



## **Introduction**

This is one of our two hostels tucked away in the Ironbridge Gorge World Heritage Site. There is plenty to do in the area, with plenty of walking and cycling routes close by. If you're in the mood for bit of culture you can visit the China Museum next door, or go take a step back in time at the Blists Hill Victorian Village.

We aim to cater for the needs of all visitors in this 82 bed hostel; a 3-storey building located in the village of Coalport. We have ground floor bedrooms; two of these are accessible. They are not en-suite but there is an accessible bathroom on the same corridor.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01629 592700 or [email Customer Services](mailto:customer.services@yha.org.uk). You can also take a virtual tour of our hostel at [www.yha.org.uk/hostel/ironbridge-coalport](http://www.yha.org.uk/hostel/ironbridge-coalport).

## **Pre-Arrival**

- The nearest rail station is Telford Central which is 5.5 miles away.
- There is no bus service to the hostel.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- Coalport High Street is a level, tarmac road. There are sections without a pavement but there is street lighting. The hostel is just off this road, down a slope which leads to the car park. The slope has a gradient of approximately 1:10.
- 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, or e-mail (please see contact information).

## **Car Parking and Arrival**

We have ample parking on site close to the hostel entrance with 6 designated accessible bays. The parking belongs to the museum nearby and costs £1 per hour to a max of £3.

The car park is level and evenly tarmacked. It has limited lighting and so some areas are quite dark at night. The reception is located within the Severnside Café on the lower ground floor which can be seen from the car park.

## **Main Entrance and Reception**

The threshold of the main entrance is level, with glazed double doors. These open outwards manually. The reception area shares the space of the café/dining room and servery just through these doors. The reception is low level and there is plenty of seating in the dining and outside if you wish to grab a coffee before checking in.

The flooring is painted brick and the area is well-lit with ceiling lights. There is space for a wheelchair user to manoeuvre. However, this area can become very busy at breakfast and dinner, so it is advisable to plan arrival to avoid these times.

In the evening the main entrance door is locked along with all other access to the dining area. Access is then gained by a door into the upper ground floor. There is level access to this door from the pedestrian path next to the road. From the car park there is a steep slope to reach the door. This door can be accessed using your Salto fob.

## **Public Areas**

### **Halls, Corridors and Lifts**

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 flooring is carpet in the corridors.

We have a stair lift with roll on platform which provides access between the lower ground floor and the ground floor. Please note that the platform may not be large enough for some wheelchair users; the size is 840mm x 660mm. Access to the first floor is by staircase only. The stairs are carpeted with non-slip contrasting nosing and a handrail on either side.

### **Public WCs**

Public WCs are located on the lower ground floor in the café/dining room. There is level access through a single leaf door. There is a male and a female WC, alongside a unisex accessible WC. The WC is fitted with grab rails and low sink. The transfer on the accessible toilet is left-handed.

The lighting in these rooms is good and the flooring is non-slip lino.

### **Lounge**

The lounge is located on the ground floor; there are 17 steps up to this floor. Access is also via the stair lift. It has step-free access from the ground floor bedrooms. The door is a single leaf door. There is a small slope down into this room.

The room is level throughout with carpet flooring and is well-lit with ceiling lights. It is furnished with low coffee tables and sofas. The furniture is well spaced, leaving plenty of room for a wheelchair user to manoeuvre.

## Dining Room

The dining room is located on the lower ground floor. It is level throughout with painted brick flooring. The room is evenly lit with ceiling lights.

There are dining tables with wooden straight backed chairs, low coffee tables, sofas and tall mahogany tables with stools available here. There is space for a wheelchair users to move around, if assistance is required please ask.

Table service is available in dining room; 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 and Dining Room

Our self-catering kitchen is located on the upper ground floor and has level access from the stair lift via a single leaf door. The kitchen is level throughout with laminate flooring.

The kitchen is equipped with two sinks fitted with standard twist taps, three ovens with grill and hobs, a fridge with small freezer and 3 other fridges, toasters, microwaves and kettles. Crockery and pans are all stored are located on low shelving units.

The self-catering dining room is next door and also has level access. It has the same flooring and lighting as the kitchen. There are tables and straight backed wooden chairs which are all moveable. Both rooms have space for a wheelchair user to manoeuvre.

## Laundry and Drying Facilities

The combined laundry and drying room is on the upper ground floor next to the 24 hour access door and has level access from the stair lift through a single leaf door followed by a glazed single leaf door. The floor is non-slip lino and the room is well-lit.

## Classrooms/Meeting Rooms

We have two classrooms. One is located on the lower ground floor; it has step-free access from reception and the door is 845mm wide. The closest accessible WC is on the lower ground floor as described above.

The second is on the top floor and unfortunately the only access is via a set of steep steps.

Both rooms are carpeted and are evenly lit. We can provide tables and chairs in a variety of seating arrangements.

## Games Room

Our games room is located on the ground floor. It has a level threshold through a single leaf door, and is level throughout. The floor is carpeted and there is even lighting provided by ceiling lights.

There is a pool table that costs £1, change is available at reception.  
We also have a selection of books and games located in a square display.

## **Bedrooms**

Unless otherwise stated, all bedrooms have bunk beds and are carpeted. They well lit with ceiling and individual bunk lights with emergency lighting in place just in case. All bedding is provided. All rooms without en-suite have a washbasin.

All of the bathrooms have fluorescent lighting and non-slip flooring. The standard showers have a step up to enter.

## **Upper Ground Floor**

Our most accessible bedrooms are a 1 person room which contains a single bed and a 3 person room which contains a bunk bed and a single bed.

Close by there is an accessible bathroom with WC and shower; the bathroom is fitted with grab rails, a portable shower chair and an emergency cord. Transfer to the WC here is right-handed. The bathroom may not be suitable for independent use.

There are also bedrooms which sleep 2, 4 and 5 people. One of the 2 person rooms is en-suite. There are also shared WC and shower facilities accessed from the corridor.

## **First Floor**

There are 14 steps to this floor.

We have a range of bedrooms which sleep 2-6 people. Some of these have en-suite bathrooms. There are also shared shower and WC facilities which can be accessed from the corridor.

## **Grounds and Garden**

Unfortunately we do not have a garden or grounds due to our location. However, there are some picnic tables available just outside the café/dining room.

## **Cycle Store**

The Cycle Store is located on the lower ground floor; it has step-free access from reception. As just for the key and directions.

## **Additional Information**

- We do not permit pets, but assistance dogs are very welcome.

- We do not permit smoking anywhere in the hostel, please be courteous to others when smoking outside.
- Emergency lighting and fire alarms fitted.
- Be aware that our teams won't fetch you in the event of an emergency, so if the alarms go off please don't wait for a member of staff to tell you to evacuate; get yourself out of the building by the nearest exit.
- Arrangements for guests needing assistance to evacuate in case of fire should be discussed arrival.
- Mobile phone reception within the hostel is patchy to none. There is a payphone available.
- Wi-Fi internet connection is available to guests from communal areas.

### **Contact Information**

- Address: YHA Coalport, John Rose Building, High Street, Coalport, Shropshire, TF8 7HT
- Telephone: 0345 3719325
- Email: [ironbridge@yha.org.uk](mailto:ironbridge@yha.org.uk)
- Ordnance Survey Map 127; Grid reference SJ696024.
- Local taxi: Diamond Cars - 01952 222255 Go Carz- 01952 501050, also have an app

**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.**