



YHA Bristol – Access Statement

Introduction

Located right in the heart of the city, YHA Bristol is the perfect place to stay whether you are visiting on business or looking for a weekend away. The hostel is placed on a level cobbled road, with ability to drop off right outside the hostel. There is a tarmacked pavement leading to the hostel entrance, and we have excellent public transport links and a view of the boats and the water on Narrow Quay.

We aim to cater for the needs of all visitors in this 143-bed hostel, a 6-storey building ideally located on the vibrant waterfront in Bristol. This hostel is a modern building with facilities split over several floors; there are no bedrooms in the basement, or on the ground and first floor, but the hostel has a lift which provides access to the upper floors. We have an accessible bedroom and an accessible bathroom on the second floor.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01629 592700 or [email Customer Services](mailto:customer.services@yha.org.uk).

Pre-Arrival

- The nearest rail station is Bristol Temple Meads which is 1 mile away.
- The nearest bus stop is Prince Street and is located approximately 320m away. There is a frequent bus service accessible to wheelchair users.
- Accessible taxis can be caught from taxi ranks at the railway station.
- The nearest shop-mobility scheme is Bristol Broadmead (½ mile), 26 Castle Gallery, The Mall Galleries, Broadmead, BS1 3XE. 0117 9559083.
- The hostel is located on Narrow Quay which is level with sections of pavement and cobbles. It is well lit with street lighting.
- The hostel's details can be seen on YHA's website, <http://www.yha.org.uk/hostel/yha-bristol>; please scroll down to the Maps and Directions section to view transport options.
- You can contact the hostel by phone, fax or e-mail (details at end of document).

Arrival & Car Parking Facilities

We don't have any parking at YHA Bristol but there is a convenient set down point with a dropped kerb at our main entrance on Narrow Quay. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

Ample accessible parking with marked bays is available at the NCP on Prince Street which is approximately 120 metres from the hostel entrance, over level pavements with some cobbled sections.

On Queen's Square there is also free parking for Blue Badge holders in unmarked bays. The square is approximately 0.2 miles from the hostel along level pavements.

Main Entrance & Arrival

The reception is on the ground floor and has level access from the street via a manual single leaf door which opens outwards. The flooring in the reception is polished timber, and the area is evenly lit with wall and ceiling lights.

There is sofa seating available near the reception area. Our reception desk includes a low level section. We also have a vibrating pillow alarm available on request. Reception is open 24 hours a day, should you need to contact a member of staff at any time.

Check-in is from 2pm; please advise us if you plan to arrive after 11pm. Check-out is at 10am.

Public Areas

Halls, Corridors and Lift

There is a good colour contrast to floor, walls and doorways throughout the building. Corridors are all well-lit and the floor coverings are polished timber within public areas and carpeted within accommodation areas.

There is a lift which accesses all floors between the basement and the fifth floor. This has level access from the lounge.

Public WCs

There is an accessible WC on the ground floor, which has step-free access from the lounge. The WC is fitted with grab rails, low sink and emergency cord. There is also another WC on the ground floor. This has level access, but is smaller and does not have any grab rails, so does not meet modern standards of accessibility.

We have three toilets on the first floor, one female, one male and one unisex WC. The unisex WC is accessible for wheelchair users, and transfer is right-handed. The WCs are well lit and have non-slip flooring

Café Bar

Our café bar is located adjacent to the reception with shared access arrangements. Here, there is soft seating with arm rests, and tables of various heights. Adequately spaced furniture allows good access to our serving counter and table service is available if needed, please just ask. The floor is timber and the bar is well lit by natural light during the day, and slightly more dimly lit with wall lights at night.

Lounge

The lounge is located on the ground floor and there is a gentle ramp leading up from the reception lobby. There are sofas with arm rests and soft stools. There are also low tables available, and all of the furniture is moveable. The floor is timber and the room is well lit with ceiling and wall lights.

