



YHA London Earl's Court - Access Statement

Introduction

If you're looking for an affordable accommodation in the capital, then YHA Earl's Court is the ideal location. The hostel really gives you the best of both worlds; Earl's Court Road is a hub of activity with a variety of shops, restaurants and pubs, yet the hostel is set back in a quiet residential side street away from the hustle and bustle.

We aim to cater for the needs of all visitors in this 186-bed hostel; a 5-storey building located in a quiet, residential area of Kensington. We have ground floor bedrooms; however, none of our facilities are accessible to modern standards. Unfortunately we cannot accommodate groups.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01629 592700 or email customerservices@yha.org.uk. You can also take a virtual tour of our hostel at www.yha.org.uk/hostel/london-earls-court.

Pre-Arrival

- The nearest rail station is Earl's Court which is within 350 metres of the hostel. There is step free access to the platform at this station.
- The nearest bus stop is Old Brompton Road which is within 100 metres of the hostel. Frequent buses run until the early hours of the morning and are usually accessible.
- All of the black cabs in London are fitted with grab rails, a wheelchair ramp and an induction loop. These can be caught from underground stations and public places, or booked on the number provided below.
- The hostel is in Central London, so the roads in the area are level and tarmacked, with a pavement and street lighting.
- The nearest shop-mobility scheme is Kensington and Chelsea Shopmobility (3 miles away), "Out and About", Westway Community Transport, 240 Acklam Road, Kensington and Chelsea, W10 5YG - 020 8960 8774.
- The hostel's details can be seen on YHA's website www.yha.org.uk; please click on the Maps and Directions tab 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

Unfortunately car parking is not available within the hostel grounds, and parking spaces are very limited in the surrounding area; the majority of on-street parking is for permit

holders (i.e. local home-owners) only. Guests can be dropped off close to the hostel entrance. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

The nearest NCP parking is on Warwick Road which is 1.3 miles away. For more information on parking in the Royal Borough of Kensington & Chelsea please see their [website](#).

From the street there are nine level concrete steps up to the main entrance. There is a handrail on each side.

Main Entrance and Reception

To enter the hostel there is another step up and then a heavy manual single leaf door which opens inwards and has a door closer. There is level access to the reception area from here. This door is locked at night; guests arriving late can ring the buzzer to the left of the door and a member of staff will buzz them in

The reception area is level throughout with non-slip lino flooring. It is well-lit with ceiling lights. There is a sofa located here and further seating can be found across the hall in the front lounge. An induction loop is available on request. Snacks and hot and cold drinks are also served here.

The reception counter has a lower section where up to two customers can be seated for check-in, alternatively check-in can be conducted in the front lounge (directly opposite reception) and a clipboard is available on request.

A “Deafgard” unit is available for guest’s use which will help alert hard of hearing or deaf customers in the event of the fire alarm being activated. Please check at reception for further information.

Public Areas

Halls and Corridors

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs and landings are well lit using a combination of ceiling and wall lights. Hard vinyl flooring is used throughout the building, with the exception of some stairs and the ground/first floor landing areas which are all carpeted, plus the corridor outside rooms B5, B6 and B7.

Internal security doors are located at various points in corridors around the building and are accessed by the same keycard used to access the customer’s bedroom. The security doors in corridors are linked to the fire alarm system. Should fire alarms be activated these security doors will release so that access either way is possible without the use of a

keycard. Bedroom doors are NOT linked to the fire system and customers are advised to keep their keycard with them at all times.

We do not have a lift and so access to upper and lower floors is via stairs only. The stairs are either surfaced with non-slip lino or carpet with metal nosing. They have a hand rail to one side. There are also steps in corridors located around the building as individual floors can be on slightly different levels.

Public WCs

Unisex WCs are located close to reception. They have non-slip flooring and are well-lit with fluorescent lighting. None are accessible to modern standards.

Lounge

The lounge is located on the ground floor and has level access from the entry hall. This room is carpeted and furnished with coffee tables, sofas and armchairs. It has a mezzanine section accessed via 9 stairs with a handrail on the lower section. There is further seating here and also the pay-terminals for internet access.

