



## YHA Canterbury – Access Statement

### Introduction

Located in the heart of the Cathedral City of Canterbury, YHA Canterbury is an ideal base to explore the city's attractions or as a stop on your way down the Pilgrims Way. The city centre is just a mile from the hostel along a level road with pavements and street lighting.

We aim to cater for the needs of all visitors in this refurbished four-storey Victorian villa. We have three bedrooms on the ground floor, but none are accessible to modern standards.

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 view photos of the hostel at [www.yha.org.uk/hostel/yha-canterbury](http://www.yha.org.uk/hostel/yha-canterbury).

This access statement was last updated in January 2024.

### Pre-arrival

- The nearest rail station is Canterbury East, 1.3 miles away.
- The nearest bus stop is within 350m of the hostel, offering a frequent service with low-level access.
- A local taxi company can provide accessible taxis when pre-booked.
- The hostel is located on New Dover Road, which is level with even pavements on each side. There is street lighting along this road at night.
- The hostel's location can be viewed on YHA's website at [www.yha.org.uk/hostel/yha-canterbury/directions](http://www.yha.org.uk/hostel/yha-canterbury/directions).
- You can contact the hostel by phone or e-mail (see contact information).

### Car parking and arrival

There is no level access to the hostel. There are two steps up to a wide single-leaf door. A portable ramp is available on request. The entrance door is on an automated time system, so it opens only during reception hours – during the day, please use the access door round the right side of the building, down the stairs to the basement level. There is a fixed welcome mat for approximately 3m and then carpet.

The reception is on the ground floor and has level access through a single-leaf door. The floor is carpeted and there is a sofa in the hallway outside. The lounge is also located nearby. There is limited space for a wheelchair user to manoeuvre.

There is no low-level service section on the reception desk, but there is a portable induction loop and vibrating pillow alarm available on request.

## **Main entrance and reception**

The main entrance doors are wide, manual, light to push and open inwards. Our spacious reception area is on the ground floor just through these doors and is level throughout. On entry there is a fixed welcome mat.

On either side of the door there is a small seating area with chairs without armrests and low coffee tables. The flooring here is carpet. The rest of the flooring is smooth marble. The area is well-lit with ceiling lamps. We have further seating available in the form of stools and high bar chairs.

## **Public areas**

### **Halls and corridors**

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 short pile carpet in all of the corridors.

There is no lift at YHA Canterbury, so access to the upper floors is by stairs only. The stairs are carpeted and have contrasting nonslip nosing but can be narrow in places. There is a handrail on one side.

### **WCs**

There is one gender-neutral WC on the ground floor, which is not accessible to modern standards. There is level access from the entry hall, it is well-lit and has non-slip flooring.

### **Lounge bar**

The lounge is located on the ground floor with level access from the hallway via an open doorway. The floor is short pile carpet and the room is well-lit with ceiling lights. There are sofas, armchairs and low coffee tables available, which are moveable.

The colour contrast in this room is not as good. The carpet is dark blue and so are the walls, although the skirting boards are white.

Hot and cold drinks are served in here via a high-level service hatch. We can provide table service – please request this in advance and we will be happy to help.

### **Dining room**

The dining room is located on the lower ground floor which is accessed by a narrow flight of stairs. There is a level threshold through a wide, open doorway. There is parquet flooring and the room is well-lit with wall lights.

There are wooden tables, straight backed chairs without armrests and bench-style seating. All furniture is moveable and we are happy to assist with this.

Table service is available (please ask at reception). 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 lower ground floor with a level threshold through a single-leaf door. There is non-slip lino flooring and the room is evenly lit.

The kitchen is equipped with 3 electric ovens and hobs, fridge-freezer, toaster, kettle, cutlery and crockery. The work top is at 3'6". Crockery and some pieces of kitchen equipment are kept in high shelving units. We are happy to move these to lower storage if required. Staff are available at the reception for advice on equipment use.

### Laundry and drying facilities

The laundry room is located on the lower ground floor and has a level threshold through a single-leaf door. The flooring is laminate and the room is well-lit. Guests have use of the washing machine and dryer, plus small lockers located in the laundry room and hanging space for drying. Reception sells laundry powder and tokens to use these facilities – however, coins are accepted as well.

### Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. All rooms without an en-suite bathroom have a wash basin. Each room is carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

All bathrooms have fluorescent lighting and non-slip flooring. Showers have a step up to enter. Sinks are fitted with lever taps or push taps.

### Lower-ground floor

There is a flight of 11 steps down to this floor.

- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

### Ground floor

There is level access to this floor.

- Two en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One communal WC.

### First floor

There is a flight of 22 steps up to this floor.

- One en-suite room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- One en-suite room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.

- One en-suite room that sleeps up to 5 people. It includes 2 sets of bunk beds and a single bed.
- Two rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

### Second floor

There is a flight of 20 steps up to this floor.

- One room that sleeps up to 2 people. It includes a set of bunk beds. There are a further 4 steps down to this room.
- Two rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

### Deluxe cabins

Behind the hostel, there are three large, deluxe cabins that sleep up to 5 people each. They include a single high-sleeper bunk with a double bed underneath and a set of bunk beds. All bedding is provided.

There is a kitchenette and en-suite shower and toilet inside each cabin. Guests also have 24-hour access to the facilities in the main building.

The cabin village can be reached from the car park via a level, paved path. The path runs into the garden and there is a paved path leading to each of the three cabins. The path and the site are lit during the night.

To enter the cabins there is a step into the porch, followed by a raised threshold into the cabin. There is a raised threshold between the bedroom and the bathroom and there is a step into the shower tray.

### Grounds and garden

We have approximately 0.25 acres of garden accessed via a hinged gate at the side of the building. Level access can be granted via pathway access round the right side of the building. It is mostly level and laid to lawn and there are 3 four-seater benches.

### Cycle store

Our cycle store is approximately 15m from main entrance, around the side of the hostel. There is level access via a wide tarmac path.

### Additional information

- Pet dogs can stay in our cabins or when hiring the whole hostel through exclusive hire. Pet dogs are not permitted in the hostel bedrooms, though

assistance dogs are welcome throughout – please notify us at the time of booking.

- Smoking is not permitted anywhere in the hostel.
- A member of staff is always available during Reception hours. Access via emergency phone in the entry hallway which links directly to hostel management.
- Emergency lighting and fire alarms are 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 should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception is good within and around the hostel.
- Wi-Fi is available.

### **Contact information**

- Address: YHA Canterbury, 54 New Dover Road, Canterbury, CT1 3DT
- Telephone: 0345 3719010
- Email: [canterbury@yha.org.uk](mailto:canterbury@yha.org.uk)
- Ordnance Survey map: 179
- Local buses: Lines 18B, 16 and 15A have low-level access – for the hostel, get off at Canterbury, opposite St Lawrence Street [www.stagecoachbus.com](http://www.stagecoachbus.com)
- Park and Ride: [www.canterbury.gov.uk/parking-and-roads/park-and-ride](http://www.canterbury.gov.uk/parking-and-roads/park-and-ride)
- Local taxis: Cabco 01227 455455
- Local mobility retailer (0.75 miles away): Canterbury Shopmobility, 14 Gravel Walk, CT1 2TF, 01227 459889

**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.**