

Hotel Accessibility Pack

Thank you for considering the Hilton Manchester Deansgate. We are pleased to provide you with some information regarding our hotel, that you may find useful when planning your visit to Manchester.

Arriving at the Hotel

All disabled guests should use the main entrance of the hotel on Deansgate, there are no steps and the ground floor is paved.



The main entrance consists of an automatic revolving door, with a side door. After 11pm the front doors are locked and a doorbell is located at the right of the door. Security are also present which will be able to assist.



The car park entrance is located on Great Bridgewater Street. The car park is operated by NCP. For satellite navigation the postcode is M3 4EE.

Should you need any assistance with luggage, equipment or any guidance our team of Concierge and Porters are on duty 24 hours a day. The Concierge desk is located in the lobby to the left of the main reception desk.

Reception

The front desk is located directly in front of you as you enter from the main entrance facing the glass spiral staircase.

The surfaces on the ground floor are marble with carpet around the seating area (to your left). Directly in front of the main entrance is a spiral glass staircase which will take you to the conference rooms where you will find three glass balconies which are carpeted, leading to the Deansgate suite and the Business Centre.



The induction loop is located at the check in point at the left hand side of the reception desk and also at our Hilton Hhonor Desk.

Check in is at the main reception desk. The low easy check in desk (1.1m high) is located at the far side of reception towards the spiral staircase. However should you require any assistance a member of our reception team will be able to come to the seating area with a clipboard.



On the far right of the lobby is the Podium bar and restaurant area, to the far left is a seating area.

Slightly to your left is the express lift which will take guests to Cloud 23. The guest lifts to the bedroom are to the right side of the express lift and through the double doors which are beside the Concierge desk.

Upon check in, our reception team will brief you on the hotel's evacuation policy.

Additional Services

Should you wish to order a newspaper, you may do so by requesting upon check in or by dialing '0' on your telephone. Your newspaper will then be delivered to your room and left outside your bedroom door.

Wake-up calls can be requested through the reception team. Alternatively they can be set in your room using either the telephone, television or your radio alarm clock.

Every guest room contains a Guest Directory that contains information regarding the facilities in the hotel. For additional assistance to use the directory please contact a team member or reception by dialing '0' from your bedroom telephone.

Toilet Facilities

There are 4 sets of public toilets in the hotel. These are located in main reception lobby on the ground floor, the Podium restaurant, the conference level and in LivingWell health club. All have accessible toilets. The assessable toilet in the Podium restaurant is located on the left hand side as you proceed towards the server. There are accessible toilets and changing area's on the 2nd floor, in our health club LivingWell.

Telephones

Should you require to use a telephone which you 'pay as you go', a public telephone is located on the ground floor at the rear of reception towards the spiral staircase.

