

Hotel Accessibility Pack

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

Arrival at the Hotel:

- The main entrance to the hotel is suitable for all guests.



- When approaching the revolving door, press the blue button to reduce the speed of the door.



- The main entrance consists of a revolving door which is open during the day. At night if the door is locked, the guest may ring the bell which is situated on the right hand side of the revolving door entrance.
- On certain days during the day time pending on the traffic of guests entering and exiting the door is changed from revolving to sliding.
- There is an official drop off point directly outside the main entrance where a porter can assist when you arrive.
- The car park entrance is located on the side of the hotel entrance. Kindly note that there is no direct access to the Car Park from inside the hotel, you would need to use the Panorama Lifts to the left hand side of the hotel entrance.
- The car park is not owned by the hotel, however there are designated accessible parking spaces on each floor of the car park by an elevator which takes you up to the front entrance of the Business Tower adjacent to the hotel.

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- We have a designated area on Level 4. This area may be accessed by collecting a remote from the Reception Team. It is easily accessible and is close to the Panorama Lifts.
- Should you need assistance with luggage, equipment or any guidance, our Reception Team are on duty 24 hours a day. The main reception desk is located in the lobby on level 5.

Welcome & Reception:

- There are no steps in the main lobby area. The ground floor is completely level with full access.
- The front desk is located directly to your left hand side as soon as you enter from the main hotel entrance.



- When walking in from the front door the Concierge desk is to the right of the main lobby. Whilst the Guest Relations/Duty Manager desk is to the left of the main lobby.
- The surface on the ground floor is marble & tiles in the Vista Lobby bar.
- From the Lobby area the lifts are on the right hand side of the Reception Desk, and another set is to the far left of the reception desk through the arches. The last sets of lifts are located at the end of the corridor which commences from the right hand side of the reception desk.
- Check in is at the main reception desk (112cm in height) on Level 5, alternatively should you require a seated check in this can be done at our Guest Relations Desk (74cm in height).
- There is a portable Induction Loop at reception, which is accessible from all areas of the desk.
- Upon check in our staff will brief you on the hotels' evacuation policy.
- Should you require a large print copy of the registration card this can be provided.

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Additional Services:

- Should you wish to order a newspaper, please contact the reception team. Your newspaper will then be delivered daily to your room.
- Wake - up calls can be ordered through the reception team. Alternatively they can be set in your room using either the telephone system or the alarm clock.
- Every guest room has a guest directory that contains information regarding the facilities in the hotel. For additional assistance to use this directory, please contact a team member.

The Business Centre

- The Business Centre is located on Level 2 and can be accessed via the lifts on the right hand side of the lobby. The business centre is fully carpeted and is all one level.



- The business centre is manned, Monday to Sunday from 7:00am – 7:00pm depending on seasonality.
- Full business service can be provided here.
- The business centre has three desks with PCs. Use of the PC is complimentary, however should you wish to access the Internet, a code must be purchased from the business centre reception.
- We have 8 meeting rooms.
- The Portomaso Suite situated on Level 3 which can be used as one meeting space or divided into three meeting rooms.

Conference Centre

- Our Conference Centre is located adjacent to the hotel with direct internal access from the Lobby on Level 5.
- The Conference Centre is spread over three floors with various meeting rooms and an additional Business Centre. All levels are accessible via a lift.
- We have a total of 7 meeting rooms, ranging in seating capacity from 80 to 1,330 delegates.

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Toilet Facilities:

- There are a number of public toilets in various locations of the hotel. The accessible toilets are located on Level 5 by the Vista Lobby Bar, Level 3 by the Oceana Restaurant Level 5 and Level 6 in our Conference Centre, Level 4 in our Indoor Pool Area and outdoors at the Merkanti Beach Club.

