

## Hotel accessibility pack

Thank you for considering the Hilton London Paddington. 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 entrance on the left-hand side of the main entrance of the Hotel on Praed Street. Please ring the bell and a member of staff will come and help you. The Concierge Desk is on your right as you enter the main lobby.
- The main entrance of the Hotel has three steps, a swivel door, and two side doors. Our Doormen will open these and welcome you.
- We do have a small forecourt and driveway if you are being dropped off or picked up. The entrance is off Praed Street near Eastbourne Terrace.
- We do not have a car park at the Hotel. The nearest car park is an NCP car park on Bishop Bridge Road behind the Hotel at the back of Paddington station. There are 204 spaces. Five are for disabled drivers. The Porter at the NCP will

## Hotel accessibility pack

guide you to the correct parking space as the parking lot is on one level only.

- There is an entrance to the Hotel direct from Paddington Station by lift.
- If you need help with luggage, equipment or any guidance, our team of Porters and Concierge are on duty 24 hours a day. The Concierge Desk is in the lobby to the left of the main reception desk when you enter the Hotel through the main entrance.



### **Welcome and reception**

- There are no steps in the main lobby area. However, there is one large square column. The front desk is to your far right as you enter the main lobby area. On the far left of the main lobby is a seating area. To the far right of the main entrance are the lifts to the bedroom floors.
- There is a separate Guest Relations desk and two chairs opposite the main reception desk.

## Hotel accessibility pack

- The surfaces on the ground floor are marble with carpet around the seating area.
- Check-in is at the main reception desk. However, we will be happy to help you at our Guest Relations desk or a member of staff will also be able to come to the seating area.
- The induction loop is opposite the Guest Relation desk at the main reception.
- Our staff will be happy to discuss the details of our evacuation policy when you check in.

### **Toilets facilities**

- There are two sets of accessible toilet facilities in the Hotel. The first is in the main lobby across from the entrance to the Brassiere Restaurant. You can get a key from the Concierge team. The second set is on the first floor outside our Great Western Ballroom with access to all the meeting facilities on this floor of the Hotel next to the Executive lounge. These are not wheelchair accessible.

### **Telephones**

- There are no public telephones in the Hotel. The nearest public telephones can be found to the left of the Hotel as you exit via the Praed Street entrance. Public telephones are also available within Paddington Station atrium area.

### **Getting round the Hotel**

- All lifts have an announcement system to let you know which floor you are on and tactile buttons (with markings which can be felt) at the M2 disabled regulation height.
- All steps on any guest-room floor throughout the Hotel have wheelchair lifts.

### **Lounge bar**

- The lounge bar is on the ground floor to the far left of the main entrance and opposite the guest lifts.
- The flooring of the lounge area is carpeted but level with the main marble floor of the lobby.

## Hotel accessibility pack

- The lounge bar has smaller tables and chairs and you must be careful when moving around the tables, as they are close to each other.



### **Brasserie Restaurant**

- The Brasserie restaurant is on the ground floor next to the lounge bar. You can get to this from the main lobby.
- There are no steps to enter the restaurant and the flooring is marble.
- The restaurant offers a buffet and a la carte menu. The buffet is at the back of the restaurant and a member of staff will be happy to serve you at your table.
- We can also provide help with menus if you need it.

### **Gym facilities**

- We have a Fitness Room on the first floor which you can get into using your room key.
- The gym is wheelchair accessible and has a wheelchair lift to help you down the steps to the second level.

## Hotel accessibility pack

- The Fitness room has nobody on duty. However there are surveillance cameras which are monitored by switchboard and security.
- If you have any questions about using any equipment, please contact the Duty Manager.

### **The Business Centre**

- From the lobby take the guest lifts to the first floor. Directly out of the lifts turn left and the Business Centre is on the right-hand side.
- The Business Centre has someone on duty from 8am to 6pm each day. Services include faxing, photocopying or internet services.
- If there is nobody on duty at the Business Centre please check with Reception for help.

## Hotel accessibility pack

### 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 using either the telephone system, the television or the radio alarm.
- 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.



### Bedrooms

- Hilton London Paddington has 18 accessible rooms.
- 18 of these rooms are linked for family or carers.
- We have designed five especially for wheelchair use and these are on the second, third, fourth, fifth and sixth floors. All wheelchair accessible rooms have the following.

## Hotel accessibility pack

- A bathroom – with grab rails around the toilet, a higher-level toilet seat, an emergency button in the bathroom, roll-in shower with seat and a low-level sink.
- Bedroom – with hangers at a lower-level in the wardrobe, wider doors, low-level air-conditioning controls and light switches, low-level spyhole in the bedroom door.
- 10 bedrooms have flashing fire alarms.
- Seven bedrooms have vibrating pillow alarms.
- We can add the following equipment to any room in the hotel for you to use.
  - A handy bath inflatable bath seat
- Your room will have a chair at the desk. 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.

