



YHA London Oxford Street – Access Statement

Introduction

Tucked away in the heart of bustling Soho, YHA London Oxford Street is ideal for backpackers or those in search of a weekend city break. The area offers an eclectic mix of cafes, pubs, cinemas, quirky boutiques and a great alternative nightlife – all within a 5-minute walking distance of the hostel.

We aim to cater for the needs of all visitors across three storeys of an office building set just off from Oxford Street. We do not have any bedrooms on the ground floor and none of our rooms meet modern accessible standards.

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-london-oxford-street.

This access statement was last updated in January 2024.

Pre-arrival

- The nearest rail station is Oxford Circus, 500m away. The nearest rail station with step-free access is London Euston, 1.2 miles away.
- The nearest bus stop is approximately 160m away on Oxford Street. There is a frequent bus service until late at night with low-level access on the buses.
- All black cabs in London are fitted with grab rails, a wheelchair ramp and 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-oxford-street/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

There is no parking available at YHA London Oxford Street. The nearest 24-hour car park is on Poland Street approximately 200m away from the hostel. There is limited space for a drop-off point outside the hostel but no dropped kerb. If you let us know what time you are coming, we will do our best to assist with moving to and from cars.

There is no level access to the hostel. There are four steps with a handrail on one side up to the front door, where access is granted via an intercom system. This is positioned at a height of 1.3m from the ground.

Main entrance and reception

The main entrance is a manual single-leaf door with a level threshold. There is a lift from the ground floor to the reception on the 3rd floor of the building. Staff are always available to help with the front doors and access to the hostel.

The reception is level throughout and there is bench-style seating and a low coffee table available. The area is well-lit with wall and ceiling lights and the floor is surfaced with carpet tiles. Vibrating pillow alarms are available. Cold drinks and snacks are also served in this area.

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 floors in the corridors are surfaced with carpet tiles. In the basement the flooring is vinyl.

Our lift takes guests from the ground floor to the reception and basement. Access to the upper floors is via stairs only. There is braille lettering for the buttons inside the lift. The lift is 1040mm deep x 800mm wide and the door opening width is 700mm.

WCs

There are no public WCs at YHA London Oxford Street.

Lounge and dining area

The lounge is located on the third floor with level access from reception through a single-leaf door (usually pinned open). It is a colourful, bright room lit with natural light during the day and ceiling lights at night. The floor is surfaced with carpet tiles.

There are tables and bench-style seating as well as beanbags. All furniture can be moved – please ask at reception if you require this. There are three computer terminals in this room, which is also the dining area for the self-catering kitchen.

Self-catering kitchen

The self-catering kitchen is located on the third floor with level access from the lounge. The flooring is laminate and the room is well-lit with ceiling lights and lights over the work surfaces.

The kitchen is equipped with 3 gas hobs, 3 sinks, 2 microwaves, 1 fridge, toasters and kettles. The sinks are fitted with lever taps. The crockery is stored in high shelves – please ask if you need any help moving them to lower storage.

Laundry and drying facilities

The laundry is located in the basement which can be accessed using the lift. There is a level threshold through a single-leaf door. The room is evenly lit.

Our facilities include a coin operated washer and dryer – £2 to wash and £2 to dry. Please pay at reception if you would like to use the laundry and you will be given the key to the laundry room. Laundry tablets are available to purchase for £1.20 from

reception. We are happy to give assistance to reach the dryer as it is stacked on top of the washer. This room also contains some storage lockers which cost £3 to use (these lockers accept £1 coins only).

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds and a wash basin fitted with a lever tap. Our rooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

All bathrooms have fluorescent lighting and non-slip flooring. Sinks are fitted with standard twist or lever taps. Showers have a step up to enter, except on the third floor where they have two steps up to enter. All WCs have level access.

Third floor

Reception is also located on this floor.

- Two rooms that sleep up to 2 people each. They include a set of bunk beds.
- Three rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two showers.
- Two WCs.

Fourth floor

Access to this floor is only by a set of 18 steps with a handrail on one side.

- Three rooms that sleep up to 2 people each. They include a double bed.
- Two rooms that sleep up to 2 people each. They include a set of bunk beds.
- Five rooms that sleep up to 3 people each. They include a set of bunk beds and a single bed.
- Five rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Four showers.
- Four WCs.

Fifth floor

Access to this floor is only by a set of 15 steps with a handrail on one side.

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

Grounds and garden

Due to its location, the hostel does not have any grounds or a garden.

Additional information

- Pets are not permitted at YHA London Oxford Street, though assistance dogs are welcome throughout – please notify us at the time of booking. The nearest green space is Soho square which is approximately 6 minutes' walk away.
- 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 within the hostel is good.
- Wi-Fi is available in shared spaces.

Contact information

- Address: YHA London Oxford Street, 14 Noel Street, London, W1F 8GJ
- Telephone: 0345 3719133
- Email: oxfordstreet@yha.org.uk
- Ordnance Survey map: 176
- Local buses: Services 73, 10, 8 and 390 run 24 hours a day on Oxford Street – for the hostel, get off at Wardour Street www.tfl.gov.uk
- Local accessible taxis: Comcabs 020 7432 1432 (card payments) or 020 7908 0207 (cash payments) www.comcablondon.com
- Nearest mobility equipment retailer (2 miles away): 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.