Dining Room

The dining room is located on the ground floor and has level access from the entry hall. The room is level throughout and has carpet flooring. It is evenly lit with ceiling lights. There are armchairs available, along with coffee tables. There are also dining tables and bench or stool seating. All furniture can be moved; please just ask at reception if you require assistance. There is a TV in this room, which has the facility to add subtitles.

Self-Catering Kitchen

The self-catering kitchen is located on the lower ground floor. Access to this floor is via some very narrow stairs from the ground floor. There are 17 steps in total and the first 7 do not have a handrail.

Guests may use the kitchen between 7am and 11pm daily. The kitchen floor is level throughout and surfaced with non-slip linoleum.

The kitchen is equipped with ovens, microwaves, cordless kettles, electric hobs, cutlery and crockery. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.

Laundry and Drying Facilities

The laundry room is located on the lower ground floor and has level access from the stairs. The flooring is non-slip lino and the room is well-lit. There are washing machines and separate dryers. All are coin-operated; washing machines require 3 x £1 coins and dryers require 1 x £1. Change is available from reception (subject to availability).

An iron is available on request from reception and the ironing board is located in the laundry room. Guests are asked to pay a returnable deposit for the iron. We are happy to give assistance with any of the equipment.

Bedrooms

All bedrooms have a washbasin. Unless otherwise stated, all bedrooms have bunk beds and are not en-suite. All bedrooms have non-slip lino flooring and are well-lit with ceiling and individual bunk lights. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. The standard showers have a step up of 3-4cm to enter.

Lower Ground Floor

There are:

- Five 2-bedded rooms
- One 3-bedded room
- Two 3-bedded rooms (double bed with a single over)
- Two 4-bedded rooms
- One 7-bedded room

- Six WCs and six showers

The following rooms cannot be accessed from the main building. They can only be accessed from the rear garden and 17 metal steps with a handrail:

- One 3-bedded en-suite room (double bed with a single over)
- One 4-bedded en-suite room
- One 6-bedded en-suite room

Ground Floor

- Two 2-bedded rooms
- Five 4-bedded rooms
- One 6-bedded room

- Five showers
- Five WCs

First Second and Third Floors

In total there are:

- One 2-bedded room
- Five 3-bedded rooms (double bed with a single over)

- Six 4-bedded rooms
- Eight 6-bedded rooms
- Two 10-bedded rooms
- Various unisex showers and WCs

Grounds and Garden

The rear courtyard garden is at the lower ground level and may be accessed via an external metal staircase from the ground floor. There are 17 steps down, approximately 1m wide made of perforated metal. There is a handrail to one side. There is also access via the self-catering kitchen, where there is one step down.

The garden is surfaced with pea gravel (3cm depth) and there are 10 picnic tables and benches available. There is also a level, even patio section next to the building at the far end of the garden.

There is step-free access to the garden around the side of the building. There is a big double gate; the key is obtained from reception. The gates open inwards toward the garden. There is immediately a steep, uneven concrete slope (approx. 2.5m in length) which leads to the garden.

As the Youth Hostel is located in a residential area use of the garden is limited to the hours of 8am - 9pm, unless for emergency access or direct access to rooms B12, B13 or B14.

Cycle Shed

The cycle shed is located in the rear garden. Keys for the cycle shed are obtained from reception.

Additional Information

- YHA is a registered user of Typetalk, enabling Youth Hostels and booking points to communicate with text phone users via a Typetalk operator.
- 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 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 good.
- Wi-Fi internet connection is available to guests.

Contact Information

- Address: YHA London Earls Court, 38 Bolton Gardens, London, SW5 0AQ.
- Telephone: 0345 3719114
- Email: earlscourt@yha.org.uk
- Ordnance Survey Map 176; Grid reference TQ258783.
- Hours of operation: Reception is open 24 hours.
- Local buses: Lines C1, C3, 328 and N31. For more information see [the Travel for London website](#).
- Local taxi: A local taxi firm has limited accessible taxis if required. These may be arranged at reception.

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.