Accessible toilet – Public Toilets Level 3 and Level 5	Width centimeters	Height from floor centimeters
Door	97	207
Door handle	34	103
Door lock		90
Basin	46	74
Toilet	38	48
Handrail left-hand side (pull down)		
Fixed handrail to right-hand side	57	80
Fixed vertical handrail to left-hand side	57	83
Fixed vertical handrail x2 next to basin	57	70
Wall-mounted paper-tissue dispenser		93
Toilet-roll holder		57

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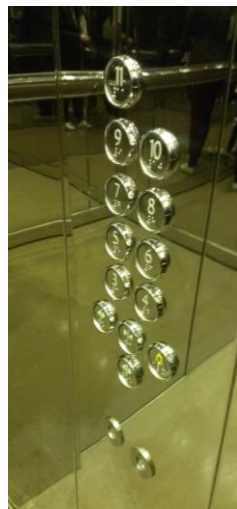
Accessible toilet Conference Centre Level 5 and Level 6	Width centimeters	Height from floor centimeters
Door	88	208
Door handle	32	97
Door lock		84
Basin	35	75
Toilet	37	48
Handrail left-hand side (pull down)	79	83
Fixed handrail to right-hand side	64	82
Fixed vertical handrail to left-hand side	64	81
Fixed vertical handrail x2 next to basin	64	70
Wall-mounted fixed bin, hand dryer, paper-tissue dispenser		111
Toilet-roll holder		85

Accessible toilet – Merkanti Beach Club	Width centimeters	Height from floor centimeters
Door	99	202.5
Door handle	24	82
Door lock		92
Basin	59	75
Toilet	35	50
Emergency pull cord (ceiling to floor)		82
Handrail left-hand side (pull down)	33	60
Fixed handrail to right-hand side	33	60
Fixed vertical handrail to left-hand side	88	56
Fixed vertical handrail x2 next to basin	75	50
Wall-mounted paper-tissue dispenser		102
Toilet-roll holder		63

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Getting round the Hotel:

- All Lifts have tactile buttons at the regulation height.
- The lifts have mirrors on sides of the lift with tiled floor.



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Vista Lobby Bar:

- Vista Lobby Bar is situated on Level 5 and is seen as soon as you enter the hotel.
- The Lobby Bar may be accessed by going down three steps or by a ramp in front of the reception desk on the left side of the lobby.
- The entire Lobby Bar is tiled.



- Menus can be provided in large print if required.
- Waiter service is available in the bar.
- Arthritic cutlery is also available upon request.

Oceana Restaurant

- This is our Main Restaurant which is situated on Level 3. The restaurant may be accessed via the lifts on the right hand side of the main lobby.
- In the Oceana Restaurant we serve Breakfast, Lunch and Dinner, pending on seasonality.
- The Oceana Restaurant is on split levels. Most of the sections are accessible via a ramp.
- The area of the restaurant is tiled.

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- Large print menus are available upon request.
- Arthritic cutlery is also available upon request.

Blue Elephant

- Our Thai Restaurant is situated on Level 1 of the hotel. The restaurant may be accessed via the lifts on the right hand side of the main lobby.
- The lifts stops you on level 1, to the side of the lift you will find a stair case which leads you to the main entrance of the restaurant.
- A stair lift is installed near the stair case creating access for wheel chair user down to the entrance of the restaurant.
- To enter the restaurant we have a removable ramp which is placed every time a guest enters with a pram or a wheelchair.
- The restaurant is on split levels, not all parts of the restaurant are fully accessible.

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Access to the Blue Elephant



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Quarterdeck Bar

- This bar is situated on split level between Level 4 and Level 5. Therefore access to the restaurant is possible with the use of our Caterpillar.



- All our porters are fully trained and are able to assist when required to access Quarterdeck Bar.
- The bar is all on one level and you may also access the terrace.
- The flooring is partially tiled and partially with wooden flooring.

LivingWell Gym/Toni & Guy/ Myoka

- Our Health Club is situated on Level 4 of the hotel and is split on two levels.
- To access our Gym you would need to take the lifts closest to the Reception Desk on Level 5, and go down to Level 4.
- Once you arrive to the LivingWell Reception you may access the top floor which includes the SPA, Hair Salon and Gym area.
- To access the bottom floor of the LivingWell, the Team will escort you via the guest lift down to level 3 in order to access the Indoor Pool.
- Should a pool hoist be required this can be rented.

