



YHA Manchester – Access Statement

Introduction

Whether you are in the city to cheer on your team or indulge in a spot of shopping, YHA Manchester is the perfect hostel. Overlooking the canal on a very gradual descent, the hostel is situated right in the heart of the city, just 3 miles from Old Trafford and the Etihad Stadium, and less than a mile from shopping, restaurants and bars. Potato Wharf is a cobbled road with an even pavement.

We aim to cater for the needs of all visitors in this two-storey building located in the Castlefield Urban Heritage area in Deansgate. We do not have any bedrooms on the ground floor. However there is a lift which provides access to the first and second floors. We have two accessible rooms with accessible en-suite bathrooms.

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 view photos of the hostel at www.yha.org.uk/hostel/yha-manchester.

This access statement was last updated in January 2024.

Pre-arrival

- The nearest rail station is Deansgate, 0.4 miles away. The tram service also stops here and a lift operates at both stations.
- The nearest bus stop is 0.2 miles away, offering a frequent service with lowlevel access.
- A local taxi company can provide accessible taxis. We are happy to make a booking for you if required
- The road outside the hostel is cobbled with a level pavement on either side.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-manchester/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

There is ample parking adjacent to the main entrance. There is one Blue Badge parking bay. Parking is currently free but charges will apply from 1st September 2025. Overnight guests benefit from a discounted rate of £5 per vehicle for 24 hours. If you're staying as a group, coach parking is free. To claim these rates, please notify reception once you've parked. You will need to log your car registration for guest parking using our electronic screens on arrival. Please ask at reception if you require any assistance.

The car park is surfaced with tarmac and it leads to a ramp up to the main entrance. The car park is lit with streetlamps and the paved area is lit with wall lights outside

the hostel. If you let us know what time you are coming, we will do our best to assist you with moving to and from cars.

There are 4 shallow steps and then another 4 steps up to the main entry.

Alternatively, there is a ramp with handrails on each side. The first section of the ramp is shallow and the second section is curved with a gradient of 1:14.5 for 8.6m.

Main entrance and reception

The main entrance doors are wide, manual, light to push and open inwards. Our spacious reception area is on the ground floor just through these doors and is level throughout. On entry there is a fixed welcome mat.

On either side of the door there is a small seating area with chairs without armrests and low coffee tables. The flooring here is carpet. The rest of the flooring is smooth marble. The area is well lit with ceiling lamps. We have further seating available in the form of stools and high bar chairs.

Public areas

Halls, corridors and lifts

There is good colour contrast to the floor, walls and doorways throughout the building. All public areas, halls, stairs, landings and lifts are well-lit using ceiling lights. The bar is slightly dimmer, lit by small ceiling lights. The flooring in the corridors is short pile carpet.

We also have a lift which provides access to the upper levels of the hostel. There is braille on the buttons inside the lift. The lift has level access from the reception area. The lift dimensions are 110cm x 126cm.

WCs

In the reception area there is a gender-neutral accessible WC on the ground floor, which has level access from the reception area. The WC is fitted with grab rails, low sink and emergency cord. There is also a male and a female WC available here.

We also have an accessible WC on the first and second floors. Transfer in all accessible WCs is left-handed.

Café bar

Our modern café bar is located on the ground floor in the reception area. From here we serve hot and cold drinks, and also food. There are sofas, cushioned stools and chairs without armrests as well as high, bar-style chairs. Space is slightly limited in the bar but all furniture can be moved and we will be happy to assist.

The floor here is laminate, and it is slightly more dimly lit than the reception hall. There is not a low-level service section, but there is a menu on each table. Table service is available – please ask at reception and we will be happy to help.

Lounge

The lounge is located on the ground floor with level access from the reception area, through a single-leaf door into the games room and then another single-leaf door.

There are sofas and cushioned stools available here. The floor is carpet and the room is well-lit with ceiling spotlights.

Dining room

The dining room where we serve breakfast is located on the ground floor and has level access via a single-leaf door from the reception hall. This bright, colourful room has laminate flooring and is brightly lit with natural light and ceiling lights.

There are long, banquet-style tables and wooden, straight backed chairs available. Chairs with armrests can be provided on request. All of the furniture is moveable and we will be happy to assist with this.

The self-service buffet does not have a low-level service section but table service is available (please ask at reception). 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 via a single-leaf door, the flooring is laminate. Equipment includes 4 hobs and a lowered sink for wheelchair access. There's also a domestic oven, a larger fridge, microwave, toaster, kettle as well as pans, crockery and cutlery.

The room is well-lit with fluorescent strip lights.

Games room

The games room is located on the ground floor and has level access from the reception hall. In this room there is a table football table and a pool table, along with some sofa seating.

The floor is carpeted and the room is well-lit with ceiling lights and natural light during the day. At the far end there are luggage storage lockers available.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Our bedrooms all have ensuite bathrooms and lockers (padlocks available at reception). Each room is carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

All bathrooms have fluorescent lighting and non-slip flooring. Showers have a step up to enter and have limited space without grab rails. The accessible rooms have an accessible en-suite bathroom with grab rails and emergency assist alarm.

First floor

There is a flight of 12 and then 11 marble-surfaced steps up to this floor. The lift also serves this floor.

- Five en-suite rooms that sleep up to 2 people each. They include a double bed.
- One accessible en-suite room that sleeps up to 4 people. It includes a set of bunk beds and 2 single beds. The accessible en-suite bathroom is fitted with grab rails around the toilet, emergency cord and wheel-in shower. Transfer to the toilet is left-handed.
- Eighteen en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two en-suite rooms that sleep up to 5 people each. They include a single high-sleeper bunk with a double bed underneath and a set of bunk beds.
- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.

Second floor

There is a flight of 7 and then 10 carpeted steps up to this floor, with handrails on both sides. The lift also serves this floor.

- Three en-suite rooms that sleep up to 2 people each. They include a double bed.
- One accessible en-suite room that sleeps up to 4 people. It includes a set of bunk beds and 2 single beds. The accessible en-suite bathroom is fitted with grab rails around the toilet, emergency cord and wheel-in shower. Transfer to the toilet is left-handed.
- Twenty-one en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two en-suite rooms that sleep up to 5 people each. They include a single high-sleeper bunk with a double bed underneath and a set of bunk beds.
- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.

Grounds and garden

We have a terraced paved patio area surrounding the hostel with a ramp or step access. There is an excellent view of the canal on two sides, though some areas are unfenced and care should be taken.

Six sets of wooden chairs, benches and tables are situated on the terrace and patio.

Cycle store

Our cycle store is located approximately 10m from the rear entrance. There is level access over a paved path.

Additional information

- Pets are not permitted at YHA Manchester, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- Reception is staffed 24 hours a day.
- Emergency lighting and fire alarms are 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 should be discussed beforehand.

- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception is good within and around the hostel.
- Wi-Fi is available.

Contact information

- Address: YHA Manchester, Potato Wharf, Castlefield, Manchester, M3 4NB
- Telephone: 0345 3719647
- Email: manchester@yha.org.uk
- Ordnance Survey map: 109
- Local buses: Metroshuttle bus 2 – for the hostel, get off at Lower Byrom Street
www.tfgm.com/buses/Pages/metroshuttle.aspx
- Local tram: Transport for Greater Manchester tfgm.com
- Local taxis: Mantax 0161 230 3333, Colin Rea Transport 07877 591366
- Local mobility retailer (1.2 miles away): Arndale Shopping Centre, M4 3AJ, 0161 839 4060

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.