

Hotel accessibility pack



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

Arriving at the hotel

- You should use the main entrance of the hotel on High Street Kensington. There are no steps and the ground is paved.
- The main entrance has an automatic revolving door, with two side doors. After 12 midnight we lock the front doors and there is a doorbell to the left of the right-hand side door.
- There is no official drop-off point outside the main entrance, as the area has double-yellow lines. If you are being dropped off, please turn into Holland Road, to the right of the hotel as you face it, and pull into the lay-by to unload. Or, go to the car park and use the direct entrance to the hotel from the car park.
- The car-park entrance is on Holland Road. The car park is owned by the hotel, and a steep slope goes below the hotel to the car park. There are 60 spaces, of which one is for disabled drivers. From the bottom of the ramp, turn left and follow the way around the car park, turning the corner at the end. The space is the first space on your left after the turn as you drive back towards the entrance of the car park. From the back of the car park is a doorway to the lifts. This is in the opposite corner from the car parking space. The lobby is on the ground floor.
- At the doorway to the hotel from the car park, there is a phone. Please dial 0 for assistance.
- If you need assistance 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 in front of the lifts.

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Welcome and reception



- There are no steps in the main lobby area. However, there are four pillars. As you leave the lift, turn right and go forwards to the right of the pillar, go down the slope to the main lobby area and the check-in desk is to your left.
- The front desk is in front of you as you enter from the main hotel entrance between the two central pillars. On the far right of the lobby is a seating area. To the far left of the main entrance are the stairs leading to the restaurant and bar, which can also be accessed by lift.
- The second pillar on the right-hand side separates the main lobby area from the seating area on the right of the lobby. The second left-hand pillar separates the lobby area from the lift lobby area and the staircase to the restaurant and bar.
- The concierge desk is opposite of the lifts on the ground floor.
- The surfaces on the ground floor are tiled, with carpet around the seating area.
- From the reception area, the lifts are to the left, as you face the reception desk. As you pass the pillar, there is a slight slope to the lift lobby area.
- Check-in is at the main reception desk, which is 1m 18cm high. However, if you prefer, a member of staff can come to the seating area and register you there.
- The induction loop is at the check-in point on the left-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.

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Other services

- If you would like to order a morning newspaper, please contact the reception team who will ensure it is delivered to your room.
- You can order a wake-up call with the reception team; you can also set a wake-up call in your room using either the phone system, television or radio clock.
- 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

- There are two sets of public toilets in the hotel. One set is in the meeting area. These are not specific accessible toilets. The second set is in the restaurant, where there is an accessible toilet.
- Access to the accessible toilet in the restaurant area is via the furthest right lift, select button R. The toilet is on the left-hand side as you exit the lift.

Getting around the hotel

- All have tactile (with markings which can be felt) buttons at the regulation height.
- The lifts have mirrors on the right, left and back walls. (On the right and left side are two A5-sized adverts for hotel facilities).

Hotel shop

- The hotel shop is to the right of the reception desk as you enter from the main hotel entrance. There is a pillar in this area.

Costa Coffee

- You can get to the Costa Coffee from the main lobby. Turn left towards the lift lobby area, up the slight slope. The entrance is to the left of the lifts, next to the staircase leading to the restaurant and bar.
- You can also access the Costa Coffee from Kensington High Street through a glass door on the left hand side with a button next to the door to push to activate the door.

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Society Bar and Restaurant

- The Society Bar and Restaurant are on a mezzanine floor between the first and second floors, and you can get to it from the main lobby via the main staircase and then a second small staircase. Alternatively, you can use the lift. The furthest right lift stops at the restaurant, press the 'R' button.
- When you leave the lift, the entrance to the Restaurant is in front of you past the accessible toilets. Double doors lead into the Bar.
- Once in the Bar area, you can get to the Restaurant up a ramp.
- The bar area is tiled, and the restaurant, starting at the base of the ramp, has a wooden floor.
- We can provide menus in large print if you need.



