

YHA London Thameside

ACCESS STATEMENT

Introduction

We aim to cater for the needs of all visitors in this 320-bed hostel, a 4-storey building that is located in South East London. Situated between Greenwich and Tower Bridge, with an attractive riverside location and stunning views of Canary Wharf and the Docklands. 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

- The hostel is open 24 hours a day, 7 days a week, 365 days a year.
- Bookings/enquiries can be made via telephone, fax, email or website.
- South East London, Zone 2 location on the East London Tube line.
- Excellent public transport links to all major railway stations and airports.
- Canada Water station is the nearest Tube station with full wheelchair access. Located approximately 5 minutes away by bus. Buses depart from outside the hostel every 7-10 minutes. All buses are low-floor vehicles, wheelchair users are entitled to free travel on buses.
- Rotherhithe station does not have a taxi rank, however two local taxi operators have accessible taxis; Callacab (Telephone: 0208 901 4444) and Radio Taxis (Telephone: 0207 272 0272) – Advance bookings are essential. Regular Taxis are available from Southwark Cars (Telephone: 0207 394 0000)
- The nearest Shop Mobility Scheme is situated approximately 3 miles away at 29 Molesworth Street, Lewisham, SE13 7HF (Telephone: 0208 297 2735) Opening Hours: 10am – 4pm, 7 days a week. A bus service from Canada Water station stops approximately 250m from there.
- The hostel's details can be seen on the YHA's website: www.yha.org.uk
- You can contact the hostel by telephone, fax or email (details below).

Arrival & Car Parking Facilities

- Ample street parking (free) 20m from the main entrance. No marked disabled parking spaces.
- Please try to provide advance notice if assistance will be required to move to and from cars.
- Lighting and security cameras around hostel entrances and fire exits operational 24 hours a day.
- Even paved surface from street parking to main entrance.
- Spring mounted single leaf security gates either side of hostel courtyard, opened via an intercom/buzzer system. Door release button for exiting – assistance can be provided with the gates if required. Door width: 110cm.

- Rotherhithe Tube station and local convenience store are located 300m from hostel. There is a pavement and street lighting along this route.
- Canada Water Tube station and large supermarket are located approximately 500m from the hostel. Accessible by a step free route along the canal (not advisable to be used after dark).

Main Entrance & Reception

- Reception is open 7am – 11pm, and night duty manager available 11pm – 7am.
- Step free/wide double leaf door access to main entrance, opened via an intercom/buzzer system. Door release button for exiting – assistance can be provided with the doors if required. Door width: 150cm.
- Large open lobby with a combination of natural and electric light.
- Flooring is tiled and flat throughout main entrance/lobby/Reception.
- Reception has an induction loop installed and pen and paper available.
- Reception desk height: 112cm.
- Four two-seat sofas are available in lobby for visitors to relax.
- Three payphones with acoustic hoods and four Internet terminals available in lobby 24 hours a day.
- Three vending machines serving drinks and snacks in lobby.

Public Areas - General

- Two lifts serve all floors of the hostel (maximum width: 80cm).
- There are 8 stairs to a landing followed by a further 8 stairs to the floor with handrails either side. The stairs are 110cm wide, 27cm deep and 18.5cm high.
- The covering on stairs, in bedrooms and upstairs corridors is short pile carpet.
- All public areas, bedrooms, stairwells and corridors have a good colour contrast between skirting board, walls and handrails. They are all well lit and monitored by a security system.
- Staff are always on hand to offer assistance where required 24 hours a day.

Public Areas – WCs

- Two WCs (one male, one female), plus one disabled WC in lobby, all accessible 24 hours a day.
- One unisex WC near main stairs on ground floor – this does not meet DDA standards for wheelchair users. Toilet height: 42cm, Sink height: 80cm.

