

Thank you for considering the Hilton Manchester Airport. 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 can use the main entrance of the hotel. The floor is paved surrounding the entrance.

The main entrance has an automatic revolving door. Before entering the revolving door to your right, you will find a button that slows the door.

Alternatively, to the right of the revolving doors is an automatic door which a wheelchair can also pass through, which opens outwards.



We have an on-site car park. As you enter the car park, you will need to take a ticket by pressing the button at the barrier. Next to the main entrance you will find four accessible car-parking spaces.



If you require assistance with luggage, equipment or any guidance, our concierge team is on duty 24 hours a day. The concierge desk is located in the lobby to the right of the main reception desk.





The hotel has two courtesy shuttle buses that operate from all the Manchester Airport terminals and railway station. The buses run every 20 to 25 minutes, 24 hours a day. They leave from the main entrance of the hotel.

Our shuttle buses unfortunately do not accommodate wheel chair bound guests. If you are wheelchair bound and cannot transfer out from the wheelchair up a step into the bus, then we can organize for a Wheelchair accessible taxi for you to the airport terminals or train station.

If you arrive at the airport or railway station, you will need to call the hotel to let us know you have arrived. Use the courtesy phone which is provided in each arrival hall. The stops for the shuttle bus are as follows.

- Terminal 1- Outside terminal, turn left and follow the pavement round to Bus Stop D.
- Terminal 2- Outside terminal turn right and follow the pathway to the bus stops on the Right of the Building and wait at Bus Stop B.
- Terminal 3- exit the arrivals hall and cross the pedestrian crossing, enter the Building and follow signs through and to the left to the area with green tarmac on ground and wait at bus stop D.
- Railway station- main entrance of the building where the taxi rank is.

## **Welcome and reception**

The front desk is to your right as you enter from the main hotel entrance. As you come through the main entrance, there is a central seating area to your left. The lifts are past the reception desk to the corridor on your right.



As mentioned the concierge desk is to the right of the reception desk.

The surfaces on the ground floor are marble, with carpet around the seating areas and a large mat, in the Centre of the lobby.

Check-in is at the main reception desk, which is 1m 10cm high.

The induction loop is at the check-in point on the right-hand side of the reception desk.

However, if you ask, a member of staff will also be able to come to the seating area with a clipboard. There are two seating levels, one situated on ground floor level, and one which may only be access via 2 steps down.



When you check in, our staff will brief you on the hotel's evacuation policy. This policy is available to take away with you.

For your information, the smoking area is a blue shelter located to the left of the hotel entrance on entry.



## **Other services**

If you wish to order a newspaper, please contact the reception team. We will deliver your newspaper each day to your room or it can be available to collect from reception.

You can set a wake-up call in your room using either the radio alarm clock or the television. IF you need assistance doing so please call reception on '0'

## **Toilet facilities**

There are two sets of public toilets in the hotel. One set is in the corridor by the lifts, which is to the right of the reception area. Turn right and you can find the toilets on the left-hand side before the lifts. The second set of toilets is past the business Centre on the right-hand side. These do not have specific accessible toilets.

The accessible toilet is to the corridor on your right past the reception desk and again on your right.

## **Getting round the hotel**

All lifts have an announcement system which lets you know what floor you are on and tactile (with markings which can be felt) buttons at the regulation height.

The lifts have a mirror on the back wall. On the right as you enter are the operating buttons and emergency panel.

### **Hotel shop**

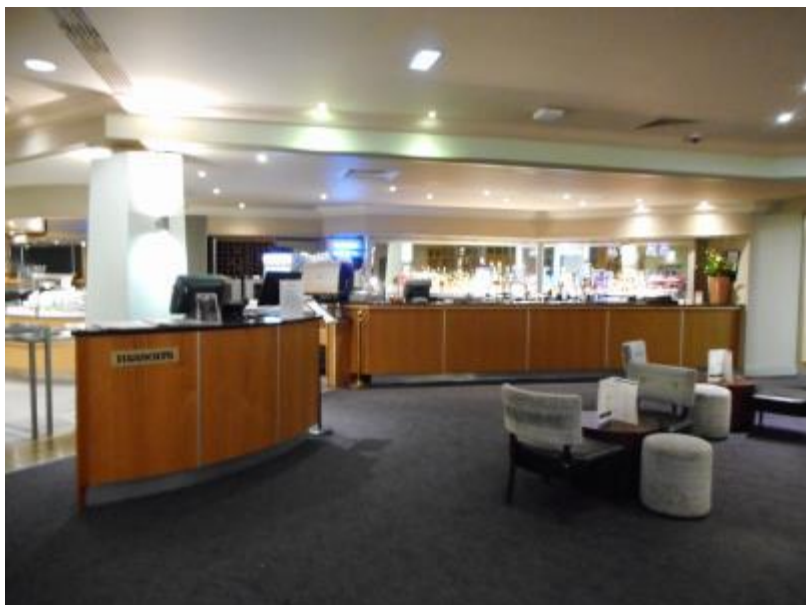
The hotel does not have a shop but the Housekeeping team may supply you with basic toiletries to include:

- Dental kit
- Shaving kit
- Vanity kit
- Emery board
- Sewing kit

If you require other items, there is a Spar shop, Boots and WH Smith in Terminal 1 Arrivals. Our concierge team is happy to assist upon request.

