

Hotel accessibility pack

Thank you for considering the Hilton Strathclyde. 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 are no steps and the ground is paved.
- The main entrance has an automatic door with two sliding doors (2.2m).
- There is an official drop-off point outside the main entrance. If you are being dropped off, turn left towards the hotel entrance and pull up under the hotel's canopy to unload or go to the car park and ask for help with your luggage at check-in.
- The entrance to the car park is in front of the hotel and is to the right as you approach.
- There are 10 parking spaces for disabled drivers. As you drive past the entrance to the hotel, with the pond on your left, the first four spaces on your left-hand side are disabled parking spaces. The nearest of those four spaces is 47 metres from the entrance.
- If you need help with luggage, equipment or any guidance, our team of porters are on duty 24 hours a day.

Welcome and reception

- There are no steps in the main lobby area.
- The public areas are open plan and have six pillars, three to the left in the lounge area and five to the right in the Space Lounge Area.
- The front desk is to the left as you enter from the main hotel entrance. To the left is the lounge and entrance through to the Livingwell health club. To your right you will find the Bar counter. In the far-right corner there is Food focus area however food is served at all tables in the front of house area. Directly in front of you is the John Logie Baird Suite. As you approach the suite, the lifts to all floors are on your right and the toilets are on the left.
- The surfaces on the ground floor are slate, with carpet around the seating areas.

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- From the reception area, the lifts are on the right as you face the reception desk. As you pass the business centre, the lifts are on your right.
- Check-in is at the main reception desk, which is 1m 1cm 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 left-hand side of the reception desk.
- When you check in, our staff will tell you about our evacuation policy. This policy is available in Braille if you need it.

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 order a wake-up call through the reception team.
- 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 is one set of public toilets in the hotel and one accessible unisex toilet.
- The toilets are directly opposite the lifts, and to the left as you pass the reception desk.
- The door to the accessible toilet opens outwards and is 89cm wide. There are five handrails, one on the inside of the door and four on either side of the toilet and to the right-hand side of the sink.

Phones

- The public phones are in the lift lobby area, to the right of the reception. Go along the corridor and they are on the wall on the left-hand side. One of the phones has been lowered to allow for easier access.

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Getting round the hotel

- All lifts have an announcement system to let you know which 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 and to the right and left side are silver control panels.

The Space

- You can see the bar counter to the right of the entrance. You can get to here from the main lobby. You can sit at any table in the Space Area and a member of staff will come and take your order
- The bar area is carpeted.

Livingwell health club

- We have a Livingwell health club to the right of the main foyer as you approach from the lifts. The door to the club is in the corner.
- At Livingwell you can use all the facilities which include, a spa with hair salon, fully-equipped gym, over 50 group exercise classes, 20-metre swimming pool, two spas, two steam rooms and two saunas and a bubble pool .
- As you enter Livingwell from the hotel, you will find the spa on your right. In here you will find that the floor is hard vinyl and that there is plenty of space to get to the hair salon and each of the four treatment rooms. These are along the corridor, which lies straight ahead of the entrance.
- Just beyond the Spa entrance is Livingwell's reception. The reception area has slate tiles with carpet tiles around the seating and corridor areas. The Livingwell receptionist will give you towel for your visit and will also tell you about the facilities that you want to use.
- The changing rooms are straight ahead of the reception as you face the reception desk. Both male and female changing rooms are on the left-hand side of the corridor, with the male door being first on the left followed by the women's. You need a £1 coin to operate the lockers.

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- Inside the changing rooms the floor is a hard vinyl, which changes to non-slip tiles in the toilet areas. The toilet areas are first on the right in the male changing rooms and first on the left in the women's.
- The changing rooms have lockers from the ground up and there are two sets of shower bays which both have larger cubicles with lower taps and shower-gel dispensers.
- There is an extra changing facility on the opposite side of reception which has
 - grab rails on both sides of the toilet and at either side of the shower;
 - an emergency pull cord;
 - a low-level locker;
 - a low-level sink;
 - lever-style tap handles;
 - a toilet-roll dispenser at low level;
 - a height-adjustable shower;
 - lever-style shower faucet handles; and
 - pull-down shower seating.
- You can get to the poolside through the changing rooms. The access door is at the bottom end of both changing rooms, on the right-hand side in the men's and on the left in the women's. You can also get to the poolside through the poolside lounge if you are using the extra changing facility.
- The poolside floor is all non-slip tiles.
- There are only steps to enter the pool. At the main entry point there are handrails on either side to help. However, we have a pool hoist to help you in and out of the pool. If you need the hoist, please let the receptionist know when you come into Livingwell.
- To get to the gym, there is a twin door. The lift is in the reception foyer at the beginning of the poolside lounge.
- Once upstairs in the gym there are no steps and the floor is either carpet tiles or vinyl flooring.
- There is enough space around all the equipment and we have two different pieces of multi-use equipment, which are suitable for all users.

