

Hotel accessibility pack

Thank you for considering the Hilton London Islington. 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 Upper Street. There is a ramp on the right-hand side and the ground is paved.
- The main entrance has an automatic revolving door, with one double side door. After 1am, we lock the front doors and there is a doorbell to the right-hand side of the door.
- There is no official drop-off point outside the hotel. If you are being dropped off, enter through the barriers to the forecourt that is in front of the main entrance.
- There is a car park under the hotel. However, we do not own it. The car park is operated by the BDC next to the hotel. You are eligible for a discounted rate. (Please ask us about this.)
- There is a lift to the car park that is on the outside of the business design centre. This is to the left of the hotel. There are 200 spaces, of which 10 are for disabled drivers. The lift is at the front of the underground car park on the right-hand side.
- If you need any help with luggage, equipment or any guidance, our concierge team is on duty 24 hours a day. The concierge desk is in the lobby to the right of the main reception desk.

Welcome and reception

- There are five steps up to the main lobby area with a handrail. There is also a ramp on the right-hand side to the main entrance.
- The front desk is in front of you as you enter from the main hotel entrance between the two central pillars. On the right-hand side of the lobby is the lounge seating area and the lift to all floors. To the left of the lobby area is the staircase.
- The concierge desk is to the right of the reception desk.



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- The surfaces on the ground floor are marble, with carpet around the seating area.
- Check-in is at the main reception desk, which is 104cm 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 the left-hand side of the reception desk.
- When you check-in, our staff will tell you about our evacuation procedure.

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 call through the reception team. Or, you can set a wake up call in your room by dialling '88' on your phone.
- Every guest room has a guest directory that contains information about the facilities in the hotel. For extra help, please either dial '0' to speak to our guests service centre or see the concierge in the lobby area.



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Toilet facilities

- There are two sets of public toilets in the hotel. One set is in the lobby area on the right-hand side to the left of the lifts. The second set is on the fourth floor to the left of the lift foyer. This is also opposite the meeting rooms.
- Both sets of toilets are accessible. There is a large area with handrails and a lower basin. There is also an emergency cord. By simply pulling this cord, it will let our guest service centre know you need help and they will send someone to help you.

Phones

- The public phones are in the lobby area, to the left of the reception. Go around the corner and they are on the wall on the left-hand side. The top of the phone box is 133cm from the ground. If you need any help please ask the concierge.

Internet

- There are three different internet access options. If you have your own laptop, there is high-speed connection in all our guest rooms. There is a cable in the desk drawer for you to connect your computer. The second option is wireless internet connection that is available in our public areas and guest bedrooms. The third option is internet connection on the computer we provide. The computers are in the lobby area to the left of reception. Go round the corner and they are on the left-hand side next to the public phone.

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 regulated height.
- The lifts have a mirror on the back wall. On the left-hand and right-hand side are the buttons and at the front, on the side of the doors, are adverts for our hotel facilities.

Axis Bar & Kitchen Restaurant

- The Axis Bar & Kitchen is on the ground floor to the right of the lobby area. You can get to the bar by either a small staircase or up the ramp.
- The entrance and bar area is a wooden floor, which leads into the dining area which is carpeted.

Guest bedrooms

- The hotel has 10 accessible rooms. All the accessible rooms have double beds with bathtub or either shower.
- The accessible rooms are on the second, third and fourth floors.
- All accessible rooms are non-smoking.
- All accessible rooms have an emergency pull cord, a door intercom at the side of the bed, a phone at the bedside, a bedside control panel for the room lights, low-level hangers and a shelf in the wardrobe, a low-level spy hole in the bedroom door, wide doors and a higher level desk.
- All accessible rooms have grab rails around the toilet, an emergency pull cord, a low-level sink, and grab rails in the bathtub.
- We can add the following equipment to any room in the hotel for you to use.
 - A Derby toilet seat
 - A Derby bath board
 - A Cosby bath seat
 - Bed risers (individual elephant feet)
 - A handy bather (an inflatable chair to help you get in and out of a bath)
 - Rubber mats
 - plastic stool for outside bath
 - An emergency vibration pillow for when the fire alarm goes off.
- Your room will have a chair at the desk, a lounge chair and a coffee table. If you need more space in your room, we can

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remove any of these items. Please contact either reservation, before your stay, or housekeeping once you have arrived at the hotel, to arrange for furniture to be moved.

In an emergency

- If the alarm bell rings, this will be a continuous siren-like sound. If you are in your room, please stay there. Our 10 accessible rooms also have strobe lights that will light up in an emergency evacuation.
- We will send a staff member to your room immediately. He or she will knock on your door and then enter using an 'emergency key'. They will then help you either to a safe area in the hotel or out of the building.
- If we help you to a safe point, we will give you further instructions. When you leave your room, please do not stop to collect your personal belongings other than medication that you may need.
- The safe areas are on the second, third and fourth floors.
- From here we will help you to the nearest emergency exit. If necessary, we will transfer you into a lightweight evacuation chair and carry you down the stairs and outside.
- If a staff member cannot reach your room, carefully open the door and check your way to the point of safety. 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 arrive, 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.
- We test the emergency alarms on Mondays at 11am. The sirens will sound for no more than one minute.

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Other information

- For extra help before you arrive please contact our reservations department on 08705 90 90 90.
- If you need any help during your stay, you can contact the duty manager at our guest service centre by dialling '0' from your room phone.
- We look forward to welcoming you to the Hilton London Islington 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 Islington, please contact us on 0207 354 7700.

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 5976

Full bedroom details

231, 251, 259, 268, 271, 331, 351,359, 451, 459 – Non smoking double rooms

Bedroom facilities

- Low-mounted hangers in the wardrobe
- A low-level spy hole in the bedroom door
- Main bedroom door (78cm)wide

- Bathroom door 83 cm wide
- A phone at your bedside
- A bedside control panel for the room lights
- A bedside intercom panel for your door
- A higher desk
- An emergency pull cord
- An emergency evacuation strobe light

Bathroom facilities

- Grab rails on both sides of the toilet
- Grab rails on the back and side of the bathtub with a shower
- An emergency pull cord
- Low-mount towel storage and shelving
- A low-level sink and bench
- The bathroom floor is tiled.
- Non-slip mats

Executive Lounge

- This room is on the ground floor and is on the same level as the reception area.
- From the lobby, the suite is on the left-hand side. The suite has floor-to-ceiling windows along the outside wall and in lobby as well
- You can see measurements of the rooms and where the power points, phones and so on are on the floor plans.
- We can provide an induction loop if you ask.