

Hotel accessibility pack

Thank you for considering the Hilton Maidstone. We are pleased to give you some information about our hotel that you may find useful when planning your visit.

Arriving at the hotel

- All guests use the main entrance. There are no steps and the ground is paved.
- The main entrance has two sets of automatic sliding doors. Overnight we lock the inside doors and there is a doorbell at the right of the right-hand side door.
- There is a drop off point outside the main entrance.
- There is a large private car park surrounding the hotel. There are four official disabled bays in the area nearest to the main entrance.
- If you need help with luggage, please let the receptionist know when you arrive.

Welcome and reception

- There are no steps into the main entrance and the Caffé Cino lounge. There is seating throughout the central area.
- The front desk is to the right-hand side as you enter from the main hotel entrance.
- On the left side is the restaurant entrance.
- Directly in front on the lower level is the bar area. There are four steps to reach the bar area or there is a ramp with access from the far right side.
- The surfaces on the ground floor are marble, with carpet around the seating area.
- The bedrooms are in two wings, which you can get to from the far right and left of the lobby.
- Check-in is at the main reception desk, which is 1m 10cm high. However, if you ask, a member of staff will also be able to come to the seating area with your registration details.
- The induction loop is at the centre of the reception desk.

Other services

- If you want to order a newspaper, please contact the reception team. We will deliver your newspaper each day to your room.
- You can set a wake-up call in your room using the television.
- Every guest room has a guest directory that contains information about the facilities in the hotel. For extra help, please contact a team member.

Toilet facilities

- There are two sets of public toilets in the hotel. One set is in the meeting area, another set is in the bedroom wing to the right of Caffé Cino. Both sets of toilets have a specific accessible toilet.

Phones

- The public phone is to the right of Caffé Cino on the way to the bedroom wing.

Getting round the hotel

- The hotel does not have a lift. Bedroom accommodation is on the ground and first floors.
- Reception, the Seasons restaurant, Caffé Cino, business centre, meeting rooms and our Livingwell health club are all on the ground floor. The court bar and inner gardens are on the lower ground floor where there is a ramp for easier access.

Business centre

- The business centre is in the business court with the entrance to the right side of reception. The area is carpeted throughout.
- The business centre offers copying, binding, faxing and internet access. If you want to use the internet, you must buy a card from reception.
- The centre has someone on duty during business hours. Outside these hours, please contact reception for help.

Caffé Cino

- The coffee shop is in the main lobby.
- The Caffé Cino toilets are in the right-wing bedroom corridor. There are men's, woman's and an accessible toilet.

Seasons restaurant

- The restaurant is to the left of the main lobby.
- The central area has a wooden floor. The buffet area is stone tiled with carpeting in the left and right seating areas.
- Toilets are in the right-wing bedroom corridor. There are men's, woman's and an accessible toilet.

Court bar and inner court gardens

- The bar and gardens are opposite the main entrance on the lower ground level. There are two sets of staircases with four steps to the left and right side.
- Ramp access is to the far right side of the main lobby in the corridor leading to the right bedroom wing.
- Access to the garden and pond is through the court bar.
- Toilets are in the right-wing bedroom corridor. There are men's, woman's and an accessible toilet.

Livingwell Health club

- The club guest entrance and reception desk are at the end of the right-wing bedroom corridor on the ground floor.
- The club main entrance is off the car park at the side of the hotel. There are no steps.
- The club has a swimming pool, jacuzzi, sauna and steam room, solarium and gym. Beauty treatments and massage are also available.
- All facilities, except for the gym, are on the ground level. The gym is on a lower level and we provide a stairlift. The gym and reception areas are carpeted and the changing rooms and the swimming pool are tiled.
- The club is fully manned during opening hours.

Bedrooms

- There are four large, spacious accessible double rooms. Each room connects to another double room. Rooms have an emergency call facility and low bed. Each room has direct emergency access to the car park.
- Bathrooms have grab rails around the toilet, a low-level bath with grab rails, a low-level sink and an emergency pull cord.
- We can add the following equipment to any room in the hotel for you to use.



