



## YHA London Central – Access Statement

### **Introduction**

If you need affordable accommodation in an ideal location, look no further than YHA London Central. Our recently renovated modern, affordable hostel is located within easy reach of all of the city's most famous attractions including Oxford Circus, the London Eye and the West End theatre district. With dormitories and private rooms on offer, this hostel is perfect for backpackers on a budget, families and solo travellers.

We aim to cater for the needs of all visitors in this six-storey building located just off Great Portland Street in the heart of London. YHA London Central has three accessible bedrooms on the ground floor with level access to the communal areas.

We look forward to welcoming you. If you have any queries or require assistance, please phone 01629 592700 or email [customerservices@yha.org.uk](mailto:customerservices@yha.org.uk). You can also view photos of the hostel at [www.yha.org.uk/hostel/yha-london-central](http://www.yha.org.uk/hostel/yha-london-central).

This access statement was last updated in April 2024.

### **Pre-arrival**

- The nearest underground station is Great Portland Street, 500m away. The nearest rail station with step-free access is London Euston, a mile away.
- The nearest bus stop is New Cavendish Street, 200m away. A regular service with accessible buses runs 24 hours a day.
- All black cabs in London are fitted with grabrails, a wheelchair ramp and an induction loop. They can be caught from underground stations and public places or pre-booked.
- The hostel is in Central London, so roads in the area are level and surfaced with tarmac. They have a pavement and streetlighting.
- The hostel's location can be viewed on YHA's website at [www.yha.org.uk/hostel/yha-london-central/directions](http://www.yha.org.uk/hostel/yha-london-central/directions).
- You can contact the hostel by phone or e-mail (see contact information).

### **Car parking and arrival**

We do not have on-site parking at YHA London Central but there is a drop-off point with a low kerb at our main entrance on Bolsover Street. There are 2 Blue Badge parking bays outside the hostel with a maximum stay of 4 hours.

There is ample parking with marked accessible bays at Titan Car Park (W1W 5DG). It is less than 150m from the hostel via an even, level pavement with streetlighting.

Access to the hostel is via a gentle ramp with a handrail on one side or a single step that is clearly marked. If you let us know what time you are coming, we will do our best to assist with moving to and from cars.

## **Main entrance and reception**

Entry to the hostel is via a double leaf, glazed automatic door. The glass here is not patterned. This leads to a spacious entrance lobby which has tiled flooring and it is well-lit with a ceiling and wall light. There is level access to reception from here.

Reception is a spacious open-plan space that also contains the dining and lounge areas. The area is level throughout with laminate flooring and well-lit with ceiling lamps. There is plenty of space for a wheelchair user to manoeuvre.

The reception desk has a lower-level section. A portable induction loop and vibrating pillow alarm are available on request. Opposite the reception desk is a workstation with a low-level bench plus USB and plug socket power points.

## **Public areas**

### **Halls, corridors and lift**

There is good colour contrast to floor, walls and doorways throughout the building. Corridors are well-lit with ceiling lights. Flooring is a combination of laminate and tile on the ground floor, and a combination of carpet and vinyl on the upper floors.

We have a wheelchair accessible lift (approximately 1m wide and 1.3m deep) that provides access to the lower-ground floor and the upper floors. There is braille lettering for the buttons inside the lift and the floors are announced at each level.

### **Public WCs**

We have a gender-neutral accessible WC with level access from the reception area. The WC is well-lit with fluorescent lighting and has non-slip flooring. It is also fitted with grabrails, a low sink with lever taps and an emergency cord.

### **Café bar and dining area**

The café bar is connected to reception so the flooring and lighting is all the same. From here we serve hot/cold drinks and food. There is hard bench-style seating in the dining area and long tables. The café bar counter is high level but menus are provided. Table service is also available on request (please ask at reception).

### **Lounge**

The last space within reception is the lounge. This has low sofas, armchairs and coffee tables. Books and games are available and a large TV is mounted on the wall.

