

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Hilton Garden Inn Glasgow

July 2015



**Hilton Garden Inn
Finnieston Quay
Glasgow
G3 8HN
Telephone: 0141 240 1002
Email: hgiglasgow.reception@hilton.com
Website: www.glasgowcitycentre.hgi.com**



Hilton Garden Inn Glasgow City Centre a Visit Scotland 4 star graded hotel. The hotel is situated next to the SECC and Hydro arena and is within walking distance of the Kelvingrove Art Gallery, Glasgow Science Centre and several restaurants. Discover all the attractions of the nearby city center such as world-class shopping in Buchanan Street and Princes Square and the Financial Services District

Blending functionality with comfort, this central Glasgow hotel offers amenities for work and relaxation and boasts a fresh, modern décor in 164 rooms, including 9 accessible rooms. Take advantage of complimentary WiFi throughout the hotel, a 24-hr business centre, and 3 meeting rooms catering for up to 100 guests. Maintain your exercise regime at the 24-hr complimentary fitness centre and dine in City Café Bar & Grill offering high quality, freshly prepared meals at an affordable price.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0141 240 1002 or email hgiglasgow.reception@hilton.com



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Pre-Arrival

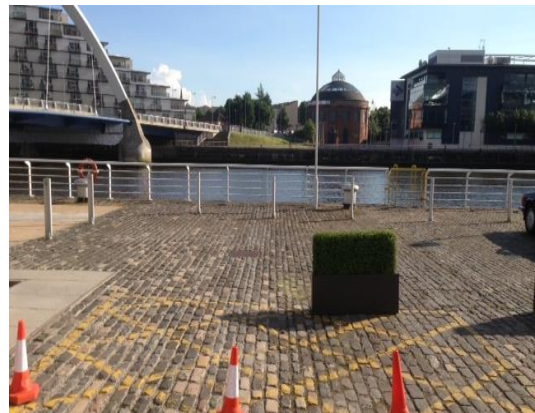
- For full details and maps to reach us please see the maps & directions section of our website:
www.glasgowcitycentre.hgi.com
- **Train:** Exhibition Centre station (for station facilities please refer to 'stations made easy' on the nation rail website: <http://www.nationalrail.co.uk/stations/EXG/details.html>) The station is about 10 minutes away and linked with a covered walkway to the SECC. From the SECC we are around 5 minutes walk away beside the large crane.
- **Bus:** Buchanan bus station is just under 2 miles away.
The 100 Riversider service stops outside the hotel and runs from George Square (north) in Glasgow city centre to the SECC, then Riverside Museum and return
<http://www.spt.co.uk/cms/wp-content/uploads/2015/04/100.pdf>
The F1 McGills service offers a frequent service from just before 6am until just after 11pm from a stop 2 minutes from the hotel connecting to the new South Glasgow Hospital and also Queen Street and Glasgow Central rail stations.
<http://www.mcgillsbuses.co.uk/mcgills-bus-timetables/f1-glasgow-city-centre-to-new-sgh-from-mon-11-may-2.aspx>

Most buses are accessible with low platforms.

- **Taxi:** Glasgow Taxis offer a large number of accessible cars, all of which accept major credit cards - they can be booked in advance: 0141 429 7070

Car Parking

- The car park is located on the west side of the hotel (the SECC side of the building)
- The car park is cobbled, please call the hotel if you require assistance with luggage: 0141 240 1002.
- The walkway from the car park to the riverside entrance is paving slabs.
- The area outside the hotel beside the car park must be kept clear for emergency vehicles.



- There are five spaces available for blue badge holders. One is beside the hotel before the barrier, the remaining four are located to the right at the entrance to the car park.



- If you choose to enter the hotel by the main road there are 3 steps with a handrail.

