

## Hotel accessibility pack

Thank you for considering the Hilton London Tower Bridge. 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 may use any of the three main entrances of the hotel.
- Each of the three entrances has a revolving door (103cm wide) and a side door (103cm wide).
- To the right of each of the front two revolving doors is an automatic-release button to open the door (103cm wide).
- The car drop-off is outside the hotel main entrance on Tooley Street where the porter can offer help when you arrive.

### Welcome and reception

- As you arrive in the lobby area from the two front main entrances on Tooley Street, you will see the front desk.
- To the right-hand side of the front reception desk (height 115 cm) there is a fully accessible desk (height 80cm) for wheelchair users.
- The concierge desk (height 110.5cm) is behind the reception desk. They would be delighted to offer help with your luggage to your room.
- The concierge desk also has a wheelchair accessible desk (height 69cm).
- There is an induction loop built into the front desk and concierge areas.

### Toilet facilities

- There is one set of public toilets on the ground floor of the hotel in the public areas. They are by the entrance of the Jamie's Italian restaurant. The ground floor toilets have two separate entrances - one entrance is by the main guest lifts and the other entrance is by the restaurant area. The door width from the restaurant is 99cm and from the main entrance is 93cm. These doors are fully glass. This leads to a small area where there is a second door of 100cm wide where the toilets are.

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| <b>Ground-floor women's toilet</b>                                 | Width<br>centimeters | Height from<br>floor<br>centimeters |
|--|----------------------|-------------------------------------|
| Door   | 112                  |                                     |
| Door handle inside   |                      | 80 to 150                           |
| Sink basin   |                      | 90                                  |
| Wall-mounted fixed bin, hand dryer,<br>paper-tissue dispenser unit |                      | 70 to 179                           |
| Toilet door inside   | 70.5                 |                                     |
| Toilet-roll holder   |                      | 70                                  |
| Toilet   |                      | 43                                  |
| Fixed handrail on left and right                                   |                      | 67                                  |
| Fixed vertical handrail left-hand<br>side                          |                      | 70 to 116                           |

| <b>Ground-floor Gentlemen toilet</b>                               | Width<br>centimeters | Height from<br>floor<br>centimeters |
|--|----------------------|-------------------------------------|
| Door   | 112                  |                                     |
| Door handle inside   |                      | 80 to 150                           |
| Sink basin   |                      | 90                                  |
| Wall-mounted fixed bin, hand dryer,<br>paper-tissue dispenser unit |                      | 70 to 179                           |
| Toilet door inside   | 70.5                 |                                     |
| Toilet-roll holder   |                      | 70                                  |
| Toilet   |                      | 43                                  |
| Fixed handrail on left and right                                   |                      | 67                                  |
| Fixed vertical handrail left-hand<br>side                          |                      | 70 to 116                           |
| Urinal   |                      | 63                                  |

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- There is one separate toilet with accessible access in the same area with a door which is 88cm wide with a basin 70cm off the floor.

| <b>Ground-floor accessible toilet</b>                      | Width<br>centimeters | Height from floor<br>centimeters |
|--|----------------------|----------------------------------|
| Door   | 88                   |                                  |
| Door handle  |                      | 83                               |
| Door lock  |                      | 82                               |
| Basin  |                      | 70                               |
| Toilet   |                      | 44                               |
| Emergency pull cord (ceiling to floor)                     |                      |                                  |
| Handrail left-hand side (pull down)                        |                      | 65 to 147                        |
| Fixed handrail to right-hand side                          |                      | 65                               |
| Fixed vertical handrail to left-hand side                  |                      | 81                               |
| Fixed vertical handrail x2 next to basin                   |                      | 80-140                           |
| Wall-mounted fixed bin, hand dryer, paper-tissue dispenser |                      | 63 -105                          |
| Toilet-roll holder   |                      | 95                               |

- There is a second set of toilets on the first floor. The men's toilets are outside the Tower Suite foyer, where you will find a further separate toilet with accessible access. The women's toilets are next to the cloakroom where again there is a separate wheelchair-accessible toilet.

