



Double Tree by Hilton Tower of London

Hotel accessibility pack

Thank you for considering the DoubleTree by Hilton Tower of London Hotel. We are pleased to offer you some information about our hotel that you may find useful whilst planning your visit.

Arriving at the Hotel

- There are two street level entrances to the hotel. The main entrance (on Pepys Street) has an automatic revolving door, with an accessible access door to the right hand side. The other entrance (on Crutched Friars) has an accessible lift that takes you to ground floor level.
- The car drop-off area is outside the hotel main entrance on Pepys Street, where our Porters can offer help on arrival. The car park is situated on the lower ground level. To reach the lobby, which is on the ground floor please use the lifts. Once in the lift, press G for the ground floor.
- The car park has 24 hour CCTV surveillance, to gain access to the car park please contact Guest Services.
- If you need help with any luggage or equipment, or any guidance, our Guest Services team is on duty 24 hours a day. The Guest Services desk is in the lobby to the right of the main entrance.

Welcome and Reception

- If you travel to the Ground Floor from the car park using the lift, as you leave the lift, continue straight ahead. The check-in desk is to your left-hand side.
- If you arrive in the lobby from the main entrance on Pepys Street, the Reception Desk is after the Guest Services Desk on your right hand side.
- The surfaces in the Lobby are tiled with several large carpeted areas.
- To locate the Guest Lifts turn right at the end of the Reception Desk. You will pass the Public Toilets on your right hand side.
- Check-in is at the Main Reception Desk, which is 110cm high. However, if you require a lower surface, a member of our





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Reception Team will be able to accommodate you at the Guest Relations Desk which is 76cm high.

- The induction loop is located at the main Reception Desk near the Hilton Honors check in desk.
- When you check in, our Reception Team will inform you of our evacuation policy.

Other Services

- If you would like to order a newspaper, please contact our Reception Team. We will then deliver your newspaper daily to your room.
- You can order wake-up calls via our Care Line. Or, alternatively you can set a wake-up call in your room via the wake-up call function on your room phone.
- Each guest room has a guest directory that contains information about the available facilities in the hotel. For extra help to use this directory, please contact a member of our Reception Team.

Toilet Facilities

- The public toilets in the hotel are located in the Lobby, behind the 1st floor Meeting Rooms and in the Sky Lounge (12th Floor). In each area has a separate accessible toilet. There is a red emergency pull cord in each accessible toilet if you require assistance at any time. If the pull cord is activated, a member of our Team will attend.

Phones

- We do not have public pay phones inside the hotel; the nearest pay phones are next to Tower Hill Underground station. For directions, please contact a member of the Guest Services team.

Getting Around the Hotel

- All lifts have an announcement system to let you know which floor you are on, and tactile floor call buttons. The buttons are at the regulation height.
- The lifts have mirrors on back walls.

Lobby Bar





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- The Lobby Bar is in the main lobby.
- The bar area is carpeted, with a tiled border area.

City Cafe

- The City Café restaurant is located on the Ground Floor, as you leave the reception desk, on your left.
- The restaurant floor is tiled, the lower area of the restaurant has stair access. The buffet breakfast area is located in the upper section of the restaurant.

Fitness Suite

- The hotel Fitness Suite is located on the second floor.
- From the Guest Lifts, the Fitness Suite is located at the end of the corridor, close to room 217. Please use your hotel room key to gain access.
- The Fitness Suite is unmanned.
- The Fitness Suite is covered by CCTV cameras.
- The Fitness Suite flooring is vinyl.
- There is an accessible toilet inside the Fitness Suite. As you enter the main door, the toilet is on your right hand side and is fitted with a red emergency pull cord.
- There is also a drinking water dispenser.

Bedrooms

- We have 30 accessible bedrooms (including one suite), all with wheelchair friendly showers. All rooms have a double bed. The hotel is totally Non-Smoking.

Accessible Bedroom Details:

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 wheelchair friendly shower with fold down seat
- A low-level sink
- The bathroom floor is tiled.



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- The shower area has a moveable glass shower screen. The floor of the shower has a non-slip tiled surface.

Bedroom facilities:

- Wider doors (83cm)
- Low-mount comfort-control panel
- Phone at your bedside
- Bedside Lighting Controls
- Low-level spyhole in the bedroom door
- Low-level wardrobe rails

Conference Facilities

- We have 11 meeting rooms.
- Gallery 1, 2, 3, 4 and 5 which can form one meeting room.
- Garden 1, 2 and 3 which can form one meeting room.
- Northview 1 and 2 which can form one room.
- There are eight meeting rooms on the first floor, and two are on the twelfth floor.
- The meeting rooms and the foyer areas are all carpeted.
- We have 'At your Service' call buttons in all of our meeting rooms if you require any assistance.
- All meeting rooms have floor to ceiling windows.
- You can arrange to hire audio-visual equipment before your event. Please let the conference and banqueting sales person aware of any AV requirements when making your booking.
- We have portable induction loops available for use in the Conference Facilities.

Gallery and Garden Meeting Rooms

- These rooms are located on the first floor.





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- You can access them from the lobby area via the stairs or guest lifts.
- Measurements of the meeting rooms and locations of power points, phones, etc. are available on request.

Northview Meeting Rooms

- Located on the twelfth floor.
- From the lifts, the North View rooms are on the right hand side.
- Measurements of the meeting rooms and locations of power points, phones, etc. are available on request.

In the Event of Emergencies:

- The Hotel operates a system of PEEPs (Personal Emergency Evacuation Plans). On check-in to the Hotel, you will be offered the opportunity to discuss and outline any special requirements or assistance you may need should an evacuation of the Hotel be necessary as a result of a fire or other emergency.
- You will be given a copy of this Emergency Evacuation Plan and we will keep a copy for our Hotel Fire Team to refer to in case of an evacuation taking place during your stay.
- The Plan will specify which of our Team Members will be designated to assist you, should you require this.
- Should you have any concerns regarding emergency evacuations, please speak to the Duty Manager.
- We test the Alarm System every Friday at 11am. The Alarms will be sounded three times for no more than one minute each time. There is no need to evacuate.

Other information





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- For any assistance or information before your arrival, please contact our reservations department on 020 7709 1000 or alternatively email lontreservations@hilton.com.
- If you need any assistance throughout the duration of your stay, please contact the Care Line from your room phone.
- We look forward to welcoming you to the DoubleTree by Hilton, London - Tower of London, and to making your stay an enjoyable one.
- We hope that the information in this pack has been useful. However, if you require any more information about the facilities at the DoubleTree by Hilton, London - Tower of London, please contact us on 020 7709 1000.

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.

Hilton UK are dedicated to providing "Best in Class" service - therefore if you have any particular feedback or suggestions, please send them through to our Guest Disability Assistance team;

- Toll free UK: 00800 6644 5866 (Monday to Friday – UK 9am - 5pm)
- Email: Guest.Disability.Assistance@Hilton.com





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or

For all other general enquiries or reservations please telephone our Reservations and General Enquiries via:

- Toll free UK: 0800 0884 333
- USA: +1 972 866 5976

