**HILTON SACRAMENTO ARDEN WEST.**

**Hotel Narrative Description.**

**Introduction.**

The California Council of the Blind is pleased to provide to Hilton Sacramento Arden West guests a written narrative description of the physical layout of the facilities constituting the hotel premises. We hope you will find this narrative description as an informative and useful guide when navigating around and through this property.

This narrative description is to be considered only as an informational overview and not an exhaustive in-depth description of the facilities.

In addition to reading this narrative description, it is also particularly important that you read the Hotel Emergency Evacuation Procedures. The emergency evacuation procedures will provide more specific information regarding the location of exits/entrances and stairwells, which all guests should be familiar with in case of emergency.

**1. HOTEL NARRATIVE DESCRIPTION OUTLINE.**

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(including NOTE)

**2. LOCATION AND ORIENTATION OF HOTEL PROPERTY.**

The Hilton Sacramento Arden West property is located at 2200 Harvard St, Sacramento, CA 95815.

The hotel property is one-third of a mile north of the Arden Way-Harvard Street intersection, which is the nearest pedestrian crossing equipped with a traffic signal light. The hotel is located on the east side of Harvard Street, which is in a north-south direction.

The main entrance of the hotel is on the west side of the main hotel building.

Hereafter, the description of the floor plan is from the perspective of someone entering the hotel from the main entrance.

**3. GENERAL HOTEL DESCRIPTION.**

The hotel property consists of six individual areas, starting at the main entrance and going east toward the rear of the property: A) main hotel building, B) swimming pool/jacuzzi patio, C) unnamed storage building, D) “terrace”, E) “dog relieving area”, and F) rear hotel parking lot.

The hotel property is completely encircled by its parking lots and there is no direct or easy access to the public street for pedestrians.

NOTES:

1. You must carry your hotel room keycard at all times to access or operate the following: all entrances (with the exception of the main entrance), “dog relieving area” gate, some public restrooms, elevators, and guestrooms.

2. This hotel is pet-friendly and hotel guests’ pets will be sharing the “dog relieving area” with service animal handlers.

**4. MAIN HOTEL BUILDING.**

4.1. General.

The main hotel building is a single-story, rectangular-shaped structure with a 12-story guestroom tower (hereafter to be referred to as tower) on the south side of the hotel.

The main entrance of the hotel is on the west side of the main building, which is at one of the two short ends of this rectangular-shaped structure. Outside on the east side of the hotel is located the swimming pool/jacuzzi patio.

All of the hotel rooms, restrooms, exits/entrances, and spaces have visual/tactile (raised print and Braille) designation signs. Breakout rooms have visual/tactile (raised print and Braille) designation signs/digital reader board. A digital reader board visually provides information as to the times and functions that are scheduled to occur in these rooms each day.

4.2. Main Entrance.

The main entrance is on the west side of the hotel. In front of the main entrance is a raised passenger drop-off and loading zone with one curb ramp that is aligned with the doors. The curb ramp has a federal yellow detectable warning surface. To enter or exit the hotel's main entrance, you must go through a vestibule with both ends having an automatic door in the middle, which is flanked by a non-automatic single leaf door on either side.

4.3. First Floor Description.

After entering the hotel via the vestibule, you will find yourself standing at the primary walkway through the hotel. This walkway approximates the shape of an uppercase print “U”, with the entrance at the outer edge of the “U”’s base. The U-shaped walkway’s two arms can be considered as an arbitrary separation between three areas within the main hotel building: north/left, central, and south/right areas. These areas lie side-by-side with their long ends running in a west to east direction. The north area consists of meeting rooms, Harvard Street Grill, restrooms, and multiple secondary exits/entrances. The central area can be subdivided into two smaller spaces. The first space is the lobby and Cameo Bar in the front of the hotel and the second space is the Atrium/Solarium, which is in the rear of the building. The south area consists of the meeting rooms, fitness center, hotel offices, hallways, multiple secondary exits/entrances, elevators, and the 12-story tower.