## Emergency Fire Evacuation Procedures

- If the alarm bell rings please stay in your room. A member of staff will be on their way to you. They will knock on your door and enter using a 'fire key'. They will then help you either to a safe point in the Hotel or out of the building.
- If we help you to a safe point we will give you further instructions. Please do not stop to collect your personal belongings. However, if you need medication please take it with you.
- The safe areas are signposted near the fire escape - staircase four, at the back of the Hotel.
- From the safe point we will help you to the nearest safe lift. In the evacuation we will help first people who are nearest to the fire. If we move you to the lifts and you are waiting this will be because you are in no immediate danger.
- If we need to use the fire escape stairs we will transfer you to an evacuation chair and carry you out of the building.

## Hotel accessibility pack

- If our staff member does not reach your room carefully open the door and check that your exit route is safe. If it is blocked with smoke please go back to your bedroom and close the door. Your door 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 entering quickly.
- Do not open any windows – this may increase the air circulating and increasing smoke and flames.
- If the fire is in your room please leave your room straight away, closing the door behind you. Break one of the fire alarm call points in the corridor on your way out if possible.

### Other information

- For extra help before you arrive please contact our Reservations department on 020 7850 0631.
- If you need any help during your stay you can contact the Duty Manager at the Reception desk or Switchboard on extension 0.
- We look forward to welcoming you to the Hilton London Paddington 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 Paddington please contact us on 020 7850 0500.

### Full bedroom details

Twin Hilton guest rooms (119 non-smoking, 254 non-smoking, 354 non-smoking, 455 non-smoking)

- An emergency alarm in the bedroom
- Low-level switches and air-conditioning controls
- A door to a double Hilton guest room for a carer.

Double Hilton guest room (122, 359, 460, 561 non-smoking, 259 smoking)

## Hotel accessibility pack

- An emergency alarm in the bedroom
- Low-level switches and air-conditioning controls
- A door to a double Hilton guest room for carer

Double Hilton guest room (261, 361, 462, 563 and 607 non-smoking)

- A wheelchair accessible room with wider doors
- An emergency alarm in the bedroom
- Grab rails
- Low-level switches and air-conditioning control
- A door to double Hilton guest room for carer
- A flashing fire alarm in the bedroom
- Vibrating pillows for the fire alarm

Double Hilton deluxe room (232, 332 , 433 and 532 non-smoking)

- An emergency alarm in the bedroom
- Low-level switches and air-conditioning control
- A door to double Hilton guest room for carer
- A flashing fire alarm in the bedroom
- Vibrating pillows for the fire alarm



## Hotel accessibility pack

### Conference facilities

- The Hilton London Paddington has 15 meeting rooms in two sections of the Hotel, on the ground floor and first floor.
- The meeting rooms and the foyer areas are all carpeted.
- A'll meeting rooms are fitted 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 sales team know when you make your booking.
- We do have a portable induction loop that we can provide for all meeting rooms. Our Great Western ballroom has a fixed induction loop with boosters and personal headsets. We can also fit a system into a PA system if necessary.
- See below for a description of each specific meeting room.
- Meeting rooms on the ground floor have accessible toilets opposite the Brasserie restaurant. And, all meeting rooms on the first floor also have accessible toilets by the cloakroom for the Great Western ballroom.

### Ground floor meeting rooms

- Thunderbolt, MacIver, Maine, Tangle, Talisman
- From the Praed Street entrance, turn right at reception and go down the corridor to access all rooms.
- All rooms have natural daylight.
- All rooms have a stationery set, a telephone which we can turn on for outside lines and a small fridge for water.
- Each room has individual air-conditioning controls.
- The ground-floor rooms can hold from four to 50 people depending on the room.
- Please contact the conference and event team to place your booking. E-mail [events.paddington@hilton.com](mailto:events.paddington@hilton.com) or phone 02078500667.

### First-floor meeting rooms

## Hotel accessibility pack

- Great Western suite, Red Star, King George V, Campanula, Kingfisher, Hobart, Hurricane, Hotspur and Comet

### **All other first floor meeting rooms - Atrium**

- To get to all meeting rooms, other than Great Western room, you can take the main staircase up to the first floor from the lobby and turn right to go into the Atrium. Or, you can take the guest lift from the lobby and go to the first floor. Turn left out of the lifts toward the Business Centre and turn left at the corridor. Turn a final left after room 111 to get to the atrium and all meeting rooms.

### **Great Western Suite**

- The Great Western Suite is on the first floor. From the lobby you can take the main staircase to the foyer on the first floor. Or, you can take the guest lifts to the first floor, turn right and walk down three steps to the foyer.
- Please ask for help from the Duty Manager at Reception. Take the guest lifts to the first floor, and turn right out of the lifts. There are three steps down to the Great Western Foyer, however there is a wheelchair lift to help you to the foyer. Ask the Duty Manager for help with this.

### **Other meeting rooms**

- Arlington on the fifth floor, Cornwall on the third floor, Somerset on the second floor, Focus rooms on the first floors
- The Hotel has three other meeting rooms (Arlington, Cornwall, and Somerset) located on the second, third and fifth floors.
- Each of these rooms is signposted from the guest lifts. These rooms have a private bathroom and can hold meetings for two to eight people and can accommodate wheelchair users.
- We have seven focus rooms on the first floor which are bedrooms converted into small meeting rooms. With natural daylight and private bathrooms they are perfect for a small meeting of two to three people. These rooms do not have extra space to allow wheelchair users to move round easily.



## Hotel accessibility pack

### **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](mailto: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

