



## YHA Bristol – Access Statement

### **Introduction**

Located in the heart of the city, YHA Bristol is the perfect place to stay for business trips or a weekend away. This hostel is on a level pedestrianised road with a loading bay and bus stop on Prince Street (behind the hostel). There is a tarmac pavement leading to the hostel entrance. We have excellent public transport links and a view of the boats and the water on Narrow Quay.

We aim to cater for the needs of all visitors in this six-storey converted Grain House located on the vibrant Bristol waterfront. Facilities are split over several floors. There are no bedrooms on the basement, ground or first floors. There is an accessible bedroom with an accessible en-suite bathroom on the second floor.

This hostel has a lift which provides access from the basement to the fourth floor. The lift does not service the fifth floor or the mezzanine, which offers additional café seating and our boardroom meeting space.

We look forward to welcoming you. If you have any queries or require 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-bristol](http://www.yha.org.uk/hostel/yha-bristol).

This access statement was last updated in October 2024.

### **Pre-arrival**

- The nearest rail station is Bristol Temple Meads, a mile away.
- The nearest bus stop on Prince Street, 320m away (behind the hostel), offering a frequent accessible service.
- Accessible taxis can be caught from taxi ranks at the rail station.
- The hostel is located on Narrow Quay which is level with sections of pavement and cobbles. It is well-lit with streetlighting.
- The hostel's location can be viewed on YHA's website at [www.yha.org.uk/hostel/yha-bristol/directions](http://www.yha.org.uk/hostel/yha-bristol/directions).
- You can contact the hostel by phone or e-mail (see contact information).

### **Car parking and arrival**

There is no parking at YHA Bristol. Nearby parking is available at Millenium Square, The Grove or Wapping Wharf – all less than a 5-minute walk from the hostel.

Access may be available via Assembly Rooms Lane or Arnolfini. If you let us know what time you are coming, we will do our best to assist with moving to and from vehicles.

On Queen's Square there is also free parking for Blue Badge holders in unmarked bays. The square is around 200m from the hostel along level pavements. Additional Blue Badge parking is available on Assembly Rooms Lane which is around 100m from the hostel along level pavements.

### **Main entrance and reception**

Reception is on the ground floor with level access from the street via a manual single leaf door which opens outwards. The flooring in the reception is painted timber and the area is evenly lit with wall and ceiling lights.

Seating is available near reception. Our reception desk includes a low-level section. Reception is open 24 hours a day if you need to contact a member of staff. Check-in is from 3pm – please advise us if you plan to arrive after 11pm. Check-out is at 10am. Late check-out at midday is available on request (charge applies).

### **Public areas**

#### Halls, corridors and lift

There is a good colour contrast to floor, walls and doorways throughout the building. Corridors are all well-lit and floor coverings are polished or painted timber within public areas and carpeted within accommodation areas.

There is a lift with level access from the lounge. This travels between the basement and fourth floor, except the mezzanine and fifth floor (accessible by stairs only).

#### Public WCs

There is an accessible WC on the ground floor, which has step-free access from the lounge. The WC is fitted with grabrails, low sink and emergency cord.

There is another WC on the ground floor. This has level access but is smaller and does not have any grabrails, so does not meet modern standards of accessibility. This does however have baby changing facilities.

We have three toilets on the first floor – one female, one male and one gender-neutral WC. The gender-neutral WC is accessible for wheelchair users and transfer is right-handed. The WCs are well-lit and have non-slip flooring.

#### Café bar

Our café bar is located adjacent to reception with shared access arrangements. Here, there are tables of various and a mix of various seating. Adequately spaced furniture allows good access to our serving counter and table service is available if needed – please just ask. The floor is painted timber. The bar is well-lit by natural light during the day and slightly more dimly lit with wall lights at night.

#### Lounge

The lounge is on the ground floor with a gentle ramp leading up from reception. There are chairs with armrests, benches, bar stools and low tables (all moveable). Flooring is painted timber, and the room is well-lit with ceiling and wall lights.

### Dining room

The dining room is located on the first floor which can be accessed via the lift. Tables within the dining room are movable and chairs do not have armrests. We are happy to cater for dietary requirements or any likes or dislikes – please advise us of these before your arrival.