- A bath manger
- A toilet seat raiser
- A bath seat
- Rubber mats

In an emergency

- If you are hard of hearing or have a disability, please let reception know when you arrive.
- If the alarm bell rings, this will be a continuous siren-like sound.
- 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 out of the building to the assembly area.
- All of our accessible rooms have an emergency exit to the car park. Please then make your way to the main hotel entrance, which is the assembly point.
- When you leave your room, please do not stop to collect your personal belongings other than medication that you may need.
- 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 nearest emergency exit. 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 arrives, 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 Thursdays at 11am. The siren will sound for no more than 30 seconds.

Other information

- For extra help before you arrive, please contact the hotel manager or duty manager on 01622 734322.
- If you need any help during your stay, you can contact the duty manager at the reception desk at any time.
- We look forward to welcoming you to the Hilton Maidstone 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 Maidstone, please contact us on 01622 734322.

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 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, or call 020 7856 8000 and ask for our HR department.

For media enquiries, contact press.office@hilton.com, or call the press office on 020 7856 8114.

Full bedroom specific sheet

111, 117, 155, 159 – double rooms

Bathroom Facilities

- Grab rails on both sides of the toilet
- An emergency pull cord
- Low-mount towel storage and shelving
- A Low-level sink
- A Low-level bath
- The bathroom floor is tiled.

Bedroom facilities

- A low bed
- Direct emergency access to the car park from your room
- An emergency pull cord
- Low-mounted hangers in the wardrobe
- Low-level light switches
- A phone at your bedside
- A bedside control panel for the room lights
- A connecting room
- The bedroom is carpeted.

Conference facilities

- We have six meeting suites. We can split the main suite, and the Invicta, into three smaller rooms.
- The Invicta is made up from the Bluebell, Larkfield and Thurnham. The other suites are Aylesford, Allington, Bayham, Medway and Bearsted.
- All rooms, except the Bearsted, have natural daylight.
- All meeting rooms are on the ground floor and are level throughout.
- See below for a description of each specific 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 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 your booking.

The Aylesford Suite

- This suite is in the business court on the ground floor. Access to the business court is through double doors to the right of reception.
- The Aylesford is the first suite on the right side as you enter the business court. The suite has double doors which open outwards.
- You can see the measurements of the rooms, and where the power points, phones and so on, are on the floor plans.
- The toilets are in the business court.

The Allington Suite

- This suite is in the business court on the ground floor. Access to the business court is through double doors to the right of reception.
- The Allington is the second suite on the right as you enter the business court. The suite has a single door which opens outwards.
- You can see the measurements, of the rooms and where the power points, phones and so on are, on the floor plans.
- The toilets are in the business court.

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The Bayham Suite

- This suite is in the business court on the ground floor. Access to the Business Court is through double doors to the right of reception.
- The Bayham is the third suite on the right as you enter the business court. The suite has a single door which opens outwards.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.
- The toilets are in the business court.

The Medway Suite

- This suite is in the business court on the ground floor. Access to the business court is through double doors to the right of reception.
- The Medway is the fourth suite on the right as you enter the business court. The suite has double doors which open outwards.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.
- The toilets are in the business court.

The Bearsted Suite

- This suite is in the business court on the ground floor. Access to the business court is through double doors to the right of reception.
- The Medway is the first suite on the left as you enter the business court. The suite has double doors which open outwards.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.
- The toilets are in the business court.

The Invicta Suite (Bluebell, Larkfield and Thurnham)

- This suite is in the business court on the ground floor. Access to the business court is through double doors to the right of reception.
- The Invicta is off a lobby area which has a bar. The lobby is at the end of the business court corridor.
- You can use the three the three suites that make up the Invicta on their own, in pairs or as the one main suite.
- Each suite has double doors facing the lobby area. From left to right the suites area, Bluebell, Larkfield and Thurnham.
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Business centre

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- The centre is on the left as you enter the business court. There is a single door which opens inwards.
- The business centre offers copying, binding, fax service and internet access. If you want to use the internet, you must buy a card from reception.
- The centre has someone on duty during business hours. Outside these hours, please contact reception for help.
- Toilets are in the business court.