### **Masons' restaurant and Bar**

Masons' Restaurant and Bar is on the ground floor to the left of the hotel's main entrance and immediately facing the reception desk. This is on the ground level.



The bar is to the right of the 'welcome desk' and is 106cm tall. The floor around the bar is carpeted.

Whilst the restaurant also has a wooden, varnished floor in some areas and a tiled floor in other areas.

On entering the restaurant there is a 'welcome desk' which is 111cm tall and if required we can provide all menus in large print.

During breakfast or any conference lunch, food is served from a self-service buffet which is 90cm tall. This area has a tiled floor.







## **Fitness – Living Well Express**

The hotel has a fitness room on the ground floor past the lifts. Turn left along the corridor on the left-hand side.

The fitness room **is not** manned at any time by a Hilton team member; however, there are surveillance cameras.

To access the fitness room, use your room key whilst staying with us. There is a health commitment you should read on entering and also there is a phone in the gym to call for any assistance needed. There are two separate glass doors leading into the fitness room, please request assistance if you need it and the floor in the gym is tiled material.

The gym has various cardiovascular workout equipment and weights equipment and we provide towels at the back of the gym in the lower level within smaller cupboards if required.

The gym also has an arm bike for guests with accessible requirements.

We also provide a water dispenser

## **The Business Centre and Connectivity Station**

From the lobby, go past the reception desk and the Business Centre and Connectivity Station is to the right of you. This area is carpeted.



The business Centre via reception can arrange for any photocopying/faxing/scanning services– please enquire for fee details.

There are four PCs available for your use at the Connectivity Station, including complimentary Internet access, printing facilities and memory stick connection.

There is one lowered desk for easier access.

We also provide a Lap Top Station for your use, which is located past the Business Centre to the left. It is also accessible via ‘Masons’ Bar.



## **Guest bedroom and bathroom**

There are four accessible rooms, which have bathtubs with showers over them (three double rooms and one twin) on the ground floor.

All accessible rooms have grab rails around the toilet, and an emergency pull cord.

We can add the following equipment to any room in the hotel for you to use.

- A Prima toilet seat
- A Derby bath board mark 2 with handle.
- An Ashby step-two
- Bed risers (individual elephant feet)
- A Mangar handy bather - an inflatable chair to help you get in and out of the bath
- Rubber mats
- Vibrating pillows (for use in an emergency)

Facilities within your guest room include a work desk and ergonomic chair placed at the desk, up to two easy chairs and a coffee table.

Due to personal special requirements, we can remove or rearrange these facilities. Please contact Hilton Reservations prior to your stay or housekeeping once you have arrived at the hotel.

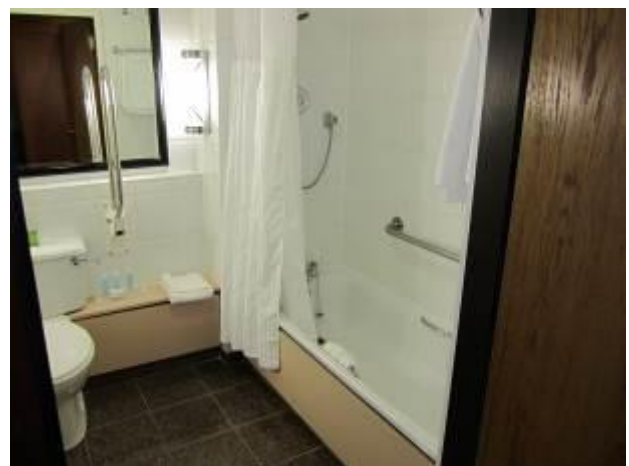
## Full bedroom details

### 141 – Double non-smoking room (Interconnect with 143)



## Bathroom Facilities

- Grab rails round the toilet
- A higher level toilet
- An emergency pull cord
- A low-level bath with shower over it
- The bathroom floor is tiled.
- Low level sink with a single tap
- Low level shelving



### **Bedroom Facilities**

- A low-level bed
- A telephone at your bedside and on the work desk
- A bedside control panel for room lights
- A low-level bed
- Low and high level spy holes
- Emergency panic button by the bedside

### **143 – Twin non-smoking room (Interconnect with 141)**

#### **Bathroom Facilities**

- Grab rails round the toilet
- A higher level toilet
- An emergency pull cord
- A low-level bath with shower over it
- The bathroom floor is tiled.
- Low level sink with a single tap
- Low level shelving



