

YHA London Holland Park

ACCESS STATEMENT

Introduction

Located in the beautiful Holland Park, we cater for groups, families and individual travellers from all corners of the world. We have 200 beds in our hostel located in 18 rooms. The following statement is a summary of our provision. If you have any specific questions about access, please call us and we will endeavour to help.

Pre-Arrival

- Excellent train & underground links. High Street Kensington (Circle & District Line) 10 minutes walk.
- 24 hours bus services to within 5 minutes of the hostel. Low-level access on some buses. Contact <http://www.tfl.gov.uk/> for more info.
- A local taxi service has limited accessible taxis if required. We can make a booking for you.
- Kensington & Chelsea Council operate the local shop-mobility scheme. Please contact the helpline for times and locations of operation of this mobile scheme between 10.00am and 12noon. 020 8960 8774
- The hostel's details can be seen on our website: <http://www.yha.org.uk/>
- You can contact the hostel by phone, fax or e-mail (details below).

Arrival & Car Parking Facilities

- No Car Parking at the hostel. Nearest drop off point is The Duchess of Bedford's Walk (30 yards from main entrance). For the nearest public parking please see <http://www.rbkc.gov.co.uk/> or telephone 020 7361 3004. YHA London Holland Park is inside the congestion charge zone; please see <http://www.cclondon.com/> for further details.
- Access via footpath is on Holland Walk, which is tarmac and lit by streetlights. Please see hostel map for details for the daytime and nighttime access. Holland Park closes at sundown, call the hostel for exact times, 020 7937 0748.

Main Entrance & Reception

- 12 steps up to main entrance.
- Induction loop at Reception.
- Seating is available in the Reception lobby.
- Payphone available with acoustic hood and seating.
- Reception is manned 24 hours a day. Basic First Aid is also available 24 hours a day. Emergency use of phone is also available.

Public Areas – General

- Good colour contrast to floor, walls and doorways throughout the building.
- Well-lit corridors.
- Floor covering is carpet.

Public Areas – WCs

- 2 WCs (one female, one male) close to Reception but neither currently meets DDA standards for wheelchair users.

Public Areas – Dining Room & Lounge

- All areas of YHA London Holland Park have stairs to get from one point to another.
- Stairs (14) from reception to dining room.
- Dining Room tables are movable. Chairs are available both with and without armrests.
- Table service is available in Dining Room if requested in advance at Reception.

Self-catering kitchen

- Self-catering kitchen is on level flooring to dining room.
- Clear, visible signs (in large font) for advice on equipment use.
- Lever taps fitted.
- 8 gas hobs built in to stainless steel work surface bench (height 3' 3")
- Other equipment include 1 Electric main over, 3 fridge's, 1 microwave, 1 toaster & 1 kettle

Laundry & drying facilities

- One small step up to fully equipped laundry room with 2 washers and 2 dryers. Laundry Soap is sold at the hostel.

Meeting rooms

- 1 classroom in main building. Stairs (14) from reception. WC's located in the reception area (14 stairs). Level flooring to the café.

Bedrooms – Ground Floor

- One 6-bedded dormitory. WC's and shower on level flooring. Shower has 6-inch step. Access to room is via 3 steps.
- One 4-bedded dormitory, access via 3 steps. WC's and shower on level flooring
- One 3-bedded dormitory, access via 3 steps. WC's and shower on level flooring

- One 20-bedded dormitory access via 1 step. WC's and shower on level flooring
- Individual bed lights fitted.
- Lockers for each bed. Padlock needed.
- Please note that none of our rooms are en-suite.

Bedrooms – First Floor

- All rooms located on the first floor have stairs (12-20 stairs). Handrails are fitted on one side (left hand side when going upstairs). All stairs are lit 24hrs
- WC's and shower on level flooring
- Individual bed lights fitted.
- Lockers for each bed. Padlock needed.
- Please note that none of our rooms are en-suite.

Bedrooms – Second Floor

- All rooms located on the second floor have stairs (20 – 40 stairs). Handrails are fitted on one side (left hand side when going upstairs). All stairs are lit 24hrs
- WC's and shower on level flooring
- Individual bed lights fitted.
- Lockers for each bed. Padlock needed.
- Please note that none of our rooms are en-suite.

Washrooms – First Floor

- All washrooms have non-slip flooring
- All washrooms are male or female only – No mixed gender.
- All showers & Toilets are in private cubicles.
- Rooms 1, 2, 3 & 4, which are female also have 1 shower & 2 washbasins in each room. There are toilets and additional showers next to the rooms.

Washrooms – Second Floor

- All washrooms have non-slip flooring
- All washrooms are male or female only – No mixed gender.
- All showers & Toilets are in private cubicles.
- Room 12, which is generally a female room, also has 2 showers, 2 washbasins & 2 toilets adjacent to the room. There are toilets and additional showers close to the rooms.

Grounds & gardens

- Garden is flat from the main building. It is mainly laid to lawn, traversed by 1 paved path. Garden had two main ponds.
- 4, 6-seat benches (no armrests) are available in the garden.
- Cycle shed is 10 yards from main entrance, connected by paved path.