Getting around the Hotel

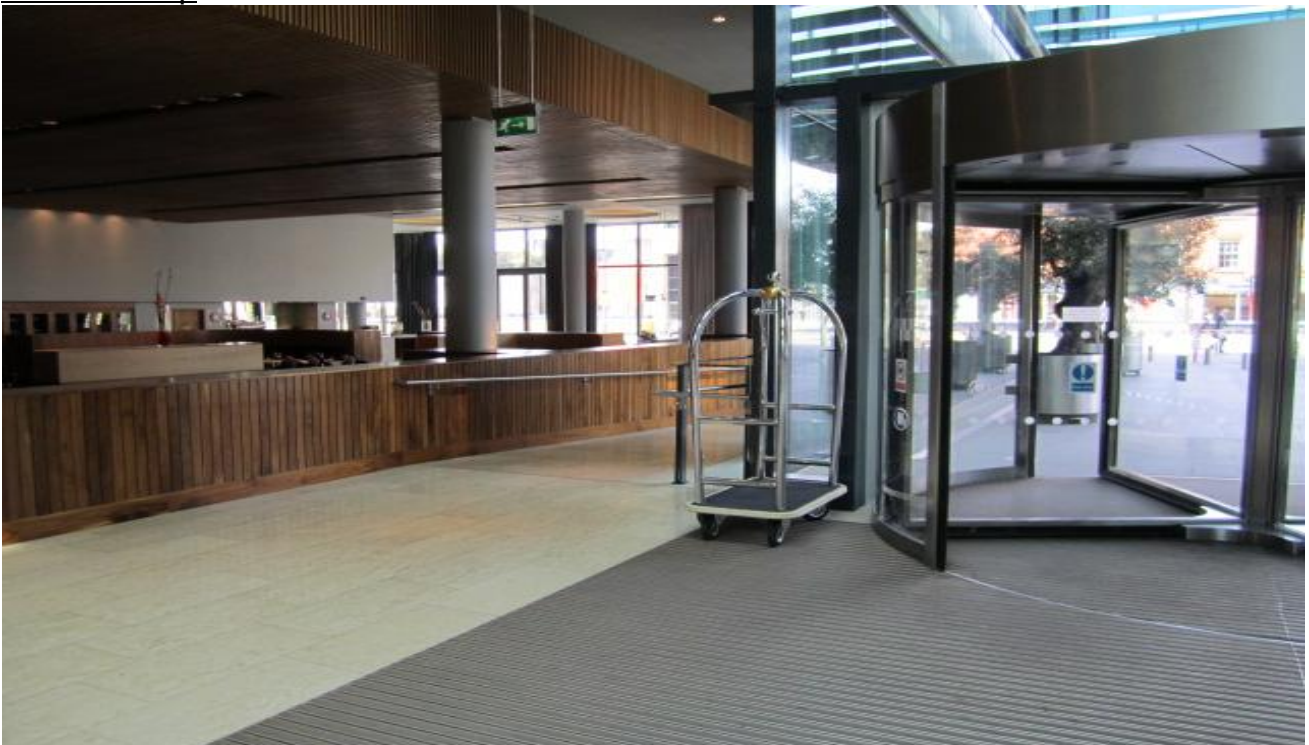
All lifts have audible enunciation for the partially sighted and tactile buttons at the regulation height. All lifts have mirrors on the right, left and back walls.

Podium Bar & Restaurant

Podium bar and restaurant is on the ground floor at the right of the main entrance. The restaurant & bar area can be accessed via a ramp.

Podium bar area and the ramp is tiled and the restaurant is carpeted. Menu's can be provided in braille or large print if required.

Podium Ramp



Podium Bar



LivingWell Health Club

The hotels has a health club located on the second floor which is accessible via the guest lifts. The health club is manned by the health & fitness team, and is available to offer any assistance when needed.

To gain entry to the health club please visit the club reception with you hotel key card and complete a Par Q Form.

The gym is through two glass doors opposite the club reception, assistance is available from a member of the health club if needed. The health club reception desk is at low level.



Our club contains a swimming pool, 1 sauna & steam room and a cardio vascular workout area. The floor in the gym is wooden.

There is a accessible changing room located to the right before you enter the gym. The changing room consists of an accessible shower cubical, a toilet, panic button and a second door with entry onto the poolside.

