

Updated: Aug 2011



London Heathrow Airport

HOTEL ACCESSIBILITY PACK

Thank you for your interest in the Hilton London Heathrow Airport. Please find below information about our hotel that you may find useful when planning your visit.

HOTEL DETAILS

Hilton London Heathrow Airport , T4

Terminal 4, Heathrow Airport, Hounslow, Middlesex, London, TW6 3AF, UK

Tel: +44 (0) 208 759 7755

Fax: +44 (0) 208 759 7579

www.hilton.co.uk/heathrow

For guest pre-orders and MyWay , please log on via Hilton Honours Website

<http://hhonors.hilton.com/>



Sales: Sales.heathrow@hilton.com

Reservations: Reservations.heathrow@hilton.com




Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

DIRECTIONS TO THE HOTEL

- By road :
Follow signs towards the Terminal Four round about. At this round about you'll find directional signage leading you to Hilton
- By train or Underground :
The Piccadilly Line and Heathrow Connect operates at Terminal 4, via covered walkway. Change at Hatton Cross station for correct train to T4. The Heathrow Express train is only 15 minutes into Paddington Station, Central London
- By Air: Linked to Terminal 4 Heathrow Airport by a covered walkway. From Heathrow Central Terminals, take the Heathrow Connect or Underground services (free of charge between terminals) to Terminal 4. Take the lift to the departures level at Terminal 4 and follow the Hilton sign which is then a six minute walk to the hotel. For assistance in Terminal 4, please use the phone on the pillar nearby the entrance to walkway to the hotel and Concierge will arrange a golf buggy transfer via the walkway and assist with your luggage.



- Via Terminal 5: Hotel T5 Shuttle Bus is a 22 seater courtesy bus with Disabled access ramp and luggage assistance and carries guests between the hotel and Terminal 5. This service runs every half hour and departs from the front of hotel to Terminal 5 and back.

ARRIVING AT THE HOTEL

- The main entrance has an automatic revolving door and has no steps. The revolving door has two different speeds. Pressing the wheelchair user button on the side of the revolving door will automatically reduce the speed by 50%. If you have difficulty entering the hotel through the revolving door, we can open the revolving door fully, making access to the hotel hassle-free.



London Heathrow Airport

HOTEL ACCESSIBILITY PACK

- The speed limit on the main road to the front entrance is 5 miles per hour and two speed humps to regulate this. The drop-off point is outside the revolving door and car can park here to unload. Our concierge team will assist if required. The concierge is inside the hotel main entrance on the right-hand side. The hotels main car park is in front of the hotel, one level below. To get to the car park, follow the road down the ramp (the car park entrance is on the right-hand side at the bottom of the ramp). The only access to the main entrance from the main car park is by a spiral staircase of 20 steps. Concierge can provide a car valet service if you need. Concierge can also be contacted via a video phone from the bottom of the spiral staircase when assistance is needed.
- There are two accessible car-parking spaces on the right-hand side of the main entrance, in easy reach of the front door. If you need help the concierge are on hand.



WELCOME AND RECEPTION

- There are no steps in the main entrance area. The flooring is tiled and is completely level.
- The concierge desk is on the right-hand side of the lobby as you enter the hotel. The desk has no obstructions.
- The reception desk is on the left-hand side of the lobby as you enter the property. The desk does have a roped queuing system in front of it but is relatively spread out and accessible to all users.
- Both the reception and concierge desks stand 1.15 metres high. However, if you ask, a member of staff will be able to come to the seating area help you check in or out.
- We have an induction loop available at reception and the terminal to check in with an induction loop is clearly identified by the





London Heathrow Airport

HOTEL ACCESSIBILITY PACK

international sign. You find this on the far left of the reception desk (computer number 5) or a portable loop at the guest relations desk.

- You will need to set your hearing aid to position 'T'.
- When you check in, our staff will tell you about our evacuation policy and an information letter will be handed to you.
- In front of the reception desk and concierge desk are four carpeted seating areas containing three sofas in each area.
- The main guest lifts for all bedrooms on the second to fifth floors are behind the reception desk.
- Access to rooms on the first floor is by a walkway with a slight downward slope.
- All food and drink outlets are on the entrance-level floor, level 1 and the floor is even throughout.
- A small shop is on the left of the reception desk.
- You can get to our conference and banqueting rooms by stairs at the far end of the hotel, past all the food and drink outlets and by lift (which is situated on the right-hand side past both the concierge and reception desks).



Other services

- To order a newspaper, please contact the Concierge team. We will deliver it to your room daily.
- You can set a wake-up call in your room using either the phone system or television.
- All bedrooms are equip with a minibar, ironing boards and iron and a safe.
- Every guest room has a directory that contains information about the services and facilities in the hotel. For extra help to use this directory, please contact a team member or the Duty manager.



Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

Pets

- Guide/ working dogs are allowed in the hotel. Prior to arrival please inform us what your pet's requirements are.
- While in the public areas or restaurants, please ensure your pet does not pose a threat or nuisance to other guests.
- Our Concierge and Guest services teams are happy to assist you with your needs.

Public Toilet facilities

- There are two fully equipped accessible toilets on the reception level, on the right-hand side of the concierge desk.
- There is easy access to the toilets from the bar, restaurants and lobby area.
- A baby-changing facility is available in both accessible toilets.

Pay Phones

- The public phones are in a phone cabinet behind the reception desk on the way to the guest lifts.
- There is one lowered phone. It is the first one on the right-hand side.
- These phones take coins, calling cards and credit cards.

Mobiles device charging

- In the same area and just opposite the public phones, there is a charge facility to connect and charge any mobile devices. There is a charge for this service.

Cash machine

- The hotel has a cash dispenser on level 1 behind reception, and in the same area of the public phones. There is a charge for withdrawing money from this machine.

Internet access

- Throughout the hotel you can connect your laptop to the internet using **BT Openzone** wireless. You would need the software and access cards for this service. Cards can be purchased in the outlets. You can also connect to our 24 hour High speed internet in the bedroom. When you have connected to this service you can use your laptop in the outlets as well.
- High Speed Broad band are available in all bedrooms. There is a charge for the use of this service.





London Heathrow Airport

HOTEL ACCESSIBILITY PACK

- We also have two internet terminals in our Oscars Restaurant. You need to buy an internet card from the waiter in order to use these terminals.
- There are also two additional internet terminals in our business centre on the ground floor, however subjected to opening hours.
- **British Airways** Check in facility is available to the left side of the concierge desk.
- **Other Airlines** You can check in on line, free of charge and print your boarding pass at any public computer in the hotel. A member of staff will be happy to assist.

Hotel shop

- The hotel shop is on the entrance-level floor on the right side of the reception desk. The entrance has no steps. Here you can purchase a selection of gifts and confessionary.

Getting round the hotel

- We have five guest lifts. Three of the lifts end on the entrance-level floor for reception and concierge and the food and drinks area. The other two lifts reach the lower ground floor for access to the Livingwell Health Club (fitness, pool, sauna), the business centre for internet access and conference rooms.
- All lifts have an announcement system to let you know what floor you are on.
- The lifts have mirrors on the right, left and back walls.
- All four accessible rooms are on the 1st floor North side of the hotel, level to Concierge and Reception.

Smoking Policy

- Smoking in the hotel is prohibited by law. Guests are allowed to smoke outside the front of the hotel and for conference attendees to the back, next to the pond is allocated smoking area.
- We also have a number of designated smoking rooms on the 4th and 5th floors. Please inform our reservations team when making a booking.


Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

EXECUTIVE LOUNGE

- This is situated on the 1st floor to the right as you enter through the revolving door coming into the hotel.
- You can use your room key card to enter the lounge. This is via double sliding doors and 110cm wide access followed by one step at 18cm high.
- The reception desk is to your right and is 75cm high.
- An Induction Loop is fitted at the reception desk.
- A dedicated door for wheel chair access to the lounge is found on the 1st floor north side, just opposite the assessable rooms. Door is 105cm wide. Please ring bell provided at the door for assistance.
- Travel distance from the accessible rooms to the lounge varies between 18m-15 meters from the entrance door.
- Food and drinks are served at specific time throughout the day.





London Heathrow Airport

HOTEL ACCESSIBILITY PACK

AROMI

- The main restaurant is in the atrium behind the restaurant and the guest lifts are on the left-hand side and sits around 136 guests.
- We can move wheelchairs into any of the tables.
- We can set aside tables near the buffet for people who have difficulty walking for easy access to the buffet counter.
- A waiter will be on hand to help you, explain the buffet, take your order and serve you.
- The chef in the restaurant is always available if you need any help at the buffet counter and to describe dishes.



OSCAR'S RESTAURANT

- Oscars is located in the atrium and behind the reception and the guest lifts.
- It is easy to get to as it is on the same level. It has different-sized tables so that wheelchairs can be moved into any of the tables quite comfortably.
- The accessible toilet is on the left-hand side of the restaurant near the cash machine and the watch display.
- We provide menus in large print and our team members will assist with reading if needed.
- We also provide specially designed cutlery for persons suffering from arthritis.
- If you have any dietary needs or suffer from food allergies, please ask for our ingredient menu. Our chefs are happy to give advice.



