

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Introduction

Stirling Youth Hostel is situated in the Old Town of Stirling, and offers 4-star budget accommodation in a range of multi-share and private rooms, all en-suite. Facilities include a self-catering kitchen, dining room, two separate common areas and a meeting room for private use. The youth hostel, which is licensed, also offers meals to guests.

Situated in the historic quarter, Stirling Youth Hostel is a great base from which to explore the city. Only 500m from Stirling Castle, and 2 miles from The Wallace Monument and Bannockburn Visitor Centre, it's a great place to learn about Scottish history. For a fun family day out, popular Blair Drummond Safari Park is easily accessible by car. A 5-10 minute walk takes you into the city centre where you can find excellent shopping, cafes, restaurants, bars and nightlife.

Stirling Youth Hostel has limited car parking spaces, but is only a 10 minute walk from both the train and bus station. With the range of activities to enjoy in Stirling, this is a great location for groups and families looking to explore the central belt of Scotland.



We look forward to welcoming you. If you have any queries or require any assistance, please phone 01786 473 442 or email stirling@syha.org.uk

Before you arrive

For full details and maps showing how to reach us, please see the **How to Find Us** section of our website: <https://www.syha.org.uk/where-to-stay/lowlands/stirling.aspx>

- The nearest bus station is ½ mile away. The nearest bus stop is 300m. Bus times can vary; for further details see the bus operator's website www.firstgroup.com
- The nearest train station is in central Stirling, ½ mile away.
- Coming by car: Leave the M9 at junction 10 and take the A84 signposted Criarlairich/Stirling. At the roundabout take the 3rd exit A84, at the next roundabout take the 3rd exit A84. At the next roundabout take the 2nd exit A811. At the next roundabout straight over A811 Dunbarton road. Continue across the next roundabout on the A811, after ½ mile turn left at Corn Exchange Road, then bear left on to Spittal Street and continue on to St.John Street. The youth hostel is up the hill on the left.

Car parking

- Limited car parking is available at the youth hostel. There are 8 spaces.
- On-street parking is available near the youth hostel.
- The car park surface is uneven/tarmac
- The parking spaces are 10m from the youth hostel entrance.



There is one entrance to the youth hostel. This is located at the front of the building.

Please call youth hostel reception on 01786 473 442 if you need assistance with luggage.

Main entrance / Reception

Reception is open between 07:00 and 23:00

Check-in is between 15:00 and 23:00

Checkout is by 10.00

- There is a ramp up to the entrance.
- There are no steps to the entrance.
- There is no handrail at the entrance.
- The main door is 154cm wide and is firm to open - staff will assist
- The main door opens with a pull from the outside.



- The floor in Reception is tiled with an entrance mat.
- Reception is on your left.
- There is an induction loop at Reception.



- Access is not all on a level. (There is one designated room on the ground floor.)
- Lift access to upper floors is not available.
- A publicly-accessible toilet is available on the ground floor. This does not have handrails.

At check-in, Reception staff will explain where the various facilities are located. They will also explain the door key and fire procedures and offer luggage assistance.

Bedrooms

- The youth hostel has 33 bedrooms, of which 1 is accessible.
- There is 1 bedroom on the ground floor, with level access from the front door.
- On the first floor and second floor there are 32 rooms with double/single beds that are reached by stairs over 2 levels that are on split levels.
- All bedroom corridors are carpeted and are a minimum of 105cm wide.
- Doors are a minimum of 110cm wide.
- Rooms have a chair, desk and 'comfy' chair. If you need more space, we can remove these items. Please contact Reception when you arrive to arrange for furniture to be moved.
- A Deafguard vibrating pillow alarm is available for guest use free of charge. Please contact the hostel to reserve this in advance of your stay.