### **Self-catering kitchen**

The self-catering kitchen is located on the lower-ground floor, accessed either via stairs (with handrails on both sides and non-slip nosing) or a lift from the entrance lobby. From here there is level access.

The kitchen is on two levels with vinyl flooring and is well-lit with ceiling lights. The lower level has step-free access from the lift and a 75cm high worktop. It is fitted with 2 ring domestic-style hobs, sink, fridge and microwave. Crockery and equipment are stored in low cupboards. Tables and straight-backed chairs are available.

### Luggage store

The luggage room is located on the lower-ground floor with level access from the lift. This is a small room with limited space to manoeuvre. The flooring is vinyl and the room is evenly lit with ceiling lights.

Our luggage room is only available for use from 06:00 to 23:00 on the day of arrival or departure (overnight storage is not available). Currently, there are no lockable lockers available in the luggage room. Please ask if you need assistance.

### **Bedrooms and bathrooms**

Unless otherwise stated, all bedrooms have bunk beds. Our rooms are well-lit with ceiling and individual bunk lights plus plug sockets underneath. All bedding is provided. En-suite rooms contain motion-sensor lights to assist with locating the bathroom at night and all bedrooms without an en-suite contain a washbasin.

All bathrooms have fluorescent, sensor-activated lighting and non-slip flooring. Showers have a step up to enter unless otherwise stated. Bathrooms are fitted with lever taps. Standard en-suite bathrooms are fitted a shower, WC and washbasin, with limited space to manoeuvre.

### Lower-ground floor

- One room that sleeps up to 2 people. It includes a set of bunk beds.
- One room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.

### Ground floor

- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- Two accessible en-suite rooms that sleep up to 6 people each.
- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One accessible en-suite room that sleeps up to 8 people.

Two of the three accessible bedrooms on this floor contain a double bed and bunk beds. En-suite bathrooms in our accessible rooms are fitted with vertical and horizontal grabrails, emergency cords, lower-level sinks and an accessible shower.

### First floor

Access to this floor is via the lift or stairs.

- Seven en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- Two en-suite rooms that sleep up to 6 people each. They include 3 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

## Second floor

Access to this floor is via the lift or stairs.

- Seven en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- Two en-suite rooms that sleep up to 6 people each. They include 3 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

## Third floor

Access to this floor is via the lift or stairs.

- Seven en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- Two en-suite rooms that sleep up to 6 people each. They include 3 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

## Fourth floor

Access to this floor is via the lift or stairs.

- Seven en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- Two en-suite rooms that sleep up to 6 people each. They include 3 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

## Fifth floor

Access to this floor is via the lift of stairs.

- Seven en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds. The shower in each en-suite bathrooms has level access.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

## **Grounds and garden**

Due to our location in the heart of London, we do not have any outdoor space.

## **Additional information**

- Pets are not permitted at YHA London Central, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel. There is a designated outside smoking area to the far left when exiting the hostel.
- Reception is open 24 hours a day.
- Emergency lighting and fire alarms are fitted. We ensure that all guests are evacuated in the event of fire or similar emergency. Arrangements for guests needing assistance to evacuate should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception is good within the immediate vicinity.
- Wi-Fi is available throughout the hostel.

## **Contact information**

- Address: YHA London Central, 104 Bolsover Street, London, W1W 5NU
- Telephone: 0345 3719154
- Email: [londoncentral@yha.org.uk](mailto:londoncentral@yha.org.uk)
- Ordnance Survey map: 177
- Local buses: Bus services 88, 453 and C2 [tfl.gov.uk](http://tfl.gov.uk)
- Local accessible parking: [www.westminster.gov.uk/parking/disabled-parking](http://www.westminster.gov.uk/parking/disabled-parking)
- Local accessible taxis: Atlas Cars 020 7383 3333
- Local accessibility retailer (1.4 miles): Camden Shop-mobility, 29A Pratt Street, Camden, London, NW1 0BG, 020 7482 5503

**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.**