



## YHA Liverpool Albert Dock Access Statement

### Introduction

YHA Liverpool Albert Dock is right at the heart of everything Liverpool has to offer. This Youth Hostel is suitable for families, backpackers, groups and anyone looking for a budget city break. The Hostel is just a five minute walk from the historic Albert Dock which is part of the Liverpool Waterfront.

We aim to cater for the needs of all visitors in this 171-bed hostel, a purpose built 3-storey building located close to the Albert Dock. We have two bedrooms on the ground floor. Both of these rooms have facilities for wheelchair users and 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). You can also take a virtual tour of our hostel at [www.yha.org.uk/hostel/liverpool-albert-dock](http://www.yha.org.uk/hostel/liverpool-albert-dock)

### Pre-Arrival

- The nearest rail station is Liverpool Central which is three quarters of a mile away.
- The nearest bus stop is within 200 metres of the hostel. Most of the buses in the city centre are accessible and have frequent services.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The hostel is in the city centre just off a main road; the approach is level, with tarmac pavement and street lighting.
- The nearest shop-mobility scheme is in Liverpool (approximately half a mile away), Liverpool Shopmobility, Liverpool One, 35 Strand Street, L1 8LT; 0151 707 0877.
- The hostel's details can be seen on YHA's website [www.yha.org.uk](http://www.yha.org.uk); please scroll down to the Maps and Directions section to view a map and transport options.
- You can contact the hostel by phone, e-mail (please see contact information).

### Car Parking and Arrival

We have a car park less than 30 metres from the hostel entrance, and there is a marked accessible bay available. The car park is level, surfaced with tarmac and is lit by wall lighting

on the hostel building. From here there is a small ramp up to the paved area outside of the main entrance doors.

There is a drop off point on Tabley Street with a dropped kerb. From here the main entrance can be accessed via an evenly paved path; this slopes upwards (12 metres at 1:11 gradient) at first but becomes more level as you approach the building. The path from the car park is much shallower, but there are limited dropped kerbs.

The path is lit by external wall lighting on the hostel building. 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**

The threshold into the hostel is level. There is a set of manual double doors which open outwards, a small entryway with a fixed welcome mat, followed by a second set of manual double doors which open outwards (clear opening width 830mm).

The reception area is open plan and includes the café bar and lounge. The area is level throughout with plenty of space for a wheelchair user to manoeuvre. The flooring is laminate throughout and the area is brightly lit with ceiling lights.

The reception desk has a low level service section. The lounge seating and coffee tables are available for guests to use, and there are also high bar-style chairs and tables.

### **Public Areas**

#### **Halls and Corridors**

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls and stairs, are well lit using a combination of ceiling and wall lights.

The flooring is mostly laminate on the corridors and in accommodation areas, there are only three rooms on the second floor with short pile carpet.

YHA Liverpool Albert Dock does not have a lift.

#### **Public WCs**

On the ground floor there is a male and a female WC with level access from the reception area. Each has two single leaf doors to enter. These are well-lit and have non-slip flooring.

There is also an accessible WC, just by the reception. It has grab rails and low level sink. This WC has left-handed transfer. The clear door opening width is 850mm.

### Café Bar and Lounge

The café bar is next to the reception desk. Food and hot/cold drinks are served from here. The bar only has a high level service section, but menus can be found on the tables and table service is available; please ask at reception and we will be happy to help.

Directly opposite is the lounge area, which has sofas, armchairs, soft seats without armrests and coffee tables. Space in between the furniture is limited but chairs and tables can be moved and we would be happy to assist with this.

### Dining Room

The dining room is located on the ground floor and has level access via a single leaf door which can be propped open to make easier access to the diner. The room is level throughout, with laminate flooring immediately in front of the servery and throughout the seating area. The room is well-lit with ceiling and wall spotlights.

We have straight backed chairs and a selection of round and square dining tables with benches. There is plenty of room between the furniture and it can all be moved; please ask at reception and we will be happy to assist.

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.

