

# HILTON TEL AVIV ACCESSIBILITY GUIDE

**DETAILED INFORMATION FOR  
YOUR ACCESSIBILITY NEEDS**



Hilton Tel Aviv is committed to providing equality of service, accommodating facilities and a memorable stay for all our guests.

This information guide is designed to answer questions you may have regarding accessibility in Hilton Tel Aviv for people with disabilities.

For more information, you are welcome to contact our accessibility supervisor, Mr. Rotem Refael, at +972-3520-2222 or at [Rotem.refael@hilton.com](mailto:Rotem.refael@hilton.com).



## ARRIVAL AT THE HOTEL

### Car Park

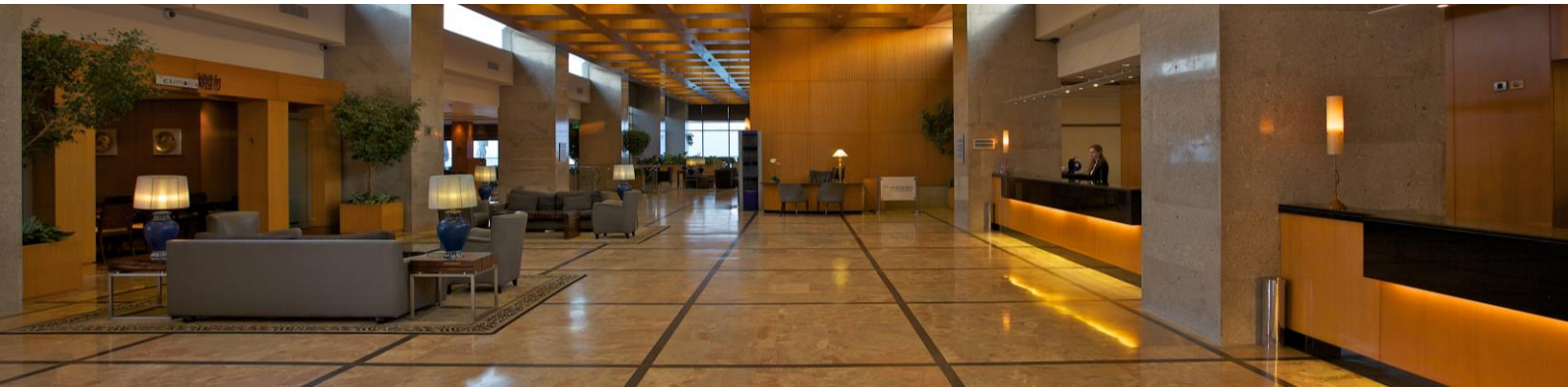
The hotel has one large, underground, car park, and another small car park at the front of the hotel. There is a drop-off point directly in front of the main entrance.

- Both car parks offer accessible entrance and have accessible parking spaces close to the elevators.
- The front drop off point is directly outside of the front entrance and is fully accessible.
- From the underground parking, a set of double doors lead to a elevator that goes to the Entrance floor (E).

Should you require assistance with luggage, please ask a member of our staff. Our porters are on duty 24 hours a day and will be happy to assist.

### Entrance Doors

- There are no steps leading to the hotel entrance.
- The main entrance has an automated revolving door. This revolving door can also be converted into of set of double sliding doors, upon request.
- In addition, to the side of this door is a set of double doors manned by a member of staff.



## Hotel Lobby

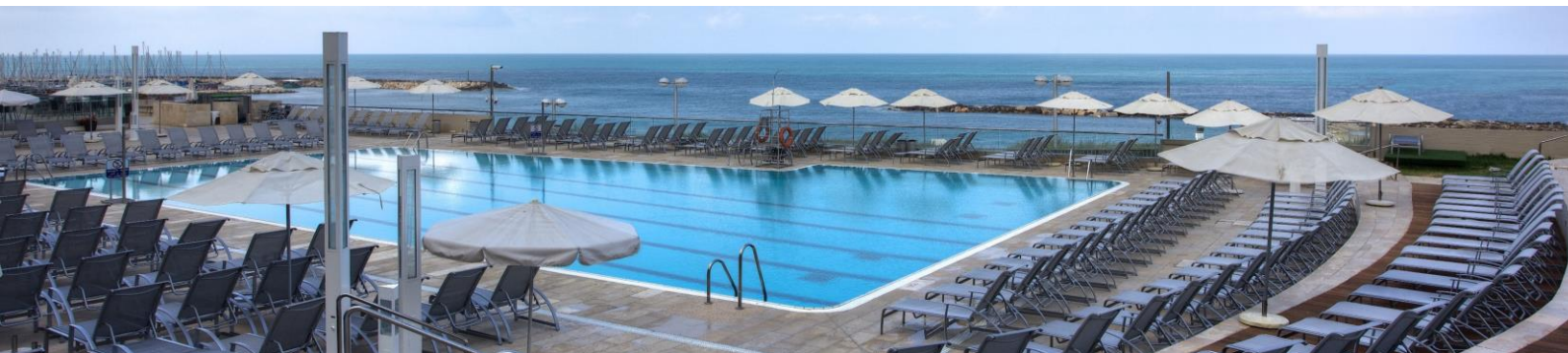
The Hotel Lobby is a large, spacious area, on the ground floor of the Hotel building. All the facilities of the lobby are easily accessible.

