

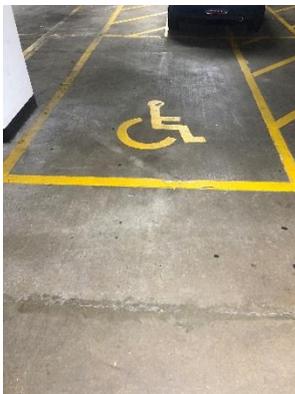
HOTEL ACCESSIBILITY PACK

Thank you for considering the Hilton London Kensington. We are pleased to give you some information about our hotel that you may find useful while planning your visit.



Arriving at the hotel

- We are a 601 bedroom hotel located on Holland Park Avenue
- The nearest bus stop is right outside the hotel (numbers 148, 94 and 295 stop there). The main entrance is on Holland Park Avenue. There are no steps and the ground is paved.
- The main entrance has an automatic revolving door
- The drop-off area is at the end of the taxi rank, which is in front of the hotel.
- The car-park entrance is on the right-hand side of the hotel as you approach from the Shepherd's Bush roundabout. There is a slope as you enter which goes below the hotel to the car park. There are 100 spaces. There are 4 disabled car parking spaces in the car park.
- The car park is on the lower ground floor. To reach the lobby, which is on the ground floor, please use the accessible lift. Once in the lift, continually press 1 for the ground floor.
- If you need help with luggage or equipment, or any guidance, our team of porters and concierge are on duty 24 hours a day. The concierge desk is in the lobby near the entrance to the right.



Welcome and reception

- When you enter, use the main entrance. Straight ahead there are steps leading to the main lobby area. There is also a ramp on the left-hand side, which will lead you to the main lobby area.
- If you arrive in the lobby from the car park using the lift, there are no steps to reach the main lobby area. As you leave the lift, continue straight ahead. The check-in desk is to your right-hand side.
- From the reception area, the lifts are on the left as you face the reception desk. You will then pass the bar on the left and will have to go left again to reach the lifts.
- Check-in is at the main reception desk, which is 1m 10cm high. However, if you ask, member of staff will be able to come to the guest relations desk to register you.
- The induction loop is located at the check-in point on the right-hand side of the reception desk.
- When you check in, our staff will tell you about our evacuation policy. This policy is available in Braille if you need it.
- If you need a large-print copy of the registration card, we can provide this.



Other services

- If you want to order a newspaper, please contact the reception team. We will then deliver your newspaper each day to your room.
- You can order a wake-up calls through the reception team. Or, you can set a wake-up call in your room either the phone system or the television.
- 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 member of the reception team.

Toilet facilities

- The public toilets in the hotel are behind the reception desk and there are two accessible toilets. As you face the reception desk, go left and then right. The accessible toilets are the second and third toilets on the left-hand side. There is an emergency cord if you need help. A member of our staff will come to give you help.



Getting round the hotel

- There are 4 guest lifts in the hotel
- The lifts have mirrors on the right, left and back walls.

Hotel shop

- The hotel shop is in the lobby. It is on the left-hand side when you are facing the concierge desk.

Business centre

- We have a business centre in the lobby opposite the reception desk. There are no steps to get to this area.
- There are three computers for you to use. If you want to use the internet, you can get a complimentary access code from reception.
- There is nobody on duty at the business centre. Please contact reception for any help you may need.
- There is a printer provided if you need to print

Avenue lounge

- The Avenue Bar & Lounge is in the main lobby. There are steps to it from the lobby area. However, there is an access door located near the main entrance, across from the concierge desk which will allow you step free access to the bar.
- There is one area of the bar that has access by steps.



West Eleven Restaurant

- The restaurant is in the lobby. As you leave the lifts, it is immediately on your right (or left depending which of the four lifts you use).
- When you face reception, go to the left and then straight ahead.
- The restaurant is carpeted throughout, apart from next to the buffet where the flooring is tiled. The buffet is in the middle of the restaurant and the tables are around it.
- There is one area of the restaurant that has steps access.

Livingwell fitness centre

- The hotel has a fitness room on the lower ground floor.
- Take the lift near the entrance of the conference centre in the lobby and press 0. This will take you to the lower ground floor. When you leave the lift, the Livingwell is on the opposite right side of the corridor.
- The fitness room is not manned. However there are surveillance cameras, which are monitored by concierge.
- To get into the fitness room, you can enter using your room key card or digital key.
- When you enter the Livingwell, the gym area is to your left at the end of the corridor, through another wooden door. The sauna and steam room are opposite the entrance doorway.
- The floor in the gym is wooden.



- There is a small changing room. As you enter the main door, go left and there is a door on the right before you get to the gym area. The changing room has a closed changing area, lockers and a shower area and a toilet. There are no steps to reach these areas.
- There is also a water dispenser.