London Heathrow Airport

HOTEL ACCESSIBILITY PACK

DANCERS BAR

- The Dancers bar is in the atrium behind the reception and guest lifts and level throughout
- The Dancers bar lounge have high tables and chairs, low tables and chairs and sofa's and is easily accessible.
- The accessible toilet is before the glass lifts and entrance to the bar and between the Concierge desk and watch display.



ZEN RESTAURANT

- Zen is in the atrium behind the reception on the far left after the guest lift and next to Dancers bar.
- You can get to the dining area down 4 steps.
- Assistance is to hand if required to get to the Zen Restaurant.
- We can also provide service from Zen's restaurant in Oscars or Dancers Bar.
- The accessible toilet is before the glass lift and entrance to the restaurant and between the Concierge desk and watch display.

BEACH BAR

- We have a fully accessible outside sitting area that can be used from 7am-7pm
- Here you can order drinks and food and a waiter is to hand to serve you
- Access to this facility is down a spiral stair case lead to the Business Centre and meeting rooms.
- Alternatively, you can take the lift, North side of the hotel, to the Ground floor and follow the signs for the Business Centre and Beach Bar.




Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

HEALTH CLUB

- We have a Hilton Fitness by Precor Health club on the ground floor (south side of the hotel).
- The Gym is accessible 24-hours a day to hotel guests. You can use your room key to access the Gym.
- Take the lift on the south side of the hotel , to the ground floor. Come out of the lift and turn left, and go through the single fire door.
- Turn left and go along the corridor where you meet another wooden door. (This is the entrance to the health club.)
- The club has staff on duty between 06:00-22:00 Monday to Friday and 08:00-21:00 Saturday and Sunday.
- To use the Health club, you must show a room card key and read and sign a medical disclaimer.
- Towels are provided free of charge at reception. Please take a £1 coin with you for the use of the lockers.
- The floors in the reception, corridor and gym areas are wooden and level throughout.
- There is a family and accessible changing room down the corridor, fourth door on the right. It has two lockers, one toilet, one shower, a baby-changing facility, a lowered washbasin and one panic alarm.
- The Gym is equip with 3 treadmills, 3 cross trainers, 1 AMT Stepper, 1 Rower, 2 exercise bikes, Double Cable column, Bench press, 2 weight benches Leg resistance machines, Free weights, 1 hand ergo meter (Ski fit machine) along with mobile fitness Kit.




Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

- There is also a water fountain in the gym, with cups.

- You can get to the poolside if you use a wheelchair from reception through a glass door.

- To get into and out of the pool, there is a pool hoist available, which all team members are trained in using.

- We keep our pool water at 29°C and the pool is 1.05metre deep throughout and 12 metres long.



- The club also has a steam and sauna which men and women share. You can get to it through the men's and women's changing rooms – please note there is a step into the steam room, sauna and showers.

- Gym Membership and Personal training programs available

- Beauty Treatments are available and this includes a variety of treatments from full body massage, facials, nails and make up.

- There is an induction loop at reception.

- In order to find out more about our Health Club or to book your appointment please call +44 (0) 208 754 9976 or visit

www.livingwell.com/heathrow


Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

BUSINESS CENTRE AND CONFERENCE FACILITIES

- The conference facilities and business centre are on the ground floor of the hotel. From the lobby, turn right using the corridor after concierge desk towards rooms 150 and 195 north side of the building.
- Go through a single wooden door and take the lift to the ground floor. On the ground floor, from the lift, turn right. You find yourself in the meeting rooms corridor.



- For the business centre on the ground floor, turn right (after 25 metres) and you will enter the business centre through a single glass door.
- The business centre is open between 7am and 7pm. After this time, please contact the duty manager for help by dialling 0.
- The business centre has two desks with computers. There is a usage charge, however printing of all boarding passes are free of charge.
- There are accessible toilets on the ground floor, in the corridor on way to the business centre and opposite meeting rooms 1 and 2. One is in the men's and one in the female facilities. Both have hand rails, pull-cord panic alarms and a lowered washbasin.
- We have 15 interview-style meeting rooms on the 1st floor in the corridor at the back of Oscars restaurant. These rooms can hold up to four people. These rooms are accessible for all visitors and please make the booking agent aware of any special needs you might have.
- We have two big conference rooms.
The **Heathrow suite** can seat up to 300 people. There are double doors, although please note that there are two single-door fire escapes one onto a staircase (six steps) from the back of the suite and the other leading to a ramp. Both exits take you to the outside of the building.
The **Concorde suite** can seat up to 200 people. Access is through double doors and free from barriers. We have an induction loop in the Concorde suite, although with our portable induction loop all rooms have the benefit of this service.