Public Areas – Restaurant/Dining Room, Café & Lounge (Map Room)

- Restaurant/Dining Room and Café are both on ground floor with full wheelchair access. No steps.
- Mezzanine level (extra seating) in Restaurant/Dining Room accessible via lift or 8 stairs from the Ground floor; handrails are located on either side. The stairs are slightly curved and are 105cm wide, 28cm deep (in the middle of the stair) and 18.5cm high.
- Access to the Restaurant/Dining Room is available either through the main entrance opposite Reception or via lift to the Mezzanine level. Door width: 78cm.
- Most tables and chairs in Restaurant/Dining Room are moveable, however there are a few fixed table/chair units. Table height: 72cm, Chair height varies between 42-48cm.
- Chairs are available with or without armrest in Restaurant/Dining Room.
- Access to the Café is next to Reception via large double leaf doors. Door width: 190cm.
- Tables and chairs in Café are all moveable. Table height: 78cm, Chair height: 49cm. There are also nine two-seat sofas available.
- Table service is available in Restaurant/Dining Room and Café if requested in advance at Reception.
- Flooring throughout Restaurant/Dining Room and Café is tiled and flat.
- We cater for allergies and special dietary needs, provided advanced notice is given.
- The Lounge (Map Room) is located on the Basement level, accessible via the lift or 8 stairs from the Ground floor; handrails are located on either side. The stairs are slightly curved and are 105cm wide, 28cm deep (in the middle of the stair) and 18.5cm high.

Laundry & Drying Facilities

- Laundry located on Basement level, accessible via the lift or 8 stairs from the Ground floor; handrails are located on either side. The stairs are slightly curved and are 105cm wide, 28cm deep (in the middle of the stair) and 18.5cm high.
- Fully equipped with three top loading washing machines, four front loading drying machines and a sink for hand washing (90cm high).

Meeting Rooms

- Two Meeting Rooms; The Lounge (Map Room) in the Basement and also the seating area in the Restaurant/Dining Room Mezzanine. Both are accessible via the lift or 8 stairs from the Ground floor; handrails are located on either side. The stairs are slightly curved and are 105cm wide, 28cm deep (in the middle of the stair) and 18.5cm high.
- The Lounge (Map Room) can accommodate approximately 20 people, and the seating area on the Mezzanine level approximately 60 people.

Bedrooms – First Floor

- Access to first floor either by lift or two flights of stairs, each of 8 stairs. The stairs are 110cm wide, 27cm deep and 18.5cm high.
- Two water refreshment fountains (83cm high), a two-seat sofa and information board on landing.
- All doors are single leaf and have a maximum width of 78cm.
- All bedrooms are en-suite, have individual lockable lockers (padlocks available from Reception) and individual bed lights fitted adjacent to bed head.
- Four 2-bedded rooms.
- Four 4-bedded rooms.
- Eleven 6-bedded rooms.
- One 10-bedded room.
- Bunk bed height measurements; Top - 135cm, Middle - 90cm, Bottom - 30cm. All beds are 193cm in length and 80cm in width.
- Two of the 4-bedded rooms have full wheelchair access, including two beds at a height of 60cm, sliding door to a wheel-in toilet and shower, lever handles on taps (80cm high), adjustable shower seat (30cm to 80cm), grab handles for both toilet (40cm high) and shower, plus two power sockets and a light switch (90cm high).
- Fire exit at the end of each corridor. Evacuation stair safety chair available in an emergency.
- CCTV, smoke alarms and emergency lighting fitted throughout.

Bedrooms – Second Floor

- Access to second floor either by lift or four flights of stairs, each of 8 stairs. The stairs are 110cm wide, 27cm deep and 18.5cm high.
- Two water refreshment fountains (83cm high), a two-seat sofa and information board on landing.
- All doors are single leaf and have a maximum width of 78cm.
- All bedrooms are en-suite, have individual lockable lockers (padlocks available from Reception) and individual bed lights fitted adjacent to bed head.
- Four 2-bedded rooms.
- Four 4-bedded rooms.
- Eleven 6-bedded rooms.
- One 10-bedded room.
- Bunk bed height measurements; Top - 135cm, Middle - 90cm, Bottom - 30cm. All beds are 193cm in length and 80cm in width.
- Two of the 4-bedded rooms have full wheelchair access, including two beds at a height of 60cm, sliding door to a wheel-in toilet and shower, lever handles on taps (80cm high), adjustable shower seat (30cm to 80cm), grab handles for both toilet (40cm high) and shower, plus two power sockets and a light switch (90cm high).
- Fire exit at the end of each corridor. Evacuation stair safety chair available in an emergency.
- CCTV, smoke alarms and emergency lighting fitted throughout.

