



## YHA Conwy – Access Statement

### **Introduction**

If you want to explore North Wales on a budget then YHA Conwy is the perfect accommodation. The hostel really has the best of both worlds; set between the stunning Eryri (Snowdonia) National Park and the gorgeous coastal resorts of northern Wales. Just half a mile from the centre of town, the hostel also enjoys panoramic views of Conwy's medieval castle!

We aim to cater for the needs of all visitors in this three-storey hostel located just outside the town walls. There are no bedrooms on the ground floor, however, there is a lift which provides access to the upper floors. On the first floor we have an accessible room, with an accessible WC 10m down the corridor.

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). You can also view photos of the hostel at [www.yha.org.uk/hostel/yha-conwy](http://www.yha.org.uk/hostel/yha-conwy).

This access statement was last updated in December 2023.

### **Pre-arrival**

- The nearest rail stations are Conwy (no lift), half a mile away, and Llandudno Junction (with lift), 1.5 miles away.
- The nearest bus stop is approximately 180m away at the bottom of the hostel's driveway. The service is infrequent. There is a frequent bus service all day and evening from the town stop next to the rail station.
- A local taxi company can provide accessible taxis when booked in advance (see contact information).
- The approach to the hostel is very steep. The main road has a pavement on one side, but no street lighting. The hostel drive is well-lit and 180m long with a steep incline (gradients between 1:12 and 1:6) and no pavement.
- The hostel's location can be viewed on YHA's website at [www.yha.org.uk/hostel/yha-conwy/directions](http://www.yha.org.uk/hostel/yha-conwy/directions).
- You can contact the hostel by phone or e-mail (see contact information).

### **Car parking and arrival**

We have parking on site right in front of the main entrance. The two spaces closest to the main doors are designated accessible bays. If you let us know what time you are coming, we will do our best to assist moving to and from cars.

The car park is well-lit and evenly surfaced with tarmac. It slopes down away from the hostel but is level where the accessible spaces are. There is no level access to

the hostel, but there is a permanent, purpose-built ramp from the car park (gradient 1:7). This is paved and does not have handrails.

### **Main entrance and reception**

Access to the hostel is via manual double doors which open inwards. The threshold is level onto a fixed welcome mat. There is then a second set of double doors opening inwards with level access to the reception. There is no low-level service section at the reception desk.

### **Public areas**

#### **Halls and corridors**

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 corridor flooring is laminate and short pile carpet on the ground floor. On the upper floors it is short pile carpet. The staircase is also carpeted and has contrasting non-slip nosing. There is a continuous handrail on one side and another handrail in some sections of the other side.

We have a lift at YHA Conwy which provides access to the upper floors. There is level access to this from the reception area. The effective clear opening of the doors is 680mm and the car is 1150mm x 1150mm. The lift is not available for use in the event of a fire evacuation.

#### **WCs**

There is a gender-neutral accessible WC located opposite the reception on the ground floor. It is fitted with grab rails and an emergency cord. It is well-lit and has non-slip flooring. It has right-handed transfer onto the WC.

#### **Dining room**

The dining room is located on the first floor with level access from the lift via double doors. The flooring is laminate and the room is well-lit with natural light and ceiling lights. There are round and square dining tables with straight backed wooden chairs without armrests. There is ample space between the furniture and it can all be moved – please ask at reception if needed. Table service is available – just ask at reception and we will be happy to help. We can also cater for dietary requirements or any particular likes or dislikes. Please advise us of these before your arrival.

#### **Lounge**

The lounge is located on the ground floor and has level access via double doors. The room is level throughout with carpet flooring and has excellent natural lighting during the day and ceiling lights at night.

There is a selection of sofas, armchairs and low cushioned stools. There are also low coffee tables available. Space between furniture can be limited in this room but the chairs and tables can be moved.

### Self-catering kitchen

The self-catering kitchen is located on the first floor and has level access through the dining room and then a single-leaf door. The flooring is tile and the room is well-lit.