**5. IN DEPTH DESCRIPTION OF FIRST FLOOR.**

5.1. General.

When you enter the western or main entrance of the hotel, you are in the lobby with its marbled floor facing the rear of the hotel. From where you are standing, you are given two routes for accessing most of the hotel. The path of travel through the lobby is shaped like the uppercase print "U", with the front door at the bottom of the outer edge of the "U". The two arms of the U-shaped walkway lead to the entryways to the Atrium/Solarium area and continue onto the two rear exits/entrances of the hotel.

5.2. North Area.

From the west entrance, you will be entering the central area of the first floor of the hotel. Immediately turning to the left, you will move past an unused counter and will be entering the north area of the lobby. After circling left around the counter, you are given three options as to how to proceed in the north area of the hotel:

5.2.1. Front “Emergency Exit Only” Hallway.

Turn left to enter into a short hallway, where you will move toward the north wall of the hotel. As you proceed forward, and on the left side of the hallway, in the following order are the “emergency exit only” and women’s restroom. On the right side of the hallway is the entrance to the Folsom room, and at the end of the hallway is the men’s restroom.

Prior to entering the hallway, and on the wall to the right of the opening, is a visual/tactile (raised print and Braille) designation sign/digital reader board mounted on the wall to identify the Folsom room. The sign has no tactile arrow to indicate that the Folsom room is within and down the hallway.

5.2.2. Harvard Street Grill.

Slightly to the right and moving forward is the entrance to the Harvard Street Grill.

5.2.3. Lobby and Atrium/Solarium Facilities.

5.2.3.1. Lobby.

Turning further right, passing the Harvard Street Grill entrance on the left, and moving toward the rear of the lobby, you will find in the following order on the left side of the walkway: Business Center, SKIDATA parking lot ticket payment vending machine, Brandywine room (single entrance), women's and men’s restrooms, and double doors leading into an “employees’ only” area.

5.2.3.2. Atrium/Solarium.

At this point, moving toward the rear of the hotel, you will leave the lobby and enter the Atrium/Solarium area.

On the left side of the walkway in the Atrium/Solarium, moving toward the rear of the hotel, are meeting rooms in the following order: Shasta (one entrance), Tahoe (one entrance), Berryessa (one entrance), and Eagle (one entrance). When all the room dividers are retracted from these four rooms, they are then considered the Grand Ballroom. You will find a visual/tactile (raised print and Braille) designation sign/digital reader board on the left side of each of the double door entrances of these rooms.

WARNING: While traveling along the north side of the lobby and Atrium/Solarium areas, you may find furniture, plants, and other objects along the wall.

NOTE: All facilities, including exits/entrances, in the north area have visual/tactile (raised print and Braille) designation signs. Meeting rooms have the additional digital reader board.

5.3. Central Area.

When standing at the main entrance, a few feet in front of you are the CCB registration and volunteer desks, that are located in the inner area of the "U", which makes up the central area of the hotel. Behind the CCB desks is a carpeted seating area with chairs, tables, and a fireplace.

Behind the fireplace is the Cameo Bar, which is elevated. The bar can be accessed by a ramp along the inner side of the north/left arm of the U-shaped walkway. Also, the bar can be accessed by stairs along the inner side of the south/right arm of the U-shaped walkway.

At this point, following the walkway, on either the north or south side of the lobby, you will enter the Atrium/Solarium area, where the walkways continue to the east/rear wall. At the terminus of each walkway is an exit/entrance single double door, which is part of the east/rear glass wall, looking out into the swimming pool/jacuzzi patio.

When you enter the Atrium/Solarium area, you will find yourself in a square-shaped space that is mostly carpeted. Along the wall that separates the Atrium/Solarium from the Cameo Bar, there is an uncarpeted walkway, which connects the two uncarpeted arms of the U-shaped walkway.

After passing the intersecting walkway, the remainder of the Atrium/Solarium area is carpeted, including the remaining arms of the walkway leading to the east/rear wall of the hotel.

