



Hotel Accessibility Pack

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



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Arriving at the hotel

Syon House and Park are signposted from Chiswick roundabout (North Circular) off Junction 2 of the M4, Kew Bridge (A315), Gillette Corner (A4), or from Twickenham on the (A316/M3). The main vehicular entrance to Syon Park is in 'Park Road', Isleworth. You will need to drive through Syon Park until you reach the parking facilities; the dedicated parking facilities for the hotel are on the left hand side.

Parking

We have an outside car park located next to the hotel, which you will pass when approaching the hotel. There are 80 spaces; 6 of these are disabled parking spaces. These are located in front of the hotel main entrance.

There is space for a car to drop off passengers at the main entrance of the hotel. When leaving the car park you must pass through two barriers, the first opens by pressing the button on the left of the panel. The second barrier will open automatically. In case you need any assistance you can push the telephone button on the right of the panel.

Entrances

The hotel has two entrances. The main entrance is located in Syon Park and the 2nd entrance around to the left hand side of the building is used for our events. Both entrances have no steps or ramps. The back lobby has one side-swing door. The main entrance has a central revolving door and two side swing doors which open to the outside. The side-swing door located near the concierge desk can be opened automatically by pushing the button with the wheelchair sign at the wall or from a similar button on the pole located outside.

Arrival at night

The doors from our main entrance will be open 24 hours a day. We have a 24-hour concierge service at your assistance. For extra help before you arrive, please contact the Duty Manager on 020 7870 7777

Welcome and reception

The reception area has all marble and wood flooring. There are no steps or ramps on the ground floor. There are seating areas opposite the front desk and throughout the lobby.

Location of front desk/Check in

When entering the hotel from the main entrance, you will find the reception desk with low seating to your right hand side. A portable induction loop is located at reception. During your check-in, our staff will tell you about our evacuation policy. This policy is also available in large print upon request.

Location of Concierge desk

When entering the hotel from the main entrance, you will find the concierge desk directly to your left hand side. We can help with luggage, equipment or any other queries.

Elevators

The hotel has 3 elevators in total. The first 2 guest's elevators are located at the back of the lobby at the first turning on the right. All elevators have an announcement system to let you know which floor you are on. Tactile buttons (with markings which can be felt) are at regular height. There are mirrors on the back



walls of all elevators. There is a third guest's elevator located in the furthest block away from the lobby area. You will be able to find this elevator if you turn right at the end of the lobby and walk to the end of the corridor. This elevator will bring you on the 1st floor to rooms 152-174 and on the 2nd floor to the clubhouse 1, 2 and 3.

Toilet facilities

There are 3 sets of public and accessible toilets in the hotel, one on each floor. Kallima, the spa also has several toilets; these can be found in the male, female and accessible changing rooms.

Toilets ground floor

The ground floor toilets are situated next to our bar The Bar and Marco Pierre White Restaurant. Take a left through The Bar passing through the side swing doors and the toilet facilities are in the corridor to your right.

Toilets first floor

The first floor toilets are situated near the entrance to the Shisha Lounge. Exit the 1st set of elevators, turn right and pass through two sets of side swing doors on your right hand side where you will then find the male and female toilets to your left and the accessible toilets to your right.

Toilets second floor

The toilets on the 2nd floor are located near the clubhouse 1, 2 and 3. When you exit the elevator in the far hotel block, turn on your right until reaching the doors of the toilets on the right hand side.

Bedrooms

Hilton London Syon Park features 7 accessible rooms. All rooms are equipped for our mobility, vision and hearing impaired guests. 4 rooms are located on the ground floor (027, 037, 060, and 072), and 3 rooms on the 1st floor (107, 129, and 137).

All rooms are non smoking rooms and have a wardrobe with hangers, coffee table, comfy chair and a writing table with chair. If you need more space in your room, we can remove some of these items. Please contact reservations before your stay or housekeeping during your stay to have the furniture removed.