## Reception Desk

The high reception counter on the right is equipped with a hearing loop sound system.

To the left of the reception, in front of the entrance door, is the Hilton HHonors reception desk. This is the designated, accessible reception and information desk.

- This desk is a lowered check-in point with two chairs and space for a wheelchair.
- It is also used as a customer service desk for guests that require seating.



## PUBLIC FACILITIES

### Public Restrooms

There are 5 public restrooms suitable for wheelchair: on Lobby floor (L floor), Ballroom (L floor), Restaurants (R floor), Pool (R floor), Meeting Floor (M floor)

- Each designated accessible restroom consists of lowered handrail, jacket hook, wash basin, soap dispenser, and towel dispenser.
- There is also a foldable hand rail and emergency button that is linked to our security department.



## **Pool Area**

The pool area can be accessed by wheelchair via the elevator on the Restaurant floor (R) and then through entering Café Med.

An accessible pool lift is available upon request.

## **Restaurant**

The hotel features 6 kosher restaurants. All restaurants are accessible for wheelchair users.

- Breakfast is served from the main buffet table, 80 - 90 centimeter tall.
- Waiter service is available in both the bar and restaurant.

## **Lounges**

The hotel features 2 lounges, the Executive Lounge and the Vista Lounge. Both lounges are accessible, and any member of the staff will be happy to assist with special requests.

## **Business Center**

The Hotel's Business center is located on the Mezzanine floor (M), right near the elevators, and provides full business service. The center is fully accessible.

- It consists of desks, 4 computers, and 2 printers for the use of guests.
- One of the computers is accessible for people with the hearing and visually impaired.
- Rental Hearing amplifier is available for meetings etc.
- It is manned, Sunday to Thursday 7.30am – 6.00pm.
- During the weekend, the business center is accessible through the guest service center.

## **Hairdresser, Spa and Fitness Center**

The hotel hairdresser, spa and Fitness center are located on the Lower Lobby floor (LL). In order to access this area, kindly contact the guest service center (#0) from your room, and a member of staff will be happy to escort you.

## **Mediton Medical Center**

Mediton is a private clinic, featuring a range of health specialists. Mediton Medical Center is located in Lower Lobby floor, and accessible by elevator (floor LL).



## **GUEST ROOMS**

### **Wheelchair accessible rooms**

Hilton Tel Aviv offers 6 wheelchair accessible rooms, amongst them 2 rooms which are interconnecting to another room. The rooms are spacious and contain special modifications to enable ease of mobility. The wheelchair accessible rooms feature the following:

- Grab rails around the toilet, higher level toilet, low level storage shelf, walk in showers.
- emergency button, which directs to security department
- Should you require more space in your room, certain items can be removed.  
Please contact either reservation department, in advance, or guest service center (#0) once you have arrived, to arrange for furniture to be moved.

### **Hearing impaired Accessible Rooms**

Upon request, every room and suite can be utilized with a hearing aid kit, which includes the following:

- Voice amplifier phone with visual indicator ringer
- Wireless TV voice amplifier headphones
- Visual alarm and beeper

### **Additional Room Services**

- Guest service Center (#0), available 24 hours ,7 days a week, to take care of all your needs
- Every guest room has a Guest Service Directory and an In Room Dining Menu containing information regarding the hotel's facilities.



## IN THE EVENT OF AN EMERGENCY

- In the case of an alarm, our security team will issue a notice over the loudspeakers.
- Please follow instructions given, unless you are unable to do so.
- If you have severe mobility impairment, please inform the staff in time of check-in. If the building is evacuated, a member of staff will be sent to your room immediately and enter your room using a “master key”. The team will then assist you, either to an area of refuge, or directly out of the building.
- Refuge areas are the stairways located in each of the fire escapes on each of the floors.
- 3 emergency exits are located on each of the Hotel’s floors.

## CANTACT INFORMATION

- For questions regarding accessibility, please contact our accessibility supervisor, Mr. Rotem Refael, at +972-3520-2222 or email [Rotem.refael@hilton.com](mailto:Rotem.refael@hilton.com).
- For booking and assistance prior to arrival, please contact our reservation department, at 972-3520-2111, or email [res.telaviv@hilton.com](mailto:res.telaviv@hilton.com).
- For assistance during your stay, please call the guest service center (#0), open 24 hours, 7 days a week.

We hope you have found this information useful.

We look forward to welcoming you at Hilton Tel Aviv and making your stay enjoyable.