



Thank you for choosing DoubleTree by Hilton Manchester – Piccadilly. We thought it may be useful to provide you with some information about our hotel which you may find helpful when planning your visit.

Arriving at the hotel



- Arriving by train, leave the station via the main station entrance/exit – follow the approach road down to the bottom with the shops on your right hand side. The hotel is located at the very end of the approach road on your left hand side. The building is finished with blue tiles and grey fascia on the exterior.
- By coach/bus the hotel has a small layby outside where vehicles can park for a 15 minutes period.
- The main entrance to hotel is a revolving, automatic door. A switch operated accessible door is located to the left hand side of the revolving door. The switch is brushed stainless steel and can be found on the right hand side of the door.

Welcome and Reception

- The Front Desk/Reception Desk is located directly in front of the main doors.
- The lobby floor is wooden with soft matting wells built inside the floor (directly after entering through the revolving doors)
- The reception desk is just over 4ft high.
- A Guest Services desk with lower level check in area is available and can be utilised for more convenient check in. This is measured at just under 3 ft high.
- The reception area has a hearing induction loop which can be utilised.
- The 3 Guest Lifts are located left hand side of the reception desk; stairs leading to level 1 mezzanine and meeting area are located to the right hand side.
- The main entrance is not locked during the night time.
- Car Parking is available and accessible spaces, for Blue Badge holders can be reserved by telephoning the hotel in advanced of your arrival. Accessible parking spaces are located close to the elevator allowing for easy access to guest floors and the main reception. Our Guest Services team are available 24 hours for assistance with luggage.



Toilet Facilities

- The hotel has 3 sets of public toilets, 1 set located straight ahead of the entrance past the reception desk. The 2nd set is located on the first floor outside the fitness suite and the 3rd in the SkyLounge function room on the 11th floor. Each set of toilets contain accessible toilets which have emergency pull cords and handrails.

Lifts



- The hotel has 3 guest lifts serving all floors. The lifts are accessed at Ground Floor level and each has tactile buttons.
- There is a small ramp on entry and exit to the lifts at ground floor level only
- The lifts have automated announcements of the selected level.
- Each guest lift has a large wall mounted mirror to the rear wall.

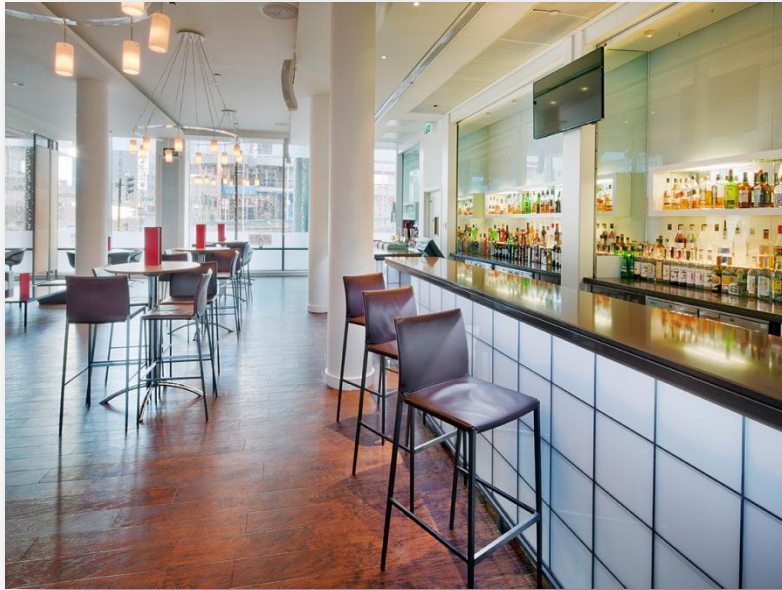
Business Centre

- The Business Centre is not a purpose built facility however our Conference & Events Team can offer secretarial services and can be contacted via the first floor Conference Centre.

Other Services

- Newspapers can be ordered by contacting the Front Desk. Your newspaper will be delivered on each day, to your guest room.
- Wake up calls can be ordered by calling the front desk or by using the automated system on the direct dial telephone located in your guest room.
- Every Guest Room has a hotel directory, 'Good to Know' which contains information on the hotels facilities. This can also be found in digital format on the iMac entertainment system, located in every guest room and meeting room.

Piccadilly Lounge



- The bar in Piccadilly Lounge is approximately 1.5 metre's high and finished with a marble bar top. Table service is available.
- The bar is located to your left hand side when entering the main door.
- Large print menus are available upon request.

City Café Restaurant & Bar



- City Café has an external terrace which can be accessed via doors leading from the restaurant itself.
- Located on the ground floor, the restaurant is located at the far end of the lobby, behind the stair case leading to the first floor
- Blue Bar is adjacent to City Café and has a bar with a marble top which is approximately a metre high.
- Menus are available in large print upon request.
- The Breakfast Buffet bar is located on two sides of the restaurant and is 4 ft high.

Fitness Centre

- The fitness centre is located on the first floor and has a range of cardiovascular equipment and weight resistance machines. You will need your room key to access the fitness suite. Towels and water are provided and the provision of accessible fitness equipment is not yet available.

Guest Rooms

- The hotel has 14 Accessible Queen Guest Rooms with accessible showers and 1 King City Suite which is accessible, with an accessible shower room and bath.
- The rooms can be interconnecting and configured to be a twin interconnecting with a double, or a double interconnecting with a double. The suite is not interconnecting.
- All accessible Guest Rooms feature grab rails in the bathroom and around the toilet. They feature higher toilets and a lower basin.
- Emergency pull cords are available in the bathrooms of all accessible guest rooms however not in the guest rooms themselves at this time.
- They feature a lower level spy hole in the door and a lower hanging rail.

- The following is available at no extra charge: vibrating pillow, vibrating wake-up call pillow, elephant feet (to raise the bed).
- These rooms have lower fire evacuation notices.

Your room features an armchair, working desk and desk chair. Any of these items can be removed if required.

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.

Conference Facilities

DoubleTree by Hilton Manchester – Piccadilly has 15 meeting rooms; these can be configured into larger rooms.

All meeting rooms have Direct Dial Telephones and you can contact your dedicated Meeting & Events Operations Teams during the entirety of your event by calling our CAREline on *1

All meeting rooms and the breakout mezzanine area are carpeted.

Audio visual equipment is available, please inform our Meeting & Events Sales Team at time of booking if you would like to use this.

SkyLounge

Located on the 11th floor, SkyLounge features panoramic views of the City with floor to ceiling windows with an outdoor terrace.



Hilton UK are dedicated to be 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 - email: Guest.Disability.Assistance@Hilton.com)

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