The kitchen is equipped with 4 ovens, 4 gas hobs, 4 sinks fitted with standard twist taps, toaster, fridge freezer and cordless kettle. There is not a lower-level worktop. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.

### Laundry and drying facilities

The laundry room is located on the ground floor and has level access via a double door in the corridor, followed by a single-leaf door into the room. The room is level throughout and has lino flooring. It is evenly lit with ceiling lights. There is space for a wheelchair user to manoeuvre.

### Games room

The games room is on the ground floor and has level access from the entry hall via a single-leaf door. The flooring is laminate and the room is well-lit. There is a pool table and table-top football, along with soft seating without armrests. Access around the room is limited due to the equipment.

### Meeting room

The meeting room is located on the ground floor opposite the laundry room and has level access via a single-leaf door. The room is level throughout with carpet flooring. It has excellent natural lighting and ceiling lights.

We can provide tables and straight-backed chairs without armrests which can be set out in a variety of seating arrangements.

### **Bedrooms and bathrooms**

All bedrooms are en-suite and, unless otherwise stated, have bunk beds. 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. Showers have a step up to enter.

### First floor

There are 17 steps to this floor. Access is also by lift, though our bedrooms are only suited to those who can use the stairs unaided or are accompanied by someone who can assist them to use the stairs in an emergency evacuation.

- Four en-suite rooms that sleep up to 2 people each. They include a set of bunk beds.
- One accessible room that sleeps up to 3 people. It includes a single bunk with a double bed underneath. This room is not en-suite but an accessible bathroom is located 10m away through double-leaf doors. The toilet is

accessible with grab rails surrounding it and right-handed transfer. The shower does not have grab rails but there is a fold-down shower chair.

- Eight en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One shower room with WC.
- One WC.

### Second floor

There are 17 steps to this floor. Access is also by lift, though our bedrooms are only suited to those who can use the stairs unaided or are accompanied by someone who can assist them to use the stairs in an emergency evacuation.

- Four en-suite rooms that sleep up to 2 people each. They include a set of bunk beds.
- One en-suite room that sleeps up to 3 people. It includes a single bunk with a double bed underneath.
- Eight en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One communal shower.
- One communal WC.

### Grounds and garden

We have a lovely patio area with chairs and tables. These are moveable and we are happy to assist with this.

Access to the grounds and garden is available via the lounge. There is a ramp from the door but the doorway has a step which is not wheelchair accessible without assistance.

In the garden, the summer house can be accessed via the lawn. There is also a BBQ and picnic bench area up a steep grassy slope.

### Additional information

- Bike racks are available at the front of the building (locks not provided).
- Pets are not permitted at YHA Conwy, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- The site is not staffed 24/7. Outside of reception hours or when the hostel is on Exclusive Hire, there may not be a member of staff on-site. A member of staff is always available by phone (via emergency phone at reception).
- Emergency lighting and fire alarms are fitted. Our teams won't fetch you in the event of an emergency so – if the alarms go off – evacuate the building through the nearest exit (do not wait for a member of staff). Arrangements for guests needing assistance to evacuate should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- There is good mobile phone signal in and around the hostel.

- Wi-Fi is available in shared spaces.

### **Contact information**

- Address: YHA Conwy, Larkhill, Sychnant Pass Road, Conwy, LL32 8AJ
- Telephone: 0345 3719732
- Email: [conwy@yha.org.uk](mailto:conwy@yha.org.uk)
- Ordnance Survey map: 115
- Local buses: Line 27 from Conwy bus station runs along Sychnant Pass Road – for the hostel get off at Mount Pleasant [www.arrivabus.co.uk](http://www.arrivabus.co.uk)
- Local accessible taxis: Castle Cab 01492 593398, King Cabs 01492 878156
- Nearest mobility equipment retailer: Ableworld Llandudno, 16 Mostyn Broadway, Llandudno, LL30 1YL, 01492 338549, [llandudno@ableworld.co.uk](mailto:llandudno@ableworld.co.uk)

**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.**