Thank you for considering Hilton London Metropole. We are pleased to give you information about our hotel that you may find useful while planning your visit.
Hotel Accessible Pack

Arriving at the Hotel

- You can use either our main entrances on Edgware Road/Praed Street, our Tower Wing or West Wing entrances on Harbet Road (depending on the time of arrival). There are no steps, only a sloped kerb for easy access.

All three entrances are served by large revolving doors that have motion sensors so they stop automatically. Both the East Wing entrances are open 24 hours a day. We lock the Tower entrance at 6pm and the West Wing entrance is only open when a conference is being held in the West Wing. There are also ‘pass’ doors on either side of the revolving doors in the Main Reception and West Wing to assist.

The drop off point is at the front of the hotel’s East Wing on Harbet Road. Here there is a large space for easy access to the hotel.
The entrance to the car park is off Harbet Road to the back of the hotel. You can get to this from Harrow Road off the Marylebone flyover. The car park has a ticket barrier to enter. There are four large parking spaces reserved for disabled guests on the first basement floor. These are painted blue and have room for easy access for your vehicle.

When you leave your car, follow the signs to Reception where there is a ramp to the lift lobby. Take the lift to the Ground Floor where you will find Reception.

If you need any help with your luggage, there is a team of porters on duty 24 hours a day.
Welcome and Reception

There are no steps leading to the main Reception area from outside the hotel.

If you are arriving from the car park by the lift, turn left and pass through the door. There is a door that then leads into the main West Wing. Turn right and go through the main area and Reception will be towards the end of the building with check-in in front of you.

Reception

- There are eight check-in desks and a lowered Guest Relations desk away from the main desks if you require it.
- There is one induction loop at the first Reception desk and at the lowered Guest Relations desk.
- When you check in, please tell the Reception staff if you have any restrictive disabilities so we can incorporate this into your PEEP (Personal Emergency Evacuation Plan).
- The hotel has numerous Evac + Chairs and trained staff members to help you in an emergency, if required.

Concierge

- The Concierge desk is next to the main entrance from Edgware Road.
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Lifts

- The East Wing and Tower Wing lifts are by Reception on the Ground Floor.
- The West Wing lifts are opposite the main staircase at the far end of the hotel.

Toilet Facilities

- There are a number of accessible toilet facilities in each of our East and West Wings.
  
  o East Wing on the Mezzanine Floor. Take the glass lift from the ground floor to the Mezzanine Floor. Turn right and the toilet is directly in front of you.
  
  o West Wing on the Ground Floor. There are two toilets including a nappy-change facility. Each toilet has a lowered toilet seat, handrails either side, a lowered hand basin and taps, a hand dryer, a mirror and panic alarm.
  
  o West Wing on the 2\textsuperscript{nd} and 4\textsuperscript{th} floors. You can get to them using the West Wing lifts. Turn left or right, they all contain the same facilities as above.
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Getting Around the Hotel

- All lifts are tactile with markings that can be felt, buttons inside the lift and at each call point. Each lift is fitted with an announcement system to let you know what floor you are on and when the doors are opening and closing. Each lift is also fitted with an emergency button so you can communicate with the operator.

- There are four lifts serving the bedroom floors of the East Wing. One lift serves the Mezzanine and lower function suites (Windsor and Palace). There are four lifts serving the Tower Wing and four lifts serving the West Wing.

Hotel Shop & Car Rental

- The hotel gift shop and the Green Motion car rental office are on the ground floor off the main lobby leading from the Tower Wing to the West Wing.
The Business Centre is located in the Tower Wing and you can get to it with the Tower lifts on the 3rd floor. On leaving the lift, turn right and right again following the signs. There are a set of stairs leading to the entrance of the Centre.

On the left-hand side, there is a stair lift for wheel chair users. Directly opposite this is the reception desk, which is manned during opening times.
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Fiamma Restaurant

- The main hotel restaurant is on the Ground Floor of the Tower Wing of the hotel through open doors.

- The host stand on your left has an induction loop fitted.

- The flooring to the restaurant is a mixture of wood and carpet around the table area.

- The staff will be happy to seat you and will read the menu or provide it in large print if you have eyesight difficulties.

- Service dogs are allowed in the hotel and within the restaurant.