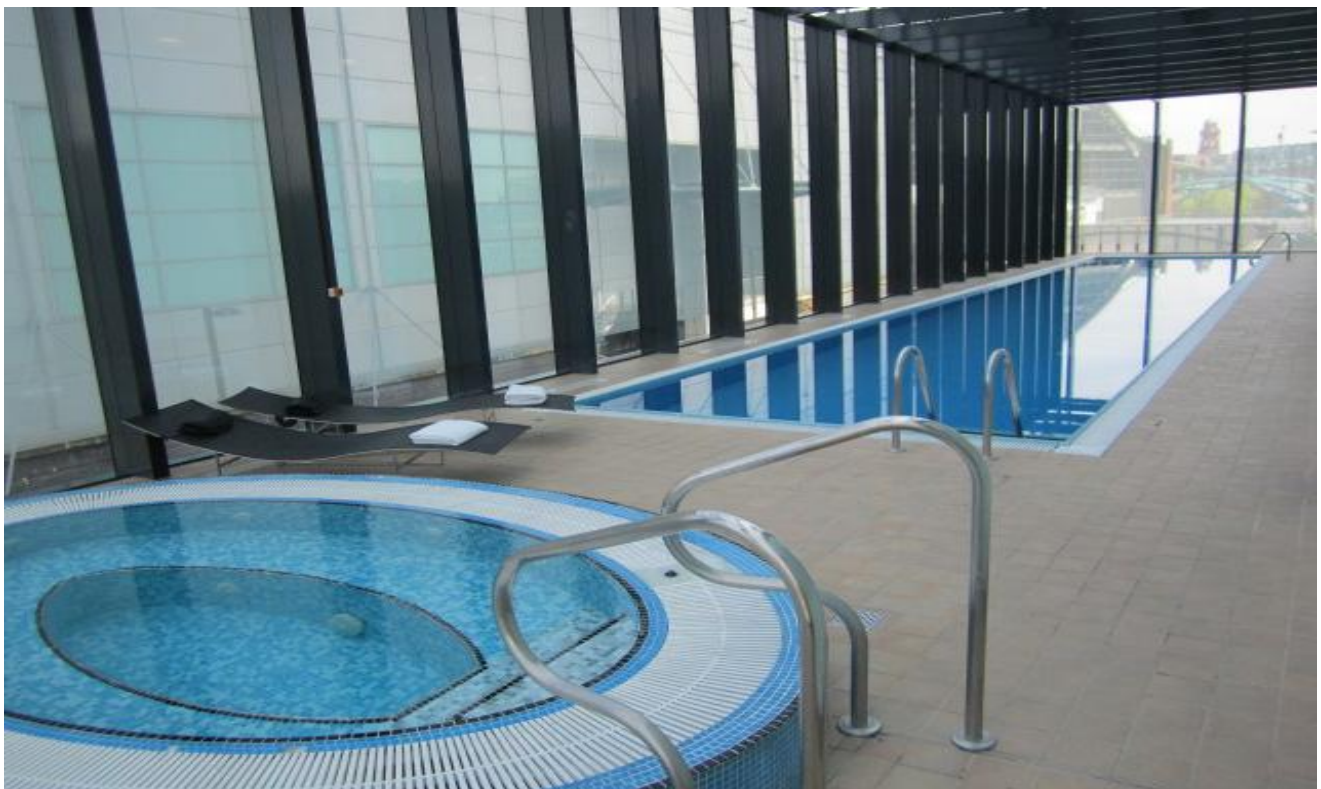
Small towels are provided at the rear of the gym on shelving and large pool towels are provided at the health club reception.

The cardio workout area contains 2 treadmills, 2 cross-trainers, a bike, and upper body cycle, a multi gym, 2 upper body weigh machines, 2 lower body weight machines, an arm bike, a multi use weight machine and an exercise area.

The exercise machines are located in front of the windows. The weight machines are set along the back wall with an isle between them.

A water dispenser is provided in the gym and on the poolside. The poolside is tiled, with a Swimming pool, Jacuzzi, Steam room and Sauna. The pool is under CCTV which is manned by LivingWell staff. Our staff are available to offer any assistance when needed.

The pool is 1.25m deep throughout and has two ladders for entry, one at each end both with 3 steps. Both pool & Jacuzzi are fitted with a pool hoist and the team are available to offer help when needed.



The Jacuzzi has a seating area all the way around. The pool temperature operates at 29c and the Jacuzzi operated 36c. There is a shower located on the poolside by the steam room.

Panic buttons are located in the accessible changing room, 2 located in the gym, 1 in each changing rooms, 2 on the poolside, 1 in the sauna and 1 in the steam room.

