

# DoubleTree by Hilton Amsterdam Centraal Station

## Accessibility information package

*Feel at home...*

Step into the DoubleTree by Hilton™ Amsterdam Centraal Station and begin your visit with one of our famous freshly-baked chocolate chip cookies. Are you here for business? Or pleasure? Everything is within your reach to experience Amsterdam thanks to our central location, and you can also take in our spectacular views over the city and the IJ River from our SkyLounge. Welcome!

### Accommodation

The hotel has 553 stylish guest rooms. Each one luxuriates in floor-to-ceiling windows to provide a sense of air and space. There is a power shower for you to relax in after a long day and you can use the iMac provided in every guest room for work or recreation, or simply use the complimentary Wi-Fi with your own device. For an even more luxurious experience upgrade to an Executive Room or Suite to enjoy spectacular views and access to the Executive Lounge, where you can enjoy complimentary breakfast and late afternoon drinks and snacks.

### Location

The hotel is located in the city centre within walking distance from Amsterdam Centraal Station. The historic city centre, famous shopping streets, the different congress centres and the city's entire cultural heritage are within your reach.

From Centraal Station you will be able to discover the entire city at your own pace, due to its impressive public transport network. For instance did you know that Schiphol International Airport Amsterdam is reachable with a direct train connection in only 20 minutes?

When arriving by car, parking is conveniently located underneath the hotel in the public parking garage 'Parking Centrum Oosterdok' (charges apply). Are you looking for a unique Amsterdam experience? Please take one of the DoubleTree bikes (charges apply) available and enjoy the beauty of the city!

### Accessibility, public transport

- Most accessible: distance to the metro station: 200 metres or less
- Moderate accessible: distance to the NS central station: 500 metres or less  
distance to the metro station: between 200 and 500 metres
- Less accessible: distance to the tram station or bus station is less than 200 metres
- Poorly accessible: distance to the tram station and bus station is bigger than 200 metres  
distance to the metro station or NS Central Station is bigger than 500 metres
- The distance between the hotel and the public transport is between 200 meters and 500 meters

### **Accessibility, parking garage 'Parking Centrum Oosterdok'**

- Most accessible: there are disabled parking spots around 100 metres from the entrance
- Moderate accessible: there are parking spots only 100 metres from the entrance
- Less accessible: distance between the entrance and the parking spots are bigger than 100 metres. It is allowed to pick up and drop off persons in front of the entrance.
- Poorly accessible: distance between the entrance and parking spots are bigger than 500 metres
- On every floor there are 3 disabled parking spots (6 in total)
- The nearest disabled parking spot is 5 meters from the entrance
- Parking spots for regular guests are at the parking garage under the hotel floor
- There is one long parking spot, with a length of 6 meters
- There are two angle parking spots
- The parking spots length: 4.70 meters and width: 4.70 meters

### **Entrance of the hotel**

- There are no barriers at the entrance of the Oosterdokstraat
- There are at this moment a few concrete blocks on the Oosterdok.
- There is no blind guiding system for impaired/blind guests
- There is a signage from the public road to the hotel entrance, the signage is readable in black and white colour contrast
- The Main Entrance is the most accessible entrance
- The entrance has a height of 2 meters

### **Door of the entrance**

- The entrance is provided with a door which is 2.8 meters
- The hotel has a tourniquet door which has a diameter of 2.50 meters and a total of 3 segments
- The door opens automatically

### **Ground Floor**

- Every corner on the ground floor has enough manoeuvring space (150cm x 150cm)
- There are no height differences
- The material the hotel use are tiles

## Floors

- The corners on the floors have enough manoeuvring space (150cm x 150cm)
- There are no height differences
- The material the hotel use for the floor are tiles and carpets

## Elevators

- There are 5 elevators in the hotel. 2 of them goes to the parking garage and fitness centre
- The elevators have a width of 2.4 metres and a depth of 1.8 meter (inside the elevator)
- The elevator door has a width of 1 meter
- The buttons of the door has a height of 50 centimetres
- The hotel has no escalators

## Disabled Sanitary

- The toilets are reachable without any difficulties
- Disabled toilets are present at the hotel. These toilets have a length of 3.68 meters and a width of 1.92 meters.
- The space of the toilet doors are 1.45 meters x 1.50 meters
- The door opens outwards
- Next to the toilets, brackets are presents
- The sink is customized
- A working alarm system is present
- Free space in the toilets: 1.14 meters
- The height of the toilet: 51 centimetres

## Information wheelchair users

- Wheelchairs are available (electric and hand moved)
- Wheelchair users can easily go the restaurants on the BG and 11<sup>th</sup> floor
- The reception has a customized desk

## Information impaired/blind guests

- There is a signage from the public road to the hotel entrance
- Personnel is trained to offer guidance and help at any time
- The hotel does not have any special services for deaf guests
- The hotel can arrange an interpreter

## **Assistance with guide dog**

- Guest Service offers 24/7 service to disabled guests with guide dogs

## **Arrival at the hotel**

- The parking area 'Parking Centrum Oosterdok' is located at the end of the Oosterdoksstraat.
- There are 2 designated disabled parking spots.
- All disabled guests can use the main entrances of the building
- The main entrance consists of two automatic revolving doors one located on each side of the hotel. When entering the revolving door please press the blue button located in the door frame, in order for the doors to turn slower.
- The drop off point is located at the entrance on the side of the Oosterdoksstraat.
- Do you need assistance with luggage, equipment or any guidance? Our team are on duty 24h a day. For the concierge desk call the carline from the room by dialling 0
- To contact the hotel while in the city please call 020-5300800.
- The public telephones are located in the lift areas or ask the guest service desk to help you.