Dining Room

The dining room is located on the first floor which can be accessed via the lift. The tables within the dining room are movable and chairs are available without armrests. Table service is available in the dining room; if you'd like this please just ask at reception. We are also happy to cater for dietary requirements or any particular likes or dislikes. Please advise us of these before your arrival.

Self-catering Kitchen

The self-catering kitchen is located on the first floor can be accessed via the lift.

Here we have available 3 domestic style electric hobs plus a microwave and worktops along one side of the room. The units are all on one level.

There are tables and hard, straight backed chairs available; the furniture can be moved, please ask at reception for assistance. The floor is surfaced with linoleum and the room is well lit with ceiling lights.

Laundry Room and Cycle Store

The laundry room and cycle store are located in the basement which can be accessed via the lift. In the laundry room there are three commercial washers and dryers plus limited hanging space. Access to the two is level from the lift. The flooring is painted concrete with good colour contrast to the walls, and the corridor is well lit.

Meeting Room

We have two meeting rooms. The Mezzanine room is unfortunately only accessible by steps. The second conference room is located on the second floor which can be accessed via the lift.

The room contains straight back chairs without arm rests. There are a number of tables, and the furniture can be moved to meet requirements. The floor is carpeted and the room is well lit with ceiling lights.

The closest accessible WC is located on the 1st floor.

Bedrooms and Bathrooms

All bedrooms are carpeted and well-lit with ceiling and individual bunk lights. The rooms all contain bunk beds and a sink with twist control taps. .All bedding is provided.

All of the bathrooms are well lit and have non-slip flooring. Apart from the accessible bathrooms, all of them have a step of approximately 20cm to access the shower.

Second Floor

On the second floor we have one 3 person accessible room with a double bed with a single bunk over it. There is an accessible en-suite bathroom which is fitted with a wheel-in shower, grab rails and a fold down shower chair. Transfer to the toilet in this bathroom is left-handed.

There are also bedrooms sleeping 2-6 people. Some of these are en-suite and two have double beds. There is one male and one female bathroom with WC, washbasin and shower accessed from the corridor. There is also a unisex WC and shower on this floor.

Third and Fourth Floor

On the 3rd and 4th floor we have a range of room types which sleep 2-5 people. Some of these have en-suite bathrooms and one contains a double bed. Each floor also has two unisex bathrooms with WC, washbasin and shower, which are accessed from the corridor.

Fifth Floor

The fifth floor is accessed via a staircase from the fourth floor which has four flights: 2 steps, 8 steps, 2 steps and 4 steps respectively. This is a wide staircase with shallow treads. Handrails are fitted on both sides.

On this floor we have bedrooms sleeping 1, 3 or 5 people. None of these bedrooms is en-suite. One contains a double bed.

There are four unisex bathrooms, each with 1 WC and 1 washbasin. Two are situated at either end of fifth floor corridor. There are also four separate showers situated at one end of the fifth floor corridor.

Grounds & Gardens

Immediately outside of the hostel we have some Café Bar seating on the pavement, some of this area is cobbled. Access into the Café Bar from this area is level.

Additional Information

- Braille signs are fitted on room doors and corridor doors.
- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- The reception is staffed 24 hours.
- Emergency lighting and fire alarms are fitted. We ensure that all guests are evacuated in the event of fire or any emergency requiring evacuation. Arrangements for guests needing assistance to evacuate in case of fire should be discussed beforehand
- Evacuation procedures shown on information board in each bedroom.
- Mobile phone reception is good within immediate vicinity.
- Wi-Fi internet connection is available at this hostel.

Contact Information

- Address: YHA Bristol, 14 Narrow Quay, Bristol BS1 4QA.
- Telephone: 0345 371 9726
- E-mail: bristol@yha.org.uk
- Ordnance Survey Map 172; Grid reference ST586725.
- Hours of operation: 24-hour reception.
- Local buses: Lines 75, 76 and 3A run from Bristol city centre. For more information please see [the First website](#).

We welcome your feedback to help us to continue making improvements. Please contact us directly if you have any queries or if you would like to make any comments.