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Out Door Areas:

(Main Pool Area, Gazebo and Merkanti Beach Club)

- All our outdoor areas are all wheel chair accessible.
- The lower part of our outdoor area is accessible via stair case or a lift which will take you to our Beach Club.
- Accessible Toilet facilities are situated on the lower part of the outdoor area and are adjacent to the Merkanti Bar.

Bedrooms:

- 413 rooms,
- 5 Accessible Rooms
- Accessible rooms are located close to a lift.
- All accessible rooms have the following bathroom facilities: - grab rails around the toilet, higher level toilet, emergency pull cord or telephone in the bathroom. All rooms have grab rails around the bath.
- The following equipment can be added to any room in the hotel for you to use:
 - Toilet Seat
 - Bath board with handle
 - Bath Stool
 - Rubber Mats
 - Vibrating Pillow

Details of Accessible Rooms:

Accessible bedroom	Width centimeters	Height from floor centimeters	Length centimeters
Main door	90	207	
Door handle unit	11	95	
Spy hole 1		151	
Door latch		148	
Main light switch		129	
Plug socket near main door (floor)		29	
Writing desk with two UK plug socket and one EU socket	75	74	129
Service and mini bar desk with 1 plug socket	53	86	82
Bathroom door	93	208	
Bathroom door handle		95	
Bathroom door lock		95	

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Main basin	58	80	135
Shaver plug socket from basin		128	
Phone near the toilet		87	
Wall-mounted fixed handrail right		70	61
Wall-mounted fixed vertical handrail right		80	61
Shower bar		46	38
Shower control panel		55	
Corner soap holder		46	
Wall-mounted vertical pull handrail left (near shower)		56	71
Towel rail		153	63
Wall peg one		170	
Wall-mounted fixed vertical handrail left of toilet		74	61
Toilet	38	44	52
Second work-surface top behind the toilet	88	104	99
Three spotlights		225	
Wall-mounted light fitting on mirror above the basin		140	35
Light switch outside bathroom door		130	
Two bedside tables	50	57	60
Two switches above both bedside tables		70	
Two bedside lamps above bedside tables		57	70
Bed base	190	60	200

Accessible bedroom – Contemporary Style bedroom	Width centimeters	Height from floor centimeters	Length centimeters
Main door	91	205	
Door handle unit	13	105	
Spy hole 1		149	
Door latch		135	

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Main light switch		104	
Plug socket near main door (floor)		29	
Writing desk with two UK plug socket and one EU socket	60	74	260
Service and mini bar desk with 1 plug socket	55	94	55
Bathroom door	88	214	
Bathroom door handle	52	106	
Bathroom door lock		106	
Main basin		77	62
Shaver plug socket from basin		131	
Phone near the toilet		100	
Emergency cord from ceiling to floor, near shower		120	
Shower bar		52	38
Shower control panel		75	
Corner soap holder		52	
Wall peg one		178	
Wall peg two		178	
Toilet-roll holder		58	
Spare toilet roll holder		60	
Toilet	36	52	53
Second work-surface top behind the toilet	21	128	77
Three spotlights		224	
Light switch outside bathroom door		105	
Three-door tall cupboard	57	215	144
Two bedside tables	39	50	49
Two switches above both bedside tables		83	
Two bedside lamps above bedside tables		50	71
Bed base	195	56	200



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In 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.
- The test of the emergency alarms takes place on Fridays at 11:00am, the siren will sound for no more than 15 minutes.

Other Information:

- Should you require any assistance during your stay, the duty manager can be reached via the Telephone Operator or on extension 0
- We look forward to welcoming you to the Hilton Malta and making your stay and enjoyable one.
- We hope that the information contained in this pack has been useful, however should you require any further information regarding the facilities at the Hilton Malta, please contact the hotel on 00356 21383383.