Hilton Newcastle Gateshead

Bottle Bank, Gateshead, Tyne and Wear, NE8 2AR

0191 490 9700 (tel:0191 490 9700)

Access Guide

Hotel Summary

Getting to the Hotel

- For information on how to get to the hotel (new tab) - click here

Hotel Information

- The hotel has its own parking facilities.
- There is a designated drop off point.
- The hotel has 254 rooms in total.
- There is an/are accessible room(s) within the hotel.
- The hotel has 12 accessible room(s) with accessible ensuite facilities.
• There is/are 6 accessible room(s) with a wet room/wheel in shower.
• There is/are 6 accessible room(s) with a bath.
• There is an/are adjoining room(s) available for the accessible room(s).
• There is an/are adjoining room(s) available for the standard room(s).
• The restaurant/bar facilities in this hotel include; Windows on the Tyne Restaurant, Windows on the Tyne bar and Gateshead Suite Function Room Bar.
• Accessible toilet facilities are available.

Additional Accessibility Aids

• There is not a deaf alert system at the hotel.
• Panic alarms are available on request.
• Vibrating pillows alarms are available on request.
• Bed raisers are not available on request.
• Bath steps are not available on request.
• Bath seats are not available on request.
• Bath mats are available on request.
• Raised toilet seats are not available on request.
• Portable hoists are not available on request.

Conference and Meeting Facilities

• Conference/meeting facilities are available.
• The conference/meeting facilities are located on the Level 0 and Level -1.

For the Hilton Newcastle Gateshead - Conference Facilities

AccessAble access guide please click here (new tab)
(https://www.accessable.co.uk/hilton/access-guides/hilton-newcastle-gateshead-conference-facilities)

Spa and Leisure Facilities

• The hotel has; a swimming pool, a spa and a fitness suite.
**For the LivingWell Health Club - Hilton Newcastle Gateshead**

AccessAble access guide please click here (new tab)
(https://www.accessable.co.uk/hilton/access-guides/livingwell-hilton-newcastle-gateshead)

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**Safe Place(s)**

- There is not a designated place of safety which can be used by people with dementia, autism or learning disabilities.

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**Getting Help and Assistance**

- There is a Hilton Team Member available for help and assistance.
- The alternative formats documents can be provided in include: large print on request and different languages on request.
- There is not an assistance dog toilet or toileting area at the venue/nearby.
- Water bowls for assistance dogs are available.
- There are mobility aids available.
- The mobility aids available include wheelchairs.
- To obtain mobility aids please contact concierge.

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**Drop-Off Point / Pick Up Point**

**Photos**

![Image 1](image1.png) ![Image 2](image2.png)

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**Drop-Off Point**

- There is a designated drop-off point.
- The drop-off point is not signposted/clearly marked.
- The drop-off point is located at the front of the hotel.
• The route from the drop-off point is accessible to a wheelchair user with assistance.

Hotel Parking

Photos

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Parking

• The hotel does have its own parking facilities.
• The car park is located on Levels -1 and -2.
• The car park type is underground.
• The car park does have a height restriction barrier.
• The maximum height of the restriction barrier is 190cm.
• The car park does have a barrier control system.
• There is a touchscreen at the barrier.
• The barrier controls/touchscreen can be reached from the car.
• The car park surface is concrete.
• There is a/are Blue Badge parking bay(s) available.
• The Blue Badge bay(s) is/are clearly marked and signposted.
• There is/are 8 designated Blue Badge parking bay(s) within the car park.

• The dimensions of the designated Blue Badge parking bay(s) surveyed are 227cm x 498cm.

• There is not a 120cm hatched zone around the Blue Badge parking bay(s).

• Parking spaces for Blue Badge holders do not need to be booked in advance.

• Clearly marked/signposted parent and child parking bays are not available.

• All parking spaces are provided on a first come first served basis.

Paying

• There are parking charges for the car park.

• Parking is not free for visitors of the venue.

• Payment signs are provided.

• Payment signs are clearly presented.

• Payment signs are located at the entrance to the car park and at the payment machines in the building.

• Payment term signs do make it clear if parking charges apply to Blue Badge holders.

• Parking is not free for Blue Badge holders.

• To see the parking charges please click here (opens new tab)

• Payment machines are located in the lobby area on Level 0, just past the car park entrance.

• There is not a payment machine at a convenient height for wheelchair users, however payment can be made at reception.

• There is a level turning space (minimum 185cm x 210cm) in front of the payment machine(s).

Access from the Car Park
The route from the car park to the entrance is accessible to a wheelchair user with assistance.

- Assistance may be required because there is/are slopes/ramps.
- The entrance is clearly visible from the car park.
- The surface on the approach to the entrance is block paving.
- There is not a road to cross between the car park and the entrance.
- The nearest designated Blue Badge parking bay is approximately 23m from the hotel entrance.
- Assistance may be required because there is/are uneven surfaces.