Other features from the room include:

- A wide main entrance door and carpeted flooring in the guest room
- An additional low level peephole in the door
- A queen sized bed
- A climate control panel, digital safe, and minibar
- A bedside control panel for the lights
- A bedside phone
- A pull cord alarm next to the bed



All bathrooms have a wide entrance door, tiled flooring, grab rails around the toilets, emergency alert push button and 2 pull cord alarms. Bathrooms on the ground floor have a wheel-in shower with seat, grab rails and draw curtains. Bathrooms on the first floor have low bath with grab rails, draw curtains, and a hand held shower.

- Castlesafe Support Rail x 2
- Prima Raised Toilet Seat
- Cosby Bath Seat
- Ash by Step Two
- Elephant feet x 5
- Bathing Cushion

Accessible rooms on the ground floor

027 Room facilities Queen Syon Room

Relish in the spaciousness and elegance of the Syon Deluxe rooms. Sumptuous warmth and graceful accents distinguish this meticulously appointed room overlooking the intriguing landscaped gardens. This room includes an outside terrace and a marble and limestone bathroom. Room 027 is connecting to room 029, a Twin Room.

037 Room facilities Queen Syon Room

Relish in the spaciousness and elegance of the Syon Deluxe rooms. Sumptuous warmth and graceful accents distinguish this meticulously appointed room overlooking the intriguing landscaped gardens. This room includes an outside terrace and a marble and limestone bathroom. Room 037 is connecting to room 035, a Twin Room

060 Room facilities Queen Syon Room

Contemporary luxury meets English Charm. Savour the tranquil escape with grand hospitality and state of the art amenities while overlooking the rich legacy of Syon House. This room includes an outside terrace balcony and a marble and limestone bathroom. Room 060 is connecting to room 062, a King Deluxe Room with a view.

072 Room facilities Queen Syon Room

Contemporary luxury meets English Charm. Savour the tranquil escape with grand hospitality and state of the art amenities while overlooking the rich legacy of Syon House. This room has an outside terrace and a marble and limestone bathroom. Room 072 is connecting to room 070, a King Deluxe Room with a view.

Accessible rooms on the first floor

107 Room facilities Queen Syon Room

Enjoy classic amenities, rich surroundings and cutting edge technology that blend the opulence of a grand estate with approachable elegance. Rich hues and warm tones are highlighted by full length picture windows with a view on the green roof. Room 107 is connecting with room 105, a King Deluxe Room.



129 Room facilities Queen Syon Room

Relish in the spaciousness and elegance of the Syon Deluxe rooms. Sumptuous warmth and graceful accents distinguish this meticulously appointed room overlooking the intriguing landscaped gardens. This room includes a balcony and a marble and limestone bathroom. Room 129 is connecting with room 131, a King Deluxe Room.

137 Room facilities Queen Syon Room

Relish in the spaciousness and elegance of the Syon Deluxe rooms. Sumptuous warmth and graceful accents distinguish this meticulously appointed room overlooking the intriguing landscaped gardens. This room includes a balcony and a marble and limestone bathroom. Connecting with room 139, a King Deluxe Room.

Other services

Newspaper

If you would like to order a newspaper, please contact the reception team. We will deliver your newspaper each morning to your room.

Wake-up call

You can order a wake-up call through the reception team or, you can set an alarm in your room using the alarm clock on your telephone next to your bed. For any further assistance to set a wake-up call, please contact a member of our reception team.

Guest directory

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 our reception team.

If you need any help during your stay, you can contact the duty manager at any time.

Food and beverage outlets

There are 3 Food and beverage destinations on the ground floor, The Bar, The Terrace and The Marco Pierre White Restaurant. A 4th outlet is situated on the hotel roof.

The Bar

This martini cocktail bar is situated directly after the lobby, before the restaurant The Capability. There is carpeted flooring throughout the seating area and wooden flooring around the bar. Table service is provided at the bar and at the seating area.

The Terrace

This is a pop up bar which is situated on our terrace, next to The Bar. There is a tiles flooring throughout the seating area. Table service is provided at the bar and at the seating area. You can access it by crossing the bar and going through the double door which are situated on the right hand side. There is no step between inside The Bar and the terrace.



