

# Hotel Accessibility Pack

Thank you for considering Hilton Birmingham Metropole. 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 should use the main entrance of the hotel. There is a secured parking area with eight for disabled drivers. If you want to use this area, please tell security at the barrier when you arrive.
- The main entrance has an automatic revolving door. We can stop this if you need.
- We can park your car for you, if you need us to, please push the assistance button on the ticket machine at the entrance barrier and let security know, or drive through the barrier and round to the front of the hotel park temporarily in the drop-off point at the front of the hotel, and ask Concierge for help. Please do not block the emergency lane.
- If you need help with luggage or equipment, or any guidance, our team of porters and Concierge are on duty 24 hours a day. The Concierge desk is in the lobby to the right of the main Reception desk.

## Welcome and Reception

- There are no steps in the main lobby area and there are seats and display cabinets.
- The front desk is directly in front of you as you enter from the main hotel entrance.
- The main lifts are to the right of the check-in desk.
- To the left of the lobby is the lounge area.
- The Concierge desk is to the right of the Reception desk just before the first right-hand pillar.
- The surfaces on the ground floor are marble, with carpet panels.
- Check-in is at the main Reception desk, which is fairly high. However, if you ask, a member of staff will be able to come to the seating area with a clipboard
- The induction loop is at the check-in point at the left-hand side of the Reception desk.
- When you check in, our staff will give you a copy of our evacuation policy. This policy is available in Braille if you need it. If you need more information about emergency evacuation, ask to see the guest relations manager.
- If you need a large-print copy of the registration card, we can provide one.

## Other services

- To order a newspaper, please contact the Reception team. We will then delivery your newspaper each day to your room.
- You can order wake-up calls through the Reception team. Or, you can set a wake-up call in your room using either the phone systems or the television.
- Every guest room has a guest directory that contains information about the facilities in the hotel. For extra help to use this directory, please contact a member of the Reception team.

## Toilet facilities

- There are three sets of accessible toilets on the ground floor. One is near to the restaurant in the crown lift lobby, one is opposite the Palace Suite just to the back and right of Reception and the third is near the Monarch Suite.
- Each toilet has a panic alarm which trained member of staff will respond to if necessary.

## Phones

The public phones are in the Palace corridor. We have a lower phone for full access

However, if you need more help, please contact Reception or Concierge.

## Getting round the hotel

- All lifts have an announcement system to let you know what floor you are on and tactile (with markings which can be felt) buttons at the regulation height.
- The lifts have mirrors on the right, left and back walls.

## Hotel shop

The hotel shop is off the lift lobby area to the back and left of Reception.

## Costa and The Lounge

- Access to the lower area near the windows is up a ramp near to the Costa counter.
- Access to the bar is around the back of The Lounge (near the restaurant) up a ramp.
- There is full table service once you are in The Lounge.
- We can provide large print and Braille menus for food and wine if you ask the manager of the department.
- We can also provide special cutlery if you ask (for example, if you have arthritis).

## The Boulevard

- The Boulevard is an international buffet restaurant on the ground floor to the back of Reception and along to the left.
- It is a self-serve restaurant. However, staff will be more than happy to help if you need.
- Certain areas of the restaurant are up two stairs.

## Millers

- This restaurant has a wide and varied menu you can choose from
- It is full table service.

## Food and catering

If you or a member of your party has special dietary needs, please discuss this with the manager in the restaurant area, or ask to speak to the Head Chef.

## LivingWell Health Club

- The gym and core stability room are spread over two floors and the changing rooms are on the ground floor.
- There is an induction loop on the Reception desk.
- The pool, spa, sauna, steam room and solarium are on the ground floor.
- There is an accessible changing area that leads directly to the poolside.
- If you need access to the pool area from the café area, there is a lift.
- There is a hoist available to the pool and our staff are trained in how to use it.
- Access to the gym and beauty rooms is through the first-floor bedrooms.
- Please let the team member know if stairs are a problem. They will help you to the first-floor bedrooms, along to the beauty room and toning room. To access the gym, there are another eight stairs to which a chair lift is fitted.
- Within the gym are two pieces of specialised equipment for CV and resistance exercise.

## The Business Centre

- The Business Centre is in the lobby opposite the Concierge desk.
- Reception will also be able to arrange for any photocopying services.
- The business centre has a small desk with a PC. You can use the PC free of charge. However, if you want to access the internet, you must buy a card from Reception.
- There is also a second bay of computers next to the front entrance.

## Bedrooms

- We have 20 accessible rooms with wheel-in showers.
- All accessible rooms have grab rails around the toilet, a higher-level toilet, an emergency pull cord, a low-level storage shelf.
- Accessible rooms with wheel-in showers have the following extra facilities a wheel-in shower with seat and a lower-level sink, hangers at a lower level in the wardrobe, a low-level spy hole in the bedroom door, wider doors and low-level air conditioning controls.
- We can add the following equipment to any room in the hotel for you to use.
- A Derby toilet seat
- A Derby bath board mark-2 with handle
- A Cosby bath seat
- An Ashby step-two
- A castle safe support rail
- Bed risers (individual elephant feet)
- A voyager travel bag
- An inflatable chair to you get in and out of the bath
- Rubber mats

(Please inform Reception before your visit of the above requirements)

Your room will have a chair at the desk, a comfy chair and a coffee table. If you need more space in your room, we can remove any of these items. Please contact either Reservations, before your stay, or housekeeping once you have arrived at the hotel, to arrange for furniture to be moved.