Entrance (Car Park Levels -1 and -2)

Photos

Entrance

- This information is for the entrance located on level -1 of the car park.
- The entrance area/door is clearly signed.
- There is step-free access at this entrance.
- The entrance door(s) does/do contrast visually with its immediate surroundings.
- The main door(s) open(s) away from you (push).
- The door(s) is/are single width with a locked extension leaf.
- The door(s) may be difficult to open.
- The width of the door opening is 80cm.
- There is not a member of staff available for assistance at this entrance.

Comments
• There is an identical entrance from the car park on Level -2.

Outside Access (Car Park Level 0)

Photos

1 2 3 4

Entrance

• This information is for the entrance located on Level 0, leading to the hotel courtyard.

• The entrance area/door is not clearly signed.

• There is ramped/sloped access at this entrance.

• There is a canopy or recess which provides weather protection at this entrance.

• The entrance door(s) does not/do not contrast visually with its immediate surroundings.

• The main door(s) open(s) away from you (push).

• The door(s) is/are single width with a locked extension leaf.

• The door(s) may be difficult to open.

• The width of the door opening is 78cm.

• There is a Hilton Team Member available for assistance at this entrance.

Ramp/Slope

• The ramp/slope is located just beyond the entrance in the hotel forecourt.

• The gradient of the ramp/slope is slight.
Lift (Car Park Lift)

Photos

1. There is a lift for public use.
2. The lift is located in the lobby of the car park entrance.
3. The lift is clearly visible from the entrance.
4. The lift is a standard lift.
5. A Hilton Team Member does not need to be notified for use of the lift.
6. The floors which are accessible by this lift are 0, -1 and -2.
7. Clear signs indicating the facilities on each floor are not provided on lift lobby landings.
8. There is a clear level manoeuvring space of 150cm x 150cm in front of the lift.
9. Lift doors do contrast visually with lift lobby walls.
10. The external controls for the lift are within 90cm - 110cm from the floor.
11. The colour contrast between the external lift controls and the control plate is poor.
12. The colour contrast between the external lift control plate and the wall is good.
13. The clear door width is 118cm.
14. The dimensions of the lift are 158cm x 140cm.
15. There are no separate entry and exit doors in the lift.
16. There is not a mirror to aid reversing out of the lift.
17. There is not a list of floor services available within the lift.
18. The lift does have a visual floor indicator.
19. The lift does have an audible announcer.
20. The controls for the lift are not within 90cm - 120cm from the floor.
21. The lift controls are within 112cm to 129cm from the floor.
• There is not a hearing assistance system.
• The lift does have Braille markings.
• The lift does have tactile markings.
• The lighting levels in the lift are good.

Other Floors (Car Park Stairs)

Photos

![Image 1]
![Image 2]
![Image 3]
![Image 4]

Stairs

• Stairs can be used to access other floors.
• The stairs are for public use.
• The stairs are located in the car park lobby, just past the car park entrance.
• Signs indicating the location of the stairs are clearly visible from the entrance.
• There are manual, single doors, which may be difficult to open to enter and exit the stairwell on all floors.
• The floors which are accessible by stairs are 0, -1 and -2.
• There are 15+ steps between floors.
• The height of the step(s) is/are between the recommended 15cm and 18cm.
• The going of the step(s) is/are not between the recommended 30cm and 45cm.
• The steps are not clearly marked.
• There is a/are handrail(s) at the step(s).
• The steps have a handrail on both sides.
• Handrails are at the recommended height (90cm-100cm).
• Handrails do cover the flight of stairs throughout its length.
• Handrails are easy to grip.
• Handrails do extend horizontally beyond the first and last steps.
• There is a landing.
• Clear signs indicating the facilities on each floor are not provided on landings.
• The lighting levels at the steps are good.

Approach (Hotel Entrance)

Photos

1 2

Approach

• The surface of the approach is block paving.
• There is a/are fixed bollard(s) on the approach.
• The bollard(s) has/have a good colour contrast to prevent them being hazardous to visually impaired people.
• There is step-free access on the approach.

Ramp/Slope

View

• There is a slope with a very easy incline.

Outside Access (Hotel Entrance)

Photos
Entrance

- This information is for the entrance located in the foyer area at the centre of the hotel.
- The entrance area/door is clearly signed.
- This entrance is signed with 'Hilton'.
- There is step-free access at this entrance.
- There is a canopy or recess which provides weather protection at this entrance.
- There is a dark mat or floor marking at this entrance that might be perceived as a hole.
- The entrance door(s) does not/do not contrast visually with its immediate surroundings.
- There is a bell/buzzer.
- The height of the bell/buzzer is 157cm.
- The main door(s) open(s) towards you (pull).
- The door(s) is/are single width.
- The door(s) may be difficult to open.
- The width of the door opening is 91cm.
- There is also an automatically revolving door, with a slow down button, next to this one.
- The height of the slow down button is 101cm.
- There is not a Hilton Team Member available for assistance at this entrance.

Ramp/Slope

- There is a slope with a very easy incline.