London Heathrow Airport

HOTEL ACCESSIBILITY PACK

- The hotel is licensed to perform **Civil Ceremonies** and for more information on meeting and events please contact +44 (0) 208 7500645 or e-mail: events.heathrow@hilton.com

BEDROOMS

- We have four fully accessible double rooms. The room numbers are 158, 164, 166 and 170.
- The accessible rooms are on the first floor and 2 rooms are connecting to a twin room.

All accessible rooms have the following facilities in the bathroom.

- Grab rails around the toilet and at shower area
- Wheel in showers with a shower seat
- An emergency button in the shower and accessible from the toilet
- Low-mount towel storage
- A low basin, that you can reach from the toilet
- A tiled bathroom floor that has a gentle slope so the water doesn't run the wrong way.

All accessible rooms have the following facilities in the bedroom.

- An emergency button at bedside
- Extra space for a wheelchair to fully turn round
- Hangers at a lower level
- An electronic safe in the cupboard



- All accessible rooms will have a chair at the desk and an armchair. If you need any more space, we can remove these chairs. Please contact reservations, before your stay, or housekeeping once you have arrived at the hotel, to arrange for furniture to be moved.
- The bed is standard height. If you need height of the bed to be adjusted, please contact reservations before your stay, or housekeeping once you have arrived at the hotel to arrange to change the height.


Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

- Equipment that can be provided to the room includes:

| | |
|----------------------------|--|
| 1 Ashby bath step-two | 7 Handy bather |
| 2 Bath seat Derby & Cosby | 8 Castle safe support rail |
| 3 Raised toilet seat | 9 Wheelchairs |
| 4 Wake & shake alarm clock | 10 Derby elephant feet (raise the bed) |
| 5 Decibel alert alarm | 11 Derby bath board |
| 6 Portable induction loop | 12 Evacuation chair |

IN AN EMERGENCY

Hotel Emergency telephone number is 3333 or press the Emergency Button on your bedroom phone

- If you hear the fire alarm this will be a continuous siren-like sound. If you are in your room, please stay there.
- Your details and needs for assistance will be recorded at reception and we will send a team member to your room immediately. He or she will knock on your door, and enter using a 'fire emergency key'. They will then help you to the safe point at the front of the hotel out of the building.
- If we help you to this 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 area is located on the first floor outside the building at the entrance of the link bridge to Terminal 4.
- If you choose to stay on a different floor, please let reception know and move to the link bridge in the centre of the hotel. If you hear the fire alarm we will tell the fire brigade that you are there and will use the fireman's lift to evacuate you from the link bridge or use an evacuation chair to get you down.
- If a member of staff cannot reach your room, carefully open the door and check your route to the point of safety. 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.
- You cannot open the windows in our bedroom.
- 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.



Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

Fire alarm test

- We test out fire alarm every Monday at 4pm.
- We'll tell you on the day of the alarm test by putting signs at the concierge desk in reception and in the business centre. We will also put a postcard in your room.
- We will make two announcements before the test to let everyone in the atrium and outside the building know.
- The alarm will sound for no longer than one minute.
- If you are in a meeting room and using audio-visual equipment, we will switch the power off for this minute.

Medical or other emergencies

- We have an emergency number you can call which is **3333**
- This is also shown on your room phone as **Emergency Button**.
- Please say what the emergency is and we will provide assistance.
- We have a doctor call out facility, but there is a charge for this service. Please ask switchboard about this service.
- Our closest hospital is Hillingdon hospital, about a 15-minute drive from the hotel. They have an Accident and Emergency department and for any medical advice, contact:
 - **Hillingdon Hospital**
Pield Heath Road, Hillingdon, Uxbridge, UB8 3NN,
Tel: 01895238282
 - **West Middlesex Hospital**
Twickenham Road, Isleworth, Middlesex TW7 6AF,
Tel: 02085602121
- We regret that we are unable to store any medication for you; however we can make space in the bedroom minibar for your medication.
- General dispensary medication can be purchased at the pharmacy on the departures level in Terminal 4.

Other information

- For extra help before you arrive, please contact our reservations department on 0208 759 7755 email: reservations.heathrow@hilton.com
- If you need any help during your stay, you can contact the Manager on Duty by dialling '0' on any in-house phone.


Hilton
London Heathrow Airport
HOTEL ACCESSIBILITY PACK

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 conciERGE.heathrow@hilton.com , or call +44 (0)208 759 7755 and ask to speak to our Guest Assistant.

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

We hope that the information in this pack has been useful. However, if you need any more information about the facilities at the Hilton London Heathrow Airport, please contact us on telephone number +44 (0) 208 759 7755.

We are looking forward to welcoming you to the Hilton London Heathrow Airport and making your stay an enjoyable one.

