Thank you for considering the Hilton Southampton. We are pleased to provide you with some information about our hotel which you may find useful when planning your visit.

**Arriving at the Hotel**

- The main entrance to our hotel is a level paved area with no steps.
- Disabled parking bays are located on both the left and right-hand side of the main entrance.
- Our main entrance also has two sets of automatic doors which, after 11pm, are locked. A doorbell is situated on the left-hand side of the doors for use after this time.
Hotel Accessibility Pack

Welcome and Reception

- The main reception lobby is a level, open planned area with marble flooring.
- Our reception desk is situated on the left-hand side as you enter the lobby. An induction loop is available.
- We have a desk at wheelchair height located at the far right-hand side of the main reception desk.
- The car park ticket taken when entering will need to be handed to reception when you arrive. We validate your card ready for use when you leave. Parking charges will apply.
- Our lifts are located just past the reception desk on the right. The lifts have announcements letting you know what floor and facilities are available at each level.
- Our hotel operates a system of PEEPs (Personal Emergency Evacuation Plans). Upon 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.
Hotel Accessibility Pack

Other Services

- If you want to order a newspaper, please contact a member of our reception team who will arrange for it to be delivered 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 the phone system.
- Every guest has a guest directory which contains information about the facilities in the hotel. For extra help to use this directory, please contact reception.

Costa Coffee

- Our Costa Coffee shop is situated in the main reception lobby on the right-hand side near the main entrance doors.

Business Centre

- Our Business Centre is on the ground floor (level 3) just before our Conference Centre. When entering the lobby, turn right past the Costa Coffee shop – the Business Centre is located on the left hand side.
- The Business Centre is a carpeted area which is accessed by sliding glass doors.
- There is a small desk with charged internet access. Credit card details will need to be entered before you can use it.
Hotel Accessibility Pack

Toilet Facilities

- We have an accessible toilet available on the ground floor (level 3). You can find this facility by travelling through the reception lobby – the toilets are on the right hand side opposite the Business Centre.

Conference Centre

- Our main banqueting suite (Library Suite) is on the ground floor (level 3), together with the Executive Boardroom and the Solent Suite.
- There are five further conference rooms on the lower level with a lift for wheelchair users.
- A further four conference rooms are located on the upper level with no lift access for wheelchair users.
- You can find our Conference Centre by turning right past Costa when entering the hotel.
- The flooring changes from marble in the reception lobby, to carpet in the Conference Centre.
- Our conference rooms are fitted with an ‘At Your Service’ call button if assistance is required.
- Measurements of the rooms, power point locations and phones etc. are detailed on the floor plans of our conference rooms – please do not hesitate to ask at reception if you need a copy.
Hotel Accessibility Pack

Phones

- All guest rooms have direct dial phones.

Pavilion Restaurant, Lounge and Bar

- Our Pavilion Restaurant, Lounge and Bar is located on the ground floor (level 3) through the reception lobby.
- The flooring changes from marble in reception to carpet in the lounge, bar and restaurant areas.

Accessible Bedrooms

- We have two accessible bedrooms on level 3 located at the far end of the corridor, both with twin beds (rooms 341 and 342).
- These bedrooms can be accessed by turning left past reception and turning right after going through a set of double doors.
- There is a low-level security peephole in the bedroom door, heating controls, hangers and a tea and coffee tray. Both rooms also have a desk chair, an armchair and a coffee table. If you would like more space, we would be delighted to remove some or all of these items. To organise this, please contact our reservations before your stay or our housekeeping department when you arrive.
- Each accessible bedroom has wider doors to allow easy wheelchair access.
- Bathroom facilities include a wider door, a pull cord alarm and grab rails around the toilet and washbasin.
Hotel Accessibility Pack

- One of our accessible rooms offers a wet room shower facility and the other a bathtub.
- All bathroom floors are tiled.
- We can provide the following equipment upon request;
  - A portable raised toilet seat
  - An inflatable bath seat to help you get in and out of the bath
  - A rubber bath mat

Please contact reservations before your stay or our housekeeping when you arrive to arrange this.

LivingWell Health Club

- The LivingWell health club is on level 2 (one level down from the ground floor) – you can take a lift down to level 2. As you exit the lifts, turn left and you will find our LivingWell Health Club.
- There are a set of double doors at the entrance of our health club with a few steps down to the reception desk on the left hand side. There is a lift for wheelchair users.
- The first floor is tiled throughout with matting in the gymnasium.
- The changing rooms are opposite the reception desk
- The sauna and steam room are located to the right and gymnasium further along to the left.
- The gymnasium has treadmills, cross trainers, bikes, rowing machines, resistance machines and a selection of weights. We also provide coaching and help in the gym.
- There is a water dispenser in the gymnasium and tanning room.
Hotel Accessibility Pack

- All towels and toiletries are free for you to use.
- Just after the reception desk, there are steps leading down onto the poolside.
- The main areas on the health club are covered by CCTV and all areas of the health club have panic alarms for help in an emergency.

In an Emergency

- The hotel operates a system of PEEPs (Personal Emergency Evacuation Plans). Upon check in, 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 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 02380 702 700.
- If you need any help during your stay, you can contact the Duty Manager at reception.

We look forward to welcoming you to the Hilton Southampton and making your stay an enjoyable one. We hope the information provided in this pack has been useful. If you would like additional information about our facilities, please contact the hotel on 02380 702 700.
Hotel Accessibility Pack

Our Policy Statement on Disability

We are committed to providing equal opportunities for both our guests and our employees. As a service provider with 50 years worth of history in the UK and Ireland, we have developed a culture of reacting quickly and efficiently to all guest requests, whatever they may be. 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
  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