Comments

- There are 2 identical manual doors.
- The manual door surveyed is to the right of the revolving doors.
- The other identical manual door is to the left of the revolving doors.

**Concierge Desk**

**Photos**

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**Desk**

- The desk is located to the right as you enter the lobby.
- The desk is approximately 5 m from the hotel entrance.
- The desk is clearly visible from the entrance.
- There is step-free access to the desk.
- There is a clear unobstructed route to the desk.
- There are no windows, TVs, glazed screens or mirrors behind the desk which could adversely affect the ability of someone to lip read.
- The desk is not placed in front of a background which is patterned.
- The lighting levels at the desk are good.
- The height of the desk is high (110cm+).
- There is sufficient space to write or sign documents on the desk.
- There is not a lowered section of the desk.
- The desk is staffed.
- Clipboards can be provided to anyone who is unable to use the desk.
- There is a hearing assistance system at the desk.
- The type of system is a portable loop.
- The hearing assistance system is not signed.
- The hearing assistance system was tested by an AccessAble surveyor.
- The hearing assistance system was tested on 27/08/2019.
- The hearing assistance system was working at the time of testing.
- The type of flooring in this area is tiles.

**Reception**

**Photos**

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**Reception**

- The reception point is located at the rear of the lobby.
- The reception point is approximately 10m from the hotel entrance.
- The reception area/desk is clearly visible from the entrance.
- There is step-free access to the reception point.
- There is a clear unobstructed route to the reception point.
- There are windows, TVs, glazed screens or mirrors behind the reception point which could adversely affect the ability of someone to lip read.
- The reception counter is not placed in front of a background which is patterned.
- The lighting levels at the reception point are low to moderate.
- The height of the reception counter is high (110cm+).
- There is sufficient space to write or sign documents on the counter.
- There is not a lowered section of the counter.
- The counter is staffed.
- Seats are available for guests at reception.
- Clipboards can be provided to anyone who is unable to use the desk.
- There is a hearing assistance system.
- The type of system is a portable loop.
- The hearing assistance system is not signed.
The hearing assistance system is located at the reception desk.

Hilton Team Members are trained to use the hearing assistance system.

The hearing assistance system was tested by an AccessAble surveyor.

The hearing assistance system was tested on 23/08/2019.

The hearing assistance system was working at the time of testing.

The type of flooring in the reception area is tiles.

Lobby

Photos

1  2  3  4

5  6

Circulation

The type of flooring in the lobby is tiles and carpet.

There is flooring which is shiny and could cause issues with glare or look slippery to some people.

Seating in the lobby includes armchairs.

The lighting levels are good.

Signage

Wayfinding signage is provided.

Signs and universally accepted symbols or pictograms, indicating lifts, stairs, WCs, circulation routes and other parts of the building are not provided in the lobby area.
Wayfinding signage is clearly presented/easy to read.

Dementia friendly signage is not provided.

Audio

- This lobby does play background music in public areas.
- Music is played in the main lobby, bar and restaurant.

Eating and Drinking (Windows on the Tyne Bar)

Photos

Location and Access

- The following information is for the bar.
- The bar is located on Level 0, to the left of the lobby.
- There is step-free access to the bar.

Service and Menus

- Tables can be booked in advance.
- There is a bar where drinks can be ordered.
- Hilton Team Members can bring food and/or drinks to tables.
- Menu types include: written wall menus.
- Menus are clearly written.
- Menus are presented in contrasting colours.
• Hilton Team Members can read menus to customers if requested.
• Plastic/takeaway cups are available.
• Adapted cups are not available.
• Drinking straws are available.
• This area does play background music.
• Background music is played at all times.
• There is a hearing assistance system.
• The system is a portable loop.
• The hearing assistance system is available only on request.
• The hearing assistance system is not signed.
• Hilton Team Members are trained to use the hearing assistance system.
• There is a portable card machine available for payment.

Service Counter(s)  View

• The height of the counter is 109cm.
• There is a moveable card machine available for payment.
• The type of flooring in this area is tiles.

Tables and Seating  View

• There is ample room for a wheelchair user to manoeuvre.
• The majority of tables are accessible to wheelchair users.
• The height between the floor and the underside of the lowest dining table is 38cm.
• The distance between the floor and the underside of the highest dining table is 104cm.
• The standard height for the underside of dining tables is 54cm.
• The surface height of the lowest table is 41cm.
• The surface height of the highest table is 106cm.
• No tables are permanently fixed.
• No chairs are permanently fixed.
• All chairs have armrests on both sides.
• There are also high tables, coffee tables, high stools, sofas and armchairs.
• The type of flooring in this area is wood and tiles.
• There is some flooring which is shiny and could cause issues with glare or look slippery to some people.
• The lighting levels are good.

Accessible Toilet(s)

Photos

1  2  3

• There is an/are accessible toilet(s) available.