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- There are always fully qualified fitness coaches working on the gym floor so if you need help or advice, please ask one of the team.

The business centre

- From the entrance to the hotel, the business centre is to your right, just after you have past reception on your left. This area is carpeted. Access is through a single glass door.
- The business centre has someone on duty four days a week (Monday, Tuesday, Thursday, Friday) from 9 am to 5pm.
- Reception will also be able to arrange for any photocopying services.
- there is free wifi in the front of house areas.

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Bedrooms

- We have six accessible rooms with bathtubs (six double rooms)
- The accessible rooms are found on the first, second and third floors.
- All accessible rooms have grab rails around the toilet, a higher level toilet, an emergency pull cord, a low-level toilet-roll dispensers and a low-level spy hole in the bedroom door.
- We can add the following equipment to any room in the hotel for you to use.
 - A Prima raised toilet seat
 - A Derby bath board mark 2 with handle
 - A Cosby in-bath seat
 - An Ashby step-two
 - Derby elephant feet (to raise head)
 - Castle safe support rail
 - A handy bather - an inflatable chair to help you get in and out of a bath
 - Rubber mats
- Your room will have a comfy chair at the desk. 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 alarm bell rings, this will be a continuous siren-like sound. 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 directly 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 the first, second and third floors.

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- From here we will help you to the nearest safe lift. We structure the evacuation to help people who are nearest to 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 be transfer you into a lightweight evacuation chair and carry you down the stairs and outside.
- If a member of staff does not reach your room, carefully open the door and check your route to a 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 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 Tuesdays at 9am. The siren will sound for no more than one minute.

Other information

- For extra help before you arrive, please contact our reservations department **01698 395500**.
- 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 the Hilton Strathclyde 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 Strathclyde, please contact the hotel on 01698 395500.

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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 details

**116, 122, 316, 322 (double non-smoking rooms)
216, 222,**

Bathroom facilities

- Grab rails on both sides of the toilet
- A higher level toilet
- An emergency pull cord
- Low-mount towel storage and shelving
- A low-level sink
- Lever-style taps
- The bathroom floor is tiled.
- A toilet-roll dispenser at a low-level

Bedroom facilities

- Low-mounted hangers in the wardrobe
- A low-level spy_hole in the bedroom door
- Wider doors (83cm)
- A phone at your bedside

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- A bedside control panel for the room lights
- Pillow vibrators (for an emergency)
- A red-fire alarm beacon

All rooms have a connecting door to a standard twin room.

Conference facilities

- We have one main suite, the John Logie Baird Suite, which we can split into six smaller rooms.
- As you approach the conference foyer from reception, the rooms are named from right to left, Alexander Fleming, James Watt, Charles McIntosh, James Chalmers, Alexander Graham Bell and James Louden Mac Adam.
- All rooms in the John Logie Baird Suite have natural daylight.
- All meeting rooms are on the ground floor, and are at the same level as the main reception area.
- 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 John Logie Baird Suite

- From the lobby, the suite is directly ahead. There are two sets of double doors which lead into the foyer.
- The function bar is to the right and the cloakroom is to the left. This bar has a high service counter. We provide table service for all functions.
- There are six sets of doors into the John Logie Baird Suite. These are all double doors which open out.

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- All of the rooms have a single fire escape apart from the Mac Adam Room which has a double door fire escape.
- The Mac Adam suite also has an exit with double doors that are large enough for a car to pass through. This access is flat. If you want to use this entrance, please contact us before hand.
- All individual rooms have natural light which we can black out with the curtains.
- The John Logie Baird Suite is all carpeted.
- You can see the measurements of the rooms, and where the power points, phones and so on are, on the floor plans.

Toilet facilities

- We have one set of toilets and one accessible toilet. You can get to the toilets from opposite the business centre or from the John Logie Baird Foyer.
- As you go through the double doors into the John Logie Baird Suite and turn left, you will find both entrances to the toilets on your left-hand side.
- The accessible toilet is across from the business centre.