Additional information

- No pets or dogs (but service dogs are welcome).
- No smoking.
- Disability awareness courses – as part of the ‘Welcome Host’ scheme – are undertaken by all of our staff.
- A member of staff is always available on reception 24 hours a day.
- Emergency lighting and fire alarms fitted. We ensure that all guests are evacuated in the event of fire or any emergency requiring evacuation.
- Evacuation procedures shown (in large font) in each bedroom on back of door.
- Mobile phone reception is good within immediate vicinity.
- OS 176 GR 249797

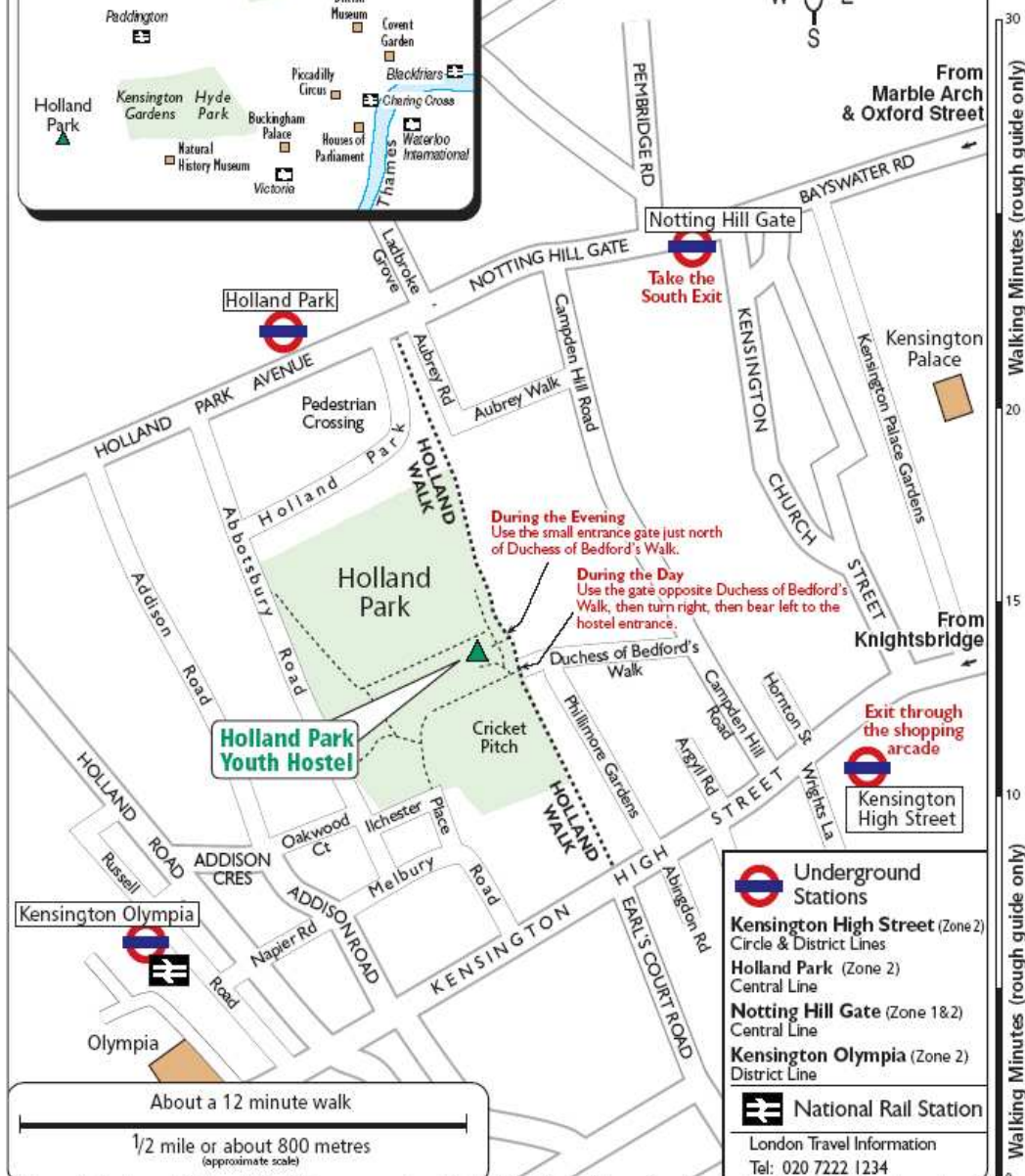
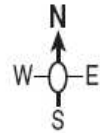
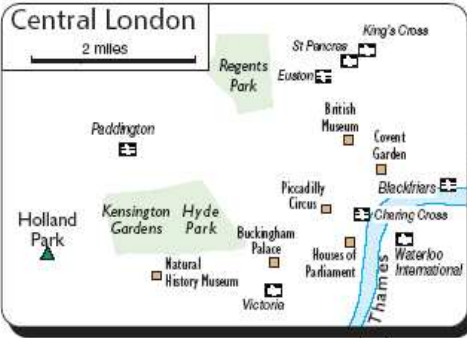
Contact information

- Address: YHA London Holland Park. Holland Walk. Kensington. London W8 7QU
- Telephone: 020 7937 0748
- Fax: 020 7376 0667
- E-mail: hollandpark@yha.org.uk
- Hours of operation: Reception is open 24 hours.
- Local buses: 020 7222 1234
- Local accessible taxis: KCC Cabs 020 7603 6660

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.



YHA London Holland Park
 Holland Walk
 Kensington
 London W8 7QU
 Tel: 0870 770 5866



Whilst every effort has been made in the production of this map we can not warrant that the information is entirely error free and we do not accept responsibility for any loss or damage resulting from reliance on the information. The map is an aid to show where a Youth Hostel is located. For navigation please refer to the appropriate Ordnance Survey map. Map produced by Finders UK Limited (T. 01565 750049) for the YHA and is based upon the Ordnance Survey map with permission of H.M. Stationery Office © Crown copyright 100037727.