Location and Access

• This accessible toilet is located on Level 0, in the area between the Windows on the Tyne Bar and Windows on the Tyne Restaurant.
• This accessible toilet is approximately 30m from the hotel entrance.
• There is step-free access into the accessible toilet.
• This is a shared toilet.
• A key is not required for the accessible toilet.
• There is pictorial signage on or near the toilet door.
• The contrast between the external door and wall is good.
• The door opens outwards.
• The door may be difficult to open.
• The door is locked by a twist lock.
• The width of the accessible toilet opening is 88cm.
• The contrast between the internal door and wall is good.
• The door has a horizontal grab rail.
• The contrast between the horizontal grab rail and internal door is good.

**Toilet Features**

• The dimensions of the accessible toilet are 151cm x 177cm.
• The accessible toilet does not have an unobstructed minimum turning space of 150cm x 150cm.
• The height of the light switch/pull cord is 97cm from floor level.
• The lighting levels are good.
• There is a lateral transfer space.
• As you face the toilet pan the transfer space is on the left.
• The lateral transfer space is 82cm.
• The transfer space is obstructed by a waste disposal bin and a sanitary bin.
• There is a flush, however it is not on the transfer side.
• There is not a spatula type lever flush.
• There is a push button flush.
• There is a dropdown rail on the transfer side.
• The contrast between the dropdown rail(s) and wall is good.
• There is a/are wall-mounted grab rail(s) available.
• As you face the toilet the wall-mounted grab rail(s) is/are on both sides.
• There is a vertical wall-mounted grab rail on the transfer side.
• There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
• The contrast between the wall-mounted grab rail(s) and wall is good.
• The contrast between the walls and floor is fair.
• There is an emergency alarm.
• The emergency pull cord alarm is fully functional.
• There is not a red flashing fire alarm beacon within the toilet.
• Disposal facilities are available in the toilet.
• There is a/are pedal bin, sanitary, nappy/incontinence items bin and general waste (with lid) disposal units.
• There is not a/are not coat hook(s).

Additional Fixtures

• There is a mirror.
• The mirror is not placed at a lower level or at an angle for ease of use.
• There is not a colostomy bag shelf next to the toilet.
• The toilet has a cistern.
• There is a lid attached to the toilet seat.
• The height of the toilet seat above floor level is 48cm.
• The toilet seat colour contrast is poor.
• There is a toilet roll holder.
• The toilet roll holder can be reached from seated on the toilet.
• The toilet roll holder is not placed higher than 100cm (3ft 3in).
• The contrast between the toilet roll holder and the wall is good.
• There is a wash basin.
• The wash basin and tap(s) can be reached from seated on the toilet.
• The wash basin is not placed higher than 74cm (2ft 5in).
• There is a vertical wall-mounted grab rail on the left hand side of the wash basin.
• The contrast between the wash basin wall-mounted grab rail(s) and wall is good.
• The wash basin tap type is lever.
• There is a wall fixed soap dispenser.
• The wall fixed soap dispenser cannot be reached from seated on the toilet.
• The height of the wall fixed soap dispenser is 123cm.
• There is a towel dispenser.
• The towel dispenser cannot be reached from seated on the toilet.
• The towel dispenser is not placed higher than 100cm (3ft 3in).
• The contrast between the towel dispenser and the wall is good.
• There is a hand dryer.
• The hand dryer is not placed higher than 100cm (3ft 3in).
• The contrast between the hand dryer and the wall is good.

**Baby Changing Facilities**

• Baby changing facilities are located within the accessible toilet.
• There is a flip down baby change table available.
• The height of the baby change table is 83cm.

**Standard Toilet(s)**

[Photos]

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**Toilet Facilities**

• The female and male toilets are located on Level 0, in the area between the Windows on the Tyne Bar and Windows on the Tyne Restaurant.
• There is step-free access into the toilet(s).
• The standard toilet(s) is/are approximately 31m from the hotel entrance.
• The colour contrast between the external toilet door(s) and wall(s) is good.
• There is pictorial signage on or near the toilet door.
• An ambulant toilet cubicle is not available.
• The height of the wash basin(s) is 85cm.
• The wash basin(s) tap type is lever.
• Lighting levels are good.

Eating and Drinking (Windows on the Tyne Restaurant)

Photos

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Location and Access

• The following information is for the restaurant.
• The restaurant is located on Level 0, to the far left of the hotel.
• There is step-free access to the restaurant.

Service and Menus

• Tables can be booked in advance.
• There is full table service.
• Hilton Team Members can bring food and/or drinks to tables.
• Menu types include; handheld menus.
• Menus are clearly written.
• Menus are presented in contrasting colours.
• The type of food served here is hot and cold meals and snacks.
• Plastic/takeaway cups are not available.
• Adapted cups are not available.
• Adapted cutlery is not available.
• Drinking straws are not available.
• This area does play background music.
• Background music is played at all times.
• There is a hearing assistance system.
• The system is a portable loop.
• The hearing assistance system is available only on request.
• There is a portable card machine available for payment.