Bathrooms

Our accessible room is ensuite and offers the following:

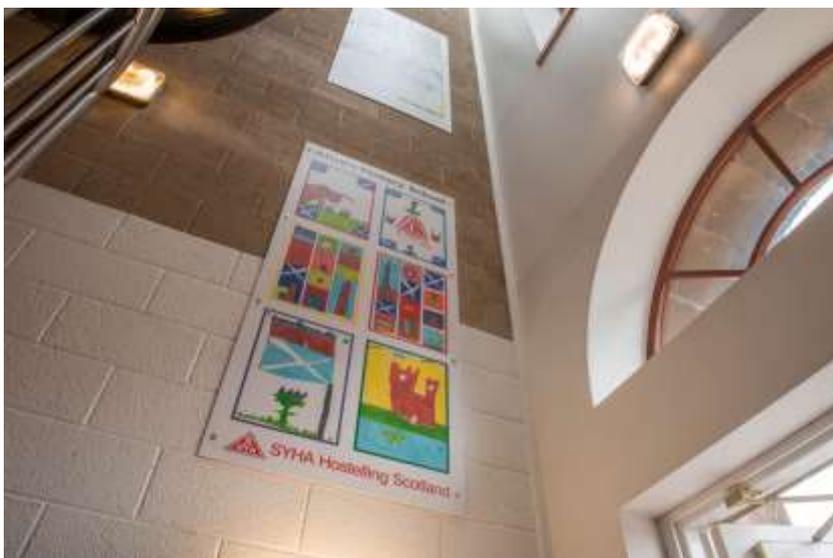
- Door opening to the bathroom is a minimum of 90cm wide.
- Level entry with a lip, step free shower.
or
- Step-in shower with a wet room step threshold height of 60cm.
- Washbasin height is 84cm.
- Lever taps are fitted on the washbasin.
- Grab rails, vertical, are fitted around the shower.
- No bath.
- There is a vertical grab rail on right side of the toilet.
- No non-slip flooring.
- Toilet/shower room lights are not movement activated.



Public areas

Hall, stairs, landings, corridors

- All public areas, halls, stairs and landings are well lit with ceiling lights.
- There is short pile carpet on the stairs, hall and landing.
- There is a continuous flight of 20 steps to the first floor with a landing after the first 6, and a further landing after the next 7, with a handrail on one side.



Lounge 1

- There is a guest dining/lounge on the ground floor which seats 70 people.
- The room is a mixture of seating with sofas / soft chairs / high chairs.
- Access is level.
- Flooring is vinyl.
- There is a widescreen television with remote control and subtitle facility.



Lounge 2 on first floor

- There is a guest lounge/quiet room on the first floor which seats 30.
- The room has a mixture of seating with sofas / soft chairs / high chairs.
- Access is via 20 steps.
- Flooring is carpet.
- There is a widescreen television with remote control and subtitle facility.



Catering/self-catering

- The restaurant/dining area/self-catering kitchen is on the ground floor.
- The sink units, worktops and cooking hobs in the self-catering kitchen are 90cm high.
- There are sinks with lever taps.
- Crockery and utensil storage is located in floor units at a height of 90cm.



- There are no steps to the restaurant/dining area and there is no fixed seating.
- The dining tables are 75cm high.
- The restaurant/dining room has a vinyl floor.



- We are able to cater for varying dietary requirements. Please advise us when making a booking.
- Breakfast is available – please pre-book.
- Packed lunches are available – please pre-book.
- Dinner may be available – please enquire at the time of booking.

Laundry

The guest laundry is located on second floor and access is via 20 steps. (Staff are happy to assist with laundry.)

- There are no sinks with lever taps.
- Facilities include 2 coin-operated washing/drying machines.
- Flooring is tiled.
- A cord-operated drying pulley is available for guest use.

Shop

- There is a small shop on-site selling wine and local beers, confectionary and basic essentials.

Other useful information

- We have a set of evacuation procedures – if required, someone will come to your room and assist you.
- We welcome trained assistance dogs. A water bowl is available just outside the front door for assistance dogs and can be supplied for bedrooms where necessary.
- The nearest hospital with an A&E unit is 1½ miles away and the nearest doctor's surgery is ½ mile away. Please let us know if you require further information about these.
- Free WiFi/internet access is available.
- We can offer a list of nearby attractions and suggested places to eat.
- Our staff receive accessibility training.

Our contact information

Address	St. John Street, Stirling FK8 1EA
Telephone	01786 473 442
Email	stirling@syh.org.uk
Website	www.syha.org.uk/where-to-stay/lowlands/stirling.aspx
Grid Reference	NS 79296 93638
Opening hours	07:00-23:00
Local accessible taxi	01786 445544 or 511111
Local public transport	Please contact reception for further information