Sports Bar

- This is next to the Fiamma restaurant on the Ground Floor.
Executive Lounge

The Executive Lounge is located on the 2nd Floor of the East Wing and can be accessed by using the lifts.

This area can also be used as a check-in point for our Executive Guests.

Food and drink are provided throughout the day. Please ask our Team Members if you require any assistance as they will be happy to help.

The Executive Lounge meeting room has some steps to access but there are handrails provided for this change in level. A ramp may also be sourced for access via wheelchair. Please ask staff for assistance.
EDG Bar & Whisky Lounge

The EDG Bar & Whisky Lounge are located in the lobby, East Wing.

There is step-free access from the entrance of the hotel to the bar. The floor is a high quality, slip resistant marble.

Handrails are provided for the upper level.
KOJ AWAN Restaurant

- This restaurant is on the 23rd Floor of the Tower Wing.

- You can get to it using the Tower lifts opposite the Tower main entrance.

- When you leave the lift on the 23rd Floor, the entrance to the restaurant is directly in front of you. If you need help, the staff will be happy to help you use the disabled lift to the main area of the restaurant.

- To the right-hand side there is the bar and to the left there is the main seating area with spectacular views over London.

- The restaurant has also an Evac + Chair so that we can transport you safely and quickly through the hotel’s fire escape routes if there is an emergency.
LivingWell Health Club

- This is on the second floor of the East Wing & can be accessed using the East Wing lifts.

- When you leave the lift, turn left and the two double doors to the club are on your left and are clearly sign posted. The floor covering in the corridor is carpet, as is the entrance to the club.

- The reception desk is fitted with an induction loop. It also has information on the first- aider on duty, the health declaration and sign-in sheets. We have staff on duty during opening hours.

- The facilities include a swimming pool, gym, steam, sauna and changing facilities.

- The swimming pool has a pool hoist. Our fully trained staff will be able to help you in and out of the pool if you need this.

- The changing facilities are at poolside and you can get to them from the left of the reception area. The facilities contain a lowered toilet, lockers, lowered hand wash basin, nappy-change facilities and an emergency pull cord.

- The gym has dual-access equipment for wheelchair users. This includes cardiovascular equipment and weights equipment.
Guest Rooms

There are 14 Accessible Rooms in the hotel and all are in our West Wing.

Each room includes the following:

- A lowered bed
- A lowered hand wash basin
- A raised toilet
- Grab rails for the toilet, shower and hand wash basin
- A wheel in shower with lowered shower attachment
- A lowered wardrobe rail
- An emergency pull cord in the bathroom and one by your bedside
- A lowered spy hole in the door and fire-evacuation instructions
- Automatic doors from the inside
- A vibrating pillow to link in with the fire alarm (upon request)
- A red flashing beacon (fire alarm)
- A Manger Handy Bather inflatable bath kit (upon request)
- Loop Sling Lift (upon request)
- A text phone (Hearing Impaired guests can communicate via text rather than verbally, upon request)
- A TV loop system (upon request)
- Door chime with light & strobe option (upon request)
Hotel Accessibility Pack

Conference Facilities

West Wing
King’s and Monarch suite

- Both suites are fitted with fixed induction loop systems.
- There is lift access to all floors.
- Disabled toilets are available on the ground, 2\textsuperscript{nd} and 4\textsuperscript{th} Floors.

Hilton Meeting Rooms

- There is disabled lift access from the Tower Wing entrance.
- There is a disabled toilet opposite the Business Centre lobby.
- All rooms can be made hearing impaired accessible with one of our portable induction loops.

East Wing

- There is lift access to all floors.
- Two disabled toilets are on the Mezzanine.
- All meeting-room doors are wide enough to allow access for all wheelchairs.
- There are evacuation chairs in all wings of the hotel.
In the Event of 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.

- Should you have any concerns regarding emergency procedures, please speak to the Duty Manager.
Hotel Accessibility Pack

Other Information

- For extra help before you arrive, please contact our Reservations Department on 0207 402 4141.

- If you need any help during your stay, you can contact the Duty Manager at the Reception desk.

- We look forward to welcoming you to Hilton London Metropole 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 Hilton London Metropole, please contact us on 0207 402 4141.