**Self-Service Counter(s)**

• The height of the counter is 91cm.
• There is a moveable card machine available for payment.
• The type of flooring in this area is wood and tiles.

**Tables and Seating**

• There is ample room for a wheelchair user to manoeuvre.
• The majority of tables are accessible to wheelchair users.
• The standard height for the underside of dining tables is 73cm.
• No tables are permanently fixed.
• Some chairs are permanently fixed.
• Some chairs have armrests on both sides.
• There are also bench seats.
• The type of flooring in this area is tiles and wood.
• There is flooring which is shiny and could cause issues with glare or look slippery to some people.
• The lighting levels are good.
• Access to the additional seating area is via 2 medium height steps.
• The restaurant is also used to serve breakfast.
  Breakfast is a buffet service.

**Hotel Room Corridors**

Photos
Circulation

- There are doors in corridors/walkways which have to be opened manually.
- The type of flooring in corridors/walkways is carpet.
- There is some flooring in corridors/walkways which includes patterns or colours which could be confusing or look like steps or holes to some people.
- There is good colour contrast between the walls and floor in the majority of corridors/walkways.
- The lighting levels are varied.

Signage

- Wayfinding signage is provided in corridors.
- Wayfinding signage is clearly presented/easy to read.

Safe Place(s)

- There is not a designated place of safety which can be used by people with dementia, autism or learning disabilities.

Audio

- The hotel does not play background music in room corridors.

Access

- There is step-free access throughout the building via lift(s).
Accessible Room(s) (Room 006 - Level 0)

Photos

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Accessible Room Information

- The details in this section relates to the accessible room(s) with a wet room/wheel in shower.
- This type of accessible room is located on Levels 0, 1 and 2.
- There is step-free access to this type of accessible room.
- All accessible rooms of this type have similar specifications.
- The ensuite transfer space for the accessible rooms varies from left to right.
- Guests need to open a door between the entrance and the room(s).
- There is an external entrance to access the room.
The room surveyed has an adjoining room.

**Bedroom Features**

- The accessible room surveyed is located on Level 0, at the rear of the front right corridor.
- The accessible room surveyed at the time of the visit was Room 006.
- There is step-free access to the accessible room surveyed.
- There is numbered signage on or near the accessible room door.
- The colour contrast between the external room door and wall is good.
- The door is key card activated.
- The fob/card reader height is 106cm.
- The width of the door is 76cm.
- There are lowered spy holes available.
- The colour contrast between the internal room door and wall is good.
- The bed type is double.
- The bed height is not adjustable.
- The height of the bed is 69cm.
- The measurement between the bed base and floor is 25cm.
- The bed is moveable.
- The room does have an unobstructed minimum turning space of 150cm x 150cm next to the bed.
- The height of the desk is 78cm.
- The desk is not height adjustable.
- The desk knee recess does not have the recommended dimensions of 70cm (height) x 50cm (depth).
- The height and depth of the knee recess is 62cm x 59cm.
- The room surveyed had a desk chair without armrests.
- Alternative seating can be requested.
- Wardrobes have not been adapted to allow use from a seated position.
- Light switches are not between 75cm and 120cm (4ft) from floor level.
Electric sockets are not between 40cm and 100cm (4ft) from floor level.

Electric sockets are not accessible from the bed.

There is not an emergency alarm in the room.

There is a red flashing fire alarm beacon within the room.

The type of flooring is carpet.

The colour contrast between the room walls and floor is good.

The lighting levels in the room are moderate to good.

**Ensuite Facilities**

The colour contrast between the external ensuite door and wall is good.

The ensuite door opens outwards.

The door may be difficult to open.

The door has no lock.

The width of the door to the ensuite is 79cm.

The door does not have a horizontal grab rail.

The colour contrast between the internal ensuite door and wall is good.

The dimensions of the ensuite are 206cm x 165cm.

The ensuite does not have an unobstructed minimum turning space of 150cm x 150cm.

The ensuite has not got a non-slip floor.

The colour contrast between the ensuite walls and floor is fair.

There is an emergency alarm within the ensuite.

The emergency alarm is a push button.

There is a red flashing fire alarm beacon within the ensuite.

Disposal facilities are available.

There is a/are pedal bin disposal units.

There is a mirror.

The mirror is not placed at a lower level or at an angle for ease of use.

There is not a shelf immediately next to or behind the toilet.
- There is a wash basin.
- The wash basin cannot be reached from seated on the toilet.
- The wash basin is not placed higher than 74cm (2ft 5in).
- There is a vertical wall-mounted grab rail on the left hand side of the wash basin.
- The tap type is lever.
- There is a mixer tap.
- Taps do not have clear markings to indicate hot and cold settings.
- There is not a wall fixed soap dispenser.
- There is a bar of soap available.
- The contrast between the wash basin wall-mounted grab rail(s) and wall is good.
- The lighting levels in the ensuite are good.

