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Welcome

Welcome to YHA. We are committed to making our network of hostels across England and Wales accessible and welcoming to all.

This access guide aims to give you as much information as possible to decide whether YHA London Thameside and its facilities are accessible to you.

If you have any queries or need any assistance, please phone customer services on [01629 592700](tel:01629592700) or email customerservices@yha.org.uk. For full hostel details, including photos, visit www.yha.org.uk/hostel/yha-london-thameside.

We also offer a [sensory map](#) for this hostel.

About the hostel

YHA London Thameside is situated between Greenwich and Tower Bridge. Canary Wharf and the Docklands are nearby. The hostel offers accommodation close to London's main attractions but without the hustle and bustle of the city.



View of YHA London Thameside from Rotherhithe Street looking west.



View of YHA London Thameside from Salter Road looking north.

Hostel features

- 377 beds
- 81 bedrooms (all with en-suite bathrooms)
- 6 floors (basement, ground floor, floors 1 - 4)
- 2 lifts (serving all floors)
- accepts group bookings
- 24-hour reception
- free Wi-Fi in the whole building (there is also very good mobile phone reception)

- luggage storage
- towels available to hire from reception (for a small fee)

Access features

- 6 accessible bedrooms (all with accessible en-suite bathrooms)
- 1 accessible toilet on the ground floor
- 1 of our 2 lifts is an evacuation lift
- 2 evacuation chairs
- vibrating pillow fire alarm available at reception (please request in advance)
- 11 refuge points, with intercoms to reception, at basement, first, second, third and fourth floor levels
- Emergency lighting and fire alarms (with sounders and flashing beacons) are fitted throughout
- Fire exit doors that are for emergency use only are fitted with a loud audible alarm

Transport, parking and arrival

YHA London Thameside is well served by public transport, with overground, underground and bus stops located nearby. You can find full details including a map and transport options on our hostel page at www.yha.org.uk/hostel/yha-london-thameside/directions.

The roads in the area are level and tarmacked, with a pavement and street lighting. On-street parking is available on Rotherhithe Street. The hostel does not have reserved parking spaces. There are no marked Blue Badge parking spaces. There is a drop-off point with a lowered kerb on Rotherhithe Street.

There is an even, paved surface leading from the street parking to the hostel gate. Lighting and security cameras around the hostel entrances are operational 24 hours a day.

At either side of the hostel courtyard there is a spring mounted single leaf security gate (width 110cm). These are opened via an intercom/buzzer system. If you are unable to use the intercom, please press the buzzer a few times and a member of staff will come out to you. There is a door release button for exiting – assistance can be provided with the gates if required. From the gate there is a level, evenly paved courtyard which leads to the main entrance.



Security gate and intercom/buzzer.



Level courtyard leading to the main entrance.

Main entrance and reception

There is level access into the hostel via a wide double leaf door (width 1500mm) which is opened by an intercom/buzzer system. The doors are not automatic, but staff are available to assist 24 hours a day. A door release button is fixed inside for exit. These doors open inwards.

Doors lead into our large, open lobby which is lit by a combination of natural light and ceiling lights. The lobby and reception area are level throughout a vinyl flooring. The reception desk is 112cm high. Seating is provided in this area with sofas, as well as tables and chairs in the café area. WiFi is available throughout the building.



Entrance door with intercom/buzzer system.



Hostel foyer and reception.

Public areas

Halls, corridors, stairs 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 ground floor is tiled with dark linoleum. On the upper floors the corridor flooring is short pile carpet.

The staircases are carpeted with non-slip nosing and a handrail on either side. There are 16 steps to each floor and the steps are 1100mm wide, 270mm deep and 185mm high.

We also have two lifts which serve all floors of the hostel. The lift doors are 900mm wide. From the lift each floor is level throughout. Staff are always on hand to offer assistance where required 24 hours a day.

The hostel has an evac chair and staff are trained to help guests evacuate in the event of an emergency.



Accessible lift serving all floors.



Carpeted staircases with non-slip nosing and a handrail on either side.

Public toilets

With level access from the lobby there are three public toilets. One of the toilets is fully accessible, fitted with grab rails, low level washbasin with lever tap and an emergency cord. The transfer in this toilet is right-handed.



Public toilets in the lobby on the ground floor.



Fully accessible gender neutral toilet in the lobby on the ground floor.

Café bar

Our café bar has level access from the reception lobby. The flooring is tiled with a wood effect linoleum and the room is well-lit with ceiling lights.

There are tables and chairs that are well spaced, and which can all be moved. We would be happy to assist with this. There are also 2 two-seater sofas and 2 armchairs.



Café bar entrance area and bar.



Dining room lower level seating layout and counter.

Dining room

The dining room is located on the ground floor and has level access from the lobby via a single leaf door (width 780mm). There is a mezzanine level with extra seating which is accessible by a lift.

