavilion Breakfast room is on one level, at the top of which there is a small terraced area which is two steps raised. There is no difference in the menu choice in the Pavilion Breakfast room whether you sit on the ground or terraced areas. This area is fully carpeted. Arthritic Cutlery with large handles is available for dining; please inform your server if required.

Menus can be provided in large print if required.

Living Well Health Club:



The hotel has a Living Well Health Club located on the ground floor.

Follow Reception around to the right, and you will see a set of double doors immediately in front of you. Go through these and the Health Club reception desk is on your left hand side. Entrance to the club is through one set of double doors.

To gain entry to the club your key card must be shown at the Living Well reception which has a low level desk for accessible purposes as well as a high level desk.

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There is a 24 hours CV room on the right as you enter the Health Club and there is also a Weights room at the far end of the swimming pool. The fitness gym is on the same level, however to reach the weights gym you need to go around the poolside, assistance is available on request.

The floor in the CV gym is wooden and in the weights gym is rubber matted.

There is an accessible changing room, which has an emergency pull cord for immediate assistance, located in front of you as you enter the main door; there are also ladies and gents changing rooms located to the right of this down a small corridor.

Both gyms are accessible through a heavy glass door; assistance is available if required.

The CV gym has 3 Treadmills, 2 cycling machines, 1 rowing machines, 2 cross trainers, 2 AMTs (Adaptive Motion Trainers) and 1 Hand bike. The weights gym has 3 upper body weight machines, 2 lower body weights machines, an adjustable cable machine, 1 treadmill and a free weights area.

The Swimming Pool is 16m long and is 1.2m deep. Access to the pool is by the main steps; these steps are a gradual decline into the pool and have a grab rail leading all the way into the pool.

The health club also has a pool hoist, and so if required you can be hoisted into and out of the pool. All Living Well staff are fully trained in the use of this hoist.

Along poolside there is a Sauna and a Steam room – both of which contain push button emergency alarms should immediate assistance be required.

Towels are provided at the Living Well Reception area.

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Conference Facilities:

- The Hilton East Midlands has 16 Meeting rooms, 1 of which is a suite that can be split into 3 smaller rooms.
- Beresford, Matlock and Darley form the Dales Suite.
- There are 9 rooms on the ground floor and 7 on the first floor
- All ground floor rooms benefit from natural daylight
- All rooms downstairs are on the same level as Reception.
- See below for a description of the main Suite.
- The meeting rooms and the foyer areas are all carpeted.
- All meeting rooms are 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.



The Dales Suite (Matlock, Darley and Beresford)

- This room is located on the ground floor and is at the same level as the reception area of the hotel.
- From the lobby to access the Dales Suite, proceed to the end of Reception and turn left down the corridor. At the end of the corridor turn right and the entrance to the Suite is located on the left hand side.

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- From the lobby area of the Dales Suite as you look at the doors the Matlock, Darley and Beresford rooms are directly in front of you. The doors to all three rooms are double doors that open inwards.
- The Darley room has large windows and a double fire door at the far end of the room. The Matlock and Beresford both have double fire doors at the end of the room also.
- In the left hand corner of the Dales Suite foyer as you look at the entrance doors there is a small bar on the left with a high service counter.
- The dimensions of the rooms and location of the power points, telephones etc can be seen on the floor plans.

The Connectivity Centre

- From the lobby, to access the Connectivity Centre, proceed straight through Reception and it is in front of you.
- The business centre has 4 computers with printing facilities which is completely free of charge.



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Bedrooms:

There are four rooms with extra equipment provided within the hotel. We currently have 2 Main rooms which include:-

126 (Main room)

- Widened doors
- Removable Shower head
- Non slip flooring
- Bed height adjustable on request
- Vibrating pillows for alert in evacuation available
- Pull cord in bathroom in case of emergency
- Handrails by toilet
- Located 95m from the Lobby

145 (Main Room)

- Widened doors
- Removable Shower Head
- Non slip flooring
- Bath hand rails
- Lowered bath
- Raised television
- Lowered twin beds
- Vibrating pillows for alert in evacuation available
- Handrails by toilet
- Pull cord in bathroom in case of emergency
- Located 122m from the Lobby

125

- Widened doors
- Vibrating pillows for alert in evacuation available
- Pull cord in bathroom in case of emergency
- Located 85m from the Lobby

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153

- Widened doors
- Vibrating pillows for alert in evacuation available
- Pull cord in bathroom in case of emergency
- Located 138m from the Lobby

The following equipment can be added to any room in the hotel for you to use:

- Bed Hoist (client to provide slings)
- Commode
- Derby Toilet Seat
- Bed risers (individual elephant feet)
- An inflatable chair to assist in getting in and out of a bath
- Rubber Mats

In event of Emergencies:

We have a Personal Emergency Evacuation Plan (PEEP) in place tailored to suit your needs and that will be discussed with you on arrival. Our General Emergency Evacuation plan (GEEP) is detailed below.

If the alarm bells ring, this will be a continuous siren-like sound, and 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 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 fire coordinator through our staff member. On exiting your room, please do not stop to collect personal belongings other than medication that you may need. Refuge areas are located on the ground floor.

The evacuation is structured to help people who are nearest to the location of the fires. If you are moved to the lifts and are waiting this will be because you are in no immediate danger.

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

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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.

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 and close the door behind you, breaking a call point if possible on your way out.

The testing of the emergency alarms takes place on Tuesday at 9 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 01509 686809.
- Should you require any assistance during your stay; the duty manager can be reached via the reception desk by dialing 0.
- We look forward to welcoming you to the Hilton East Midlands 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 East Midlands, please contact the hotel on 01509 674000.

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.

Hilton UK is 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)



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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