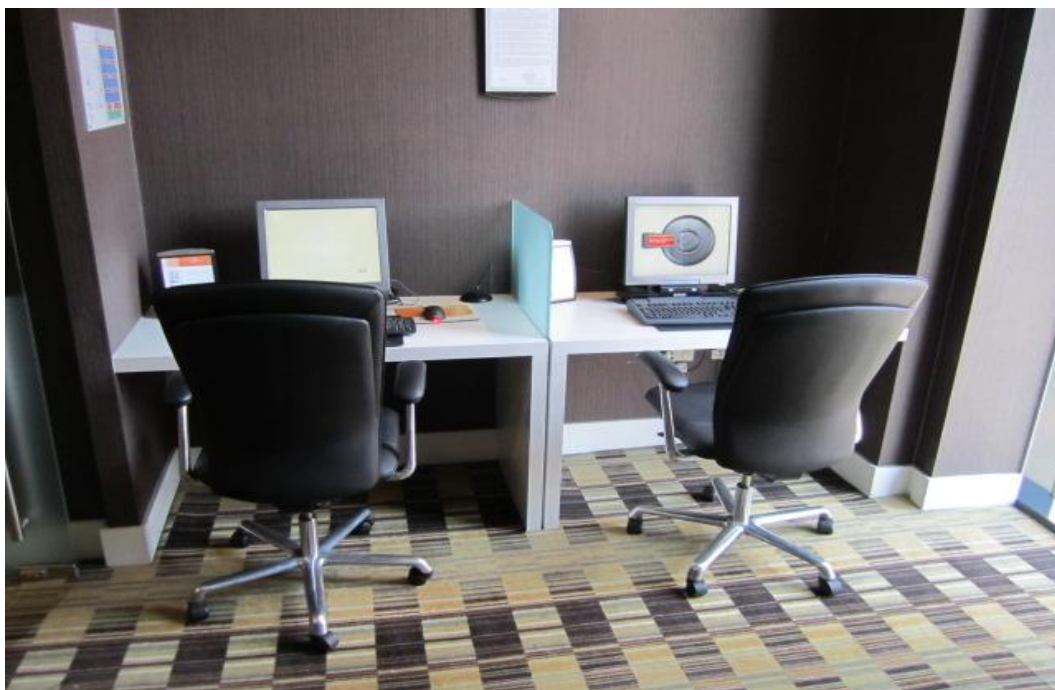
Business Centre

From the main lobby take the lifts to level 1. The Business Centre is manned from 8am to 6pm. Please contact the main reception by dialing '0' when the centre is closed. The Business Centre contains internet access, photocopying facilities

Business Centre Reception



Use of the PC is complimentary however should you wish to access the internet, a card must be purchased from the Business Centre or the main reception located on the ground floor.



Bedrooms

The hotel has 15 accessible rooms, 7 of which have walk in showers. All these rooms are Double bedded and are interconnecting with Twin bedded rooms. In the bathrooms we have grab rails at the side of the bath tub, an emergency pull cord next to the toilet and grab rails to the left side of the toilet. In the bedroom we have an emergency pull cord which is located near the bathroom.

The hotel also offers accessible rooms with accessible showers which are designed as a wet room. This bathroom contains a seat and a lower sink.

Low level spy holds are available in the bedroom door and are wider than the standard rooms, low level air conditioning and light controls. If you wish to have any furniture removed to create more space then please do not hesitate to contact housekeeping by dialing '1760'.

The following equipment can be added to any room in the hotel for you to use. The equipment is listed below;

- Derby Toilet Seat
- Derby Bath board Mark 2 with Handle
- Cosby Bath Seat
- Ashby Step (2)
- Castle Safe Support Rail
- Bed risers (individual elephant feet)
- Voyager Travel Bag
- Inflatable chair to assist with getting in & out of a bath
- Rubber Mats
- Vibrating Pillows

Your room will have a chair at the desk, a 'comfy' chair along with a coffee table.

In Event of Emergencies

If the alarm bell rings, this will be a continuous siren sound. If you are in your room when the alarm sounds please remain there. A Team member will be sent to your room by the Fire coordinator; he or she will knock on your door, and enter using a 'Fire key' or 'Duty Managers key'. Our Team member will then assist you either to an area of refuge point, and further instructions will follow through our staff.

On exiting your room, please do not stop to collect personal belongings other than medication that you may need. Refuge areas are located on all floors from level 1 up to level 23 which are located near the guest lifts. From the refuge point you will be assisted to the nearest safe lift. The evacuation is structured to help people who are nearest to the location of the fire. If you are moved to the lifts & are waiting, this will be because you are in no immediate danger.

