

## Hotel accessibility pack

Thank you for considering the Hilton Edinburgh Grosvenor. 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 on Grosvenor Street. We also have a ramp entrance, which is further up the street (40 meters to the left as you look at the hotel entrance). There are 2 small steps and we have a ramp. The ground is paved.
- The main entrance has 6 steps leading to two sets of electric doors.
- There is no official drop-off point outside the main entrance, as the area has yellow lines.
- If you are a disabled badge holder you may park on the single yellow lines or white bays, but NOT in “Resident Only” parking bays.
- If you are NOT a disabled badge holder then you must follow the local instructions for parking. Our reception will be happy to assist with this.
- If you need help with your luggage or equipment, or any guidance, our team is on duty 24 hours a day.
- Should you require any assistance there is an alarm at street level at the hotel entrance.

### Welcome and reception

- There are no steps in the main lobby area.
- The front desk is on your right-hand side as you enter from the main hotel entrance. To the far left you have the lobby with seating and the hotel bar – Bar521.
- The surface on the ground floor is both carpet and tile.
- From the reception area the lifts are through the archway (**As you face away from the reception desk, you will see an archway leading to the Restaurant.**) and turn right before the Restaurant and the lifts are on your left.  
Check-in is at the main reception desk, which is 1metre 8centimeters high. However, if you ask, a member of staff will also be able to come to the seating area with a clipboard.
- The induction loop is at the check-in point on the right-hand side of the reception desk. To switch the loop on, please switch your hearing aid to T.



### **Other services**

- If you want to order a newspaper, please contact the reception team. We will deliver your newspaper 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 television or the alarm clock.
- 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 team member.

### **Toilet facilities**

- There is one set of public toilets in the hotel and one accessible toilet. As you face reception go up the corridor on your left and the toilets are on your right.

### **Phones**

- There is no public phone, however you can use the phones on your bedroom at the rates stated in your bedroom.

### **Getting round the hotel**

- The 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 back walls. (On the right and left side are two A5-sized adverts for hotel facilities).

### **Bar521 & Townhouse Restaurant**

- Bar521 is on the ground floor, and you can get to it from the main lobby at reception.
- When you leave the lift, the entrance to the restaurant is on your right-hand side.
- From outside you can get to the restaurant using a ramp on Grosvenor Street.
- The bar area is mostly wooden with some carpet and the restaurant is partly carpet and partly wood.
- We can provide menus in large print if you need them.

### **The business centre**

- The business centre is next to Reception. This area is carpeted.
- The business centre does not have anyone on duty. Please contact reception.
- Reception will also be able to arrange for any photocopying services.
- The business centre has a small desk with a PC. If you want to use the PC or the internet, you can buy a card from reception or enter your credit card details when prompted.
- Boarding Passes can be accessed and printed for free at the business centre.

### **Bedrooms**

- There are four accessible rooms, 2 with walk in showers (one double, two single rooms and one twin).
- There are two accessible rooms with bathtubs (one single and one twin room).
- The accessible rooms are on the ground floor. Go from reception through the restaurant. You will then come to two sets of doors that will open inwards. All rooms are non-smoking.
- There is one double room with a wheel-in shower that is connected to the single room next door.
- All accessible rooms have grab rails around the toilet and an emergency pull cord.
- Accessible rooms with wheel-in showers have the following extra facilities. A wheel-in shower with seat and a lower level sink and wider doors.
- We can add the following equipment to any room in the hotel for you to use.
  - A portable toilet seat
  - A step-two
  - A safe support rail
  - An inflatable chair to help get in and out of a bath
  - Rubber mats
- Your room may 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**

- If the fire alarm sounds, you must stay in your room until a staff member reaches you. We will send them immediately and call you to confirm. The staff member will knock on the door and enter using a fire-access card. They will then help you to the fire assembly point which is on the other side of Grosvenor Street outside the Grosvenor Club.
- Please do not stop to collect your personal belongings. If you need medication, please collect that and keep it safe.
- If a member of staff cannot reach your room – carefully open the door and check your nearest exit. If it is blocked with fire or smoke, go back into your bedroom and close the door. The bedroom door will protect you for one hour. As soon as the fire services arrive we will tell them your room number. Do not block the door with anything including towels, as this will prevent the fire service entering quickly. 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.
- 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. When outside we will transfer you again into a chair, for comfort.
- We test the emergency alarms on Tuesdays at 1pm. The siren will sound for no more than 30 seconds.

