



YHA Newcastle Central Access Statement

Introduction

YHA Newcastle Central offers cheap, comfortable and convenient accommodation in Newcastle Upon Tyne's city centre. This lively hostel is situated just five minutes from Grey's Quarter which is full of luxury retailers and rooftop restaurants, and High Bridge street, home to stylish gin bars, artisan cafes, independent shops and The Stand Comedy club.

We aim to cater for the needs of all visitors. We have three bedrooms with ensuite wetrooms which have been adapted for use by wheelchair users; there is one the 1st floor.

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 find pictures of our hostel at www.yha.org.uk/hostel/newcastle-central.

Pre-Arrival

- The nearest railway station is Manors (0.3 miles). Newcastle station is 0.6 miles away.
- The closest Metro station with access is Manors which is located under half a mile from the hostel.
- The nearest bus stops are on Market Street which is approximately 200 yards from the hostel. There are easy access buses running on many bus routes. For more information visit eh Go North East website.
- Noda Taxis and Blueline are two taxi companies who can provide accessible vehicles.
- Describe the streets in the area surrounding the property e.g. paved/cobbled/level/uneven.
- The closest Shopmobility is located near Elden Square 0.5 miles from the hostel.
- 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, e-mail (please see contact information).

Car Parking and Arrival

There is no on-site parking at YHA Newcastle Central. However, there is nearby parking at an NCP car park.

Main Entrance and Reception

The main entrance is located just off Carlial Square; there is level access through manual double doors. From here there are 4 steps up to ground floor. There is a platform lift to take guests from street to ground floor level. If you require the lift, please contact the hostel in advance to discuss your estimated arrival time.

From the lobby there is level access into the café bar through double doors. Check in can be completed at the bar. There is no low-level section, but there are plenty of tables and chairs nearby.

Public Areas

Halls, Corridors and Stairs/Lifts

There is lift access from the ground floor to the upper accommodation floors. There is no lift access to the basement.

Corridors and communal areas are well lit with a mixture of wall and ceiling lights.

Floor surfaces in the hostel vary between short pile carpet, laminate and concrete.

Public Toilet

There are public WCs on the ground floor close to the bar. There are several standard male and female WCs.

There is a unisex adapted WC which may be suitable for wheelchair users. The WC and washbasin are fitted with grab rails. The transfer for the toilet is left-handed.

Bar/Lounge/Dining Room

The main communal space at YHA Newcastle Central is the bar area. This is a large open plan area on the ground floor.

The area is level throughout with plenty of space for a wheelchair user to manoeuvre. The flooring is laminate throughout and the area is brightly lit with ceiling lights.

Food and hot and cold drinks are served from here. The bar only has a high-level service section, but menus can be found on the tables and table service is available; please ask at reception and we will be happy to help.

Directly opposite is the lounge area, which has sofas, armchairs, soft seats without armrests and coffee tables. Chairs and tables can be moved, and we would be happy to assist with this.

The nearest WCs are close by on the same floor.

Mezzanine Lounge

The mezzanine lounge is located off the reception lobby. Access is only via a set of stairs as there is no lift access. The lounge is carpeted and well lit; there are sofas and bean bags available for seating.

Self-catering Kitchen

There is no self-catering kitchen at YHA Newcastle.

Laundry Room

The laundry room is located in the basement. There is no lift access to the basement; if you would like to use the laundry room and the stairs would be a barrier please ask a member of staff for assistance.

Bedrooms and Bathrooms

Bedrooms can be found in the lower ground, 1st, 2nd and 3rd floors. There is lift access to these floors.

Unless otherwise stated, all bedrooms are en-suite and have bunk beds. All bedrooms have laminate 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 en-suite bathrooms contain a shower with one step up to enter. There are no grab rails in these rooms.

The accessible bedroom has bunk beds and an ensuite wet room. The bathroom is fitted with grab rails around the WC and sink. There are grab rails in the shower and a fold down shower chair.

Cycle Shed

The cycle store is located in the basement. There is no lift access to the basement; if you would like to store a bike and the stairs would be a barrier please ask a member of staff for assistance.

Luggage Store

The luggage store is on the ground floor at reception. There is no guest access; if you would like to leave your luggage please speak to a member of staff.

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 in the reception, including at night.
- 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: 17 Carliol Square, Newcastle Upon Tyne, Northumberland, NE1 6UF
- Telephone: 0345 260 2583
- Email: newcastlecentral@yha.org.uk
- Ordnance Survey Grid reference NZ251643.
- Hours of operation: Reception is open 24 hours
- For more information on public transport in Newcastle please [visit the Newcastle Gateshead website](#).