



YHA London Thameside - Access Statement

Introduction

Fancy a trip to London, but not sure about staying in the city centre? YHA London Thameside is the perfect option! Situated between Greenwich and Tower Bridge, with stunning views of Canary Wharf and the Docklands, we are close to London's main attractions but without the hustle and bustle of the city. All of our rooms are en-suite and so we are ideal if you have young children or enjoy your privacy. We also accept group bookings.

We aim to cater for the needs of all visitors in this 320-bed hostel; a 4-storey building located in South East London. We do not have any ground floor rooms, but we have two lifts which serve all the floors. We have six accessible rooms 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 customerservices@yha.org.uk.

Pre-Arrival

- The nearest rail station is Rotherhithe which is within 500 metres of the hostel
- The nearest underground station with step free access is Canada Water which is half a mile away. Buses run to here from outside the hostel every 10 minutes.
- The nearest bus stop is within 50 metres of the hostel. There is a frequent bus service which runs until late at night. All buses are 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 in Lewisham (approximately 5 miles away), Unit 46/46A, The Lewisham Centre, SE13 7EP - 020 8297 2735.
- 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 free street parking 20 metres from the main entrance. There are no marked Blue Badge parking spaces. There is also a drop off point with a lowered kerb on Rotherhithe Street, although this is not always empty. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

There is an even, paved surface leading from the street parking to the hostel gate. Lighting and security cameras around the hostel entrances and fire exits are operational 24 hours a day.

At either side of the hostel courtyard there is a spring mounted single leaf security gate (width 110cm). These are opened via an intercom/buzzer system. If you are deaf or are unable to use intercom, please press the buzzer a few times and a member of staff will come out to you.

There is a door release button for exiting; assistance can be provided with the gates if required. From the gate there is a level, evenly paved courtyard which leads to the main entrance.

Main Entrance and Reception

There is level access into the hostel via a wide double leaf door (width 1500mm) which is opened by an intercom/buzzer system. The doors are automatic, but staff are available to assist 24 hours. A door release button is fixed inside for exit. These doors open outwards,

This leads into our large, open lobby which is lit by a combination of natural light and ceiling lights. The lobby and reception area are level throughout with tiled flooring. The reception desk is at 112cm high.

Seating is provided in this area in the form of sofas. There are also three payphones with acoustic hoods and four Internet terminals available in lobby 24 hours a day.

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.

On the ground floor there is either floor tile or linoleum flooring. On the upper floors the corridor flooring is short pile carpet.

The staircases are carpeted with non-slip nosing and a handrail on either side. There are 16 steps to each floor and the steps are 1100mm wide, 270mm deep and 185mm high.

We also have two lifts which serve all floors of the hostel (maximum width 800mm). From the lift each floor is level throughout.

Staff are always on hand to offer assistance where required 24 hours a day.

Public WCs

With level access from the lobby there is a male and a female WC. There is also a unisex accessible WC in the lobby, fitted with grab rails, low level washbasin with lever tap and an emergency cord. The transfer in this WC is right handed.

Café Bar

Our café bar has level access through double doors (width 1900mm) from the reception lobby. There is a level section and then a step down to further seating in the middle of the room. The flooring is tiled and the room is well-lit with ceiling lights.

The furniture here is well spaced. There are tables and chairs here which can all be moved. We would be happy to assist with this. There are also nine 2-seat sofas.

Lounge

Our lounge is located on the basement level, with level access from the lift through a single leaf door. The floor is level and surfaced with carpet tiles. The room is well-lit with ceiling lights.

Here we have three dining tables, straight backed chairs without armrests, four 2-seater sofas and three coffee tables. Bookshelves are at the end of the room.

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

Dining Room

The dining room is located on the ground floor and has level access from the lobby via a single leaf door (width 780mm). There is a mezzanine level with extra seating which is accessible by lift.

The flooring is tiled and the room is well-lit with ceiling lights. There are tables and chairs with and without armrests. Most tables and chairs in the restaurant/dining room are moveable; however there are a few fixed table/chair units (table height: 720mm, chair height varies between 420-480mm).

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.

Self-Catering Kitchen

The self-catering kitchen is located on the basement level and has level access from the lift via a single leaf door. The floor is level and surfaced with linoleum. The room is well-lit with ceiling lights.

In the kitchen there are 8 high seats, one child seat, a large table with moveable stools, cookers, fridges and a microwave.

The main table is low (height 760mm). Cookers and the microwave are 920mm high. The handwash basin and hot water boiler are lower at 720mm.

Crockery and some kitchen equipment are kept in sideboard and low shelving. Mugs are on a higher shelf. We would be happy to move these to lower storage if required.

Laundry and Drying Facilities

The laundry room is located on the basement level and has level access from the lift via a single leaf door. The flooring here is non-slip lino and the room is well-lit.

It is fully equipped with two top-loading washing machines, two front-loading dryers and a sink for hand washing (900mm high).

Meeting Rooms

The lounge in the basement and the seating area in the dining room Mezzanine can be used as a meeting space. The TV lounge can accommodate approximately 15-20 people informally sitting on sofas and dining tables, and the seating area on the Mezzanine level accommodates approximately 60 people.

Bedrooms and Bathrooms

All doors to standard rooms are single leaf and have a maximum width of 780mm. There is a fire exit at the end of each corridor. An evacuation stair safety chair is available in an emergency.(no training yet to use these)

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

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

First, Second and Third Floors

On each floor there are:

- Two accessible 4-bedded rooms with en-suite bathrooms. Facilities include two beds at a height of 600mm, plus two power sockets and a light switch (900mm high). There is

a sliding door to a accessible toilet and wheel-in shower; there are lever handles on taps (800mm high), a portable shower seat (300mm to 800mm), and grab handles for the toilet, There are no grab rails in the shower.

- One 4-bedded room
- One 5-bedded room (double with single above and a bunk)
- Eleven 6-bedded rooms
- One 10-bedded room

Fourth Floor

On this floor we have:

- Eight 2-bedded rooms
- Two 3-bedded rooms (double with single over)

Grounds and Garden

Our courtyard area to the front of the hostel provides a secure space for guests to relax. Five wooden picnic tables and benches are available here. Unfortunately we do not have any gardens, but there is a park close by.

Cycle Shed

Cycle storage is located in the courtyard a few metres from the main entrance. There is level access over a hard paved surface.

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..
- 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.
- Premises monitored 24 hours a day by security cameras.
- Mobile phone reception within the hostel is very good.
- Free Wi-Fi internet connection is available at this hostel.

Contact Information

- Address: London Thameside YHA, 20 Salter Road, London, SE16 5PR
- Telephone: 0345 371 9756
- Email: thameside@yha.org.uk
- Ordnance Survey Map 177; Grid reference TQ357804.
- Hours of operation: Reception is open 24 hours
- Local buses: Bus service C10 runs from Victoria Station. For the hostel get off at Rotherhithe, Smith Close.
- The 381 bus runs between Waterloo and Peckham. Pick up and drop off Smith Close by the hostel. Both Buses have low floor access. For more information see www.tfl.gov.uk.
- Local taxi: Comcabs; call 020 7432 1432 to book with credit card, or 020 7908 0207 for cash payments. For more information see www.comcablondon.com.

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.