



The hotel and conference centre is fitted with a fire alarm system that is activated automatically when a fire is detected, but can also be manually activated by operating a fire alarm call point. The sound of the alarm is a two-tone siren. The siren is accompanied by a voice command: "This is a fire alarm, please leave the building immediately via the nearest available exit".

**If the alarm sounds you should leave the building, immediately, using the nearest suitable exit** to the outside. If you are on a floor from which you cannot exit without using a lift you should make your way to the nearest refuge point, if safe to do so. **Lifts must not be used in the event of a fire.**

**Information for mobility impaired persons:** To ensure we can assist you, should there be a need to evacuate the building, please make your presence and requirements known to our team on arrival.

A refuge point is a temporary safe space for you to await assistance during an evacuation. It comprises a fire resistant enclosure that has direct access to a safe route to a floor exit, stairwell, evacuation lift or final exit. Within Conference Aston, refuge points are located on each floor in the lobbies of lift 1 (This is the lift to the right of reception) and lift 2 (This is the lift opposite the restaurant entrance) and on levels 1, 2 and 3 of stairwells 2a, 3 and 3a. These are marked with a large green panel on the wall, containing an emergency intercom.

Once in the refuge point you should contact reception using the refuge communicator in the middle of the green panel or a mobile phone (telephone 0121 359 2292) to indicate your presence in a refuge. You will be asked for your name, the location of the refuge point, and your mobile telephone number so that the Security Office can keep in contact with you to provide you with information about the alarm and your evacuation. The majority of fire alarm activations are due to reasons other than fire, so you should not worry and remain calm.

You will not be evacuated unless it is necessary to do so. If it is necessary to evacuate you and there is not a suitable lift then you may be asked to transfer to an evacuation chair. This is a specially designed chair for descending staircases. You are encouraged to try one of these at an early point during your time in the venue. This can be arranged by contacting our hotel reception team on 3011 who will liaise with our safety office to organise this for you.

If you have any concerns about the use or suitability of an evacuation chair, please let us know as soon as possible. We will ensure your requirements are reviewed and alternative arrangements made. A Personal Emergency Evacuation Plan (PEEP) may be required, and again, this can be arranged through contacting our Reception Team who will ensure your PEEP is developed with the Aston University Safety Office.

Should you have any concerns, do not hesitate to call the Conference Aston's reception team (extension 3011) or Aston University Security (0121 204 4803) who will be happy to offer assistance.

If required, further information is available from:

The Safety Office, Main Building, G93  
0121 204 4805 [safety@aston.ac.uk](mailto:safety@aston.ac.uk)

### For Guests with mobility needs:

In the event of an emergency we ask those guests with additional evacuation needs, preventing them from evacuating the building safely, to:

1. If on the ground floor - make themselves known to a staff member who will be able to assist them in their evacuation.
2. If on the 1<sup>st</sup> Floor meeting room corridor - make their way to the nearest refuge point, if safe to do so. Activate the call button on the refuge point communicator and indicate clearly your name, your original room number and the refuge point you are at. Assistance will be sent to evacuate you from the refuge point. Please do not move from this point, **as long as safe to do so**, as our Fire Wardens or the fire brigade will be on their way to you.
3. If staying with us overnight and therefore staying in the hotel on the 2<sup>nd</sup> - 5<sup>th</sup> floor – make their way to the nearest refuge point if safe to do so. Activate the call button on the refuge point communicator and indicate clearly your name, your original room number and the refuge point you are at. Assistance will be sent to evacuate you from the refuge point. Please do not move from this point **as long as safe to do so**, as our Fire Wardens or the fire brigade will be on their way to you.
  - a. Within Conference Aston, refuge points are located in the lobbies of lifts 1 and 2, on levels 1, 2 and 3 of stairwells 2a, 3 and 3a.
4. If unable to get to a refuge point safely - call '222' from their bedroom, meeting room or corridor telephone and alert security of their location. Assistance will be sent to evacuate you from the refuge point. Please do not move from this point **as long as safe to do so**, as our Fire Warden or the fire brigade will be on their way to you.

***At all times, when staying with us at Conference Aston, please ensure that our team are aware of your special requirements, to ensure we can allocate a bedroom in close proximity to a refuge point.***

### For Guests with sight impairment

In the event of an emergency we ask those guests with additional evacuation needs, preventing them from evacuating the building safely, to:

1. If on the ground floor - make themselves known to a staff member who will be able to assist them in their evacuation.
2. If on the 1<sup>st</sup> – 5<sup>th</sup> floor – please remain in your meeting room or bedroom and call '222' from the phone within the room and alert security of your location. Assistance will be sent to evacuate you if you are at risk. Please do not move from this point **as long as safe to do so**, as our Fire Warden or the fire brigade will be on their way to you.

### For Guests who are deaf or hearing impaired

1. Vibrating (mobile) alarms are available on reception which can be issued to guests with hearing impairment upon arrival. These are linked to the fire alarm system and start vibrating as soon as the alarm is raised.

Should you wish to receive assistance as per the above General Evacuation Plan from our staff, please make our reception staff aware of this at the earliest opportunity; otherwise we presume that you will make your own evacuation to the fire assembly point.