The carpeted area is designated for the CCB exhibits.

5.4. South Area.

Returning to the main entrance of the hotel and immediately turning to the right and moving forward, you will be entering the south area of the lobby. You will then be given two options as to how to proceed:

5.4.1. Front Elevator-Stairwell-Exit/Entrance Hallway.

The first option is to move forward passing the bell desk on your left where you will enter the west/front hallway into the first floor of the tower. Immediately upon entering the hallway, moving toward the south wall of the hotel, on the right side, in the following order are two glass elevators, a stairwell, and an exit/entrance door. On the left side of the hallway, across from the elevators, in the following order as you move towards the south wall of the hotel, there are an accessible ATM machine and the opening into the main hallway of the tower. The main hallway runs between the west/front and the east/rear elevator-stairwell-exit/entrance hallways.

5.4.2. Lobby and Atrium/Solarium Facilities.

5.4.2.1. Lobby.

The second option is making a left turn and passing the bell desk on your right.

After passing the bell desk, and moving toward the rear of the lobby, you will find in the following order on the right side of the walkway: front registration desk, gift shop, non-signed door (no longer used), and a hallway connecting with the main hallway of the tower.

5.4.2.2. Atrium/Solarium.

At this point, moving toward the rear of the hotel, you will leave the lobby and enter the Atrium/Solarium area.

On the right side of the walkway in the Atrium/Solarium, moving toward the rear of the hotel, are meeting rooms in the following order: Chardonnay (two entrances), Cabernet (two entrances), and Zinfandel (two entrances). There is a visual/tactile (raised print and Braille) designation sign/digital reader board for each room that is placed between the two entrances.

The meeting rooms can also be entered from the main hallway of the tower, to be described in Section 5.4.3 of this description.

After passing the Zinfandel room, you will pass through a single glass double door where the walkway is sectioned off from the Atrium/Solarium area. At the far end of the walkway is an exit/entrance single double door, which exits out to the swimming pool/jacuzzi patio.

On the left side of the walkway, is a partial wall that separates it from the Atrium/Solarium.

On the right side of the walkway, is an opening into the rear hallway containing two elevators, a stairwell, and an exit/entrance. This hallway intersects and dead ends at the main hallway of the tower. In the rear hallway, as you move toward the south wall of the hotel, you will find in the following order on the left side: an exit/entrance, a stairwell, and two elevators. As you move down on the right side of the hallway, a few feet inwards, is the opening to the main hallway of the tower, and at the end of this hallway is the exit/entrance to the delivery dock (staff use only).

WARNING: While traveling along the south side of the lobby and Atrium/Solarium areas, you may find furniture, plants, and other objects along the wall.

NOTE: All facilities, including exits/entrances and stairwells, in the south area have visual/tactile (raised print and Braille) designation signs. Meeting rooms have the additional digital reader board.

5.4.3. Tower.

5.4.3.1. General First Floor Description.

The first floor of the tower is comprised of a main hallway, which runs parallel with the back side of the south area lobby and Atrium/Solarium facilities. The hallway is intersected by three smaller hallways that connect with the lobby and Atrium/Solarium areas. Two of the three hallways are the west/front and east/rear elevator-stairwell-exit/entrance hallways, which dead end at the first floor of the main hallway of the tower. The third hallway, which is halfway between the two dead-end hallways, crosses the main hallway to continue and end at an exit/entrance door at the south side of the hotel.

5.4.3.2. First Floor Main Hallway Facilities.

5.4.3.2.1. From Left Side of Main Hallway.

Starting from the front elevator-stairwell-exit/entrance hallway, as described in Section 5.4.1, you will make a left turn and enter into the main hallway of the tower. As you move toward the rear of the hotel, are the facilities in the following order on the left side of the main hallway: one unmarked locked door, front office, another unmarked door, entrance to the fitness center, women’s restroom, men’s restroom, the second hallway from the lobby, the Chardonnay room (one entrance), Cabernet room (one entrance), Zinfandel room (one entrance), and the east/rear elevator-stairwell-exit/entrance hallway.