Main Entrance



- There are 2 entrances to the hotel, one on the main road, one on the riverside.
- We recommend using the riverside entrance of the hotel, which can be accessed from the main hotel car park.
- Both entrances have (manual) revolving doors and a power assisted door (width 1100mm). The front doors are locked each night at 11pm. There is a night porters bell to the left of the doors (car park side). Please note there is a small threshold on the ground of the power assisted door.
- The power assisted door does not open automatically and requires to be pushed from the inside and pulled from the outside, it will close automatically.
- As you come through the riverside door the reception desk is on your left hand side.
- Background music maybe playing at the entrance and also in the lobby.

Reception



- From the roadside entrance there is a fitted mat followed by a mobile mat, the remainder of the floor is tiled.
- The riverside entrance has a fitted mat.
- An induction loop is available at reception
- The reception desk is 1100mm high with lowered 'flip' desk 875mm high
- There are two lifts to all floors and a staircase to the right of the lifts. The lifts are to the left of the roadside entrance.
- During the day the lighting is bright, in the evening the lights are dimmed to improve the ambience.
- Background music will be playing



Bedrooms



- The hotel has 164 bedrooms of which 9 are accessible.
- All rooms have showers, no rooms with bathtubs are available
- The entrance doors are 800mm wide
- The room will have a desk chair, and a 'comfy' chair – they can be removed on request.
- Standard room beds are 660mm in height and have a space of 280mm under the bed.
- Allergenic bedding available
- The transfer space is 1570mm from the wall and 1200mm from the wardrobe
- The wardrobe rails in standard rooms are 1880mm high.
- All rooms have an Apple iMac Computer that doubles as a television. To get subtitles press 'enter' on the remote control when viewing the television.
- The rooms are bright and have lighting at the entrance, the desk and either side of the bed, including reading lights.
- All rooms have floor to ceiling windows that open
- All rooms have room controlled air conditioning, a safe, refrigerator, iron / ironing board and tea and coffee making facilities.
- All rooms offer complimentary Wifi access.

Accessible room - additional bedroom facilities

- The bed height in our accessible rooms, from the floor to the top of the mattress is 480mm with a 90mm clearance from the floor to the base of the bed.
- Accessible rooms all have double queen size beds
- The wardrobe rails in accessible rooms are 1120mm and 1880mm high.
- An Emergency cord is located at the side of the bed adjacent to the bathroom wall.
- In the event of an emergency the fire alarm will flash in addition to the siren
- Vibrating pillows are available on request



Bathrooms



- The door of the bathroom is 660mm wide.
- There is a small threshold as you step in to the shower 180mm high.
- The shower cubicle dimensions are: door width 755mm, cubicle depth 820mm x 870mm wide.
- There is a grab bar situated on the shower wall opposite the shower door 1050mm high.
- The toilet height is 430mm
- The wash basin height is 840mm.
- The towel rail height is 1800mm
- The robe hook height is 1740mm

Accessible rooms – additional bathroom facilities



- The door to the bathroom is a folding one and 820mm wide when opened.
- There is a small threshold (35mm high) to get into the shower. There is a fold down seat in the shower that is 640mm high.
- There is an emergency cord linked to reception in the shower and beside the toilet.
- The toilet height is 430mm.
- The wash basin height is 800mm.
- There are 7 handrails in the bathroom and 1 adjustable arm:

The shower area has 2 x vertical rails that are 800mm high and 1 x horizontal rail that is 700mm high.

The toilet seat has 1 x adjustable arm that is 800mm and 1 x horizontal rail that is 700mm high.

The sink: has 1 x vertical rail 800mm high and 2 x horizontal rails 700mm high.