| <b>Level 1 Women's toilet</b>                                   | Width<br>centimeters | Height from floor<br>centimeters |
|---|----------------------|----------------------------------|
| Door  | 88                   |                                  |
| Door handle inside  |                      | 80 to 150                        |
| Sink basin  |                      | 90                               |
| Wall-mounted fixed bin, hand dryer, paper-tissue dispenser unit |                      | 70 to 179                        |
| Toilet door inside  | 70.5                 |                                  |
| Toilet-roll holder  |                      | 70 to 97.5                       |

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|  |  |           |
|--|--|-----------|
| Toilet                                 |  | 43        |
| Fixed handrail on left and right       |  | 67        |
| Fixed vertical handrail left-hand side |  | 70 to 116 |
| Separate work surface                  |  | 92        |

| <b>Level 1 men's toilet</b>                                     | Width<br>centimeters | Height from<br>floor<br>centimeters |
|---|----------------------|-------------------------------------|
| Door  | 88                   |                                     |
| Door handle inside  |                      | 80 to 150                           |
| Sink basin  |                      | 90                                  |
| Wall-mounted fixed bin, hand dryer, paper-tissue dispenser unit |                      | 70 to 179                           |
| Toilet door inside  | 70.5                 |                                     |
| Toilet-roll holder  |                      | 70                                  |
| Toilet  |                      | 43                                  |
| Shaver Plug   |                      | 130 to 145                          |
| Urinal  |                      | 63                                  |

| <b>Level 1 Accessible toilet near the women's toilet</b>   | Width<br>centimeters | Height from floor<br>centimeters |
|--|----------------------|----------------------------------|
| Door   | 88                   |                                  |
| Door handle  |                      | 83                               |
| Door lock  |                      | 82                               |
| Basin  |                      | 70                               |
| Toilet   |                      | 44                               |
| Handrail left-hand side (pull down)                        |                      | 65 to 147                        |
| Fixed handrail to right-hand side                          |                      | 65                               |
| Fixed vertical handrail to left-hand side                  |                      | 80 to 140                        |
| Fixed vertical handrail x2 next to basin                   |                      | 80 to 140                        |
| Wall-mounted fixed bin, hand dryer, paper-tissue dispenser |                      | 63 to 105                        |
| Toilet-roll holder   |                      | 95 to 105                        |

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| <b>Level 1 Accessible toilet near men's toilet</b>         | <b>Width centimeters</b> | <b>Height from floor centimeters</b> |
|--|--------------------------|--------------------------------------|
| Door   | 88                       |                                      |
| Door handle  |                          | 83                                   |
| Door lock  |                          | 82                                   |
| Basin  |                          | 70                                   |
| Toilet   |                          | 44                                   |
| Emergency pull cord (ceiling to floor)                     |                          |                                      |
| Handrail left-hand side (pull down)                        |                          | 65 to 147                            |
| Fixed handrail to right-hand side                          |                          | 65                                   |
| Fixed vertical handrail to left-hand side                  |                          | 80 to 140                            |
| Fixed vertical handrail x2 next to basin                   |                          | 80 to 140                            |
| Wall-mounted fixed bin, hand dryer, paper-tissue dispenser |                          | 63 to 105                            |
| Toilet-roll holder   |                          | 95 to 105                            |

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- There is a third set of public toilets on the second floor which you will find outside the lift lobby. There is also a separate accessible toilet there.