In the event of a manual evacuation down fire stairs, should you need, you will be transferred into a lightweight evacuation chair & carried down the fire stairs and outside. In the unlikely event that a member of staff does not reach your room, carefully open the door to check your exit to the refuge point. 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. We will inform the fire brigade as soon as they arrive of your room number and they will come to assist.

Do not block the door with anything, including towel, as this will prevent the fire brigade from entering your room. If the fire is in your room, get out and close the door behind you, breaking a call point if possible on your way out.

The test of the emergency alarms take place each Monday morning at 11am, the siren will sound for no more than 1 minute.

Other information

For additional assistance prior to your arrival please contact our reservations on 0161 870 1600. Should you require any assistance during your stay, the Guest Relations Manager will be happy to help you and can be reached by dialing '1663'.

We look forward to welcoming you to the Hilton Manchester Deansgate & making your stay memorable. We hope that the information contained in this pack has been useful, however should you require any information regarding the facilities at the hotel please do not hesitate to contact us directly on 0161 870 1600.

Hilton UK & Ireland Summary Policy Statement on Disability

Hilton UK & Ireland is committed to providing equality of service, access and facilities for all – for both our guests & our employees, regardless of marital status, ethnicity, nationality, religion, sex, age or disability. As a service with a 50 year history in the UK & Ireland, Hilton has developed a culture accustomed to reacting quickly and efficiently to all guest requests at whatever level. This same service culture extends to identifying and meeting the specific requirements 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 59

Conference Facilities

Boardroom Meeting Room

- The boardroom is situated on level 1
- It is accessible via guest lifts or the stair cases, one of which is a spiral staircase in the ground floor or the other which is the straight staircase which will lead to the Deansgate foyer.
- From the lobby, to access the Boardroom take the guest lift situated to the left of the Concierge desk, to the first floor.
- Turn left out of the lift, through the double doors. Proceed straight on across the glass balconies which are directly above the reception lobby. Turn right at the end of the walkway and then left before you reach the stairs.
- Continue walking along level one towards the end, and the Boardroom meeting room is facing your directly.
- The Boardroom door opens inwards.

Meeting Room 4

- Repeat the first four steps above
- Continue walking along level one, meeting rooms 4 is situated through the last door on the right, doors opening inwards

Meeting Room 3

- Repeat the first four steps above
- Continue walking along level one, meeting rooms 3 is situated through the third door on the right, doors opening inwards

Meeting Room 2

- Repeat the first four steps above
- Continue walking along level one, meeting rooms 2 is situated through the second door on the right, doors opening inwards

Meeting Room 1

- Repeat the first four steps above
- Continue walking along level one, meeting rooms 1 is situated through the first door on the right, doors opening inwards

Business Centre

- Repeat the first four steps above
- The Business Centre is situated in the alcove by the stairs, it has a reception desk and an inward opening glass door.

Meeting Room Lobby



Meeting Room 10

- Meeting room 10 is situated on level two
- It is accessible via guest lifts which lead from the lobby directly to level two.
- From the lobby, to access level two, take the guest lift situated to the left of the Concierge desk, to the second floor.
- Turn left out of the lift, through the double doors. Proceed straight on across the glass balconies which are directly above the level one. Turn right at the end of the walkway and then left before you reach the stairs.
- Be sure to keep to the right, due to the three circular viewing panels running through the centre.
- Continue walking along level two towards the end, and the meeting room 10 is facing you at the end of the level.
- The doors open inwards.

Meeting Room 9

- Repeat the steps above
- Continue walking along level two, meeting rooms 9 is situated through the last door on the right, doors opening inwards

Meeting Room 8

- Repeat the steps above
- Continue walking along level two, meeting rooms 8 is situated through the fourth door on the right, doors opening inwards

Meeting Room 7

- Repeat the steps above
- Continue walking along level two, meeting rooms 7 is situated through the third door on the right, doors opening inwards

Meeting Room 6

- Repeat the steps above
- Continue walking along level two, meeting rooms 6 is situated through the second door on the right, doors opening inwards

Meeting Room 5

- Repeat the steps above
- Continue walking along level two, meeting rooms 5 is situated through the first door on the right, doors opening inwards