### Self-catering kitchen

The self-catering kitchen is located on the first floor and can be accessed via the lift. It is fitted with 2 domestic-style gas hobs plus a microwave and worktops along one side of the room. The units are all on one level.

Seating is breakfast bar-style with high level bar stools. Furniture can be moved – please ask at reception for assistance. The floor is surfaced with linoleum and the room is well-lit with ceiling lights.

### Laundry facilities and cycle store

The laundry room and cycle store are in the basement which can be accessed via the lift. In the laundry room there is a domestic washer and a dryer, plus limited hanging space. There is an ironing board and an iron is available to hire from reception. Access to the two rooms is level from the lift. The flooring is painted concrete with good colour contrast to the walls and the corridor is well lit.

### Meeting rooms

We have three meeting rooms. The mezzanine room is only accessible by stairs. The conference room is located on the second floor and the meeting room is in the basement – both rooms are accessible by lift.

The rooms contain straight-backed chairs without armrests and tables. Furniture can be moved to meet requirements. Floors are carpeted and the rooms are well-lit with ceiling lights. The second-floor conference room has good natural light in the day.

The closest accessible WC to the second-floor conference room is located on the first floor. The closest accessible WC to the mezzanine room and the basement meeting room is on the ground floor.

### **Bedrooms and bathrooms**

Unless otherwise stated, all bedrooms have bunk beds. Our rooms are carpeted and well-lit with ceiling and individual bunk lights plus a washbasin with twist control taps. Bedding is provided.

All bathrooms are well-lit and have non-slip flooring. Standard showers have a 20cm step up to enter. Towels are available to hire from reception.

### Second floor

- One room that sleeps up to 2 people. It includes a set of bunk beds.
- One accessible en-suite room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath. The accessible en-suite

bathroom is fitted with a wheel-in shower, grabrails and a fold-down shower chair. Transform to the toilet is left-handed.

- Two en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One room that sleeps up to 5 people. It includes 2 sets of bunk beds and a single bed.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One female bathroom with a WC, washbasin and shower.
- One male bathroom with a WC, washbasin and shower.
- One gender-neutral bathroom with a WC and shower.

### Third floor

- One room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- Eight en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One en-suite room that sleeps up to 5 people. It includes a single high-sleeper bunk with a double bed underneath and a set of bunk beds.

### Fourth floor

- One room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- Seven en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- Two gender-neutral bathrooms with a WC, washbasin and shower.

### Fifth floor

This floor is accessed via a wide staircase from the fourth floor. It has four flights – 2 steps, 8 steps, 2 steps and 4 steps respectively. The staircase has shallow treads and handrails fitted on each side.

- Two rooms that sleep 1 person each. They include a single bed.
- Two rooms that sleep up to 3 people each. They include a set of bunk beds and a single bed.
- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One room that sleeps up to 5 people. It includes a single high-sleeper bunk with a double bed underneath and a set of bunk beds.
- One room that sleeps up to 5 people. It includes 2 sets of bunk beds and a single bed.
- Four gender-neutral bathrooms with a WC and washbasin.
- Four showers.

### **Grounds and garden**

Immediately outside of the hostel we have some café bar seating on the pavement, some of this area is cobbled. Access into the café bar from this area is level.

### **Additional information**

- Pets are not permitted at YHA Bristol. Assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- Reception is staffed 24 hours a day.
- 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 immediate vicinity.
- Free Wi-Fi is available in shared social spaces.

### **Contact information**

- Address: YHA Bristol, 14 Narrow Quay, Bristol, BS1 4QA
- Telephone: 0345 3719726
- Email: [bristol@yha.org.uk](mailto:bristol@yha.org.uk)
- Ordnance Survey map: 172
- Local buses: Many lines from Bristol city centre – see [www.firstbus.co.uk](http://www.firstbus.co.uk)
- Local accessibility retailer (1.2 miles): Bristol Shopmobility, Cabot Circus Car Park, Newfoundland Circus, Bristol, BS2 9AB, 0117 9559083

**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.**