## **Reception**

- All floors are wheelchair accessible.
- The Concierge desk is to the right of the reception in the lobby.
- The surface on the ground floor is tile, on the meeting & events floor and the bedroom floors it is carpet and in the SkyLounge it is wood and carpet.
- From the reception area, while facing the lobby, the lifts are opposite of the reception, through the lobby.
- Check-in is at the main reception desk, which has a lowered check-in point if required.
- Together with this package you will receive the hotels' evacuation plan.

## **Additional services**

- Wake - up calls can be ordered through the reception team.
- Every guest room has a guest directory that contains information regarding the facilities in the hotel. For additional information or tickets to go to museums etc. please contact a team member from our Guest Service department.
- There are 5 sets of public toilets easily accessible in the hotel. These are located on the -1 floor at the Starbucks, at the ground floor next to the Lobby Bar, in the Meeting area on the first floor, on the 4<sup>th</sup> floor in the right hand corridor from the ice machines and on the 11<sup>th</sup> floor on the left before the entrance of the SkyLounge.
- Printing can be done via IMac's and the prints can be collected from the reception or guest service desk.

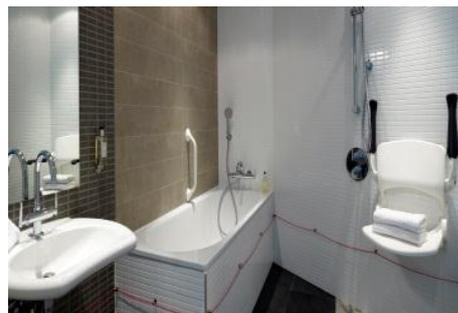
## Guestrooms

Feel at home in this fully equipped Accessible Queen Guest Room which features a queen-sized bed, complimentary WiFi, an Apple iMac TV and computer, individually controlled fresh air conditioning, floods of natural daylight from floor-to-ceiling opening windows, iron & board and laptop sized safe. Accessible Rooms offer wide corridors and doors, wide spaces between furniture and low beds with phone and switches reachable from the bed. Bathrooms are fitted with a bathtub and separate roll-in shower, mist-free mirror, support rails, adapted wash basin, alarm system and luxury bathroom amenities.



- 27 accessible rooms.
  - 1 King City Accessible Suite; non-smoking
  - 24 Queen Accessible Hilton Guest Room; non-smoking
  - 2 Queen Accessible Hilton Guest Room; smoking
  
- All accessible rooms have the following bathroom facilities;
  - 1 Grab rails around the toilet and bath
  - 2 Higher level toilet
  - 3 Emergency pull cord
  - 4 Low level storage shelf
  - 5 Low sink
  - 6 Roll-in shower
  
- Accessible rooms have an emergency cord above the bed.

In case you pull the cord by accident, please press the green button, which you can find in your bathroom.
  
- The following equipment can be added to any room in the hotel for you to use:
  1. Pivot Rail for the bed
  2. Bath board / seat



## Accessibility features

- Accessible Rooms
- Accessible elevators
- Accessible meeting rooms
- Accessible parking
- Alarms - Audible
- Audible alerts in elevators
- Bathroom doors at least 32 inches wide
- Bedroom doors at least 32 inches wide (812mm)
- Emergency Call Button on Phone
- Emergency pull cords in bathroom available
- Grab bars in bathroom
- Handicap Accessible by request
- Level entrance into the building
- Lowered buttons in elevators
- Lowered emergency evacuation instructions
- Lowered light switches
- Lowered peep hole in door
- Lowered sink
- Pivot rail
- Portable shower / bath board
- Portable shower chairs
- Roll-in Shower
- Service support animals welcome
- Wheelchair upon request

## In case of Emergencies

- If the alarm bells ring, this will be a continuous siren-like sound, please go to the refuge point at the evacuation elevator.
- Carefully open the door and check your exit to the refuge 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. We will inform the fire brigade, as soon as they arrive, of 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 air circulation, smoke and flames.
- Turn off the air conditioning
- On exiting your room, please do not stop to collect personal belongings other than medication that you may need.
- Refuge areas are located in the fire escape on all floors.
- In the event of a manual evacuation down fire stairs, should you need, you will be carried down the stairs and outside.
- If the fire is in your room, get out and close the door behind you, breaking a call point if possible on your way out.

