



YHA Helvellyn – Access Statement

Introduction

This is the perfect place for peace, quiet and easy access to scenic landscapes for walking holidays, activity breaks and school trips. A mile from the nearest village, YHA Helvellyn is a Lake District rural retreat 900ft above sea level. If you're on a hiking holiday, you can tackle Helvellyn from here or take a gentler walk around Ullswater. Don't miss the spectacular 60ft Aira Force waterfall on Gowbarrow Fel.

We aim to cater for the needs of all visitors in this two-storey building which is set against a spectacular mountain backdrop. We have ground floor bedrooms, though none of our bedrooms or bathrooms meets modern accessibility standards.

We look forward to welcoming you. If you have any queries or require assistance, please phone 01629 592700 or email customerservices@yha.org.uk. You can also view photos of the hostel at www.yha.org.uk/hostel/yha-helvellyn.

This access statement was last updated in August 2024.

Pre-arrival

- The nearest rail station is Penrith, 13.8 miles away.
- The nearest bus stop is 1.5 miles away in Glenridding village. Buses run to this stop from Penrith and Windermere.
- A local taxi company can provide accessible taxis when pre-booked.
- The village of Glenridding is 1.5 miles from the hostel. Along the road from here, there are no pavements or streetlights. The last 0.75 miles are unsurfaced but suitable for most vehicles.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-helvellyn/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

We have ample onsite parking approximately 50m from the main entrance. There are no marked bays but we are happy to reserve you a space if required. The car park is level and surfaced with gravel. From here there is a sloping, unsurfaced path which leads to the hostel.

There is also a drop-off point 10m from the main entrance. The last 10m are surfaced with brick and slope steeply down to the hostel. If you let us know what time you are coming, we will do our best to assist with moving to and from cars.

Our car park has ANPR so your vehicle needs to be registered on arrival at reception to avoid any charges or fines. There are notices in the car park advising of this.

Main entrance and reception

To the right through the entrance is the hostel reception/bar and dining area. There is a step up into this through a single leaf door. A portable induction loop is available at reception on request. The bar seating area is a mixture of high tables with stools and soft seating with tables.

Through the bar area is the hostel dining room with tables seating 4 and 6 people with bench seats.

Public areas

Halls, corridors and stairs

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs and landings are well-lit using a combination of ceiling and wall lights.

Corridor flooring is carpet and laminate throughout. Due to the age of the building, the ground floor has a number of steps between different rooms.

We do not have a lift so access to the upper floor is by a set of 15 steps only. The stairs are carpeted and have a banister on one side.

Lounges

The hostel has two communal lounge areas. All furniture in these areas can be moved on request.

The first lounge space is the bar/reception area which has a mixture of high and low tables with seats with armrests and high bar stools.

The second lounge is a smaller seating area on the ground floor. From the entrance hall there is one step down through a single leaf door to access this area. There are some soft furnishings here and a coffee table.

Dining room

The dining room is connected to the bar/reception area, with no obstructions between the two spaces. The floor is surfaced with non-slip laminate effect flooring. The room is furnished with wooden tables for up to 4 or 6 people with bench seats.

Table service is available (please ask at reception). We are also happy to cater for dietary requirements – please advise us of these before your arrival.

Self-catering kitchen

The self-catering kitchen is located on the ground floor. There is a step down to it from the dining room through a single leaf door. The floor is level and surfaced with non-slip flooring. The room is well-lit.

The kitchen is equipped with 2 electric cookers including 8 electric hobs, 2 grills and 2 ovens. There are 2 fridges, shelves for storage and a good range of kitchen

utensils, pots and pans. The sinks are fitted with lever taps. The worktop is at a height of 1.97m.

Drying facilities

The drying room is located on the ground floor. There is a step down from the entrance hall into the corridor, followed by four more steps down. There is a single leaf door into the room. The flooring is painted concrete.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Each room is carpeted and well-lit with ceiling lights. All bedding is provided.

All bathrooms have fluorescent lighting and non-slip flooring. Our toilets and showers are mixed gender facilities. Standard showers have a step up to enter and include hooks for clothes and a small changing area.

Ground floor

From the entrance hall, there is a step down to reach the bedrooms on this floor.

- Two rooms that sleep up to 2 people each. They include a set of bunk beds.
- Four rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Washroom facilities with 4 showers and 4 WCs. Access is down 4 steps.

First floor

The first floor is level, except for a short ramp in the corridor.

- One room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- Seven rooms that sleep up to 4 people each. They include 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 6 people. It includes 3 sets of bunk beds.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- Three showers and five WCs.

Grounds and garden

We have approximately a quarter of an acre of gardens up a steep slope from the main building. There are trees, bushes and shrubs, traversed by a gravel path. Two three-seater benches without armrests are also available in the garden.

Cycle store

Our cycle shed is 50m from the main entrance, connected by a level gravel path.

Landpods

We have two Landpods at the hostel. Each sleeps up to 4 people with two double beds and some soft seating.

To access this area, you need to walk through an external tunnel from the entrance to the hostel. This tunnel is very low and has a 'mind your head sign' before entry. Underfoot it is concrete. There is a step down and 4 steps up to the Landpod area. There is a change underfoot from concrete to wood chip and grass.

To access the inside of each Landpod, there are 2 steps up into them. The Landpods have no fixed electric but do have battery packs to charge devices. They are a wooden structure with canvas covering. Inside they have artificial grass floors which are well distinguished. Each Landpod has its own light.

The Landpod area is well-lit at night and there are washroom facilities close by. The washroom facilities are accessed down 4 steps and include 2 showers and 2 toilets, all of which are mixed gender facilities.

Additional information

- Dogs are not permitted at YHA Helvellyn except in our Landpod accommodation, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- Staff live on-site and their accommodation is in the hostel itself.
- Braille signs are fitted on room and corridor doors.
- 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 very limited within the hostel and immediate vicinity.
- Wi-Fi is available in the bar/dining area via 'The Cloud'. Given the hostel's location, we strength and signal is not guaranteed.

Contact information

- Address: YHA Helvellyn, Greenside, Glenridding, Penrith, Cumbria, CA11 0QR
- Telephone: 0345 3719742
- Email: helvellyn@yha.org.uk
- Ordnance Survey map: 90
- Local buses: The 108/508 line runs a few times a day www.traveline.info
- Local taxi: Clover Leaf Taxis 01768 210130

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.