Bedrooms – Third Floor

- Access to third floor either by lift or six flights of stairs, each of 8 stairs. The stairs are 110cm wide, 27cm deep and 18.5cm high.
- Two water refreshment fountains (83cm high), a two-seat sofa and information board on landing.
- All doors are single leaf and have a maximum width of 78cm.
- All bedrooms are en-suite, have individual lockable lockers (padlocks available from Reception) and individual bed lights fitted adjacent to bed head.
- Four 2-bedded rooms.
- Four 4-bedded rooms.
- Eleven 6-bedded rooms.
- One 10-bedded room.
- Bunk bed height measurements; Top - 135cm, Middle - 90cm, Bottom - 30cm. All beds are 193cm in length and 80cm in width.
- Two of the 4-bedded rooms have full wheelchair access, including two beds at a height of 60cm, sliding door to a wheel-in toilet and shower, lever handles on taps (80cm high), adjustable shower seat (30cm to 80cm), grab handles for both toilet (40cm high) and shower, plus two power sockets and a light switch (90cm high).
- Fire exit at the end of each corridor. Evacuation stair safety chair available in an emergency.
- CCTV, smoke alarms and emergency lighting fitted throughout.

Bedrooms – Fourth Floor

- Access to fourth floor either by lift or eight flights of stairs, each of 8 stairs. The stairs are 110cm wide, 27cm deep and 18.5cm high.
- Two water refreshment fountains (83cm high) and information board on landing.
- All doors are single leaf and have a maximum width of 78cm.
- All bedrooms are en-suite, have individual lockable lockers (padlocks available from Reception) and individual bed lights fitted adjacent to bed head.
- Ten 2-bedded rooms.
- Bunk bed height measurements; Top - 135cm, Middle - 90cm, Bottom - 30cm. All beds are 193cm in length and 80cm in width.
- Fire exit at the end of each corridor. Evacuation stair safety chair available in an emergency.
- CCTV, smoke alarms and emergency lighting fitted throughout.

Grounds & Gardens

- Courtyard area outside the main entrance at the front of the hostel.
- Five wooden picnic style benches are available. Table height: 74cm, seat height: 48cm.
- Two cycle sheds for secure storage.
- No gardens, but there is a park area approximately 5 minutes away.

Additional Information

- No pets or dogs (service dogs are welcome)
- No smoking (smoking is permitted in the outside courtyard area, ashtrays are provided)
- There is a member of staff on-site and available 24 hours a day.
- Emergency lighting and fire alarms fitted throughout, we ensure that all guests are evacuated in the event of a fire alarm or any emergency requiring evacuation. Priorities are given to people who may require assistance.
- Premises monitored 24 hours a day by security cameras.
- Mobile phone reception is very good within the vicinity.

Contact Information

- Address: London Thameside YHA, 20 Salter Road, London, SE16 5PR
- Telephone: 0207 232 2114
- Fax: 0207 237 2919
- E-mail: thameside@yha.org.uk
- Website: www.yha.org.uk

Future Plans

- We are currently replacing our elevators; during this time one elevator will be out of order whilst the other one is fully operational. We expect this work to be completed September 2007.
- A full refurbishment is planned, but these plans are at an early stage, no details have yet been given for a start or completion date.

We welcome your feedback to help us to continue making improvements. If you have any comments, please phone 0207 232 2114 or e-mail thameside@yha.org.uk