| <b>Level 2 Women's toilet</b>                                      | Width<br>centimeters | Height from<br>floor<br>centimeters |
|--|----------------------|-------------------------------------|
| Door   | 88                   |                                     |
| Door handle inside   |                      | 80 to 150                           |
| Sink basin   |                      | 90                                  |
| Wall-mounted fixed bin, hand dryer,<br>paper-tissue dispenser unit |                      | 70 to 179                           |
| Toilet door inside   | 70.5                 |                                     |
| Toilet-roll holder   |                      | 70 to 97.5                          |
| Toilet   |                      | 43                                  |
| Fixed handrail on left and right                                   |                      | 67                                  |
| Fixed vertical handrail left-hand<br>side                          |                      | 70 to 116                           |
| Separate work surface  |                      | 92                                  |

| <b>Level 2 Men's toilet</b>  | Width<br>centimeters | Height from<br>floor<br>centimeters |
|--|----------------------|-------------------------------------|
| Door   | 88                   |                                     |
| Door handle inside   |                      | 80 to 150                           |
| Sink basin   |                      | 90                                  |
| Wall-mounted fixed bin, hand dryer,<br>paper-tissue dispenser unit |                      | 70 to 179                           |
| Toilet door inside   | 70.5                 |                                     |
| Toilet-roll holder   |                      | 70                                  |
| Toilet   |                      | 43                                  |
| Shaver Plug  |                      | 130 to 145                          |
| Urinal   |                      | 63                                  |

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| <b>Level 2 Accessible toilet near women's toilet</b>       | <b>Width centimeters</b> | <b>Height from floor centimeters</b> |
|--|--------------------------|--------------------------------------|
| Door   | 88                       |                                      |
| Door handle  |                          | 83                                   |
| Door lock  |                          | 82                                   |
| Basin  |                          | 70                                   |
| Toilet   |                          | 44                                   |
| Emergency pull cord (ceiling to floor)                     |                          |                                      |
| Baby-changing facility mat                                 |                          | 70 to 121                            |
| Handrail left-hand side (pull down)                        |                          | 65 to 147                            |
| Fixed handrail to right-hand side                          |                          | 65                                   |
| Fixed vertical handrail to left-hand side                  |                          | 80 to 140                            |
| Fixed vertical handrail x2 next to basin                   |                          | 80 to 140                            |
| Wall-mounted fixed bin, hand dryer, paper-tissue dispenser |                          | 63 to 105                            |
| Toilet-roll holder   |                          | 95 to 105                            |

- You can find another accessible toilet at the entrance of the executive lounge on the ninth floor.

| <b>Level 9 Executive lounge women's, men's and accessible</b> | <b>Width centimeters</b> | <b>Height from floor centimeters</b> |
|---|--------------------------|--------------------------------------|
| Door  | 88                       |                                      |
| Door handle   |                          | 83                                   |
| Door lock   |                          | 82                                   |
| Main basin  |                          | 90                                   |
| Second basin  |                          | 70                                   |
| Toilet  |                          | 44                                   |
| Emergency pull cord (ceiling to floor)                        |                          |                                      |
| Fixed handrail to left-hand side                              |                          | 65                                   |
| Fixed vertical handrail x2 next to basin                      |                          | 80 to 140                            |
| Wall-mounted fixed bin, hand dryer paper-tissue dispenser     |                          | 63 to 105                            |
| Toilet-roll holder  |                          | 95 to 105                            |

## 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 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.

### Phones

- There are no public phones in the hotel.

### Getting round the hotel

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

### Business centre

- The business centre is on level 2 and available 24 hours per day and has someone on duty Monday to Friday 7am to 3pm. Take the lifts from any floor to level 2. As you come out of the lifts, you will see the business centre signposted.
- The business centre has a connectivity station of four PCs. You can buy access cards from the business centre or the front desk. The computers have a printer in the business centre.



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### **TwoRuba and Jamie's Italian Restaurant**

TwoRuba & Jamie's Italian is on the same level as the lobby. You can get there from the main lobby by walking straight through the hotel lobby in front of the reception desk. Or, there is a smooth slope to the right of the lobby which you can use.

Jamie's Italian is further at the end of the lobby. You can get to there in the same way as the TwoRuba.

- TwoRuba have sunken carpet and tiled walkways.
- Staff will be happy to help you if you need it.
- Unfortunately, we do not provide Braille menus.
- Jamie's Italian have wooden and tiled floors but all on one level.