Fitness on lower ground floor

- We have a fitness room on the lower ground floor.
- Take the lift to lower ground floor, press button 'B'. The entrance to the Fitness room is right in front of the lifts.
- There is no staff in the fitness room. However, there are surveillance cameras, which are monitored by reception.
- To get in to the fitness room, please use your room key to open the door.
- The floor in the gym is laminated.
- The gym has two running machines, and two step machines, and an exercise ball and a free weights area.
- We provide towels which are situated on shelves to the left hand side of the entrance.
- There is also a water dispenser.



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Business Centre

- From the lobby, to get to the business centre, go up the small slope towards the lifts, turn right past the shop and pass through the double doors into the main meeting room area. This area is carpeted. The business centre is on the left-hand side. Access is through a single glass door.
- The business centre is manned Monday to Friday from 8am to 5pm. On Saturday and Sundays there is nobody on duty in the business centre. Please contact reception to unlock the door.
- Reception will also be able to arrange for any photocopying services.
- There are two public PCs which can be used by purchasing access cards from the front desk. The PCs are located to the right of the reception desk, next to the lobby shop. Printers are available.

Bedrooms

- We have four accessible rooms, with wheel-in showers (three double rooms and one twin).
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- We have three accessible rooms with bathtubs (one twin and two double rooms).
 - Two twin accessible rooms (one with a bath, and one with shower) which connect to standard double rooms.
 - All accessible rooms have grab rails around the toilet, a higher level toilet, an emergency pull cord and also a low-level storage shelf.
 - Accessible rooms with wheel-in showers also have a wheel-in shower with a seat and a lower level sink, hangers at a lower level in the wardrobe, low-level spyhole in the bedroom door, wider doors and low-level air conditioning controls.
 - 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

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- An Ashby step-two
- A Castle safe support rail
- Bed risers (individual elephant feet)
- A voyager travel bag
- An inflatable chair to help you in get in and out of a bath
- Rubber mats
- Your room will have a chair at the desk, 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 moved.

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.

Other information

- For extra help before you arrive, please contact our reservations department on 020 7856 1902.
- If you need any help during your stay, you can contact the duty manager at the reception desk or on extension 0.
- We look forward to welcoming you to the Hilton London Olympia and 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 Olympia, please contact us on 020 7603 3333.



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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

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Full bedroom specific sheet

501, 502 or 504 – Double non-smoking rooms

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 'gates'. The base of the shower has a non-slip plastic surface.

Bedroom facilities

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

742 – Double non-smoking room

Bathroom Facilities

- Grab rails on both sides of the toilet
- A higher-level toilet
- An emergency pull cord
- A low-level storage shelf
- A low-level bath tub with grab rails
- A low-level sink
- Lever-style sink handles

Bedroom facilities

- The door is 72 cm wide
- A low-level climate-control panel

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734 – Twin non-smoking room

Bathroom Facilities

- Grab rails on both sides of the toilet
- A higher-level toilet
- An emergency pull cord
- A low-level bath tub
- Easy-grip handles on all taps and toilet flush

Bedroom facilities

- A low-level spyhole in the bedroom door
- Low-level air-conditioning controls
- A connecting door to a standard double room
- A low-level bed

414 – Twin non-smoking room

Bathroom facilities

- Grab rails on both sides of the toilet
- A higher-level toilet
- An emergency pull cord
- A low-level storage shelf
- A wheel-in shower with seat
- A low-level sink
- Easy-grip handles on all taps and toilet flush

Bedroom facilities

- A low-level spyhole in the bedroom door
- Low-level air-conditioning controls
- A connecting door to a standard double room

418 – Twin non-smoking room

Bathroom facilities

- Grab rails on both sides of the toilet
- A higher-level toilet
- An emergency pull cord
- A low-level storage shelf
- A bath tub
- A low-level sink
- Easy-grip handles on all taps and toilet flush

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Bedroom facilities

- A low-level spyhole in the bedroom door
- Low-level air-conditioning controls
- A connecting door to a standard double room

Conference facilities

- We have four meeting suites, which we can split into 10 smaller rooms.
- The Tower and Battersea form the Westminster Suite.
- The Warwick, Napier and Holland form the Kensington Suite.
- The Broadway and Russell form the Olympia Suite.
- The Melbury, Bedford and London form the Pembroke Suite.
- All rooms in the Kensington and Westminster Suites have natural daylight.
- All meeting rooms are on the ground floor, and five are at the same level as the main reception area.
- 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 salesperson know when you make your booking.