## In an emergency

- Our fire alarm is a two-stage alarm system. If the alarms ring on and off, this is a test and you do not need to do anything.
- If the alarm bell rings, this will be a continuous siren-like sound, and if you are in your room, please stay there.
- We will send a staff member to your room immediately. He or she will knock on your door, and enter using a 'fire key'. They will then help you either to a safe area in the hotel or out of the building.
- If we help you to a safe point, we will give you further instructions. When you leave your room, please do not stop to collect your personal belongings other than medication that you may need.
- The safe areas are on each floor.
- From here we will help you to the nearest safe lift. We structure the evacuation to help people who are nearest the fires. If we move you to the lifts and you are waiting, this will be because you are in no immediate danger.
- If we need to use the fire stairs, we will transfer you into a lightweight evacuation chair and carry you down the stairs and outside.
- If a member of staff cannot reach your room, carefully open the door and check your route to the safety 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. As soon as the fire brigade arrive, we will tell them your room number.

- Do not block the door with anything, including towels, as this will prevent the fire brigade from entering your room.
- Do not open any windows as this can increase the air circulating, and increase smoke and flames.
- If the fire is in your room, get out and close the door behind you, breaking a fire alarm if possible on your way out.
- We test the emergency alarms on Mondays at 8.30am. The siren will sound for no more than one minute.

## Other information

For extra help before you arrive please contact our Reservations department on 0121 780 4242

If you need any help during your stay, you can contact the duty manager at the Reception desk.

We look forward to welcoming you to Hilton Birmingham Metropole and making your stay an enjoyable one. We hope that the information in this pack has been useful. However, if you need any more information about any of our facilities, please call us on 0121 780 4242.

## Full bedroom details

Unless we say otherwise, rooms are as we mentioned earlier in the pack. All rooms have a connecting door to a twin bedroom.

1034 – Double

1039 - Double

1049- Double

1052 – Double. (Wider access through main door)

1053- Double

2034- Double

2039- Double

2049- Double

2052 – Double. (Wider access through main door)

2053- Double

3034- Double

3039- Double

3049- Double

3052- Double

3053- Double

4034- Double

4039- Double

4049- Double

4052- Double

4053- Double

1201 – Twin room with rails but bath only – no roll in shower

1228 – Twin room with rails but bath only – no roll in shower

## Conference facilities

- We have 13 meeting rooms, and nine function rooms which we can split into 21 smaller rooms.
- All meeting rooms are on the ground floor, apart from 5 meeting rooms, which are up a flight of stairs.
- Because of this, if you need full accessibility, please make sure the Conference & Banqueting sales team know about your requirements.
- See below for a description of each specific meeting room.
- The meeting rooms and the foyer areas are all carpeted.
- All meeting rooms either have an 'At your service' call button or a phone if you need help.
- You can hire Audio Visual equipment before your event. Please let the Conference and Banqueting Salesperson know when you make your booking.

## Accessibility of function and meeting rooms

All function rooms are accessible for people who have difficulty moving about. Most of our meeting rooms are on the ground floor and accessible. There are five rooms that are upstairs and may prevent some people from using them. These rooms are:

- Ascot
- Sunningdale
- Windsor
- Durham
- Devon.

Access to Kent, Sussex, York and Lancaster are down stairs with a chair lift. To get to these rooms, please travel across Reception to the far right-hand side, and down the Palace corridor. The lift is on the right-hand side. Controls for this are on the wall and on the unit. If you need help using this lift, please contact Reception on your way through.

The Kings Suite is on the other side of another set of stairs. For access without stairs to this room, go past the main lifts in the lobby, heading down the corridor towards the Millers bar. Continue to follow the corridor round until you arrive at a large area with a glass-fronted office in front of you. Turn right here and the King's Suite is in front of you.

Our sales staff will ask you if you have any special access needs, as we have many other rooms on the ground floor. When booking please make our sales staff aware of any specific needs you may have.

The Arden is a room that is a purpose-built sloping auditorium with fixed seating. Fire exits out of some rooms may involve using an evacuation chair. The Westminster, Pavilion, Terrace, and Colonial have steps down outside. If you are in these rooms, we will send someone to help in the evacuation.

## 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 needs they are. This same culture also includes identifying and meeting the specific needs of our disabled guests.

For more information, e-mail your enquiry to [DDA@hilton.com](mailto:DDA@hilton.com), or call 0207 856 8000 and ask for our HR department.

For media enquiries, contact [press.office@hilton.com](mailto:press.office@hilton.com), or call the press office on 020 7856 8114.