**Toilet Details**

- The height of the toilet seat above floor level is 48cm.
- The toilet seat colour contrast is poor.
- The toilet has a cistern.
- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 204cm.
- There is a flush, however it is not on the transfer side.
- There is not a spatula type lever flush.
- There is a dropdown rail on the transfer side.
- The colour contrast between the dropdown rail(s) and wall is good.
- There is a/are wall-mounted grab rail(s) available.
- As you face the toilet, the wall mounted grab rails are on both sides.
- There is a vertical wall-mounted grab rail on the transfer side.
- There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
- The colour contrast between the wall-mounted grab rail(s) and wall is good.
• There is a toilet roll holder.
• The toilet roll holder can be reached from seated on the toilet.
• The toilet roll holder is not placed higher than 100cm (3ft 3in).

**Shower Details**

• The ensuite has a wheel in shower.
• The shower head is height adjustable.
• The shower control type is twist/turn.
• Shower controls do not have clear markings to indicate hot and cold settings.
• There is a flip-down/tip-up seat for the shower.
• The height of the flip-down/tip-up or fixed seat is 48cm.
• There is a wall-mounted grab rail(s) available for the shower.
• There are not horizontal and/or dropdown rails available on both sides of the shower seat.
• There are two vertical grab rails to assist standing users.
• The colour contrast between the shower wall-mounted grab rails and wall is good.
• The colour contrast between the shower dropdown rail(s) and wall is/are good.

**Lift**

**Photos**

![Photo 1](image1.png)
![Photo 2](image2.png)
![Photo 3](image3.png)
![Photo 4](image4.png)

![Photo 5](image5.png)
• There is a lift for public use.
• The lift is located in the lobby, to the left as you enter the hotel.
• The lift is clearly visible from the entrance.
• The lift is approximately 11m from the hotel entrance.
• There are 2 other lifts in this location.
• The other lift has very similar/identical specifications.
• The lift is a standard lift.
• A Hilton Team Member does not need to be notified for use of the lift.
• The floors which are accessible by this lift are -1, G, 1, 2, 3, 4 and 5.
• Clear signs indicating the facilities on each floor are provided on lift lobby landings.
• There is a clear level manoeuvring space of 150cm × 150cm in front of the lift.
• Lift doors do contrast visually with lift lobby walls.
• The external controls for the lift are within 90cm - 110cm from the floor.
• The colour contrast between the external lift controls and the control plate is poor.
• The colour contrast between the external lift control plate and the wall is poor.
• The clear door width is 108cm.
• The dimensions of the lift are 154cm x 136cm.
• There are no separate entry and exit doors in the lift.
• There is not a mirror to aid reversing out of the lift.
• There is not a list of floor services available within the lift.
• The lift does have a visual floor indicator.
• The lift does have an audible announcer.
• The controls for the lift are not within 90cm - 120cm from the floor.
• The lift controls are within 101cm to 126cm from the floor.
• There is not a hearing assistance system.
• The lift does have Braille markings.
• The lift does have tactile markings.
The lighting levels in the lift are good.

Other Floors

Photos

1

2

3

4

5

Stairs

View

- Stairs can be used to access other floors.
- The stairs are for public use.
- The stairs are located in the corridor immediately to the left as you enter the hotel.
- The stairs are approximately 12m from the hotel entrance.
- Signs indicating the location of the stairs are not available from the entrance.
- There are manual, double doors, which may be difficult to open to enter and exit the stairwell on all floors.
- The floors which are accessible by stairs are -1, 0, 1, 2, 3, 4 and 5.
- There are 15+ steps between floors.
- The height of the step(s) is/are between the recommended 15cm and 18cm.
- The going of the step(s) is/are not between the recommended 30cm and 45cm.
- The steps are clearly marked.
- There is a/are handrail(s) at the step(s).
- The steps have a handrail on both sides.
• Handrails are at the recommended height (90cm-100cm).
• Handrails do cover the flight of stairs throughout its length.
• Handrails are easy to grip.
• Handrails do extend horizontally beyond the first and last steps.
• There is a landing.
• Clear signs indicating the facilities on each floor are provided on landings.
• The lighting levels at the steps are good.

Accessible Room(s) (Room 138 – Level 1)

Photos

1 2 3 4

5 6 7 8

9 10 11 12

13 14

Accessible Room Information
The details in this section relates to the accessible room(s) with a lowered bath.

This type of accessible room is located on Levels 1, 2 and 3.

There is step-free access to this type of accessible room.

All accessible rooms of this type have similar specifications.

The ensuite transfer space for the accessible rooms varies from left to right.

Guests do not need to open a door between the lift and the room(s).

There is an external entrance to access the room.

The room surveyed has an adjoining room.

**Bedroom Features**

The accessible room surveyed is located on the Level 1, in the corridor to the right as you exit the lift.

The accessible room surveyed at the time of the visit was Room 138.

There is step-free access to the accessible room surveyed, via lift.

There is numbered signage on or near the accessible room door.

The colour contrast between the external room door and wall is good.

The door is manual with a key card lock.

The fob/card reader height is 105cm.

