Thank you for considering the Hilton Leeds City. We are pleased to give you some information about our hotel that you may find useful when planning your visit or staying in the hotel.

**Arriving at the hotel**

You should use the main entrance of the hotel on Neville Street. There are no steps and the ground is paved. The main entrance has an automatic door, with 2 side doors. There is a step up in front of the revolving doors. After 11pm, we lock the front doors and there is a doorbell on the right-hand side.

The car park entrance is on Neville Street. The car park is operated by the Hilton.

Our Address is Neville Street Leeds, LS1 4BX
Car park information

When arriving at the Hotel you will pull into our forecourt at the front of the building, to your right there are 2 disabled parking spaces which can be pre-booked through our Concierge team. If these are not available upon arrival the main entrance to the car park is to the right of the main entrance. All the floors in the car park can be accessed by the Hotel lift (press level 1 or 2 in the lift). Both Guest lifts have Braille buttons.

Entering the building from the Hotel Car park

Follow the signs to the lifts and take the lift to the ground floor to exit the building or level 3 to Reception/disabled toilets/Costa coffee/City 3 Restaurant/Business centre or Reception lobby area.

For the town centre and shops, turn left out of the Hotel on the ground floor. Go straight under the railway bridge, at your second
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set of traffic lights turn right or cross straight over and the shops are directly in front of you.

If you need any assistance with luggage or equipment, or any guidance, our concierge team are on duty from 7am until 11pm. The Concierge desk is located on the ground floor opposite the Livingwell gym.

Disabled access to the Train Station

From the hotel, turn left under the railway bridge. Follow the road round to the Second Traffic Lights and then turn left (back down the walk way to the train Station Entrance).

Welcome and Reception

The surfaces on the 3rd floor are marble, with carpet around the seating area.

To your left of the Lifts is the Reception Desk and across from this is the Reception seating area.

To your right of the Lifts is the Business Centre and just past this is the Entrance to the City 3 Restaurant.

To the far right you will find the Costa Coffee shop and next to this is the City 3 Bar and seating area.

To the left of the Bar seating area is a step up to the Brasserie Section of the Bar/Restaurant. The one side of the Brasserie is floor to roof windows.

The induction loop is at the at the Middle check-in point of the reception desk.
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When you check-in our reception team will tell you about our PEEPS (please turn to page 13 for further information).

A member of the team would be happy to check you in from the seated area with a clip board if required.

Other Services

If you want to order a newspaper, please contact the reception team. 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 either the phone system or the television.

There is also a digital radio available in the rooms.
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Every guest room has a guest directory that contains information about the facilities in the hotel. For extra help to use the directory, please contact reception from the phone in your room.

Toilet facilities

There are two sets of public toilets in the hotel. There are toilets in the Reception area on the 3rd Floor and on the conference level (4th Floor).

The accessible toilets are found on the 3rd floor near the Brigante Suite just right of the Reception.

There are also accessible toilets in the Livingwell health club (ground floor).

Getting around the hotel

All 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 the right, left and back walls.
City 3 Bar and Restaurant

The City 3 Bar and Restaurant is on the 3rd floor at the right of the Lifts passed the Business Centre.

The Bar area has seating opposite is and then to the right there is a step up to the Brasserie Section.
A waiter service to your table is available from the Bar. Large print drinks menus are available on request.

The City3 restaurant has 3 different dining areas, 2 of which are raised areas.
As you go through to the restaurant we have a raised area to the right, there is a step up.
Our second raised area is straight ahead at the far side of the restaurant as you enter.

We also have a large dining area at floor level.
A ramp is available on request to access the upper raised areas.

The lower level of the restaurant consists of the buffet area that is used to serve food for breakfast and on occasions a carvery in the evening. Lighting in the restaurant can be changed to suit any function. If more suitable lighting is required, please ask a member of the restaurant team.

Assistance dogs are welcome in any area of the hotel.