Marco Pierre White Restaurant

This fine dining restaurant located on the ground floor behind Peacock Alley. There is carpeted flooring inside and tiles on the terrace. There are side swing doors that open to the terrace; there is no side step between inside and the terrace. Table service is provided in both the terrace and inside.

Shisha Lounge

This Shisha lounge is located on the hotel roof. You can enjoy there a nice Shisha along with Sushi. There is wooden flooring throughout the seating area and there is table service is provided. You can access the Shisha Lounge by taking our main lifts in the lobby and pressing 1. Exit the 1st set of elevators and pass through two sets of side swing doors situated slightly on your right hand side. After passing these doors, you will a ramp in front of you and after an accessible lift on the right hand side which will bring you at the Shisha Lounge reception.

Kallima Spa

Kallima is our onsite spa facility. It is in the basement of the hotel and you can get to it using the guest elevators and pressing -1. As you come out of the elevators, turn right and pass through the SPA Cafe leading to the reception area. The reception area is carpeted. There is a reception desk, facing you as you enter, with a portable induction-loop. The hall, toilets and corridor and changing area have tiled flooring while the treatment rooms and gym, have wooden flooring.

To get to the changing rooms, go past reception through the double side swing doors at the right. Along the corridor, go right and you will find the changing rooms. The male changing room is the 1st door on the right, the female changing rooms is the 1st door to the left, and the family/accessible changing room is the 2nd door to the right. Our spa facilities include a fitness room, swimming pool, sauna and steam room, and private treatments rooms.

If you would need any assistance or if you would like a tour through the spa facilities, please refer to the spa reception desk as they are happy to assist you.

Meeting and events facilities

We have fully flexible meeting and events rooms on the ground floor including the Grand Syon Ballroom and on the second floor (Clubhouse). The meeting and events facilities can be accessed through the meeting entrance of the hotel which is located at the side of the building. There are no steps or ramps involved in this entrance. There is as well the possibility to enter through the main hotel entrance. You will find the meeting and events area if you pass the lobby into The Bar, after 2 double side swing doors at the far left of the bar. The floor is carpeted throughout the meeting and events area and all rooms have natural daylight.

To access the Clubhouse meeting rooms you will have to use the third guest's elevator located in the furthest block away from the lobby area. You will be able to find this elevator if you turn right at the end of the lobby and walk to the end of the corridor. This elevator will bring you on the 2nd floor where we have Clubhouse 1, 2 and 3. There are no steps or ramps involved in this entrance.



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.

If there is an emergency, an alarm will sound which means that you must leave the building immediately.

In either case please stay in your room and a staff member will come to help you if you requested upon check-in for assistance. The staff member will knock on the door and enter using a fire key card. They will then bring you either to a safe area or outside. Please do not stop to collect your personal belongings. If you need medication please collect that and keep it safe.

If a member of staff cannot reach your room, carefully open the door and check your route to the nearest emergency exit. If it is blocked or if there is smoke, go back into your room and close the door. The door to your room is fire resistant for one hour. As soon as the fire brigade arrives, we will tell them your room number.

Do not block the door with anything, including towels, as this will 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.

If we help you to a safe area, we will give you further instructions. There are safe areas on all floors.

When you are at the safe area, we will help you to the nearest safe lift. We structure the evacuation to help people who are nearest to the fire. If we move you to the elevators and you are waiting, this is because you are in no immediate danger. If we have to use the fire stairs, we will transfer you into a lightweight evacuation chair, which has special runners that glide over the stairs. We have trained our employees to use these evacuation chairs. They will help you down the stairs and outside.

We test the emergency alarms every Monday at 10.30am. The siren will sound for no more than one minute.



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.

For further information on Hilton UK & Ireland and DISABILITY

General Enquiries

Email your enquiry to DDA@Hilton.com, or call 020 7856 8000 and ask for our HR department.

Media Enquiries

Email to press.office@hilton.com, or call the press office on 020 7856 8114.