### **Other information**

- For extra help before you arrive, please contact our in-house reservations department on 0131 226 6001.
- If you need any help during your stay, you can contact the duty manager at the reception desk or on extension 0.
- We look forward to welcoming you to the Hilton Edinburgh Grosvenor 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 the facilities at the Hilton Edinburgh Grosvenor, please contact us on 0131 226 6001.

## **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 over 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.

For more information, email 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.

## Full bedroom details

### 19 – Single room

#### Bathroom facilities

- A grab rail on the side of the toilet
- A portable toilet seat is available
- A grab rail on the side of the bath
- An emergency pull cord
- A bathtub with a rubber mat
- The bathroom floor is tiled.

#### Bedroom facilities

- Wider doors
- A phone at your desk
- A bedside control panel for the room lights

### 21 – Twin room

#### Bathroom facilities

- Grab rails at side of the toilet
- A portable toilet seat is available
- An emergency pull cord
- A bathtub with rubber mat
- A grab rail on the side of the bath

#### Bedroom facilities

- Wider doors
- A phone and light switch at your bedside

### 22 – Single room

#### Bathroom facilities

- Grab rails on both sides of the toilet
- A portable toilet seat is available
- An emergency pull cord
- A wheel-in shower with seat
- A sink with lever-style taps

### Bedroom facilities

- A wider door with grab rail on the bathroom door
- A door linking to room 24
- A phone and light switch at your bedside
- A Pull cord at side of bed

### **24 – Double room**

#### Bathroom facilities

- A grab rail at side of the toilet
- A portable toilet seat is available
- A wheel-in shower with seat
- An emergency pull cord
- A sink with lever-style taps

#### Bedroom facilities

- A connecting door to room 22
- A phone and light switch at your bedside

### **Conference facilities**

- We have eight meeting suites – we can split the Lansdowne, Palmerston and Roseberry into three smaller rooms.
- The Maitland, Belford and Clarendon rooms have natural daylight.
- All meeting rooms are on the ground floor.
- See below for a description of each meeting room.
- The meeting rooms and the foyer areas are all carpeted.
- We can fit all meeting rooms with an ‘At your service’ call button as well as phones if you need help.
- You can arrange to hire audio-visual equipment before your event. Please let the conference and banqueting salesperson know when you make the booking.

### **The Roseberry and Palmerston**

- The Roseberry is the largest conference room in the hotel and is fully carpeted and also has a dance floor.
- From the lobby, go through the archway, turn right past the lifts. The rooms are straight in front of you. If you need help, please contact the conference and banqueting operations team or the duty manager.
- The doors to both rooms are double doors that open inwards or outwards.

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- In the right-hand corner in the Roseberry there is a bar. The area around the bar is wood.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.
- There is an induction loop in the Roseberry Room

### **The Lansdowne**

- There are no steps to get to this Suite.
- From the lobby, go straight through the archway past the restaurant. All doors open inwards. Follow the signs saying rooms Lansdowne Room. You will pass 2 sets of double doors and then you will see the Lansdowne Room. You will then pass through three sets of doors that all open inwards.
- The room is carpeted.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.
- There is an induction loop in the Lansdowne Room

### **The Osborne, Boardroom, Belford and Clarendon Rooms**

- From the lobby, take a left, walking up towards the cloakroom. Follow the signs for Meeting Rooms and turn right leading down a second corridor.
- There is one door that opens inwards
- At the very end of the corridor is the Clarendon Room
- There is a second door which opens inwards. Though this door you will find:
  - The Boardroom is directly on your left.
  - The Belford is straight ahead.
  - To the right is the Osborne.
- All rooms are carpeted.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.

### **The Maitland Room**

- From reception, the room is behind reception next to a flight of stairs leading up to the first floor. The door to the meeting room opens outwards.
- The room is carpeted.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.