Public Areas - Halls, Stairs, Landings, Corridors



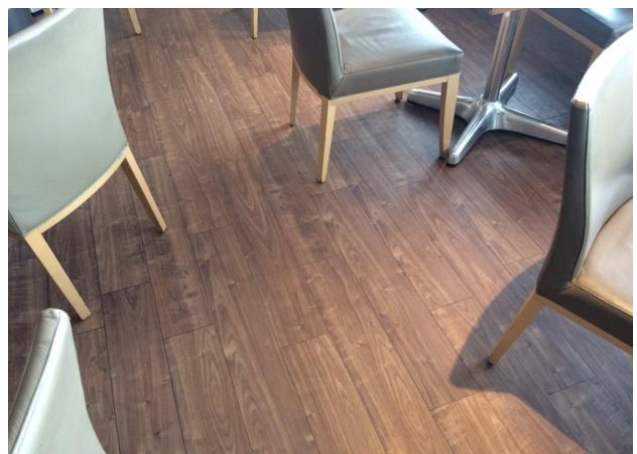
- There are two lifts with tactile (markings which can be felt) call buttons.
- There are mirrors on the wall of the lift opposite the door from waist-to-ceiling level.
- The lift doors open to 900mm wide
- The lift carriage is 1380mm by 1550mm
- There is no audio in the lift announcing floor numbers
- There is an emergency call button offering 2-way communication on the left-hand side that is linked to reception
- All bedroom corridors are carpeted and are 1240mm wide.
- A glass door (900mm wide) for sound and fire protection separates the corridor from the lift lobby, the door opens towards you after exiting the lift.

Bar and Restaurant



- The bar and restaurant is on the ground floor, located opposite reception.
- As you enter from reception the right hand side of the bar and restaurant has floor to ceiling windows over-looking the River Clyde.
- Both the bar and restaurant have glass doors at the entrance that are normally open (if closed the door can be opened by pushing or pulling),
- The entrance is 940mm wide.
- The bar and restaurant has an Amtico floor
- The tables are 700mm high and all can be moved
- The chairs do not have arms
- In the bar there is some bench seating against the wall
- The bar has 3 televisions that are normally muted, subtitles can be displayed on request
- Background music is played in both areas
- All food is freshly prepared with dietary requirements catered for
- There are no steps in the restaurant and there is no fixed seating.

- Breakfast, lunch and dinner are served in the restaurant, in addition, drinks and meals are also served in the adjoining bar.
- Breakfast: Weekdays: 6am to 10am, weekends, 6am to 11am.
- Breakfast is a buffet and our staff will be happy to help, dishes can be served to the table on request.
- Lunch/Dinner available in the restaurant 12noon to 9.30pm
- Meals/Snacks are available in the bar 11am to 10pm
- Late night menu is available from 10am
- Full table service offered in bar and restaurant, the bar counter is 1100mm high.
- Food allergy requests catered for
- We can provide menus in large print or we will be happy to read out the choices to you.
- Early booking is advised in the restaurant to ensure an appropriate table is reserved for you.
 - Email: hqiglasgow.citycafe@hilton.com
 - Phone: 0141 227 1010
 - Website: <http://www.opentable.co.uk/city-cafe-hilton-garden-inn-reservations-glasgow?restref=62950>



Public Toilets



- There are public toilets located on the ground floor, opposite the meeting rooms.
- The narrowest width in the corridor is 1060mm (at the fire doors)
- There is a separate male, female and unisex accessible toilet that also has baby changing facilities.
- In the accessible toilet the seat is 430mm high and the sink is 700mm high. For additional support there is a handrail 700mm high.

Fitness Centre



- Our fitness centre is located on the ground floor. It is to the left of reception after entering from the riverside door.
- The fitness centre requires your room key to gain access. The door is 740mm wide
- The fitness centre is not staffed however is covered by CCTV.
- The fitness centre is large, bright and airy and has a number of items of keep-fit equipment from weights to cardio.
- There are no toilet or changing facilities, please change in your room.
- There is a water dispenser in the fitness centre to the left of the entrance.
- An emergency cord is located beside the mirror at the entrance, connected to reception.
- An emergency telephone with direct connection to reception is located on the towel storage unit.

