



## YHA York Access Statement

### Introduction

If you're looking for affordable accommodation for your weekend getaway, or the perfect educational trip, then YHA York is the ideal place! This recently refurbished Victorian mansion is set in its own grounds just a mile outside of the city centre; a tranquil spot, but close to all of the attractions that York has to offer.

We aim to cater for the needs of all visitors in this 195-bed hostel; a multi-building hostel located in the historic city of York. We have ground floor bedrooms in the main building and in the annexe. We have one accessible room with an en-suite accessible bathroom which is located in the main building.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0845 371 9051 or email [customerservices@yha.org.uk](mailto:customerservices@yha.org.uk). You can also take a virtual tour of our hostel at [www.yha.org.uk/hostel/york](http://www.yha.org.uk/hostel/york).

### Pre-Arrival

- The nearest rail station is York which is 1.5 miles away.
- The nearest bus stop is approximately 160 metres away. There is a frequent bus service with low level access on the buses. For the hostel get off at Clifton, Water End.
- Local companies can provide accessible taxis when booked in advance. For details see the contact information section.
- The roads approaching and surrounding the hostel are level and surfaced with tarmac. There are pavements on both sides and good street lighting.
- The nearest shop-mobility scheme is in the town centre (2 miles away), Shopmobility York, Level 2 Piccadilly Car Park, YO1 9NX; 01904 679222.
- The hostel's details can be seen on YHA's website [www.yha.org.uk](http://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, fax or e-mail (please see contact information).

### Car Parking and Arrival

We have ample parking less than 15 metres from the hostel entrance. There are two marked accessible parking bays which are the closest to the hostel. Please try to provide advance notice if assistance will be required to move to and from cars.

The car park is surfaced with tarmac and is well-lit. From the car park there is a shallow kerb onto a level paved area which leads to the hostel entrance. There are five steps with a handrail on each side, or a gentle ramp up to the main doors.

## Main Entrance and Reception

From the paved patio outside there is level access into the hostel through manual double doors which open outwards. There is a fixed welcome mat on entry, leading into the spacious entry hall. This is an open plan area which is level throughout and includes the lounge and café bar dining space. The flooring is polished wood and the area is evenly lit with ceiling lights.

From here there is level access through another double door to the reception desk. There isn't a low level serving section; however, tables and chairs are available in the entry hall. The flooring here is also polished wood. There is a portable induction loop and vibrating pillow alarms available on request. There is also an emergency phone to contact a member of staff at night (on site) in the main annexe building.

## 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. The flooring is polished wood downstairs and short pile carpet upstairs. In both annexes the corridors are carpeted.

We do not have a lift at YHA York, so access to the upper floors in the main building and in the annexes is by stairs only. The stairs are carpeted with non-slip contrasting nosing. Some staircases have a handrail on each side. Others have a handrail just on one side.

### Public WCs

There is a unisex WC next to the reception desk which has level access. There is also an accessible WC close by. From the reception lobby there is a single leaf door leading to a ramp down to the WC. Transfer onto the toilet in this WC is left-handed.

### Café Bar

The café bar is located next to the reception desk. Cold and hot drinks and food are served here. There isn't a low level service section at the bar, but there are menus on the tables, and table service is available; please ask at reception and we will be happy to help.

## Lounge

The lounge is located on the ground floor in the entry hall. It is spacious and has sofas, armchairs and low coffee tables. All of the furniture can be moved; please ask at reception for any assistance.

In this area there are also tables and straight backed chairs, and high bar style chairs available as part of the café bar.

## Dining Room

The dining room where breakfast is served is located on the ground floor and has level access via a single leaf door. The dining room is level throughout and the flooring is laminate. There is a selection of soft and hard straight backed chairs without armrests and bench style seating. The furniture is well spaced but it is also all moveable; please just ask at reception if you would like us to do so.

The server is through a double door from the dining room. Table service is available; please ask at reception and we will be happy to help. We are also happy to cater for special diets or any particular likes or dislikes. Please advise us of these before your arrival

## Self-Catering Kitchen and Dining Room

The self-catering kitchen is located on the ground floor. From the accessible public WC there is step-free access down another short ramp and through two single leaf doors into the top half of the kitchen.