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## Bars & Restaurants

Are you looking for breakfast, a quick meal or a fine dining experience? At DoubleTree by Hilton Amsterdam Centraal Station you are in the right place, for all your culinary needs are catered for.

### • SkyLounge Amsterdam

From the SkyLounge on the 11th floor you will have stunning views over the historic city and the IJ River from one of the most exceptional lounge bars of Amsterdam. Enjoy a relaxed atmosphere, fine cocktails, specially-selected wines and luxurious food.

<b>MONDAY</b>	11:00 am - 1:00 am
<b>TUESDAY</b>	11:00 am - 1:00 am
<b>WEDNESDAY</b>	11:00 am - 1:00 am
<b>THURSDAY</b>	11:00 am - 1:00 am
<b>FRIDAY</b>	11:00 am - 3:00 am
<b>SATURDAY</b>	11:00 am - 3:00 am
<b>SUNDAY</b>	11:00 am - 1:00 am



### • City Café

Do you prefer fresh seasonal dishes and tasting local ingredients? Then the City Café is the location or your night out. Have dinner in light, stylish and modern surroundings with views over the canals.

<b>MONDAY</b>	12:00 pm - 11:00 pm
<b>TUESDAY</b>	12:00 pm - 11:00 pm
<b>WEDNESDAY</b>	12:00 pm - 11:00 pm
<b>THURSDAY</b>	12:00 pm - 11:00 pm
<b>FRIDAY</b>	12:00 pm - 11:00 pm
<b>SATURDAY</b>	12:00 pm - 11:00 pm
<b>SUNDAY</b>	12:00 pm - 11:00 pm



### • Lobby Bar

Here you will find the only Dutch library which is open 24 hours a day. It's the perfect spot for an informal meeting and for anyone to read a book, newspaper or magazine. This is all possible while enjoying a croissant, beverage or light snack.

<b>MONDAY</b>	6:30 am - 11:00 pm
<b>TUESDAY</b>	6:30 am - 11:00 pm
<b>WEDNESDAY</b>	6:30 am - 11:00 pm
<b>THURSDAY</b>	6:30 am - 11:00 pm
<b>FRIDAY</b>	6:30 am - 11:00 pm
<b>SATURDAY</b>	6:30 am - 11:00 pm
<b>SUNDAY</b>	6:30 am - 11:00 pm



• **Starbucks®**

What's better than a Starbucks® on every corner? Starbucks at your hotel! Now you can keep your morning coffee ritual and enjoy your favourite Starbucks coffees, drinks and pastries right here at the DoubleTree by Hilton Hotel Amsterdam Centraal Station. Step into Starbucks, conveniently located at the ground floor of the hotel.

<b>MONDAY</b>	6:30 am - 9:00 pm
<b>TUESDAY</b>	6:30 am - 9:00 pm
<b>WEDNESDAY</b>	6:30 am - 9:00 pm
<b>THURSDAY</b>	6:30 am - 9:00 pm
<b>FRIDAY</b>	6:30 am - 9:00 pm
<b>SATURDAY</b>	7:00 am - 9:00 pm
<b>SUNDAY</b>	7:00 am - 9:00 pm



• **Executive Lounge**

Staying in an Executive room or a Suite? Then you'll have access to the Executive Lounge. Breakfasts are served in the morning and in the afternoon drinks and snacks are available, making the lounge the perfect spot to work or to relax.

<b>MONDAY</b>	24/7 access
<b>TUESDAY</b>	24/7 access
<b>WEDNESDAY</b>	24/7 access
<b>THURSDAY</b>	24/7 access
<b>FRIDAY</b>	24/7 access
<b>SATURDAY</b>	24/7 access
<b>SUNDAY</b>	24/7 access



## Meetings and Events

Are you looking for a good accessible location situated in the heart of Amsterdam? Book the DoubleTree by Hilton Amsterdam Centraal Station. All meeting facilities are concentrated on the same floor for your convenience. Personal assistance, complimentary Wi-Fi and user-friendly equipment will ensure you are able to focus on what is most important: a successful meeting. All our meeting rooms have floor-to-ceiling windows; allowing for plenty of natural daylight to help make sure you will have an energetic event with international allure.



The southern part of the SkyLounge is the perfect location for a unique skyline event; the panoramic view will guarantee a 'wow' effect among your delegates. We would love to give you a tour through the hotel and show you all the ways we can help make your next meeting a roaring success.

### Conference Facilities

- The DoubleTree by Hilton Amsterdam Centraal Station has 15 Meeting rooms.
- We can configure our meeting and event space flexibly for up to 200 guests.
- The SkyLounge and the City Café can also be rented for events.
- The meeting rooms are all carpeted.
- All meeting rooms are located on the 1<sup>st</sup> floor.
- The hire of Audio Visual Equipment can be arranged prior to your event, please inform the Meeting & Events Sales Person when making your booking.