



YHA Street – Access Statement

Introduction

Ideal for a Somerset activity break with great routes for cycling and walking holidays, this Swiss-style chalet is surrounded by National Trust land and overlooks Glastonbury Tor. Within easy reach of the Mendip Hills, Somerset Levels, Polden Hills and Glastonbury, YHA Street is also home to Clarks shoes – great for bargains in the Clarks Village Retail Outlet.

We aim to cater for the needs of all visitors in this three-storey hostel located just outside Street. We have a ground floor bedroom, though none of our bedrooms or bathrooms meet modern standards of accessibility.

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-street.

This access statement was last updated in March 2024.

Pre-arrival

- The nearest rail station is Bridgwater, 13.3 miles away.
- The nearest bus stop is within 500m of the hostel, offering services from Monday to Saturday.
- A local taxi company can provide accessible taxis when pre-booked.
- The hostel is 1.5 miles from the centre of Street. From the town the roads are mostly level though there is an incline. The last mile is surfaced with tarmac but there are no pavements or streetlights.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-street/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

The recommended car park is by the main road around 100m from the building across common land. The National Trust own this free car park. It has no marked bays and is level. It is surfaced with compacted gravel with no lighting at night. From here, there is a level grass path to the hostel main entrance.

There is accessible on-site parking at the rear of hostel which can be reserved if required – please contact the hostel for directions to the rear entrance. The track leading to the hostel is unsurfaced and care must be taken with small cars. The area at the rear of the hostel is grassed or compacted gravel. 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

From the path there is a small step onto the porch, which is level and paved. There is then another step up through a set of manual double doors which open inwards into the dining room. The reception is across the dining room, opposite the lounge. The floor is level throughout on the ground floor. There is an emergency only phone in this area. Instructions on how to contact a member of staff in the event of an emergency are displayed on the information board on reception.

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. Corridor flooring is polished stone slabs on the ground floor and carpet on the first and second floors.

We do not have a lift so access to the upper floors is by stairs only. There are 14 steps to the first floor and a further 13 steps to the second floor. Both staircases are carpeted and the top 3 steps turn through a 90 degrees angle to the left. The steps to the first floor have a banister on the left-hand side for the first 9 steps only. The steps to the second floor have a banister on the right-hand side that goes to the top.

Lounge

Our lounge is located on the ground floor. There is level, open access from the dining room. The room is carpeted and it is subtly lit with a ceiling light. There is a standard height cushioned chair which can be moved. The remaining seating is fixed L-shaped cushioned bench seating. Please ask at reception if you need assistance.

Dining room

The dining room is located on the ground floor. The floor is wooden floorboards and the room is well-lit with ceiling lights. There are tables and cushioned bench seating here (all of which can be moved) – please ask at reception if you need assistance. There are also 5 barstool chairs sited to the kitchen worktop within the dining room.

Self-catering kitchen

YHA Street is self-catering only. The kitchen is located on the ground floor and has level access from the dining room. The floor is level and surfaced with vinyl. The room is evenly lit. The work surface is at a height of 900mm. Crockery and some kitchen equipment is kept in high shelving units, with the rest within floor units. We are happy to move these to lower storage if required. We have 2 electric ovens with a separate grill. There are 2 separate four-plate hobs. We also have a tall fridge, fridge freezer, 2 toasters, 2 kettles and 2 microwaves.

Drying facilities

The drying room is located within the campers' block to the side of the main hostel building. Access is across compact gravel leading to a concrete path. The path is gated and wide enough for wheelchair access. The area is lit with motion sensor

lighting. We have a washing machine and tumble dryer (charges apply). There is also hanging space to dry outdoor clothes and we have a boot rack. To enter the campers block, there is a small step up onto a surface fitted with lino. The floor is level access through the campers' kitchen into the drying room.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Each room is carpeted and well-lit with ceiling lights plus a washbasin. All bedding is provided.

All bathrooms have fluorescent lighting and non-slip flooring. Standard showers have a step up to enter.

Ground floor

- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- Communal bathroom with a shower, WC and washbasin. The shower has a clear door opening width of 60cm and a step up to enter of 30cm.

First 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 set of bunk beds and a single bed.
- Two rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two communal washrooms with a shower and WC. The shower in the largest room has a step up to enter of 0.5cm and the other has a step up of 20cm.

Second floor

- One room that sleeps up to 3 people. It includes 3 single beds.
- One room that sleeps up to 5 people. It includes a double bed and 3 single beds.

Grounds and garden

We have a small, grassed area at the front of the hostel which is reasonably level. Some parts are gravelled including the area around the picnic benches. Immediately outside the front of the hostel is paved with wooden bench seating. The smoking area is also located at this point but is well signed with motion-sensitive lighting at night. To the hostel rear, there is a combination of compacted gravel and grass.

Cycle store

Our cycle shed is located at the rear of the hostel with a slope up to the entrance. This is a locked shed – please ask a member of staff for the code at check in.

Camping & Cabins accommodation

Camping pods

We have two camping pods to the left of the main hostel building and opposite the campers' block. Each pod sleeps up to 4 people. They include 2 single beds at standard height and a double bed on a metal frame which is 25.5cm high (excluding mattress). There are 2 steps up to a decked area in front of each pod and a 25cm step into the pod itself. Entrance is via double French doors which are individually two thirds the size of a standard door.

Washroom facilities for campers

Washroom facilities are located in the campers' block. The path from the camping pods to the block is compressed gravel for a distance of 3m to a concrete path. The path is lit by motion-sensitive outdoor lighting.

Access into the campers' block is via a step up over the door frame. All facilities are then on the same level access unless stated. Flooring is vinyl and the block is well-lit by ceiling lights. There are 2 toilets and both are well-lit with vinyl flooring. There are 2 separate showers with glass doors and a step up of 25cm into each cubicle.

Self-catering kitchen for campers

YHA Street is self-catering only. The campers' kitchen has a level floor surfaced with vinyl. The room is evenly lit. The work surface is at a height of 90cm. Crockery and some kitchen equipment is kept in high shelving units, with the rest within floor units. We are happy to move these to lower storage if required. We have 2 electric ovens with a separate grill. There are 2 separate four-plate hobs. We also have a small fridge with freezer compartment, 2 toasters, 2 kettles and a microwave.

Dining room for campers

The dining area is located within the campers' self-catering kitchen. There are 2 tables and bench seating here, all of which can be moved – please ask at reception if you need assistance.

Additional information

- Dogs are permitted at YHA Street when staying in our Camping & Cabins accommodation or when hiring the whole hostel through YHA Exclusive Hire. Pet dogs are welcome in shared spaces but are not permitted in hostel bedrooms, on soft furnishings, in the kitchen or in the campers' block. Assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- A member of staff is on call at night (via emergency phone at reception).
- 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 hostel.
- Wi-Fi is available at this hostel.

Contact information

- Address: YHA Street, The Chalet, Ivythorn Hill, Street, Somerset, BA16 0TZ
- Telephone: 0345 3719143
- Email: street@yha.org.uk
- Ordnance Survey map: 182
- Local buses: Catch the 38 bus from Bridgwater – for the hostel, get off at Collard Hill in Street

**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.**