There is also step-free access to the bottom half, and the self-catering dining room from the reception desk. There are two sets of double doors out onto an, evenly paved external courtyard which slopes downwards. Then there is a single leaf door into the kitchen.

The kitchen is not level throughout. There is a 50mm step up from the bottom half to the top half. There is equipment in both parts. The flooring is polished wood and the room is well-lit with ceiling lights.

## Laundry and Drying Facilities

The laundry room is on the ground floor and is also accessed from the inner courtyard through a single leaf door. The floor is level and surfaced with lino. Space is limited in this room. There are two front loading dryers and then a 200mm step up to two top loading washing machines. Staff are happy to assist with equipment.

## Meeting Rooms

We have three meeting rooms. One (Harris Room) is on the ground floor of the main building. Access is from the inner courtyard up one step (210mm) through a single leaf door. There is also access via a ramp. The flooring in this room is laminate.

The second classroom (Rowntree Room) is on the ground floor of the main building and has level access. The flooring here is tiled and is level throughout.

The third classroom (Seebolm Room) is on the first floor of the main annexe building. There are 13 steps up to this floor. It is level, with carpet flooring.

Both rooms are equipped with projectors and whiteboards. We can provide tables and straight backed chairs with and without armrests in a variety of seating arrangements.

### **Bedrooms and Bathrooms**

Most rooms without en-suite have a washbasin. Unless otherwise stated, all bedrooms have bunk beds. All bedrooms are 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. The standard showers have a step up to enter.

### **Courtyard Annexe**

Access to this building is external. From the main entrance the walkway is paved down the ramp into the courtyard. There is a paved path bordered by gravel leading to the rooms. There is a step up (130mm) into all but one of the rooms.

All of the bedrooms in this building are two-story with the bathrooms on the ground floor and the beds split between the ground and first floor. They all contain double beds and are en-suite.

- One accessible 5-bedded room with an accessible bathroom. There is a single bed and a bunk bed on the ground floor. There is a ramp up to the door of this room and then a level threshold. Transfer to the toilet in this room is also left-handed.
- Five 4-bedded rooms
- Two 5-bedded rooms

### **Main Building – First Floor**

This floor is not level throughout. There are several sets of steps in the corridors.

- Three 2-bedded en-suite rooms
- Five 4-bedded rooms (two are en-suite)
- Four 6-bedded rooms
- Three 8-bedded rooms (one is en-suite)
- Shared WCs and showers

### Main Annexe - Ground Floor

Access to this building is via a level tarmac path from the car park and then a ramp down to a single leaf doorway. From here to the hostel main entrance it is approximately 100 metres, all outside. There is also a bridge from the first floor of the main building to the first floor of the annexe.

- Five 4-bedded rooms
- Two 2-bedded en-suite rooms
- Five 4-bedded en-suite rooms
- One WC
- One Shower
- Two Shower rooms with WC

### Main Annexe - First Floor

- Three 4-bedded rooms
- One 2-bedded en-suite room
- Four 4-bedded en-suite rooms
- Three WCs
- One shower
- One shower with WC

### Grounds and Garden

We have a large, level front lawn with step-free access from the car park. Outside the café bar and lounge we have a patio overlooking the garden which has level access from the main entrance. Here there are chairs without armrests and tables.

There are also plastic tables and chairs without armrests in the inner courtyard which has step-free access from the reception lobby.

### Cycle Shed

Our cycle store is located opposite the laundry room. There is a level threshold through a single leaf door.

### Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- Reception is staffed 24 hours.
- Braille signs are fitted on room doors and corridor doors.

- 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 at this hostel.

### Contact Information

- Address: YHA York, Water End, Clifton, York, North Yorkshire, YO30 6LP
- Telephone: 0345 371 9051
- Email: [york@yha.org.uk](mailto:york@yha.org.uk)
- Ordnance Survey Map 105; Grid reference SE589528.
- Hours of operation: Reception is open 24 hours.
- Local buses: Lines 2 and 19 run services with low level access. For more information see [the First website](#).
- Local taxi: Premier Travel - 01904 690199; KDN Travel - 01904 427293.

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.