

Hotel Accessibility Pack

Thank you for considering the Hilton York 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 can use the main entrance of the hotel on Tower Street, there is a ramp provided to the side of the hotel.



- The main entrance consists of two pairs of automatic sliding doors, after 12pm, the front doors are locked and a doorbell is located at to the right of the right hand side door.
- There is no official drop off point directly outside the main entrance, as the area has double yellow lines. Customers being dropped off are advised to go to the car park and use the direct entrance to the hotel from the car park.
- The car park entrance is located on the side of the hotel entrance and is via a down hill slope and is accessed by pressing the button for attention. There are 40 spaces of which 1 is designated disabled. The designated space is the second space on your left as you drive into the car park. Opposite the designated space there is a doorway to the lifts from where the hotel lobby can be accessed. The lobby is located on the ground floor.



Hotel Accessibility Pack

- At the doorway to the hotel from the car park, there is a telephone. Please dial 0 for assistance.
- Should you need assistance with luggage, equipment or any guidance, our team of porters and concierge are on duty 24h a day. The concierge desk is located in the lobby to the right of the main reception desk.

Welcome & Reception:

- There are no steps in the main lobby area. The ground floor is completely level with full access.
- If you arrive in the lobby area from the car park by the lift, as you exit the lift proceed to your left where you will find the main lobby area, the check in desk is to your right.
- The front desk is located directly to your right as you enter from the main hotel on the far right of the lobby is a seating area. The restaurant and bar areas are also located to your right.



- Concierge desk is to the right of the reception lobby.
- The surface on the ground floor is marble, with carpet / wood in the restaurant and wood in the bar.
- From the reception area the lifts are on the right, through the double set of doors as you face the reception desk.
- Check in is at the main reception desk, which has a lowered check-in point if required, alternatively should you require a member of staff will also be able to come to the seating area with a clip board.
- There is an Induction Loop at reception.
- Upon check in our staff will brief you on the hotels' evacuation policy. This policy is available in large print should you require it.
- Should you require a large print copy of the registration card this can be provided.

Hotel Accessibility Pack

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 can be ordered through the reception team. Alternatively they can be set in your room using either the telephone system or the television.
- Every guest room has a guest directory that contains information regarding the facilities in the hotel. A large print copy is available at reception. For additional assistance to use this directory, please contact a team member.

The Business Centre

- From reception go through the two sets of double doors in to the carpeted area of the Hilton Meetings. The business centre is located on your left, it is accessed via a single door .



- The business centre is manned, Monday to Friday 8.30am – 5.00pm. at weekends please contact reception to have the business center unlocked.
- Full business service can be provided here.

Toilet Facilities:

- There are 2 sets of public toilets in the hotel, one for ladies and one for gentleman. This is where our accessible toilets are located; therefore if you require them to be closed for privacy or if you require any assistance accessing these facilities please contact reception.
- Both of the toilets are located in the Hilton Meetings area near the business centre on the ground floor.

Hotel Accessibility Pack

Getting round the Hotel:

- All Lifts have tactile buttons at the regulation height.
- The lifts have mirrors on all sides of the lift with a carpeted floor,



Towers Bar & Restaurant:

- Towers Bar and Restaurant is located on the ground floor opposite reception. Access is via a set of double doors.



- The floor is wooden except the section between the bar and restaurant which is carpeted.
- Menus can be provided in large print if required.
- Waiter service is available in both the bar and restaurant.
- Breakfast is served from the carvery which is approximately 1 metre tall.
- Menus are available in large print. Arthritic cutlery is also available

Hotel Accessibility Pack

Henry J. Beans Bar and Grill

- As you look at the hotel front entrance Henry J. Bean's is to the right of the hotel.
- For wheelchair access you will need to go through Towers Restaurant via a ramp to get into Henry J. Beans.



- The bar is on 3 levels. The two upper levels are carpeted and the lower level has a wooden floor
- Large print menus are available upon request

Bedrooms:

- 3 accessible rooms,
 - 143 Standard Double non-smoking
 - 243 Standard Double non-smoking
 - 343 Standard Double non-smoking
- Accessible rooms are located to the right of the lift as you exit them. Through a single glass door.
- All accessible rooms have the following bathroom facilities: - grab rails around the toilet, higher level toilet, emergency pull cord, low level storage shelf. All rooms have grab rails around the bath. Showers are located above the bath
- Accessible rooms can accept a bed hoist if required.
- Accessible rooms have emergency pull cords above the beds
- The following equipment can be added to any room in the hotel for you to use:
 - Derby Toilet Seat
 - Derby Bath board Mark 2 with handle
 - An inflatable chair to assist in getting in and out of a bath
- Your room will have a chair at the desk, a "comfy" chair and a coffee table. 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



Hotel Accessibility Pack

housekeeping once you have arrived at the hotel to arrange for furniture to be moved.

• **Conference Facilities:**

- The Hilton York has 4 Hilton Meeting rooms.
- The City of York suite can be divided into 3 smaller rooms
- The City of York suite is located on the ground floor with 2 of the Hilton Meetings Room
- The other rooms can be located via a small flight of steps
- The meeting rooms 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.

In event of Emergencies:

- 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.

Other Information:

- For additional assistance prior to your arrival please contact our reservations department on 01904 648111
- Should you require any assistance during your stay, the duty manager can be reached via the reception desk or on extension 0
- We look forward to welcoming you to the Hilton York 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 York, please contact the hotel on 01904 648111.

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.



Hotel Accessibility Pack

For further information on Hilton UK & Ireland and disABILITY

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