YHA Cardiff Central - Access Statement

Introduction

If you're looking for accommodation in Cardiff city centre, this brand new YHA Youth Hostel is perfect for you. Located in the heart of the city centre but with on-site parking (almost unheard of, right?), this Youth Hostel is within walking distance of all the city’s best attractions, including the Millennium Stadium and Cardiff Castle, not to mention the fantastic shopping destination of Cardiff Bay. It’s also close to the city's rail and coach stations, so you've absolutely no excuse not to visit!

We aim to cater for the needs of all visitors in this 320-bed hostel; a 3-storey building located close to the centre of Cardiff. There is access to all floors via the lift. We do not currently have any shower facilities suitable for wheelchair users; however we have four bedrooms which have adaptions making them suitable for ambulant disabled people.

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 take a virtual tour of our hostel at www.yha.org.uk/hostel/cardiff-central.

Pre-Arrival

- The nearest rail station is either Cardiff Queen Street which is 0.7 miles away, or Cardiff Central which is 0.8 miles away.
- The nearest bus stop is 0.2 miles away. There is a frequent bus service which runs to this stop, providing low floor buses.
- Cardiff has an electric vehicle scheme for those who need help accessing the city centre. For more information please call 029 2087 3888.
- Hackney Carriage taxis operate in Cardiff and many are adapted to carry wheelchair users. There are also taxi companies which can provide accessible taxis when booked in advance. For more information please see the ‘Contact Details’ section.
- The nearest shop-mobility scheme is the Cardiff Shopmobility Scheme. It is located in St David’d Shopping Centre. For more information please see the St David’s website.
- 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).

Approach
The hostel is about a mile from Cardiff city centre. From the centre the roads are level and there are pavements and street lighting. The roads approaching the hostel can be very busy; there are pedestrian crossings with traffic lights for the majority of the way, but closer to the hostel there are no traffic lights.

**Car Parking and Arrival**

We have parking on site and there are three accessible parking bays next to the main entrance. The car park is free to use for guests. The car park is level and evenly surfaced with brick.

Guests can also be dropped off just outside the entrance. From the car park there is a shallow brick ramp leading up to the main entrance doors.

Most of the car park is illuminated by the external building lights at night. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

**Main Entrance and Reception**

There is a set of manual, glazed double doors which open inwards into a lobby with a weather mat. There is then another set of double doors, which can be opened either by pulling or pushing, which leads into Reception.

Alternatively there is a wide automatic door to the side of the main doors. The door is activated by a push button and opens into the hostel.

The reception desk is opposite the entrance. The reception desk is all at a high level; however there is plenty of seating and tables nearby which can be used to complete check-in.

The floor in the reception lobby is level throughout and the flooring is polished tile. The area is well-lit with ceiling lights.

**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. The corridor flooring on all floors is carpet.
The main staircase is also surfaced with carpet and has contrasting, non-slip nosing. There are handrails on both sides of the stairs. There are 20 steps from the ground to the 1st floor and 19 steps from the 1st floor to the 2nd floor.

We have a lift in reception which provides access to all floors. The lift has a back mirror and has braille on the buttons. Floor information is displayed visually and by audio.

Public WCs

We have several public WCs on the ground floor. There are two unisex accessible WCs just off reception. They have the same flooring as Reception and are well-lit. They are fitted with grab rails, low sink with lever taps and an emergency cord. Transfer to the toilet in both of these is left-handed.

There are male and female WCs and another unisex accessible WC just off the corridor to our conference rooms. The accessible WC has the same features as the others described, except that the flooring is laminate. It also has left-handed transfer.

Lounge, Café Bar and Restaurant

Our lounge, café bar and restaurant are all located on the ground floor. This is a spacious, open plan area which includes Reception. The area is level throughout and the floor is surfaced with polished marble. The area is well-lit.

There is a variety of furniture in this area. There are coffee and dining tables, sofas, armchairs, benches, straight backed chairs without armrests and bar stools. All furniture can be moved; please just ask at reception if you require assistance.

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 ground floor and has level access. From the reception/restaurant area there is a set of double doors, followed by a single leaf door into the kitchen. The floor is level and surfaced with laminate flooring. The room is well lit.

There is a lower section of work top which contains a sink, a microwave, an oven and electric hobs. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.
To the centre of the kitchen there is a table and benches where guests may eat.

**Conference Rooms**

We have three conference rooms, all located on the ground floor. All three have level access and are level throughout. The floor is surfaced with carpet and the rooms are well-lit.

We provide tables, straight backed chairs without armrests and beanbags. We can provide tables and chairs in a variety of seating arrangements.

The closest accessible WC to these rooms is located in the same corridor.

**Bedrooms and Bathrooms**

All of our bedrooms have an en-suite bathroom. 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 tile flooring. The standard showers have a step up to enter.

We have two bedrooms on the 1st floor which have en-suite bathrooms with adaptations which may be suitable for some people with disabilities. There are vertical and horizontal grab rails for the WC and sink, an emergency cord and a low sink with lever taps. There is one bathroom with left-handed transfer and one with right-handed transfer.

However, please note that in these bathrooms there is a bath, not a wheel-in shower. There are some grab rails on the wall around the bath to aid getting in and out.

**Ground Floor**

- Twelve 4-bedded rooms
- Four 4-bedded rooms

**First Floor**

On this floor there is a mixture of 4-bedded rooms with and without a double bed, and some 5-bedded rooms with a double bed.

**Second Floor**

On this floor are our premium bedrooms. There is a mixture of double rooms and 4-person rooms which contain two double beds.
Cycle Shed

Our cycle store is located just off the corridor to the conference rooms. There is level access from reception. Please ask at reception for the door to be unlocked.

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, including at night (access via emergency phone at Reception).
- 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 is available to guests.

Contact Information

- Address: YHA Cardiff Central, East Tyndall Street, Cardiff, CF1 4BB
- Telephone: 0800 0191 700
- Email: cardiff@yha.org.uk
- Ordnance Survey Map 171; Grid reference ST1928275986.
- Hours of operation: Reception is open 24 hours.
- Local buses: Line 2 runs to the stop closest to the hostel. This line can be caught from close to Cardiff Central bus station. For the hostel get off at Tyndall Street. For more information please see the Cardiff Bus website.
- Local accessible taxi: Dragon Taxis - (029) 2033 3333; Delta - (029) 2020 10 10; Capital Cabs - (029) 2077 7777; Premier Taxis - (029) 2056 5656.

Future Plans

In the future we hope to undertake renovations in order to provide a wheel-in shower in the accessible en-suite bathrooms.

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.