The fitness center and women’s and men’s restrooms are identified with visual/tactile (raised print and Braille) designation signs. The Chardonnay, Cabernet, and Zinfandel rooms have a visual/tactile (raised print and Braille) designation sign/digital reader board on the left side of each of the double door entrances.

5.4.3.2.2. From Right Side of Main Hallway.

As you move toward the rear of the hotel, are the facilities in the following order on the right side of the main hallway: Executive Office (which is locked), Sales and Catering, hallway to southside exit/entrance, Sonoma (one entrance), Napa (one entrance), Merlot (one entrance), and Board Room (one entrance), as well as the rear hallway containing two elevators, a stairwell, an exit/entrance, and another exit/entrance to the delivery dock (staff use only).

The Executive Office and Sales and Catering rooms are identified with visual/tactile (raised print and Braille) designation signs. The Sonoma, Napa, Merlot, and Board Rooms have a visual/tactile (raised print and Braille) designation sign/digital reader board on the left side of each of the double door entrances.

5.4.3.3. 2nd through 12th Floors Description.

5.4.3.3.1. General.

All floors of the tower, 2nd through 12th, are each comprised of a main hallway that runs parallel with the south area lobby and Atrium/Solarium facilities, which are below on the first floor. There are two smaller hallways (the west/front and east/rear hallways containing elevators, stairwells, and exits/entrances), which intersect the main hallway.

On the 2nd through 12th floors are guestrooms and “Vending Machine” rooms.

The front hallway, after intersecting the main hallway, dead ends in an alcove.

The rear hallway intersects and dead ends at the main hallway.

5.4.3.3.2. Front Hallway Description.

Upon exiting an elevator on all floors, immediately to the left is a glass window, looking down upon the lobby below. However, if making a right turn and moving forward, you will then be given two options as to how to proceed:

5.4.3.3.2.1. Option 1.

The first option is moving southward down the hallway and passing in the following order on the right side: a stairwell, an exit/entrance, and entering the alcove at the terminus of this hallway. Within the alcove found on floors 2 through 11, there are guestrooms.

On the 12th floor, there are no guestrooms in the alcove. However, at the rear of the alcove is the entrance to the Concierge Lounge room (no sign). While facing the entrance to the Concierge Lounge room, to the left, is a unisex bathroom. Both rooms are kept locked at all times unless the Concierge Lounge room is scheduled for an event.

5.4.3.3.2.2. Option 2.

The second option is moving southward down the hallway a few feet, then making a left turn into the main hallway where there will be guestrooms on either side. Moving down toward the rear of the hallway, on the right side, is the “Vending Machine” room next door after the room that ends in 32.

In addition to the guestrooms on the 12th floor are the Diplomat and Presidential Suites, rooms 1225 and 1214, respectively.

5.4.3.3.3. Rear Hallway Description.

Upon exiting an elevator on all floors, you are given two options as to how to proceed:

5.4.3.3.3.1. Option 1.

Make a left turn where you have two choices: A) moving forward directly a few feet to the “Vending Machine” door, or B) crossing over to the other side of the hallway, and on the right, finding the opening to the main hallway.

5.4.3.3.3.2. Option 2.

The second option is making a right turn, moving forward down the hallway, and passing in the following order on the right side: a stairwell and an exit/entrance. At the end of this hallway is a glass window, looking down upon the Atrium/Solarium below.

NOTES:

1. All guestrooms, “Vending Machine” rooms, exits/entrances, and stairwells in the tower have visual/tactile (raised characters and braille) designation signs.

2. All “Vending Machine” rooms, in the past, had vending and ice machines. However, snacks, beverages, and other refreshments were relocated to the gift shop (adjacent to the front desk where they can be purchased). The ice machines were left in the “Vending Machine” rooms, as well as the rooms’ name not changing.