### **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.

### **Other information**

- For extra help before you arrive please contact our reservations department on 0203 002 4300 and speak to the reservations team.
- If you need any help during your stay, you can contact the guest relations manager at the reception desk.
- We look forward to welcoming you to the Hilton London Tower Bridge and making your stay an enjoyable one.

## Hotel accessibility pack

- 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 Tower Bridge, please contact us on 0203 002 4300.

**Full bedroom details – Please note that all twin bedrooms which connect to the double would need to be booked or purchased as an additional bedroom.**

306 – Double room – with queen-size bed connecting with room number 307 – twin room

313 – Double room – with queen-size bed connecting with room number 314 – twin room

406 – Double room – with queen-size bed connecting with room number 407 – twin room

413 – Double room – with queen-size bed connecting with room number 414 – twin room

506 – Double room – with queen-size bed connecting with room number 507 – twin room

513 – Double room – with queen-size bed connecting with room number 514 – twin room

606 – Double room – with queen-size bed connecting with room number 607 – twin room

613 – Double room – with queen-size bed connecting with room number 614 – twin room

706 – Double room – with queen-size bed connecting with room number 707 – twin room

713 – Double room – with queen-size bed connecting with room number 714 – twin room

806 – Double room – with queen-size bed connecting with room number 807 – twin room

813 – Double room – with queen-size bed connecting with room number 814 – twin room

906 – Executive room – with queen-size bed connecting with room number

907 – Executive twin room

## Hotel accessibility pack

All rooms have:

- ⇒ wide main entrance doors;
- ⇒ raised room numbers on the doors;
- ⇒ lever handles to all doors;
- ⇒ lever-style taps;
- ⇒ extra grab rails in the bathroom by the shower and toilet;
- ⇒ two spy holes in the entrance door;
- ⇒ lowered room light switches,
- ⇒ a roll-in shower with bench seat 50cm high;
- ⇒ a toilet 45cm high;
- ⇒ a lowered, vanity unit with a sink 80cm high;
- ⇒ turning circle spaces within guest rooms of 180cm diameter; and
- ⇒ a lowered hanging rail in the wardrobe.

### Details of the two types of accessible room.

| <b>Accessible bedroom 306</b>                             | Width<br>centimeters | Height from<br>floor<br>centimeters | Length<br>centimeters |
|---|----------------------|-------------------------------------|-----------------------|
| Main door   | 94                   |                                     |                       |
| Door handle unit  |                      | 77 to 108                           |                       |
| Spy hole 1  |                      | 117                                 |                       |
| Spy hole 2  |                      | 152                                 |                       |
| Door latch  |                      | 136 to 143.5                        |                       |
| Main light switch   |                      | 116.5 to 125                        |                       |
| Plug socket near main door<br>(floor)                     |                      | 40 to 48.5                          |                       |
| Writing desk with two UK plug<br>socket and one EU socket | 140                  | 80                                  |                       |
| Service and mini bar desk with 1<br>plug socket           | 115                  | 80                                  |                       |
| Bathroom door   | 84.5                 |                                     |                       |
| Bathroom door handle                                      |                      | 79                                  |                       |
| Bathroom door lock  |                      | 81 (average<br>point)               |                       |
| Main basin  |                      | 80                                  |                       |
| Shaver plug socket from basin                             |                      | 2 to 16.5                           |                       |

