



YHA Berwick – Access Statement

Introduction

If you're looking for accommodation with a difference then YHA Berwick is ideal. Minutes from the centre of historic Berwick-upon-Tweed, the hostel is housed in a 240 year old restored granary which boasts original features alongside modern renovations. The building even houses an art gallery for guests and visitors to enjoy!

We aim to cater for the needs of all visitors in this 59-bed hostel; a 5-storey building located on the quay-side overlooking the river Tweed. We have two rooms on the ground floor in a separate building, both of which are accessible with accessible en-suite bathrooms.

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). You can also take a virtual tour of our hostel at www.yha.org.uk/hostel/berwick.

Pre-Arrival

- The nearest rail station is Berwick-upon-Tweed which is 0.8 miles away.
- The nearest bus stop is within 500 metres of the hostel. There is a daily bus service which runs to this stop.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The hostel is approached from the front via Bridge Street car park, down a sloping ramp and through automatic doors. Access can be gained via the rear of the building either from Sally port alleyway or from the quayside, although the surface is cobbled and uneven.
- The hostel's details can be seen on YHA's website www.yha.org.uk; please scroll down to the Maps and Directions section to view a map and transport options.
- You can contact the hostel by phone or e-mail (please see contact information).

Car Parking and Arrival

There is some parking on Dewar's Lane, with 5 marked accessible bays. The car-park is for public use and is limited to 2 hours during the day (unless a Blue Badge is displayed), but is unlimited from 6pm until 8am. The car park is level and surfaced with tarmac. Parking disks can be purchased from reception for £1 which will allow parking in any of the other

public car-parks within Berwick. The nearest long-stay car-park is approximately 200m from the hostel

From the car park there is access to the hostel either via 6 paved steps with handrails, or a concrete ramp. Then the entrance is across a narrow, level, cobbled alley. External lamps provide lighting along this route.

If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

Main Entrance and Reception

The entrance door from the car park is a single leaf automatic door which opens onto a concrete atrium. There is a second single leaf automatic door which opens outwards. This door is glazed with patterned glass, and is opened via a push button.

There is also access from the quay-side, but this is very uneven and not recommended for wheelchair users or guests with mobility impairment. This route takes you along a passageway through the town wall and into the concrete courtyard. This area is level, even and lit by external lighting. There are then two manual single leaf doors which open outwards.

The reception area is open plan and includes the bistro dining area. It is level throughout with concrete flooring and it is well-lit with ceiling lights. The reception desk has a low level service area and an induction loop is available on request.

Seating is provided by the bistro furniture and there is plenty of space for a wheelchair user to manoeuvre. However, this area can become busy at breakfast lunchtime and dinner.

Public Areas

Halls, Corridors and Lifts

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs, landings and lifts are well lit using a combination of ceiling and wall lights.

The corridor flooring is bare concrete on the ground floor. On the upper floors the corridors are surfaced with short-pile carpet. Each floor is level throughout.

There is a staircase on each end of the building which provides access to the upper floors. They are metal with semi-open risers. There is a handrail on each side.

We also have a lift which provides access to all floors.

Public WCs

There is a male and a female WC on the ground floor with level access from the bistro/reception area. There is also an accessible WC here. There are additional accessible WCs on the first, second and fifth floors.

The transfer in the accessible WCs is left-handed. The WCs are well-lit and have non-slip flooring.

Lounge

The lounge is located on the fifth floor and there is level access from the lift. The room is carpeted and brightly lit. There are sofas, soft bench-style seating and straight backed chairs without armrests. Low coffee tables are also available.

All furniture can be moved; please just ask at reception if you require assistance.

Dining Room

The dining room is located in the ground floor reception area and shares the access, flooring and lighting described above. Tables and straight backed chairs with and without armrests are available here. The furniture is all moveable.

The servery is at one level, but table service is available; please ask at reception and we will be happy to help. We are also happy to cater for dietary requirements or any particular likes or dislikes. Please advise us of these before your arrival. The café serves all day and offers a wide selection of food for all dietary requirements.

Self-Catering Kitchen

Our self-catering kitchen is located on the fifth floor and has level access from the lift. The flooring is laminate and the room is lit with ceiling fluorescents.

Adjoined to the kitchen is the self-catering dining room. This shares the same flooring and lighting, and the same tables and chairs that are found in the bistro.

Laundry and Drying Facilities

The laundry and drying rooms are located on the third floor and have level access from the lift via single leaf doors. The flooring is non-slip vinyl and the room is well-lit.

The room is equipped with a washing machine and a dryer. These rooms are fairly small and so space is very limited. If you require any assistance with the equipment we would be happy to assist.

Art Gallery

The second floor of the building is dedicated to an Art Gallery. This can be accessed via the lift and from there it is level throughout. The gallery is bright and spacious with plenty of space for a wheelchair user to manoeuvre. The floor is laminate and level throughout.

Entry to the Art Gallery is free. It hosts many prestigious exhibitions from famous artists and eminent locals.

Meeting Rooms

We have two meeting rooms which can be found on the first floor. There is level access to each from the lift. Both rooms are brightly lit and have carpet flooring.

We can provide tables and chairs with and without armrests in a variety of seating arrangements.

Further comfortable seating, standard WCs and an accessible WC can be found nearby on this floor.

Bedrooms

Unless otherwise stated, all bedrooms have bunk beds. All bedrooms are en-suite, carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. Washbasins are fitted with lever taps. The standard showers have a step up to enter.

Ground Floor

On the ground floor we have two 4 person accessible rooms with accessible en-suite bathrooms. These rooms are in a separate Lodge with level, external access across the back courtyard.

There are two manual doors to exit the main building and then a single leaf door to enter the Lodge. Staff are happy to assist with these doors if required.

Third Floor and Fourth Floor

On these floors there are a range of room sizes from 2 to 6 people. Two of these bedrooms contain a double bed.

Grounds and Garden

As we are a town centre hostel we do not have any gardens. However, to the rear of the hostel we have a walled courtyard which has level access from the bistro. There are picnic tables available here.

Cycle Shed

The cycle shed is located approximately 15 metres from the front entrance. It is half way down the ramp which links the car park to the entrance.

Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- A member of staff is always available on site, including at night (an emergency out of hours number is provided at reception).
- Emergency lighting and fire alarms 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 are displayed in each bedroom.
- Mobile phone reception within the hostel is very poor, especially on the ground floor.
- Wi-Fi internet connection is available to guests.

Contact Information

- Address: Dewars Lane Granary, Dewars Lane, Berwick-Upon-Tweed, TD15 1HJ
- Telephone: 0345 371 9676
- Email: berwick@yha.org.uk
- Ordnance Survey Map 75; Grid reference NT998527.
- Local buses: There are a number of lines which run accessible buses, including the 246, 242, B2 and B7. For the hostel get off at Golden Square. For more information see the [Perryman's Buses website](#).
- Local taxi: Ecocabs - 01434 600600

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.