The flooring is a dark linoleum and the room is well-lit with ceiling lights. On the lower level there are round tables and chairs.

The upper level has long table with benches. Most tables and chairs in the restaurant/dining room are moveable.

Table service is available. Please ask at reception and we will be happy to help. We cater for most dietary requirements. Please advise hostel staff before your arrival.

Lounge

Our lounge is located on the basement level, with level access from the lift through 2 single leaf doors. The floor is level and surfaced with carpet tiles. The room is well-lit with ceiling lights.

Here we have a large dining table with 8 chairs, a two-seater sofa, 2 armchairs and 2 coffee tables. All furniture can be moved, please just ask at reception if you require assistance.



Lounge area on the basement level.



Self-catering kitchen worktops.

Self-catering kitchen

The self-catering kitchen is located on the basement level and has level access from the lift via two single leaf doors. The floor is level and surfaced with linoleum. The room is well-lit with ceiling lights.

In the kitchen there are 3 tables and 10 chairs, cookers, fridges and microwaves.

The main table is low (height 760mm). Cookers and the microwave are 920mm high. The sink and kettle are lower at 720mm.

Crockery and some kitchen equipment are kept in sideboard and low shelving. Mugs are on a higher shelf. We can move these to lower storage if required.

Bedrooms and bathrooms

All doors to standard rooms are single leaf and have a maximum width of 780mm. There is a fire exit at the end of each corridor.

Unless otherwise stated, all bedrooms have bunk beds. All bedrooms are en-suite, carpeted and well-lit with ceiling and individual bunk lights. All have individual lockers and padlocks are available from reception or guests can use their own. All bedding is provided.

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



Bunk beds in a standard bedroom.



Standard en-suite shower.



Accessible en-suite bedroom.



Accessible toilet and wheel-in shower.



Fire exits on every floor.



Refuge points with intercoms to reception on every level.

First, second and third floors

There are no rooms on the ground floor. Each of the first, second and third floor include:

- 4 en-suite rooms that sleep up to 2 people.
- 3 en-suite rooms that sleep up to 4 people. Two of these rooms are accessible. Facilities include 2 beds at a height of 600mm, plus 2 power sockets and a light switch (900mm high). There is a sliding door to an accessible toilet and wheel-in shower; there are lever handles on taps (800mm high), a shower seat (300mm to 800mm), and grab handles for the toilet. There are no grab rails in the shower.
- 1 en-suite room that sleeps up to 5 people. It includes a set of bunk beds and a high sleeper bunk with a double bed underneath.
- 11 en-suite rooms that sleep up to 6 people.
- 1 en-suite room that sleeps up to 10 people.

Fourth floor

This floor includes:

- 1 en-suite room that sleeps 1 person.
- 9 en-suite rooms that sleep up to 2 people.
- 2 en-suite rooms that sleep up to 3 people. They include a high sleeper bunk with a double bed underneath.
- 4 en-suite rooms that sleep up to 4 people.
- 4 en-suite rooms that sleep up to 6 people.
- 1 en-suite room that sleeps up to 9 people.

Grounds and garden

Our courtyard area to the front of the hostel provides a secure space for guests to relax. There are 6 recycled plastic picnic tables and benches available here. We do not have a garden but there is a park close by. There is no cycle storage at the hostel.



Courtyard area in front of the hostel.

Policies and procedures

- We do not permit pets or emotional support animals, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- A member of staff is always available on site.
- Premises are monitored 24 hours a day by security cameras.
- Emergency lighting and fire alarms are fitted.
- Evacuation procedures are displayed in each bedroom.

- **Please be aware that unless we have agreed a Personal Emergency Evacuation Plan (PEEP) with you our teams won't fetch you in the event of an emergency. If the alarm is activated, please don't wait for a member of staff to evacuate you, get yourself out of the building by the nearest exit.**
- **Arrangements for guests needing assistance to evacuate in case of fire should be discussed at the earliest opportunity.**

Contact details

- **Address:** YHA London Thameside, 20 Salter Road, London, SE16 5PR
- **Telephone:** [0345 371 9756](tel:03453719756)
- **Email:** thameside@yha.org.uk
- **Map references:** Ordnance Survey Map: 117 What3words address: [monkey.hush.budget](https://www.what3words.com/address/monkey.hush.budget)
Ordnance Grid Ref: TQ357804
- **Opening hours:** Reception is open 24 hours.
- **Local buses:** Bus service C10 runs from Victoria Station (for the hostel, get off at Rotherhithe, Smith Close). The 381 bus runs between Waterloo and Peckham (pick up and drop off Smith Close by the hostel). Both buses have low floor access. For more information see www.tfl.gov.uk.
- **Local accessible taxi:** Comcabs - call [020 7432 1432](tel:02074321432) to book with credit card, or [020 7908 0207](tel:02079080207) for cash payments. For more information see www.comcab.com.