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|   |     |               |  |
|---|-----|---------------|--|
| Phone near the toilet                                   |     | 99 to 123     |  |
| Emergency cord from ceiling to floor, near shower       |     |               |  |
| Shower seat   |     | 47            |  |
| Wall-mounted fixed handrail right                       |     | 70            |  |
| Wall-mounted fixed vertical handrail right              |     | 89.5 to 134.5 |  |
| Shower bar  |     | 110 to 207    |  |
| Shower control panel                                    |     | 81 to 94      |  |
| Corner soap holder                                      |     | 91            |  |
| Wall-mounted vertical pull handrail left (near shower)  |     | 64 to 149     |  |
| Towel rail  |     | 72            |  |
| Wall peg one  |     | 113           |  |
| Wall peg two  |     | 173           |  |
| Second basin near toilet                                |     | 73.5          |  |
| Toilet-roll holder                                      |     | 54.5          |  |
| Spare toilet roll holder                                |     | 39.5          |  |
| Emergency cord near toilet from ceiling to floor        |     |               |  |
| Wall-mounted fixed handrail left of toilet              |     | 81            |  |
| Wall-mounted fixed vertical handrail left of toilet     |     | 90 to 135.5   |  |
| Toilet  |     | 47            |  |
| Wall-mounted vertical pull handrail right of the toilet |     | 64 to 149     |  |
| Second work-surface top behind the toilet               |     | 115           |  |
| Three spotlights  |     |               |  |
| Wall-mounted light fitting on mirror above the basin    |     | 84            |  |
| Light switch outside bathroom door                      |     | 115.5 to 124  |  |
| Three-door tall cupboard                                | 155 |               |  |
| Two bedside tables                                      |     | 66            |  |
| Two switches above both                                 |     | 04 to 13      |  |

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|  |       |      |       |
|--|-------|------|-------|
| bedside tables                         |       |      |       |
| Two bedside lamps above bedside tables |       | 33   |       |
| Bed base                               | 148.2 | 39.5 | 199.2 |
| <b>Mattress</b>                        |       |      |       |
| Mirrored connecting door               | 88    |      |       |
| Mirrored connecting door handle        |       | 93   |       |
| Mirrored connecting door lock          |       | 84   |       |

| <b>Accessible bedroom 313</b>  | Width<br>centimeters | Height from<br>floor<br>centimeters | Length<br>centimeters |
|--|----------------------|-------------------------------------|-----------------------|
| Main Door  | 94                   |                                     |                       |
| Door handle unit   |                      | 77 to 108                           |                       |
| Spy hole one   |                      | 117                                 |                       |
| Spy hole two   |                      | 152                                 |                       |
| Door latch   |                      | 136 to 143.5                        |                       |
| Main light switch  |                      | 118 to 127.5                        |                       |
| Plug socket near window (floor)  |                      | 7.5 to 16                           |                       |
| Writing desk and service and mini bar desk with two UK plug sockets and one EU socket. | 240                  | 80                                  |                       |
| Bathroom door  | 84.5                 |                                     |                       |
| Bathroom door handle   |                      | 93                                  |                       |
| Bathroom door lock   |                      | 85.5 (average point)                |                       |
| Main basin   |                      | 80                                  |                       |
| Shaver plug socket from basin  |                      | 2.5 to 17                           |                       |
| Phone near the toilet  |                      | 99 to 123                           |                       |
| Emergency cord from ceiling to floor, near shower                                      |                      |                                     |                       |
| Shower seat  |                      | 45                                  |                       |
| Wall-mounted fixed handrail left   |                      | 72                                  |                       |
| Shower bar   |                      | 110 to 207                          |                       |
| Shower control panel   |                      | 82 to 105                           |                       |
| Corner soap holder   |                      | 91                                  |                       |
| Towel rail   |                      | 70                                  |                       |

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|  |       |            |       |
|--|-------|------------|-------|
| Wall peg one   |       | 173        |       |
| Wall peg two   |       | 173        |       |
| Second basin near toilet                               |       | 73.5       |       |
| Toilet-roll holder                                     |       | 54         |       |
| Spare toilet-roll holder                               |       | 40.5       |       |
| Emergency cord near toilet from ceiling to floor       |       |            |       |
| Wall-mounted fixed vertical handrail right of toilet   |       | 90 to 135  |       |
| Toilet   |       | 49         |       |
| Wall-mounted vertical pull handrail left of the toilet |       | 64 to 149  |       |
| Second work surface top behind the toilet              |       | 116        |       |
| Three spotlights                                       |       |            |       |
| Wall-mounted light fitting on mirror above the basin   |       | 91         |       |
| Light switch outside bathroom door                     |       | 115 to 124 |       |
| Second switch below the light switch                   |       | 95 to 103  |       |
| Three-door tall cupboard                               | 155   |            |       |
| Two bedside tables                                     |       | 66         |       |
| Two Switches above both bedside tables                 |       | 04 to 13   |       |
| Two bedside lamps above bedside tables                 |       | 33         |       |
| Bed base   | 148.2 | 39.5       | 199.2 |
| <b>Mattress</b>  |       |            |       |
| Mirrored connecting door                               | 88    |            |       |
| Mirrored connecting door handle                        |       | 93         |       |
| Mirrored connecting door lock                          |       | 84         |       |