The width of the door is 76cm.

There are lowered spy holes available.

The colour contrast between the internal room door and wall is good.

The bed type is double.

The bed height is not adjustable.

The height of the bed is 64cm.

The measurement between the bed base and floor is 24cm.

The bed is moveable.

The room does have an unobstructed minimum turning space of 150cm x 150cm next to the bed.

The height of the de is 78cm.
- The desk is not height adjustable.
- The desk knee recess does not have the recommended dimensions of 70cm (height) x 50cm (depth).
- The height and depth of the knee recess is 62cm x 58cm.
- The room surveyed had a desk chair without armrests.
- Alternative seating can be requested.
- Wardrobes have not been adapted to allow use from a seated position.
- Light switches are not between 75cm and 120cm (4ft) from floor level.
- Electric sockets are not between 40cm and 100cm (4ft) from floor level.
- Electric sockets are not accessible from the bed.
- There is not an emergency alarm in the room.
- There is a red flashing fire alarm beacon within the room.
- The type of flooring is carpet.
- The colour contrast between the room walls and floor is good.
- The lighting levels in the room are good.

**Ensuite Facilities**

- The colour contrast between the external ensuite door and wall is good.
- The ensuite door opens outwards.
- The door may be difficult to open.
- The door has no lock.
- The width of the door to the ensuite is 79cm.
- The door does not have a horizontal grab rail.
- The colour contrast between the internal ensuite door and wall is good.
- The dimensions of the ensuite are 166cm x 124cm.
- The ensuite does not have an unobstructed minimum turning space of 150cm x 150cm.
- The ensuite has not got a non-slip floor.
• The colour contrast between the ensuite walls and floor is fair.
• There is an emergency alarm within the ensuite.
• The emergency alarm is a push button.
• There is a red flashing fire alarm beacon within the ensuite.
• Disposal facilities are available.
• There is a are pedal bin disposal units.
• There is a mirror.
• The mirror is not placed at a lower level or at an angle for ease of use.
• There is not a shelf immediately next to or behind the toilet.
• There is a wash basin.
• The wash basin cannot be reached from seated on the toilet.
• The wash basin is not placed higher than 74cm (2ft 5in).
• There is a vertical wall-mounted grab rail on the right hand side of the wash basin.
• The tap type is lever.
• There is a mixer tap.
• Taps do not have clear markings to indicate hot and cold settings.
• There is not a wall fixed soap dispenser.
• There is a bar of soap available.
• The contrast between the wash basin wall-mounted grab rail(s) and wall is good.
• The lighting levels in the ensuite are good.

Toilet Details

• The height of the toilet seat above floor level is 48cm.
• The toilet seat colour contrast is poor.
• The toilet has a cistern.
• There is a lateral transfer space.
• As you face the toilet pan the transfer space is on the right.
• The lateral transfer space is 131cm.
• There is a flush on the transfer side.
• There is not a spatula type lever flush.
• There is a dropdown rail on the transfer side.
• The colour contrast between the dropdown rail(s) and wall is good.
• There is a/re wall-mounted grab rail(s) available.
• As you face the toilet, the wall mounted grab rails are on both sides.
• There is a vertical wall-mounted grab rail on the transfer side.
• There is a horizontal wall-mounted grab rail on the opposite side of the seat to the transfer space.
• The colour contrast between the wall-mounted grab rail(s) and wall is good.
• There is a toilet roll holder.
• The toilet roll holder can be reached from seated on the toilet.
• The toilet roll holder is not placed higher than 100cm (3ft 3in).

**Bath Details**

• The ensuite has a lowered bath.
• The height of the side of the bath from floor level is 48cm.
• The length of the bath is 170cm.
• The tap type is twist/turn.
• There is a mixer tap.
• Bath taps do not have clear markings to indicate hot and cold settings.
• There is a shower over the bath.
• The shower head is height adjustable.
• The shower control type is twist/turn.
• Shower controls do not have clear markings to indicate hot and cold settings.
• There is a/re wall-mounted grab rail(s) available for the bath.
• There is a horizontal wall-mounted grab rail on the wall which is the full length of the bath.
• There is a vertical wall-mounted grab rail on the wall near to the taps.
• The colour contrast between the bath wall-mounted grab rails and wall is good.

Standard Room(s) (Room 114 - Standard Room - Level 1)

Photos

1  2  3  4

5  6  7  8

9  10  11  12

13

Bedroom Features

• The room surveyed is located on Level 1, in the corridor to the left as you exit the lift.

• The room surveyed at the time of the visit was Room 114 - Standard Room.

• There is step-free access to the room surveyed, via lift.

• There is numbered signage on or near the room door.

• The colour contrast between the external room door and wall is good.
- The width of the door is 75cm.
- The colour contrast between the internal room door and wall is good.
- The colour contrast between the room walls and floor is good.
- The bed type is double.
- The height of the bed is 66cm.
- The measurement between the bed base and floor is 24cm.
- Light switches are not within 120cm (3ft 11in) from floor level.
- There is not an emergency alarm in the room.
- There is not a red flashing fire alarm beacon within the room.
- The lighting levels in the room are good.

