



YHA York – Access Statement

Introduction

If you're looking for affordable accommodation for a weekend getaway or the perfect educational trip, YHA York is the ideal place! This Victorian mansion is just a mile outside of York city centre – a tranquil spot, but close to all of the city's attractions.

We aim to cater for the needs of all visitors in this multi-building hostel. We have an accessible en-suite room with accessible bathroom in the main building and ground floor bedrooms available in the main building and annexe.

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-york.

This access statement was last updated in September 2025.

Pre-arrival

- The nearest rail station is York, 1.5 miles away.
- The nearest bus stop is within 160m of the hostel. This offers a frequent bus service with low-level access.
- Local taxi companies can provide accessible taxis when booked in advance.
- The roads approaching and surrounding the hostel are level and surfaced with tarmac. There are pavements on both sides and good street lighting.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-york/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

We have ample parking less than 15m from the hostel entrance. There are two marked accessible parking bays which are the closest to the hostel. Please try to provide advance notice if assistance will be required to move to and from cars.

The car park is surfaced with tarmac and is well-lit. From the car park there is a shallow kerb onto a level paved area which leads to the hostel entrance. There are five steps with a handrail on each side or a gentle ramp up to the main doors.

Main entrance and reception

From the paved patio outside there is level access into the hostel through manual double doors which open outwards. There is a fixed welcome mat on entry, leading into the entry hall. This open plan area is level throughout and includes the lounge and café bar. Flooring is polished wood and the area is evenly lit with ceiling lights.

From here there is level access through another double door to reception. There is a low-level serving section and tables and chairs available in the entry hall. Flooring is polished wood. A portable induction loop and vibrating pillow alarms are available on request. There is also an emergency phone to contact a member of staff at night (on site) in the main annexe building.

Public areas

Halls and corridors

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. The flooring is polished wood downstairs and short pile carpet upstairs. In both annexes the corridors are carpeted.

We do not have a lift at YHA York so access to the upper floors is by stairs only. The stairs are carpeted with non-slip contrasting nosing. Some staircases have a handrail on both sides, while others have a handrail just on one side.

Toilets

There is a gender-neutral toilet next to the reception desk which has level access. There is also an accessible toilet close by. From the reception lobby there is a single leaf door leading to a ramp down to the toilet. Transfer onto the toilet is left-handed.

Café bar

The café bar is located next to the reception desk. Cold and hot drinks and food are served here. There is a low-level service section at the bar, but there are menus on the tables, and table service is available – please ask at reception.

Lounge

The lounge is located on the ground floor in the entry hall. It is spacious and has sofas, armchairs and low coffee tables. All of the furniture can be moved – please ask at reception for any assistance. In this area there are also tables and straight-backed chairs, and high bar-style chairs available as part of the café bar.

Dining room

The dining room is located on the ground floor with level access via a single-leaf door. It is level throughout, and the flooring is laminate. There is a selection of soft and hard straight-backed chairs without armrests and bench-style seating. The furniture is well spaced but is also moveable – please ask at reception if needed.

The server is through a double door from the dining room. Table service is available – please ask at reception. We are also happy to cater for dietary requirements or any likes or dislikes (please advise us of these before you arrive).

Self-catering kitchen and dining area

The self-catering kitchen is located on the ground floor. From the accessible public toilet there is step-free access down another short ramp and through two single-leaf doors into the top half of the kitchen.

There is also step-free access to the bottom half and the self-catering dining room from reception. There are two sets of double doors onto an evenly paved external courtyard which slopes downwards. Then there is a single-leaf door into the kitchen.

The kitchen is not level throughout. There is a 50mm step up from the bottom half to the top half. There is equipment in both parts. The flooring is polished wood, and the room is well-lit with ceiling lights.

Laundry and drying facilities

The laundry room is on the ground floor and is also accessed from the inner courtyard through a single-leaf door. The floor is level and surfaced with lino. Space is limited in this room. There are two front loading dryers and then a 200mm step up to two top loading washing machines. Staff are happy to assist with equipment.

Meeting rooms

We have three meeting rooms. One (Harris Room) is on the ground floor of the main building. Access is from the inner courtyard up one step (210mm) through a single-leaf door. There is also access via a ramp. The flooring in this room is laminate.

The second classroom (Rowntree Room) is on the ground floor of the main building and has level access. The flooring is tiled and level throughout. The third classroom (Seebolm Room) is on the first floor of the main annexe building. There are 13 steps up to this floor. It is level, with carpet flooring.

All our meeting rooms are equipped with projectors and whiteboards. We can provide tables and straight-backed chairs with and without armrests in a variety of seating arrangements.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Most rooms without an en-suite bathroom include a wash basin. Our bedrooms are 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.

Main building

First floor

This floor is not level throughout. There are several sets of steps in the corridors.

- Three en-suite rooms that sleeps up to 2 people each. They include a set of bunk beds.
- Two en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Three rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Six en-suite rooms that sleep up to 6 people each. They include 3 sets of bunk beds.

- Three rooms that sleep up to 8 people each. They include 4 sets of bunk beds.
- Communal showers and toilets.

Main annexe

Ground floor

Access to this building is via a level tarmac path from the car park and then a ramp down to a single-leaf doorway. It is around 100m to the hostel entrance, all outside. There is also a bridge between the first floors of the main building and annexe.

- Two en-suite rooms that sleep up to 2 people each. They include a set of bunk beds.
- Five en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Five rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One communal shower.
- One communal toilet.
- Two communal shower rooms with toilet.

First floor

- One en-suite room that sleeps up to 2 people. It includes a set of bunk beds.
- Four en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Three rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One communal shower.
- Three communal toilets.
- One communal shower room with toilet.

Courtyard annexe

Access to this building is external. From the main entrance the walkway is paved down the ramp into the courtyard. There is a paved path bordered by gravel leading to the rooms. There is a step up (130mm) into all but one of the rooms.

Ground and first floor

The following bedrooms are two-storey with a bathroom on the ground floor and beds split between the ground and first floor.

- Five en-suite rooms that sleep up to 4 people each. They include a double bed and a set of bunk beds.
- One accessible en-suite room that sleeps up to 5 people. It includes a single bed and a set of bunk bed on the ground floor plus a double bed on the first floor. There is a ramp up to the door of this room and then a level threshold. Transfer to the toilet in the en-suite bathroom is left-handed.
- 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.

Grounds and garden

We have a large, level front lawn with step-free access from the car park. Outside the café bar and lounge there is a patio overlooking the garden which has level access from the main entrance plus tables and chairs without armrests.

There are also plastic tables and chairs without armrests in the inner courtyard which has step-free access from reception.

Cycle store

Our cycle store is located opposite the laundry room. There is a level threshold through a single-leaf door.

Additional information

- Pets are not permitted at YHA York, 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.
- Braille signs are fitted on room doors and corridor doors.
- 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.
- Free Wi-Fi is available.

Contact information

- Address: YHA York, Water End, Clifton, York, North Yorkshire, YO30 6LP
- Telephone: 0345 3719051
- Email: york@yha.org.uk
- Ordnance Survey map: 105
- Local buses: Lines 2 and 19 run services with low-level access – for the hostel, get off at Clifton, Water End www.firstgroup.com
- Local taxis: Premier Travel 01904 690199, KDN Travel 01904 427293
- Local mobility retailer (2 miles away): Shopmobility York, Level 2 Piccadilly Car Park, YO1 9NX, 01904 679222

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.