



Emergency Response for Guests with Disabilities

Once a Guest advises Front Desk of their disability, the information will be recorded in the Guest's profile. Each Guest room has a smoke detector, fire alarm (both sound and blinking), and an intercom system to alert Guests of fire and evacuation procedures. In the event of an emergency, follow the instructions below:

Upon Hearing the Fire Alarm:

- If an "Alert Signal" (intermittent chime) – stand by and prepare to leave the building.
- If "Evacuation Signal" (continuous gong sound):
 1. All occupants are advised to take their room key, leave the room immediately and close the door.
 2. Leave the building via the nearest exit and go to the designated area. **Designated Area is Across the street from the main entrance in front of the Casino.**
 3. If you encounter smoke in the stairway, use an alternate exit.
 4. If smoke is heavy in the corridor, it may be safer to stay in your room.
 5. Close the door and place wet towel at the base of the door.
 6. Notify switchboard by dialing "0" on any Guest room phone or hallway phone if you encounter smoke in stairwell and use an alternate exit.
 7. If you are unable to leave, or require assistance, wait in the Guest room for emergency services to arrive.

If there is an immediate threat on the floor that requires evacuation, a special needs report is printed out for the Fire Department. Guests are encouraged to ask any Hilton Team Member or to dial "0" on Guest room phones or hallway phones for assistance.

The back of each Guest room door has a map outlining the nearest exit to use in case of emergency. Front Desk is also available to provide assistance in explaining exit routes.