### 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 (clear opening width 770mm). The flooring is laminate and the room is well-lit with ceiling fluorescents. There is a wooden table and 3 straight backed chairs available here.

There are two ovens and gas hobs, two fridge-freezers, a microwave, a toaster and a cordless kettle. There are two sinks fitted with lever taps. Some pans and crockery are stored in high cupboards; please speak to reception and we would be happy to move them to a lower storage area.

### Laundry and Drying Facilities

The laundry room is located on the ground floor and has level access from the reception area via a single leaf door. The flooring is laminate and the room is well-lit with ceiling fluorescents. There is coin operated washing machine and dryer available for customer use.

Washing powder is available to buy in the reception.

The laundry is a small room however there is room for a wheelchair user to manoeuvre.

### TV Room

The TV room is located on the ground floor just by the main door and has level access via a single leaf door which can be propped open to make easier access to the dining room. The room is level throughout, with low pile carpet. The room is well-lit with ceiling spotlights.

### Meeting Room

The meeting room is located on the ground floor, at the end of the corridor in the accommodation area, and has level access via a single leaf door. This can be propped open to give easier access to the dining room. The room is level throughout, with low pile carpet. The room is well-lit with ceiling and wall spotlights.

We have straight backed chairs without armrests and tables. We can provide a variety of seating configurations.

### Bedrooms and Bathrooms

Unless otherwise stated, all bedrooms are en-suite and have bunk beds. All bedrooms have laminate floor and are well lit with ceiling and bed lights. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. The standard en-suite bathrooms have separate shower and toilet with sink area. There are no grab rails in these rooms. Shared bathrooms have a stand up shower, with one step up to enter.

### Ground Floor

Two 4-bedded accessible rooms with accessible en-suite shower rooms (clear door opening width is 875mm). Both bathrooms are fitted with grab rails and have a portable shower chair. One bathroom has left-handed transfer onto the WC and right-handed transfer into the shower. The other has right-handed transfer onto the WC and left-handed transfer into the shower

### First Floor

- Two 3-bedded rooms (double and a bunk)
- Two 5-bedded rooms (double and two bunks)
- Ten 6-bedded rooms
- Two 8-bedded rooms without en-suite, nominated shower rooms with WCs are accessible from main corridor

### Second Floor

- Three 2-bedded rooms (double with a single over) without en-suite, showers and WCs available across the corridor
- Three 3-bedded rooms (double and bunk)
- One 3-bedded room without en-suite, showers and WCs accessible from main corridor
- Six 6-bedded rooms
- One 6-bedded room without en-suite, showers and WCs accessible from main corridor

### Grounds and Garden

We do have green area in the front and side of the hostel. All property is fenced with back car gate and small walk-in gate on the side. The gates are closed during the night from 11pm to 6am; however, there is 24 hour access to the building available via small gate with intercom.

### Cycle Shed

There is a bike shed available. It is on the side of the building with the paved path leading to it and three single leaf doors. There is a small kerb on the entrance and limited space inside.

### Additional Information

- We have portable shower chairs available on request.
- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- A member of staff is always available in the reception, including at night.

- 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.
- Mobile phone reception within the hostel is good.
- Wi-Fi internet connection is available to guests.

### **Contact Information**

- Address: 25 Tabley Street, off Wapping, Liverpool, Merseyside, L1 8EE.
- Telephone: 0345 3719527
- Email: [liverpoolalbertdock@yha.org.uk](mailto:liverpoolalbertdock@yha.org.uk)
- Ordnance Survey Map 108; Grid reference SJ344895.
- Hours of operation: Reception is open 24 hours.
- Local buses: Lines 500, 82a and 800 run close to the hostel from the city centre. For the hostel, get off at the stop opposite the Baltic Fleet. For more information see <http://www.arrivabus.co.uk/>
- Local taxi: Mersey Cabs - [www.mersecabs.co.uk/index.html](http://www.mersecabs.co.uk/index.html)

**We welcome your feedback to help us to continue making improvements. Please contact us directly if you have any queries or if you would**