Hotel Grounds



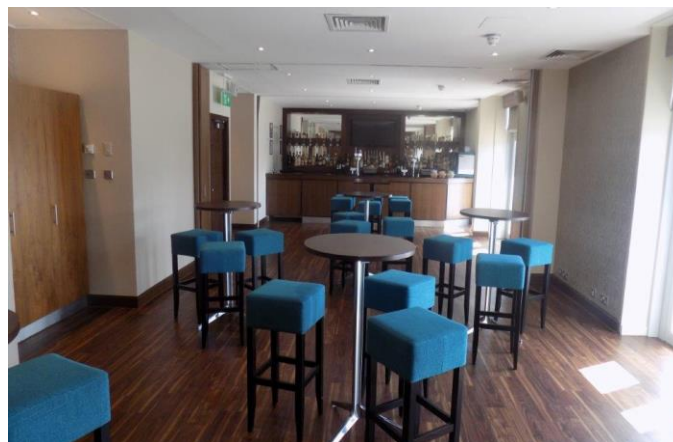
- The riverside of the hotel has a wooden terrace opposite the restaurant offering seating for guests to dine outside.
- The tables are 760mm high.
- The terrace dining chairs all have arms
- Lounge seating on rattan furniture is also available and is 350mm high
- The wooden terrace has a small gap from the paved area.
- The terrace can be accessed from the restaurant however there is a 135mm step
- The patio is located opposite the riverside entrance and is paving stones, it has a combination of 760mm high tables, benches and 1120mm high poseur tables
- When the weather is good an additional bar opens to the patio, there is a 135mm step, a ramp is available on request.



Conference and Meeting Rooms



- The hotel reception and conference teams are happy to help with your conference needs.
- 3 rooms are available with the largest capable of hosting events for up to 60 delegates seated or 100 reception style.
- The suite has the added feature of a fully stocked bar
- The doors are 740mm wide.
- The function room has Amtico flooring throughout
- All rooms have French doors opening out onto the riverside patio. When open the doors are 1160mm wide, there is one step from the doors to the patio, a ramp is available on request.
- The rooms have natural light from the patio doors
- Overhead lighting can be controlled by dimmer switches
- Induction loop available on request
- Food allergy requests catered for



Business Centre



- Our business centre is located on the ground floor. It is to the left of reception after entering from the riverside door.
- The business centre requires your room key to gain access.
- The door is 740mm wide
- The floor is Amtico
- The business centre has two terminals and a printer offering complimentary internet and printing services.

Guest Laundry



- Guest Laundry room is located on the 3rd floor allowing guests to wash and dry their own clothes. The door is 770mm wide and the floor is tiled
- Full laundry and dry cleaning service is also available, pricing and service details can be found in the drawer inside the wardrobe.

PEEP

On request we offer a Personal Emergency Evacuation Procedure to tailor your specific needs in the event of an emergency.

Fire Safety

- We test the emergency alarms on Mondays at 11am. The siren will sound for no more than 30 seconds.

Additional information

- Assistance dogs are welcome in all areas of the hotel and bowls can be provided for water
- Our riverside location allows plenty of dog walking options
- Key members of the team have completed Visit Scotland accessible tourism customer service training.
- For extra information before you arrive, please contact our in-house reservations team on 0141 240 1002 or email hgiglasgow.reception@hilton.com
- If you need any help during your stay, you can contact the duty manager at the reception desk on extension 0.
- We hope that the information in this pack has been useful, we would be delighted to receive feedback of additional information that would enhance the pack please contact us:

Phone: 0141 240 1002

Email: hgiglasgow.reception@hilton.com



Contact

Information

Address:	Hilton Garden Inn Glasgow, Finnieston Quay Glasgow G3 8HN
Telephone:	0141 240 1002
Email:	hgiglasgow.reception@hilton.com
Website:	www.glasgowcitycentre.hgi.com
Grid Reference:	NS 57240 65100
Hours Of Operation:	24 hours
Local Hospital:	South Glasgow University Hospital – 0141 201 1100
Local Equipment Hire:	Mobility Solutions – 0800 916 0054
Local Accessible Taxi:	Glasgow Taxis: 0141 429 7070
Local Public Transport:	McGills buses: 08000 51 56 51 FirstGroup buses: 0141 423 6600 Scotrail trains: 0344 811 0141