

Hotel accessibility pack

Thank you for considering the Hilton Glasgow Grosvenor hotel. We are pleased to give you some information about the hotel that you may find useful when planning your visit.

Arriving at the hotel

- You should use the main entrance at the back of the hotel in Grosvenor Lane. The front entrance (Grosvenor Terrace) has five steps and is not fully accessible.
- The main entrance has a ramp, giving level access to the reception area.
- There is an automatic sliding double door.



- After 11pm we lock the doors but there is a bell to the left of the left hand double doors.

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- We have split the car park into two areas - one is directly behind the hotel off Grosvenor Lane, which contains two disabled spaces



The second car park is on the top floor of the Waitrose supermarket directly behind the hotel, both car parks have a

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£10 overnight charge. The first car park is the best one to use for disabled guests. Although the access from the roof-top car park is flat, it does mean going down a steep ramp or through the Waitrose store. If you do use the Waitrose car park, please park only on the top level.

- If you have any problems with car parking, the reception staff and duty managers will assist.

If you need help with luggage or equipment, or any guidance, our team are on duty 24 hours a day and would be delighted to help.

Welcome and reception



- As you enter the front doors, please turn left immediately and you will be at reception.
- The reception area is marble and all other areas are carpeted.
- The reception desk is 125cm high. If you would prefer, a member of staff can come to the seating area to help check you in.



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- The induction loop is at the left-hand end of the reception desk.
- **When you check-in, our reception staff will tell you about our evacuation policy and offer you a 'Personal Emergency Evacuation Procedure' (PEEP)**
- On the upper level of the reception area, there is a seating area with sofas and easy chairs to relax in. This area is carpeted and leads to the lifts which give access to the three bedroom floors of the hotel and the terrace or meeting-room level. Access on all these floors is level.

Other services

- If you want to order a newspaper, please contact the reception team when you arrive or at any other time. We will deliver your newspaper to your room.
- You can order a wake-up call through the reception team. Or, you can set a wake-up call in your room using the phone system.
- Every guest room has a guest directory that contains information about the facilities in the hotel. For extra help to use this directory, please contact a team member at reception or housekeeping.
- You can get local information from reception at any time and the brochure racks in the upper and lower reception areas contain a selection of information for most local activities or attractions.



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Toilet facilities

- There are four sets of public toilets in the hotel. One is next to the Kibble and Kelvin suites at the western end of the hotel. One is in the Bo'Vine restaurant in the lower level of the hotel. One is in the terrace lounge on the upper level and one is to the Grosvenor Suite at the eastern end of the hotel. There is a fourth set of toilets within Bobar on the ground floor, but these are only available when the bar is open. All five sets of toilets are accessible to disabled customers.

Getting around the hotel

- Both passenger lifts have an announcement system to let you know what floor you are on and tactile (with markings which can be felt) buttons at the regulation height.
- The lifts have mirrors on all three walls.

Hotel shop

- The hotel does not have a hotel shop, but there are many very close to the hotel. Reception will advise on the best places to get anything you might need. Reception also stock a small supply of basic items if you have forgotten something. Or, we would be happy to buy items for you if you do not want to leave the hotel. We can charge these to your account, or you can pay for them in cash.

Bo'Vine Restaurant

- The Bo'Vine Restaurant is on the ground floor of the hotel, slightly below ground level. You can get to it using a ramp from the lift lobby in the main reception. To get to it from your room, please take the lift to the ground floor and leave the lift to your right. You will immediately see the signs and ramp.

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- The Bo'Vine Restaurant and bar is open for breakfast and dinner from 7am daily. Please check for lunchtime availability with reception.
- There are accessible toilets in the Bo'Vine Restaurant.
- We can provide menus in in large print if you need.
- The flooring in the restaurant is mostly laminated wood, but there are some small areas of tiled floor in front of the buffet units.

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beGIN

- beGIN is on the eastern edge of the hotel and is accessible from Byres Road, there are two steps rising from street level to the entrance.



- There is ramp access from the hotel lobby. It offers a relaxed environment with contemporary music in which to enjoy a drink or perhaps a superb light meal.
- Once inside, the space is on one level including the accessible unisex toilet.
- beGIN is open seven days a week from 4pm until late.
- beGIN has slate flooring throughout and tiled toilet flooring.

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The business centre and function rooms

- Reception will be able to arrange for any photocopying or faxing you may need.
- The hotel has the following meeting and function rooms - the Botanic, the Kelvin, the Kibble and the Cleveden. The nearest accessible toilets to these rooms are next to the terrace bar. The Grosvenor suite is the largest function room and is also located on the upper level. It has accessible toilets to the left of the main doors and the cloakroom. All areas of the function rooms and business centre are carpeted apart from the toilets, which are mostly tiled.
- The toilets next to the Kibble and Kelvin suites are not accessible.

Terrace bar and lounge

- You can get to the Terrace bar and lounge taking the lift to the upper level of the hotel. Once out of the lift, please turn right. You will immediately come to the terrace lounge.
- The entire Terrace bar and lounge area is carpeted.
- There are accessible toilets located just to the right of the bar itself.

Bedrooms

- Two accessible rooms are available in the hotel both with wheel-in showers, (both are King Deluxe rooms).
- The room numbers are 102 and 202. One is on the first and one on the second floor. To get to either room, turn left onto the first or second-floor corridors out of the lifts and go the end of the corridor. The room is the last one on the right at the end of the corridor.
- All accessible rooms have a wheel-in shower with seat and arm grab rail, a hand grab rail by the toilet, lower sinks, and

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the rooms are larger with wider doorways. Both rooms have pull-cord alarms and lower-level storage areas under the TV.

- We can add the following equipment to any room in the hotel for you to use - vibrating pillows, airflow bath lift and rubber mats.
- Your room will have a chair at the desk and a 'comfy' chair and a coffee table. If you need more space in your room, we can remove any of these items. Please contact either reservations, before your stay, or housekeeping once you have arrived at the hotel, to arrange for furniture to be removed



In an emergency

- If the fire alarm sounds, this will be a loud ringing-type sound.
- Depending on your PEEP, staff will accommodate accordingly
- If a member of staff cannot reach your room, carefully open the door and check your route to the point of safety. If it is blocked or there is smoke, go back into your room and close the door. The door to your room is fire resistant for one hour.



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As soon as the fire brigade arrive, we will tell them your room number.

- Do not block the door with anything, including towels, as this may prevent the fire brigade from entering your room.
- Do not open any windows as this can increase the air circulating and increase, smoke and flames.
- If the fire is in your room, get out and close the door behind you, breaking a fire alarm if possible, on your way out.
- We test the fire alarm on a Tuesday at 11am. The bells will sound for about 30 seconds in 3 intervals and then will stop. If they do not stop after about 30 seconds, please assume the alarm is a real fire evacuation.

Other information

- For extra help before you arrive, please contact our reservations department on 0141 339 8811.
- If you need any assistance during your stay, please contact reception or the duty manager by dialling 0 on your room phone.
- We hope that the information in this pack has been useful. However, if you need any more information about the facilities at the Hilton Glasgow Grosvenor, please contact us on 0141 339 8811.

Hilton UK are dedicated to be 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 - 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