**Ensuite Facilities**

- The type of facilities within the ensuite include; a toilet and a bath.
- The colour contrast between the external ensuite door and wall is good.
- The ensuite door opens inwards.
- The width of the door to the ensuite is 63cm.
- The colour contrast between the internal ensuite door and wall is good.
- There is not an emergency alarm within the ensuite.
- There is not a red flashing fire alarm beacon within the ensuite.
- There is a mixer tap.
- Wall-mounted grab rails are available for the bath.
- The colour contrast between the grab rails and wall is good.
- The colour contrast between the walls and floor in the ensuite is fair.
- The lighting levels in the ensuite are good.

**Comments**

- The bath and overhead shower taps are separate twist and turn.
- The sink has lever mixer taps.
Standard Room(s) (Room 331 - Executive Room - Level 3)

Photos

1. [Image]
2. [Image]
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Bedroom Features

- The room surveyed is located on Level 3, to the right as you exit the lift.
- The room surveyed at the time of the visit was Room 331 - Executive Room.
- There is step-free access to the room surveyed, via lift.
• There is numbered signage on or near the room door.
• The colour contrast between the external room door and wall is good.
• The width of the door is 76cm.
• The colour contrast between the internal room door and wall is good.
• The colour contrast between the room walls and floor is good.
• The bed type is double.
• The height of the bed is 63cm.
• The measurement between the bed base and floor is 24cm.
• Light switches are not within 120cm (3ft 11in) from floor level.
• There is not an emergency alarm in the room.
• There is not a red flashing fire alarm beacon within the room.
• The lighting levels in the room are good.

Ensuite Facilities

• The type of facilities within the ensuite include; a shower, a bath and a toilet.
• The type of facilities within the ensuite include; a bath, a shower and a toilet.
• The colour contrast between the external ensuite door and wall is good.
• The ensuite door opens inwards.
• The width of the door to the ensuite is 64cm.
• The colour contrast between the internal ensuite door and wall is good.
• There is not an emergency alarm within the ensuite.
• There is not a red flashing fire alarm beacon within the ensuite.
• There is a mixer tap.
• Wall-mounted grab rails are available for the bath.
• The colour contrast between the grab rails and wall is good.
• The colour contrast between the walls and floor in the ensuite is fair.
• The lighting levels in the room are good.
Comments

- There is a deep step to access the shower created by the shower tray.

Comments

- There is a deep step to access the shower created by the shower tray.

Eating and Drinking (Executive Lounge)

Photos

1  2  3  4
5  6  7  8

Location and Access

- The following information is for the executive lounge.
- The executive lounge is located on the fifth floor, in the corridor to the right as you exit the lift.
- There is step-free access, via lift, to the executive lounge.
- For access there is a single manual door which may be difficult to open.
- This area is for hotel guests only.

Service and Menus

- There is a self-service counter.
- Hilton Team Members cannot bring food and/or drinks to tables.
- The type of food served here is snacks.
• Plastic/takeaway cups are not available.
• Adapted cups are not available.
• Drinking straws are not available.
• This area does not play background music.
• There is a hearing assistance system.
• The system is a portable loop.
• The hearing assistance system is available only on request.

Self-Service Counter(s)
• The height of the counter is 85cm.
• There is not a moveable card machine available for payment.
• The type of flooring in this area is laminate.

Tables and Seating
• There is ample room for a wheelchair user to manoeuvre.
• The majority of tables are accessible to wheelchair users.
• The height between the floor and the underside of the lowest dining table is 41cm.
• The distance between the floor and the underside of the highest dining table is 70cm.
• The surface height of the lowest table is 45cm.
• The surface height of the highest table is 73cm.
• No tables are permanently fixed.
• No chairs are permanently fixed.
• Some chairs have armrests on both sides.
• There are also coffee tables, armchairs and sofas.
• The type of flooring in this area is carpet.
• There is flooring which includes patterns or colours which could be confusing or look like steps or holes to some people.
• The lighting levels are moderate to good.
Step(s) (Executive Lounge)

Photos

1

2

- There is a/are step(s) located at the front right of the executive lounge as you enter.
- The step(s) is/are used to access additional seating.
- There is/are 15+ step(s).
- The step(s) is/are not clearly marked.
- The height of the step(s) is/are between 15cm and 18cm.
- The going of the step(s) is/are not between 30cm and 45cm.
- There is a/are handrail(s) at the step(s).
- The handrail(s) is/are on both sides.
- Handrails are at the recommended height (90cm-100cm).
- Handrails do cover the flight of stairs throughout its length.
- Handrails are easy to grip.
- Handrails do not extend horizontally beyond the first and last steps.
- The lighting levels at the step(s) are good.

User Reviews

- To check out reviews of this venue from disabled people on Euan’s Guide, the disabled access review website, please click here (opens new tab).