The Westminster Suite (Tower and Battersea)

- This room, although on the ground floor, is not at the same level as the reception area of the hotel.
- From the lobby go up the small slope towards the lifts. Turn left after the lifts and go down five steps. There is a wheelchair lift for these stairs. If you need assistance, please contact the conference and banqueting operations team or the duty manager. There are then two steps up to the lobby area of the Westminster Suite. There is a wooden ramp on the left to go up these steps.
- From the lobby area of the Westminster Suite, as you look at the doors, the Battersea room is in front of you. Access to the Tower room is to the right, around the corner. The doors to both rooms are double doors that open outwards.

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- The Westminster Suite (access into the Tower room) also has an entrance on Russell Road, with double doors that are large enough for a car to pass through. This access is flat. You must ask us beforehand to use this entrance.
- The Westminster suite has floor-to-ceiling windows along the outside wall, which you can black out with curtains.
- The room has five pillars, with five in the Tower side and the rest in the Battersea side of the room.
- There is direct access to the banqueting kitchen in the Tower side of the suite.
- In the left-hand corner of the Battersea room, as you enter the main entrance, there is a bar with a high service counter. We can extend this counter along the wall with lower-level tables to help serve drinks.
- You can see measurements of the rooms, and where of the power points, phones and so on are, on the floor plans.

The Olympia Suite (Russell and Broadway)

- There are no steps to get to this suite as it is on the same level as the reception area.
- From the lobby, go up the small slope towards the lifts. Turn right past the Concierge desk and pass through the double doors (which are open when the meeting rooms are in use) into the main meeting room area. The meeting room area is carpeted. The Olympia Suite is directly in front of you.
- Access to the Broadway room is through double doors that open inwards. These doors are to the left, next to the business centre.
- The entrance to the Russell Room is through the right-hand set of double doors, directly in front of you as you enter the meeting room area.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.

The Pembroke Suite (Melbury, Bedford and London)

- Although the Pembroke Suite is on the ground floor, there is a step down to get to this suite.
- From the lobby, go up the small slope towards the lifts, turn right past the Concierge desk and pass through the double doors (which are open when the meeting



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rooms are in use) into the main meeting room area. The meeting room area is carpeted.

- Turn right and pass the Olympia Suite. Turn left through the double doors (also open when the meeting rooms are being used) and follow the corridor round to the right. There is then one step down to the Pembroke Suite.
- For the Melbury and the Bedford rooms turn left. The Bedford is the first door on the right and the Melbury is the second.
- For the London room, turn right and the door is on the left-hand side.
- You can see measurements of the rooms, and where the power points, phones and so on are, on the floor plans.

The Kensington Suite (Warwick, Napier and Holland)

- There are no steps to get to this suite as it is on the same level as the reception area.
- All three rooms which make up the Kensington Suite have natural daylight, and blackout curtains.
- From the lobby, go up the small slope towards the lifts, turn right past the Concierge desk and pass through the double doors into the main meeting room area. (These doors are open when the meeting area is in use). The meeting room area is carpeted. Turn right and go through another set of double doors (also open when the meeting area is being used). Continue along the corridor and the Kensington Suite is then in front of you.
- To get to the Warwick Room, turn left and the double doors are on your right-hand side.
- The Napier Room is slightly to the right, again with double doors.
- For the Holland room, turn left and the double doors are on the left-hand side.
- You can see measurements of the rooms, and where the power points, phones and so on are, on the floor plans.

Toilet facilities

- There are toilets in the foyer area of the Westminster Suite. These are not accessible toilets. The women's toilets are at the base of the stairs (which have a wheelchair lift), on the right-hand side. The entrance is a set of two doors (one after the other), which can be pushed inwards.



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The men's are on the same level around the corner on the right.
The layout of the toilets is identical to that of the women's.

- There is an accessible toilet in the restaurant. You can get to it from the lobby by taking the right-hand lift, press button 'R'. The toilet is on the left-hand side as you go towards the entrance of the restaurant.