## Hotel accessibility pack

### **We install the following emergency features.**

- An emergency pull cord in the bathroom connected to the main hotel reception alarm panel.
- An emergency push button at the bedhead connected to the main hotel reception alarm panel. Signals and a red light and alarm over the bedroom entrance door on the corridor side.
- A flashing emergency light connected to the fire-alarm system.
- A deaf-alert system connected to the main hotel reception fire-alarm system, signals a red light and audible alarm over the bedroom entrance door on the corridor side.
- A vibrating pillow connected to the main hotel reception fire-alarm system.

### **Other features we can offer for our guests**

- Derby toilet seat
- Derby bath board mark 2 with handle
- Cosby bath seat
- Ashby step-two
- Castle safe support rail
- Six individual elephant feet to raise the bed

### **Precor by Hilton gym**

We have a fitness room on the third floor, opposite room 321.

The door to the gym is 89cm wide and has a glass panel.

There is nobody on duty in the fitness room. However, there are surveillance cameras, which are monitored by reception.

To get into the fitness room, you must ask for a key card from reception.

The floor in the fitness room is Partially wooded at the entrance and matted the remaining of the gym

We provide towels and a water fountain.

The gym has two running machines, one cross training machine, one cycle machine, one rowing machine, two lower-body weight machines, and one upper-body weight machine.

There are free weights ranging from 1kg to 10kg a bench and an exercise area.

## Hotel accessibility pack

### Conference facilities

The conference and banqueting facilities are on the first and second floors.

Getting out of the lift on the first floor, you will find the Tower suites A, B and C & More London Suite

Each room has two doors (106 x 226cm).

The tables are 83cm high, and the light switches are 145cm high.

The speaker control button is 75cm high and the PC, DVD, CD, VCR remote is on 95cm high.

There are no spy holes and no door handles.

All rooms have a 7 x 34cm plasma screen used as signs.

#### *Rooms dimensions (LxWxH):*

*Tower Suite A:* (16.0 meters long x 7.0 meters wide x 4.6metres high)

*Tower Suite B:* (16.0 meters long x 6.5 meters wide x 4.6metres high)

*Tower Suite C:* (16.0 meters long x 7.5 meters wide x 4.6metres high)

*More London Suite:* (18 meters x 7 meters x 2.8 meters) consisting of one main double entrance door and 2 side doors.

On the second floor, you will find the business centre.

Our hostesses are available to help you from 7am to 3pm.

Following the corridor, you will find our nine meeting rooms.

There is a 79 x 120 cm plasma screen used as a notice board.

#### *Rooms dimensions (LxWxH)*

*Meeting Room 1:* (6.0 meters long x 4.0 meters wide x 2.5 meters high)

*Meeting Room 2:* (6.0 meters x 8.2 meters x 2.5 meters)

*Meeting Room 3:* (6.0 meters x 8.2 meters x 2.5 meters)

*Meeting Room 4:* (5.7 meters x 4.0 meters x 2.5 meters)

*Meeting Room 5:* (5.8 meters x 4.1 meters x 2.5 meters)

*Meeting Room 6:* (5.8 meters x 8.1 meters x 2.5 meters)

*Meeting Room 7:* (5.8 meters x 4.0 meters x 2.5 meters)

*Meeting Room 8:* (5.8 meters x 4.0 meters x 2.5 meters)

*Executive Boardroom:* (5.7 meters x 8.8 meters x 2.5 meters)



## 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 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