SUMMARY POLICY STATEMENT ON DISABILITY ACCESS AND SERVICE PROVISION

INTRODUCTION

The Hilton Worldwide portfolio of hotels adheres to founder Conrad Hilton's philosophy that "it has been and continues to be our responsibility to fill the earth with the light and warmth of hospitality". This is our inspiration for our over-arching message of kindness and generosity.

With this ideal as our cornerstone, we are committed to providing equality of service, access and facilities for all our guests, regardless of marital status or civil partnership, ethnicity, nationality, religion or philosophical belief, sex, sexual orientation, gender reassignment, pregnancy or maternity, age or disability.

As a service provider, we have developed a culture accustomed to reacting promptly and efficiently to all guest requests at whatever level. This same service culture extends to identifying and meeting any specific requirements of our disabled guests, wherever we reasonably can, so that barriers (physical or otherwise) which disabled guests may otherwise encounter can be overcome.

Our Policy

This Policy sets out our general ethos in relation to disabled guests at any of our various owned, leased or managed hotels within the United Kingdom. Individual hotels do have their own peculiarities though and will vary in size, design and layout, and the nature of services and facilities offered. As such, if anything in this Policy is a priority for you, we encourage you to check that the relevant hotel is able to offer or accommodate you in the same or a similar way.

KEY AREAS

Hilton UKs on-going commitment towards effectively servicing our disabled guests are broadly as follows:

- Bookings
- Bedrooms and Bedroom Sales
- Accessibility (physical and otherwise)
- Staff
- Confidentiality
- Feedback

BOOKINGS

Bookings may be made via:

- Hilton’s website (www.hilton.com). Hilton is currently working on ensuring that its website is compliant with widely accepted accessibility guidelines. Or
- By telephone via Reservations and General Enquiries UK: 0800 0884 333 or USA: +1 972 865976.

Prior to booking, you are encouraged to contact either our Guest Disability Assistance team or the hotel of your choice to discuss any particular needs you may have. Specific facilities at individual hotels may be subject to availability.
All Hilton Worldwide hotels throughout the UK have a dedicated Hotel Accessibility Pack (“HAP”) which sets out specific accessible services and facilities provided at that hotel. HAPs are normally available on request directly from the hotel either prior to making your reservation or on arrival.

In any event, a HAP will normally be provided to you when an accessible room is booked and/or an adaption kit is requested. HAPs are available in enhanced print.

BEDROOMS AND BEDROOM SALES

- Our UK hotels generally have accessible rooms with accessible bathrooms. For exact specifications in relation to the bedroom and bathroom dimensions and facilities available, please contact the hotel directly or request a HAP.

- The majority of our accessible rooms can be booked online. Otherwise, any further accessible rooms are allocated to disabled guests, subject to availability, on a first come, first served basis.

- You are of course welcome to request a non-accessible bedroom (subject to availability). These bedrooms will not however be accessible in terms of (for example) its door widths, panic alarms, lowered spy holes turning circles etc. We will be able to offer for an “adaption kit” to be installed for you before or upon your arrival, which will provide certain access aids. Kits may vary between hotels, and you are encouraged to check whether it is appropriate to accommodate your needs. Other possible alterations to assist you to make your stay more comfortable can be discussed and addressed with you on your check-in.

- In addition to the range of other adjustments which we make, where carers to disabled guests need to share the same bedroom as the guest on a twin bedded arrangement, we are happy to waive its normal accommodation rate for the carer, for the duration of his or her stay. This means that the accommodation rate will simply be based on the disabled guest. For the avoidance of any doubt however, any requests for a separate or interconnecting room for carers, assistants, family members or any other companion will be charged per room, in accordance with the hotel’s standard policy.

ACCESSIBILITY

Our commitment

We have invested, and continue to invest, in physical modifications to our hotels and adjustments to our business operations, to ensure accessibility and equal treatment for all our guests.

We are aiming to ensure that physical barriers to access in our hotels are removed. This includes the installation of ramps and lifts for wheelchair users, induction loops for the hearing impaired, as well as the provision of inclusive gym equipment within fitness centres.

We also endeavour to regularly review our services and carry out appropriate audits with the aim of ensuring our services are accessible to all our guests.

In addition to accessible rooms, our hotels throughout the UK generally offer:

- a list of local accessible equipment and service providers; and

- a detailed summary of bedroom types, bathroom specifications, hotel facilities, access equipment, arrangements for guide/assistance dogs, and local attractions available for guests with particular needs. As mentioned above, detailed specifications may be obtained via our HAPs. Further information
For your information, below is information on the accessible services and facilities that Hilton UK hotels may generally offer. Detailed specifications can be found in our HAPs:

- **Arrival, Main entrance and reception**

  Our hotels generally have level access into the reception area, and dropped kerbs, access ramps, automatic door entry buzzer systems and/or platform lifts to facilitate wheelchair users.