5.4.4. Elevators.

5.4.4.1. General.

There are four elevators that serve every floor of the tower: two are located in the west/front hallways and the other two are in the east/rear hallways. The front pair are glass elevators, so you are visible from the parking lot and from the adjacent elevator. The rear pair are the standard enclosed elevators.

5.4.4.2. Audible Signals.

Prior to the arrival of an elevator at your floor, there will be an audible signal that will sound once for the up direction and twice for the down direction.

5.4.4.3. Car Control Panels.

When inside an elevator car and facing outwards, you will find a car control panel on each side of the elevator door. At the top and center of each car control panel is a black, round, and raised scanner on which to place your keycard, in order to operate the elevator.

All car control panel floor and emergency buttons are identified with signs, which have raised characters or symbols, and Braille. All raised characters and symbols are white on a black background.

**6. OTHER HOTEL FACILITIES.**

6.1. General.

You can access the swimming pool/jacuzzi patio, unnamed storage building with men’s and women’s restrooms, “terrace”, “dog relieving area”, and rear parking lot, which are all at the rear of the main hotel building, by using the exterior exit/entrance doors of the Atrium/Solarium area.

6.2. Swimming Pool/Jacuzzi Patio.

The swimming pool/jacuzzi patio is a large concrete rectangular patio with an hourglass-shaped swimming pool in its center and an in-ground jacuzzi to the left of the swimming pool when you are facing away from the main hotel building.

When you are standing with your back to the main hotel building, the south/right side of the patio is bordered by a flower bed. At this point, the patio transitions into a pathway that is outlined on the right by a fence and intersected by a wooden gate leading to the rear parking lot.

WARNING: There is no fencing encircling either the pool or jacuzzi.

NOTES:

1. The swimming pool is heated and maintained at 80 degrees Fahrenheit.

2. You will need your keycard to re-enter the main hotel building.

6.3. Unnamed Storage Building.

Directly in front of you on the opposite side of the swimming pool is an unnamed storage building, which is not open to the public. However, there are restrooms on the north/left side of the building: the men’s on the furthest left side and the women’s on the adjacent right side, which are available to hotel guests and can only be opened via one’s keycard.

6.4. “Terrace”.

The “terrace” is immediately behind the unnamed storage building and is an outdoor meeting/event area, which is locked unless it is scheduled for use, such as special occasions like weddings.

6.5. “Dog Relieving Area”.

Exit the rear of the main hotel building, find the south/right side of the swimming pool/jacuzzi patio, and move toward and beyond the unnamed storage building on your left to eventually reach the “dog relieving area”. You will first encounter a very heavy wooden gate across the walkway that must be passed through to reach the “dog relieving area”.

After passing through the gate, on the left side of this walkway, moving toward the rear parking lot, in the following order, are the entry path to the “terrace” and a small area of grass, which is not to be used as a dog relieving area.

On the right side of the walkway, moving toward the rear parking lot, you will find a large, designated “dog relieving area”, to be used by service animal handlers and guests with pets.

There is no fence separating the “dog relieving area” from the rear parking lot.

NOTES:

1. This hotel is pet-friendly and hotel guests’ pets will be sharing the “dog relieving area” with service animal handlers.

2. You will need your keycard to open the gate when returning to the swimming pool/jacuzzi patio.

3. Please refer elsewhere in this program for more specific information regarding the “dog relieving area” to be used by service animal handlers.

6.6. Rear Hotel Parking Lot.

After passing the “dog relieving area” and the “terrace”, you will find the walkway to end at the rear parking lot. For you to enter the parking lot, it will require having to step off a vertical curb, instead of a curb ramp with a detectable warning surface.

NOTE: The rear parking lot will be the area where the CCB, in conjunction with a few exhibitors, will be simulating two environments regarding one-way protected cycle tracks and navigating through a construction site. Conference & Convention attendees will have the opportunity to receive a hands-on demonstration of a few ADA products that can be used in providing greater accessibility and safety in the built environment for pedestrians with disabilities.