

Hotel Accessibility Additional Kit

Thank you for considering the Hilton London Hyde Park. 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 Bayswater Road. The entrance is level with the street.
- The main entrance has an automatic sliding door with two doors.
- There is no official drop-off point outside the main entrance, as the area has double-yellow lines. If you are being dropped off, turn into Queensway Road, to the right of the hotel as you face it, and pull into the lay-by to unload.
- The car park is on Queensway and is operated by Q-Park Limited car parks. The car park is outside the congestion-charge zone. There are 285 spaces, of which four are set aside for disabled bays. From Bayswater Road, turning into Queensway, take the first right into the car park. This is open 24 hours.
- If you need help with luggage, equipment or any guidance, our Reception Team are on duty 24 hours a day.

Lifts

- There are two lifts in the hotels. The lift to the left of reception goes up to the sixth floor and the second lift is in front of the entrance of the Aubaine Lounge Bar goes up to the fifth floor only. The lift doors are 71 cm wide.

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Welcome and reception

- There are no steps in the main lobby area. However, there is one pillar next to the four steps, which lead you into the Aubaine Lounge Bar or Restaurant.
- If you arrive in the lobby area, the reception area to your left as well as a check-in desk. On your right we also have a seating area.
- The surfaces on the ground floor are Ceramic Tile.
- From the reception area the lifts are on the right, as you face the reception desk. As you pass the elevator, there are four steps leading you into the Aubaine Lounge Bar and Restaurant area. There is a stair lift that can hold one wheelchair to take you to the Bar and Restaurant Area. Please ask reception team if you need any assistance.
- Check-in is at the main reception desk, which is 104 cm high. However, if you ask a member of staff will also be able to come to the seating area with a clipboard.
- The induction loop is at the check-in point on both the reception desk.
- When you check-in, our staff will tell you about our evacuation policy. This policy is available in large print if you need it.
- If you need a large-print copy of the registration card, we can also provide this.

Other services

- If you want to order a newspaper, please contact the reception team. We will deliver your newspaper each day 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.
- 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.

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Toilet facilities

- There is one accessible toilet in the hotel. The accessible toilet is on the basement level on the right-hand side as you come out of the main lift.

Phones

- There are no public phones in the lobby however if you wish to dial a room number our reception team will be happy to connect your call.

Getting round the hotel

- All lifts have an announcement system to let you know what floor you are on and tactile buttons (with markings which can be felt) at the regulation height.
- The lifts have mirrors on the back walls.

Aubaine Hyde Park Restaurant and Lounge Bar

- The Aubaine Hyde Park Restaurant is split in 2 floors (upper section & lower section). Upper section is on the ground level & you can access it through lobby. Aubaine Restaurant (lower section) & Lounge Bar you can get to them from the main lobby via accessible lift or guest side lift from the floors. The entire Restaurant & Bar areas have wooden floors.
- The bar area is split into two seating areas with a small ramp separating the two.
- Once in the bar area, you can get to the restaurant using a ramp.
- We can provide menus in large print if you need.

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In an emergency

- 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.
- We test the emergency alarms on Mondays at 3 pm. The siren will sound for no more than one minute

Other information

- For extra help before you arrive, please contact our reservations department on 0203 0022369.
- 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 Hyde Park and making your stay very comfortable.
- 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 Hyde Park, please contact us on 020 7221 2217.



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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 needs 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 59760



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Rooms 101, 201, 211 & 301 are adaptable rooms

Full Room details :

Bedroom facilities

- Wider Doors (78.75 cm)
- Emergency pull cord next to the bed.
- Phone at your bedside.
- Bedside control panel for the room lights.
- Low mounted climate control panel.
- Low mounted hangers in the wardrobe.

Bathroom facilities

- Grab rails.
- Emergency pull cord (one above the bath tub & one above the toilet)
- Low level sink.
- Low mount towel storage & shelving.
- Low level bath tub.
- Bathroom floor is tiled.

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CONFERENCE FACILITY :

- We have one meeting room on the lower ground floor.
- We provide a meeting package for 30 delegates or fewer.
- The meeting room and the foyer areas are all carpeted.
- You can arrange to hire audio-visual equipment before your event. Please let the conference and banqueting salesperson know when you make your booking.

See below specific description of the meeting room;

Coburg Suite

The Coburg Suite is on the lower ground floor. There is two ways to access to this room;

- You can take the main lift and choose “B” on the lift control panel.
- Turn right after the leaving the lift through the fire door and take four steps down to foyer area
- Take the steps on the left, there are 9 steps up and the meeting room is on your right

Alternatively,

- From the lobby, go towards the concierge desk and on the left side of reception and then turn right down the staircase.
- There are 16 steps down to this suite
- The meeting room is on the left and it is carpeted.
- If you need help, please contact the Reception team or the duty manager.
- You can see measurements of the rooms and where the power points, phones so on are on the floor plans.
- This meeting room is not accessible through a lift but can be accessed by stair lift. If necessary, we can also carry you on a lightweight chair down the stairs.