  Induction loops are generally installed at our hotel reception areas. Seating is normally available, as are clip boards, or low level desks for check-in. Registration cards are normally available in large print.

  On arrival, should you request it, our staff will draw your attention to the accessible services and facilities that the hotel offers. Staff will also be happy to explain or read out any information that you require, and to provide general assistance.

  Where the hotel has limited or no parking, information regarding local car parking facilities may be obtained from the hotel in question. Please let the hotel know if you require assistance on arrival and the anticipated time of your arrival.

- **Emergency procedures**

  Please let the hotel staff know if you require special assistance in the event of an emergency. The hotels operate 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.

  In any event, accessible rooms are normally fitted with strobe lights which will come on in an emergency, so that you can be quickly located and assisted, if required. Evacuation chairs are also normally available. Accessible bedrooms and bathrooms are normally fitted with a panic button/emergency assistance pull cord, which will alert staff if you require urgent assistance.

- **Public Areas**

  Access around the public areas of the majority of our hotels will be via level access, incorporating access ramps. Platform or passenger lifts may also be available. Our lifts generally have announcement systems to alert you as to the floor you are on and tactile buttons. Our hotels generally have accessible (disabled) toilet facilities in public areas.

- **Leisure facilities, bars and restaurants**

  Hilton Worldwide hotels throughout the UK generally have accessible leisure facilities. This includes gyms, spas and beauty salons. Health club reception desks are normally fitted with induction loops. In addition, most of our bars and restaurants are accessible, and portable induction loops are generally available on request. Menus are normally offered in enhanced print. Staff are also on-hand to explain or read out anything a guest requires, or to provide general assistance.

- **Meeting, function and conference rooms**

  Some of our hotels have meeting, function and conference room facilities. If you wish to hold a meeting, conference or function with one of our hotels, please contact the Conference and Events Team at the hotel in question directly.
• Guide/assistance dogs

Guide dogs are welcome on our properties and in our accessible bedrooms. Prior to arrival, please let us know if you will be accompanied by a guide dog so that we can make the appropriate arrangements.

STAFF

Our ethos is to “Be Hospitable”, therefore our policy is to ensure that all staff receive appropriate and regular training on diversity issues, to be able to deliver to you the highest level of “Best in Class” service that we can.

We aim to ensure that our rules and policies on diversity and disability are communicated to all staff, including those not providing a direct service to the public, in order to create an all-round hospitable environment for all our guests. We expect our staff to be knowledgeable on the accessible features of a hotel and the equipment available for disabled guests. Therefore, we endeavour to ensure that staff at all levels know how to communicate with our disabled guests, so that adjustments may be identified and implemented where appropriate.

Hilton Worldwide expects its staff to highlight to disabled guests the facilities available, to discuss a personal emergency evacuation plan with guests if necessary, to be observant and to enquire whether a disabled guest requires personal assistance and/or advice on use of facilities and/or services.

If, for any reason, you find that a particular member of staff at one of our hotels is not adequately addressing your needs, please feel free to contact that hotel’s General Manager in the first instance. Alternatively, the details for our Guest Disability Assistance team are set out below.

CONFIDENTIALITY

Should you have any particular requests regarding confidentiality, please let us know. Otherwise, our general policy is to keep all information regarding any guests (including disabled guests) confidential and to only discuss with hotel colleagues as necessary.

All personal data released to and obtained by Hilton Worldwide in the UK will be stored and processed in accordance with the Data Protection Act 1998.

FEEDBACK

Our general policy is to endeavour to respond to any genuine complaints or feedback we may receive as quickly as possible, and to use our best efforts to find a satisfactory solution for all our guests (including our disabled guests and their carers) as far as we reasonably can. If you have any particular need or you wish to discuss any adjustment which may assist in your stay, please do raise this either during your booking, or during your stay with Reception/the General Manager of a hotel or at any stage via our Guest Disability Assistance team.

If you are not satisfied for any reason, or you would like to provide us with feedback on your stay, you are welcome to contact us via our Guest Disability Assistance team.

We do hope however that your stay at our hotels will be as enjoyable as possible.
CONTACT DETAILS

We will aim to keep this Policy under review and may make changes to it from time to time. We will also aim to ensure that the effectiveness of any adjustments already in place are monitored, and the appropriate access audits are conducted.

We are, however, dedicated to providing “Best in Class” service – therefore if you have any particular feedback or suggestions on this Policy, 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 5976