#### **Bedroom Facilities**

- A low-level bed
- A telephone at your bedside and on the work desk
- A bedside control panel for room lights
- A low-level bed
- Low and high level spy holes
- Emergency panic button by the bedside

## **145 – Twin non-smoking room**

### Bathroom Facilities

- Grab rails round the toilet
- A higher level toilet
- An emergency pull cord
- A low-level bath with shower over it
- The bathroom floor is tiled.
- Low level sink with a single tap
- Low level shelving

### Bedroom Facilities

- A low-level bed
- A telephone at your bedside and on the work desk
- A bedside control panel for room lights
- A low-level bed
- Low and high level spy holes
- Emergency panic button by the bedside

## **147 – Twin no-smoking room**

### Bathroom Facilities

- Grab rails round the toilet
- A higher level toilet
- An emergency pull cord
- A low-level bath with shower over it
- The bathroom floor is tiled.
- Low level sink with a single tap
- Low level shelving

### Bedroom Facilities

- A low-level bed
- A telephone at your bedside and on the work desk
- A bedside control panel for room lights
- A low-level bed
- Low and high level spy holes
- Emergency panic button by the bedside

**115, 117, 119, 121 – Double non-smoking rooms**

- These rooms have a flashing beacon and a wall-plug available for fitting a vibrating pillow (which we supply upon request), both activated during an emergency alarm.



**In the Event of Emergencies:**

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.

We test the emergency alarms every Monday at 2.30pm. The alarm will sound for no more than one minute.

### **Other information**

For further assistance prior to your arrival, please contact us via telephone 0161 435 3000, press option 3 for Reception. If you require any assistance during your stay, you can contact the duty manager at the Reception desk.

We look forward to welcoming you to the Hilton Manchester Airport and making your stay an enjoyable and memorable one. We hope that the information in this pack has been useful. However, if you require any further information about the facilities at the Hilton Manchester Airport, please contact us on 0161 435 3000.

### **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

## **Conference facilities**

- We have twelve meeting rooms.
- Schiphol 1 and Schiphol 2 form the Schiphol Suite which is our largest function room.
- JFK1 and JFK2 form the JFK Suite.
- The Hanover, Dorval and the Haneda are our medium-sized meeting rooms.
- Shannon, Kaitak, Orly and the Dulles are our smaller-sized meeting rooms.
- All medium-sized rooms (except the Haneda) and all the smaller-sized meeting rooms have natural daylight.
- All meeting rooms are on the ground floor, at the same level as the main reception area.
- See below for a description of each specific meeting room.
- The meeting rooms and the business desk areas are all carpeted.
- You can arrange to hire audio-visual equipment before your event. Please let the conference and banqueting salesperson know when you make your booking.

## **The Schiphol Suite**

- To get to the Schiphol Suite, go past the business centre towards the glass doors. Behind the glass doors on the left, you will find the Schiphol lobby area which leads you to the Schiphol Suite. It has two double doors that open inwards.
- The Schiphol Suite also has an entrance on the car park with double doors and a ramp.



- We have fitted a hearing loop in the Schiphol Suite 1.
- In the left-hand corner of the Schiphol Suite, as you enter the left entrance there is a bar with a high service counter. We can extend this counter along the wall with lower-level tables to help serve drinks.

### **The JFK Suite**

- To get to the JFK Suite, go up to the business centre and turn left. This leads you into the JFK lobby area. From the JFK lobby, you can access JFK 1 and 2 through double doors for both suites. You can also get to the suites from the Schiphol lobby area.
- In JFK1 is a bar with a high service counter. We can extend this counter along the wall with lower-level tables to help serve drinks.
- You can get to the bar and restaurant area from the JFK lobby.

### **The Haneda Suite**

- To get to the Haneda Suite, go up to the business centre and turn left. This leads you into the JFK lobby area. From the JFK lobby you can get to the Haneda Suite through a single door.

- The Haneda Suite is fitted with a fridge containing complimentary mineral water.
- On the cupboard is a full set of stationery.
- The Haneda Suite is next to the business centre.
- You can get to the bar and restaurant area from the JFK lobby.

### **The Hanover and Dorval Suites**

- The Hanover and the Dorval Suite are both on the ground floor. From the lobby area you pass the reception and turn right into the corridor towards the lifts. The Hanover Suite is on the left and the Dorval Suite is on the right.
- Both suites have double doors.
- Both suites have natural daylight, and blackout curtains.
- Both suites have a fridge containing complimentary mineral water.
- Public phones are fitted in the lobby area.

### **The Shannon, Kaitak, Dulles and Orly suites**

- There are no steps to get to these suites. They are on the same level as the reception area.
- All four rooms have natural daylight and blackout curtains and are next to the business centre.
- The rooms are easy to get to through wide doors that open inwards.
- All suites have a fridge containing complimentary mineral water.
- On the cupboard is a full set of stationery.

For more information regarding the layout and specifics of the meeting rooms please contact our events team between 9-5 Monday to Friday on 0161 435 3000 choosing option 3.