We can provide menus in large print if you need.
We have a health club on the ground floor just right from the lifts. The health club is staffed by the health and fitness/pool attendant team.

To get into the health club, please visit the club reception with your hotel key card. On the ground floor we have a resistance gym.

On the same floor we have a pool, steam room and sauna, all accessible for disabled guests. Staff assistance and a pool hoist are available on request.
We have a cardio gym on the first floor of the health club which you can gain access too from the car park. An arm bike is available if required.
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Connectivity Centre

The connectivity centre is wheelchair accessible, please contact the main reception should you require any assistance.

The connectivity centre has a desk, complimentary internet access and printing facilities.
Bedrooms

There are 4 accessible rooms:

Room 916 and 914 – wheelchair accessible, shower with seat, pull cord in bathroom, toilet and bath rail, call button by bed. Floor area 34sq meters.

Room 923 and 924 – wheelchair accessible, bath, toilet and bath rail, pull cord in bathroom, call button by bed. Floor area 23sq meters.
Sub-titled Channels are as follows:

No 6 – BBC1  
No 7 – BBC 2  
No 8 – ITV1  
No 9 – Channel 4

The following equipment is also available on request:

- A Derby toilet seat
- A Derby bath board with handle
- A bath seat
- A support rail
- A castle safe support rail
- 4 Bed risers (individual elephant feet)
- 2 x Inflatable chairs for bathing
- Rubber mats for bathing

Your room will have a chair at the desk and a coffee table. Please contact either reservations before of your stay or housekeeping once you have arrived at the hotel, to arrange for the furniture to be removed should you require any more space.
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**In the Event of Emergencies:**

- The Hotel operates a system of PEEP (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 extra help before you arrive, please contact us on 0113 244 2000.
If you need any help during your stay, the Journey Ambassador will be happy to help you. You can contact them on 6775.
Conference facilities

All the Hilton Meeting rooms are situated on the 4th floor. As you exit the main guest lifts you enter the 4th floor foyer where there is a shared tea-coffee station for all the meeting rooms. On the left hand side corridor is 5 meeting rooms and one is on the right side of the foyer.

Toilets are at the beginning of the corridor on the right hand side. These do not have disabled facilities. All meeting rooms have a double door which allows access for wheelchair into all 6 meeting rooms.

There are 3 fire exits on the 4th floor. One is at the end of the corridor on the left hand side of the foyer which leads downstairs on the right side of the hotel and the other two are within the Neville suite (on right of the 4th floor foyer). The first exit is at the back of the room which leads to little Neville street, on the left of the hotel building and the other fire exit is in the front of the room which leads to an open terrace and steps leading to the back of the hotel, with the Fire Assembly point being in front of the hotel under the Railway bridge.

The Brigante Suite is situated on the 3rd floor on the left hand side of the reception with disabled toilets on the right hand side as you enter the suite. There are 3 fire exits in the Brigante suite. One in the foyer leading directly where the fire assembly point for the hotel is and the other 2 are within the room that both lead to the back of the hotel.

4 small sized syndicate rooms are situated on the 5th floors (2 at the end of each corridor- on the left and right hand side of the guest bedroom floor) which have a capacity of 6 people in each room in a boardroom style setup. These are also wheelchair accessible. There are 2 fire exits right outside both the rooms at the end of each corridor.
Our policy statement on disability

We are committed to providing equal opportunities for all – for both our guests and our employees. As a service provider, with a 50-year history in the UK and Ireland, we have developed a culture of reacting quickly and efficiently to all guest requests, whatever they are. This same culture also includes identifying and meeting the specific needs of our disabled guests.

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 –9am - 5pm)

Email: Guest.Disability.Assistance@Hilton.com for all other general enquiries or for reservations please telephone our Reservations and General Enquiries via:

UK: 0800 0884 333
USA: +1 972 866 5976

We look forward to welcoming you to Hilton Leeds City and making your stay memorable.

We hope that the information in this pack has been useful.