



## YHA Bridges - Access Statement

### Introduction

YHA Bridges is situated in the hamlet of Bridges; part of Rattlinghope. The hostel was once a village school but has since been converted into a Youth Hostel. The village of Wentnor is 2.5 miles away, along a level road. There are more shops in Church Stretton, which is 4 miles away along a steep single track road.

We aim to cater for the needs of all visitors in this 38-bed hostel; a 2-storey building located deep in the Shropshire hills. We have one bedroom on the ground floor which has an accessible en-suite bathroom.

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](mailto:customerservices@yha.org.uk).

### Pre-Arrival

- The nearest rail station is Church Stretton which is on the Manchester-Cardiff line. It is 5.3 miles away.
- The nearest bus stop is also in Church Stretton. From April to September there is an hourly accessible bus service which runs on Saturdays, Sundays and Bank Holiday Mondays. Concessionary passes are permitted.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The roads approaching and surrounding the hostel are narrow country lanes which can be steep. From the road there is a steep tarmac driveway down to the hostel.
- The hostel's details can be seen on YHA's website [www.yha.org.uk](http://www.yha.org.uk); please click on the Maps and Directions tab to view a map and transport options.
- You can contact the hostel by phone or e-mail (please see contact information).

### Car Parking and Arrival

There is a car park right next to the building and guests can also be dropped off by the main entrance. On entry to the car park the surface is tarmac; in the parking area the ground is level and surfaced with gravel. In the car park and at the main entrance there is movement sensitive lighting.

There are no marked bays, but we would be happy to reserve a space close to the building if required.

From the car park there is level access over a path to the main entrance. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

## Main Entrance and Reception

From the path there is a ramp up to the door. There is a shallow sill at the threshold and there are manual double doors which open inwards. The clear door opening width of each door is 670mm. If you need both to be opened please just let us know and we will be happy to arrange this.

The entrance hall is tiled and the floor is level. The area is well-lit. The reception can be found in the dining room. There is level access to this room from the entrance hall via two single leaf doors.

We have a magnifying glass available to help fill in registration paperwork. Guests may also sit at the dining room tables to fill this out.

## 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. The corridor flooring is tile in the entry hall. The rest of the corridor flooring in the hostel is carpet.

Unfortunately we do not have a lift, so access to the second floor is via 19 stairs only. The stairs are carpeted and have a handrail on each side, except for at the top where a handrail is on one side.

### Public WCs

There is level access to one WC on the ground floor. There is a 203mm step up to two further WCs. None of these meets modern accessibility standards.

### Lounge

The lounge is located on the ground floor and has level access from the dining room via a single leaf door. The floor is level and surfaced with carpet and the room is well-lit.

The room is furnished with a sofa, three armchairs and a coffee table. Space between the furniture can be limited, but it can all be moved; please just ask at reception if you require assistance.

## Dining Room

The dining room is located on the ground floor is accessed as described above. The floor is level throughout and surfaced with wooden floorboards. The room is well-lit with fluorescent lighting.

There are tables and benches available. We can arrange for seats with backrests to be brought down from upstairs if required. All furniture can be moved; please just ask at reception if you require assistance.

Table service is available; please ask at reception and we will be happy to help. We are also happy to cater for dietary requirements or any particular likes or dislikes. Please advise us of these before your arrival.

Our menus are displayed on blackboards; we would be happy to read these out to guests.

## Self-Catering Kitchen

The self-catering kitchen is located on the ground floor and has level access from the dining room via a single leaf door. It is laid out galley style with work surfaces around the edge of the room. The floor is level and surfaced with tile, and the room is well-lit with fluorescent strip lights.

The kitchen is equipped with a domestic cooker with oven and grill, separate electric hobs set into the work surface (900mm high). There is a domestic fridge, a microwave, a cordless kettle and three sinks. Pans, cups, plates and glasses are stored on shelves below the counter. Food storage is also located in cupboards below the work surface.

## Drying Facilities

The drying room is located on the ground floor just off the entrance hall and has level access via a single leaf door. There are radiators and dehumidifiers in this room to help dry clothing.

Access into this room would be difficult for a wheelchair user due to the size of the room. We are happy to help arrange clothing here if required; please just ask at reception.

## Bedrooms and Bathrooms

All bedrooms have bunk beds. All bedrooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

All of the bathrooms have fluorescent lighting. The standard showers have a 254mm step up to enter.

## Ground Floor

- One 4-bedded room with accessible en-suite bathroom. This is our most accessible room, which has a ramp up and through a wide door from the entrance hall. One of the sets of bunk beds is a folding bunk, so the beds can be raised or lowered independently.  
The bathroom has tiled flooring. There is a low level washbasin and low level shower controls. There are grab rails to either side of the toilet and shower. Transfer onto the toilet is left-handed.
- One 4-bedded en-suite room. This room is accessed from outside; there is a level path, followed by 3 steps up in total. The en-suite bathroom has a walk in shower.

## First Floor

From the stairs there is level access to:

- One 6-bedded room
- One 10-bedded room

There are an additional 4 steps down to:

- One 12-bedded room
- Three showers and two WCs

## Grounds and Garden

We have extensive grounds. There is a level grassed area next to the car park, which is accessed via a gate and a side path. The lower grounds are larger and are accessed via a slope, or 7 wide stone steps from the car park. The lower grounds are also level. There is a slide, two swings and a set of football goalposts here.

A shallow stream runs the length of the lower grounds. Please be aware that this is unfenced. There are two sets of wooden picnic benches in the grounds for guests to use.

## Cycle Shed

Our cycle shed is located under the campers' washrooms. There are either 7 steps down, or a slope from the upper to lower lawn to access it. It can take up to 20 bikes.

## Camping Facilities

Camping is available over the spring and summer on the upper and lower lawns, both of which are level. There is no vehicle access permitted on the grass, but the car park is within a short distance. We can take bookings for small camper vans, but these must be parked in the car park.

There are external wash rooms with 24 hour access for camping guests. To access these there are 7 steps up. There are two WCs, two washbasins and a washing up sink. Campers have access to the hostel facilities during opening hours.

### Additional Information

- Staff have undertaken 'Welcome All' training.
- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- There is no access to the hostel building from 10am-5pm.
- A member of staff is always available on site, including at night (access via a buzzer at Reception).
- Braille signs are fitted on room doors and corridor doors.
- Emergency lighting and fire alarms 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 in case of fire should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- There is no mobile phone reception at the hostel.
- Wi-Fi is not available at this hostel.

### Contact Information

- Address: YHA Bridges, Ratlinghope, Shrewsbury, Shropshire, SY5 OSP.
- Telephone: 01588 650656
- Email: [bridges@yha.org.uk](mailto:bridges@yha.org.uk)
- Ordnance Survey Map 137; Grid reference SO395965
- Hours of operation: Reception is open from 8am-10am and then from 5pm-10pm
- Local buses: For more info see [the Shropshire Shuttles website](#). To book a space for a wheelchair user call 01588 674080. Service runs April to October only.
- Local taxi: 01588 673225 or 0781 4448509

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.

This hostel is independently owned and operated under a franchise arrangement with YHA. The following access statement has been prepared by the hostel owner and is not the representation of YHA (England & Wales). For further information and clarity on accessibility at this hostel, guests are advised to contact the hostel owners directly.