Bedrooms

- Three twin fully accessible rooms, with wheel-in showers
- Two partially accessible rooms (wider bathroom door and panic alarm)
- We can add the following equipment to any room in the hotel for you to use.
- A Derby toilet seat
- A Derby bath board mark 2 with handle
- A Cosby bath seat
- An Ashby step-two
- A Castle Safe support rail
- Bed risers (individual elephant feet)
 - A voyager travel bag
 - An inflatable chair to help get in and out of a bath
 - Rubber mats

Full bedroom details

Fully accessible 3002, 3004 and 3052

Bathroom facilities

- Grab rails on both sides of the toilet
- A higher level toilet
- An emergency pull cord
- Low-mount towel storage and shelving
- A wheel-in shower with seat
- A low-level sink
- The bathroom floor is tiled.
- The shower area is partitioned by moveable 'gates'. The base of the area has a non-slip plastic surface.

Bedroom facilities

- Wider doors (83cm)
- A low-mount climate-control panel
- A phone at your bedside
- A bedside control panel for the room lights
- A low-level spyhole in the bedroom door
- A low-level wardrobe rail

Partially accessible 1002 and 1004

Bathroom facilities



- A wider bathroom door
- A panic alarm in the bathroom
- A more spacious bathroom
- A lower basin

Bedroom facilities

- A lower bed

Conference facilities

- We have 15 meeting and function rooms.
- Christie, Gunnell and Jackson form the Christie suite.
- Kensington and Chelsea form the Kensington Suite.
- There are nine meeting rooms on the ground floor, and two are on the first floor of the conference centre.
- See below for a description of each specific meeting room.
- The meeting rooms and the foyer areas are all carpeted.
- We can fit all meeting rooms with an 'At your service' call button if you need help.
- You can arrange to hire audio-visual equipment before your event. Please let the conference and banqueting sales person know when you make your booking.

The Christie suite (Christie, Gunnell and Jackson rooms)

- This room is at the same level as the reception of the hotel.
- From the lobby, when you are facing reception, go to your right and then left around the Atrium lounge. The Christie suite is straight ahead.
- The Christie suite does not have natural daylight and is carpeted throughout.
- The room has one pillar in the Christie-room part.
- On the right-hand side of the Gunnell room, as you enter the main entrance of the suite, there is a bar with a high service counter.
- You can see the measurements of the rooms, and the power points, phones and so on, on the floor plans.

The Kensington suite (Kensington and Chelsea rooms)

- This room is at the same level as the reception of the hotel.
- From the lobby, when you are facing reception, go to your right and then left around the Atrium lounge. The Kensington suite is on your right-hand side when you have passed the tour desk.
- The Kensington suite has partial natural daylight coming from the ceiling in the Kensington room part. It is carpeted throughout.
- You can see the measurements of the rooms, and the power points, phones, on the floor plans.

The Crew Lounge (Olympic Suite)

- This room is on the lower ground floor and you can get to it from the lobby using the disabled lift.
- The Olympic suite is carpeted throughout.



- You can see the measurements of the rooms, and the power points, phones, on the floor plans.

The Holland suite

- This room is at the same level as the reception area of the hotel.
- From the lobby, when you are facing reception, go to your right and then straight ahead. Go into the conference centre. The Holland suite is on your right.
- The Holland suite has natural daylight and is carpeted throughout.
- You can see the measurements of the rooms, and the power points, phones and so on, on the floor plans.

The Park suite

- This room is at the same level as the reception of the hotel.
- The Park suite is opposite the reception desk.
- The Park suite has natural daylight and is carpeted throughout.
- You can see the measurements of the rooms, and the power points, phones and so on, on the floor plans.

Boardroom 1

- This room is on the first floor of the conference centre and you can only get to it using the stairs.
- Boardroom 1 has natural daylight coming from the ceiling and is carpeted throughout.
- You can see the measurements of the rooms, and the power points, phones and so on, on the floor plans.

Boardroom 2

- This room is on the first floor of the conference centre and you can get to it using the stairs.
- Boardroom 2 has natural daylight and is carpeted throughout.
- You can see the measurements of the rooms and the power points, phones and so on, on the floor plans.

In the 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.

Additional Accessibility Kit

We have accessibility kits held in 4 central locations around the country in case of requirement. The central London kit is located at the Hilton London Metropole in the Assistant H&S Managers office. Contact via the AOMS (Duty Managers): +44 (0) 781 701 4137 and comprises of the following:

- A text phone (Hearing Impaired guests can communicate via text rather than verbally)
- A TV loop system which is a loop amplifier for the TV (works in the same way as a hearing loop at reception)
- Door chime with light & strobe option

Other information

- For extra help before you arrive, please contact our reservations department on 020 7603 3355.
- If you need any help during your stay, you can contact the duty manager through our operator on extension 0.
- We look forward to welcoming you to the Hilton London Kensington and to making your stay an enjoyable one.
- We hope that the information in this pack has been useful. However, if you need any more information about the facilities at the Hilton London Kensington, please contact us on 020 7603 3355.

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 – 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