



YHA London Earl's Court – Access Statement

Introduction

If you're looking for affordable accommodation in the capital, YHA London Earl's Court is the ideal location. This hostel gives you the best of both worlds – Earl's Court Road is a hub of activity with a variety of shops, restaurants and pubs, yet the hostel is set back in a quiet residential side street away from the hustle and bustle.

We aim to cater for the needs of all visitors in this five-storey building located in a quiet, residential area of Kensington. We have ground floor bedrooms, however, none of our facilities are accessible to modern standards.

We look forward to welcoming you. If you have any queries or require 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-london-earls-court.

This access statement was last updated in January 2024.

Pre-arrival

- The nearest rail station is Earl's Court, 350m away. There is step-free access to the platform at this station.
- The nearest bus stop is Old Brompton Road, 100m away. Frequent buses run until the early hours of the morning and are usually accessible.
- 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 the roads in the area are level and tarmacked with a pavement and street lighting.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-london-earls-court/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

Parking is not available within the hostel grounds and spaces are very limited in the surrounding area. The majority of on-street parking is for permit holders (local residents) only. The nearest NCP parking is on Warwick Road, 1.3 miles away – for details, please see www.rbkc.gov.uk/parking.

Guests can be dropped off close to the hostel entrance. If you let us know what time you are coming, we will do our best to assist you with moving to and from cars. From the street, there are nine level concrete steps up to the entrance with a handrail on each side.

Main entrance and reception

To enter the hostel, there is another step up and then a heavy manual single-leaf door which opens inwards and has a door closer. There is level access to the reception area from here. This door is locked at night – guests arriving late can ring the buzzer to the left of the door and a member of staff will buzz them in.

The reception area is level throughout with non-slip lino flooring and well-lit with ceiling lights. There is a sofa and further seating across the hall in the front lounge. An induction loop is available on request. Snacks and hot and cold drinks are also served here 24 hours a day.

The reception counter has a lower section where up to two customers can be seated for check-in. Alternatively, check-in can be conducted in the front lounge (opposite reception) and a clipboard is available on request.

A 'Deafgard' unit is available on request from reception. This will help alert hard of hearing or deaf customers in the event of the fire alarm being activated.

Public areas

Halls, corridors and stairs

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs and landings are well-lit using a combination of ceiling and wall lights. Hard vinyl flooring is used in some areas of the building, while most floors and all staircases are carpeted.

Internal security doors are located at various points in corridors around the building and are accessed by the same secure key card used to access each guest's bedroom. The security doors are linked to the fire alarm system – if fire alarms are activated, these doors will release so that access is possible without the use of a key card. Bedroom doors are not linked to the fire system and guests are advised to keep their key card with them at all times.

We do not have a lift and so access to upper and lower floors is via stairs only. The stairs are either surfaced with non-slip lino or carpet with metal nosing. They have a handrail to one side. There are also steps in corridors located around the building as individual floors can be on slightly different levels.

WCs

Gender-neutral WCs are located close to reception. They have non-slip flooring and are well-lit with fluorescent lighting. None are accessible to modern standards.

Lounge

The lounge is located on the ground floor with level access from the entry hall. This room is carpeted and furnished with coffee tables, sofas and armchairs. It has a mezzanine section with further seating, which can be accessed via a set of nine stairs with a handrail on the lower section.

Dining room

The dining room is located on the ground floor with level access from the entry hall. The room is level throughout and has carpet flooring. It is evenly lit with ceiling lights. There are sofas and coffee tables plus dining tables and bench or stool seating. All furniture can be moved – please ask at reception if you require assistance. There is a TV in this room, which has the facility to add subtitles.

Self-catering kitchen

The self-catering kitchen is located on the lower ground floor. Access to this floor is via some very narrow stairs from the ground floor. There are 17 steps in total and the first seven do not have a handrail.

Guests can use the kitchen between 7am and 11pm daily, though it is not accessible to groups. The floor is level throughout and surfaced with non-slip lino. The kitchen is equipped with ovens, microwaves, cordless kettles, electric hobs, cutlery and crockery. Crockery and some kitchen equipment are kept in high shelving units – we are happy to move these to lower storage if required.

Laundry and drying facilities

The laundry room is located on the lower ground floor with level access from the stairs. The flooring is non-slip lino and the room is well-lit. There are washing machines and separate dryers (free to use). An ironing board is available here and an iron is available on request from reception (refundable deposit required). We are happy to assist with any of the equipment if needed.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Our rooms are carpeted and well-lit with ceiling and individual bunk lights plus a wash basin. Bedding is provided.

Lower ground floor

- Six rooms that sleep up to 2 people each. They include a set of bunk beds.
- Two rooms that sleep up to 3 people each. They include a single high-sleeper bunk with a double bed underneath.
- Two rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One room that sleeps up to 7 people. It includes 3 sets of bunk beds and a single bed.
- Six communal showers.
- Six communal WCs.

Access to the following rooms is via the rear garden only, up a set of 17 metal steps with a handrail on one side.

- One en-suite room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- One en-suite room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.

Ground floor

- One room that sleeps up to 1 person. It includes a single bed.
- One room that sleeps up to 2 people. It includes a set of bunk beds.
- Five rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- Five communal showers.
- Five communal WCs.

First floor

- Two rooms that sleep up to 3 people each. They include 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.
- Three rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- Two rooms that sleep up to 10 people each. They include 5 sets of bunk beds.
- Communal showers and WCs.

Second floor

- One room that sleeps up to 2 people. It includes a set of bunk beds.
- Two rooms that sleep up to 3 people each. They include a single high-sleeper bunk with a double bed underneath.
- Five rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Communal showers and WCs.

Third floor

- 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.
- Four rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- Communal showers and WCs.

Grounds and garden

The rear courtyard garden is at the lower ground level, accessed via an external metal staircase from the ground floor. There are 17 steps down, approximately 1m wide made of perforated metal. There is a handrail to one side.

There is also access via the self-catering kitchen, where there is a step down. The garden is surfaced with pea gravel (3cm depth) and has 10 picnic tables and benches. There is also a level, even patio section next to the building at the far end.

There is step-free access to the garden around the side of the building. There is a big double gate and the key is obtained from reception. The gates open inwards toward the garden. There is immediately a steep, uneven concrete slope which leads to the garden (approximately 2.5m in length).

As the hostel is in a residential area, use of the garden is limited to 8am to 9pm daily – unless for emergency access or direct access to rooms B12, B13 or B14.

Cycle store

The bicycle rack is located inside the garden. Please bring your own lock.

Additional information

- Pet are not permitted, 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 the hostel.
- Wi-Fi is available throughout the hostel.

Contact information

- Address: YHA London Earl's Court, 38 Bolton Gardens, London, SW5 0AQ
- Telephone: 0345 3719114
- Email: earlscourt@yha.org.uk
- Ordnance Survey map: 176
- Local buses: Lines C1, C3, 328 and N31 – see www.tfl.gov.uk
- Local accessible taxi: A local taxi firm has limited accessible taxis (these can be arranged at reception)
- Local mobility retailer (3 miles away): Kensington and Chelsea Shopmobility, 'Out and About', Westway Community Transport, 240 Acklam Road, Kensington and Chelsea, W10 5YG, 020 8960 8774

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.