



## YHA Eden Project - Access Statement

### **Introduction**

YHA Eden Project is a unique place to stay and it's perfectly in tune with its sustainable, eco-friendly surroundings. We aim to cater for all glamping needs – whether it's bell tents, Landpods, Airstreams or just pitch-up camping (limited offer), we have everything you need for a great stay.

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).

This access statement was last updated in April 2022.

### **Pre-Arrival**

- The nearest rail station is St Austell which is 4.2 miles away.
- The nearest bus stop is 0.7 miles from YHA Eden Project. There is a daily bus service which runs accessible buses to this stop.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- During the Eden Project's trading hours, you can enter through any gate and follow the signs for the YHA Reception. After the site has closed, the only entrance is via the 'security gate' on Bodelva Road.
- Accommodation details can be seen at [www.yha.org.uk/hostel/yha-eden-project](http://www.yha.org.uk/hostel/yha-eden-project). Please scroll down to the Maps section to view a map and transport options.
- You can contact YHA Eden Project by phone or email (please see contact information).

### **Car Parking and Arrival**

Plenty of parking is available onsite. There are no marked bays, but there is space for guests to park within the vicinity of the accommodation.

The car park is rough and unsurfaced and is steep in places. The route from the reception marquee to the accommodation may provide some difficulty.

The distance from the Airstreams to the reception marquee is approximately 25 metres. The distance from the bell tents is approx. 400 metres up a steep field.

## **Main Entrance and Reception**

Our reception is located in a large marquee just to the left of the entrance. To enter the marquee there is a ramp up through a set of manual double doors. There is a level floor through the marquee, leading to a ramp into reception. The floor in reception is level and surfaced with laminate flooring. The area is evenly lit with ceiling fluorescents.

The reception desk has a low-level service section. There is also seating in the form of armchairs, along with tables. Seating without armrests can be brought in from the lounge outside. Snacks, sandwiches, and hot and cold drinks are also served here.

## **Café Bar/Lounge**

Our modern lounge area is located to the front of the marquee. The floor is level throughout and surfaced with timber. The area is well-lit with ceiling lights. There are tables and chairs with and without armrests available here. This is where guests can have their breakfasts and evening snacks.

Circulation between furniture may be limited in some sections, but all furniture is moveable. Please ask at reception if you need assistance. If you purchase any food or beverages from reception and require assistance to take these to a table, again please just ask and we will be happy to help.

We can cater for particular dietary requirements – please call YHA Eden Project and discuss these in advance and we will do our best to provide alternatives.

## **External Public Areas**

The site has a slight slope, and it is surfaced with hard packed dirt and gravel. The distance from reception to the nearest accommodation is a maximum of 30 metres, however, none of the accommodation is suitable for guests with accessible needs.

## **Public WCs**

Public washrooms are available in the main site area close to the Airstreams and in the camping field by the bell tents and Landpods. Both involve having to walk up and down stairs.

## **Grounds and Gardens**

There are no grounds or gardens belonging to the site – however, we are set in the grounds of the fantastic Eden Project which has footpaths and cycle routes.

To enter the central Eden Project area, guests will be required to purchase an Eden Project entry ticket. You can find more details at [www.edenproject.com/admission](http://www.edenproject.com/admission).

## **Additional Information**

- We do permit pets and assistance dogs are very welcome.
- We do not permit smoking anywhere in the accommodation complex.
- A member of staff is available on reception from 7.30am – 10.00am and 5.00pm – 10.00pm. During the night there is an out of hours emergency number on the door to reception and security are located approx. 800 metres away.
- Emergency lighting and fire alarms are fitted within the social marquee. Smoke alarms and carbon monoxide detectors are located within all accommodation. We ensure that all guests are evacuated in the event of fire or any emergency requiring evacuation. Arrangements for guests needing assistance to evacuate in case of fire should be discussed beforehand.
- Evacuation procedures are displayed in each accommodation unit.
- Mobile phone reception in the immediate vicinity is good.
- Wi-Fi is available within the social space.

## **Contact Information**

- Address: Eden Project, Bodelva, Cornwall, PL24 2SG, UK.
- Telephone: 01629 592700
- Email: [edenproject@yha.org.uk](mailto:edenproject@yha.org.uk)
- Grid reference: SX 04879 54940
- Hours of operation: Reception is open from 7.30am – 10.00am and 5.00pm – 10.00pm.
- Local buses: Catch the 527 from Newquay or St Austell and get off in the car park at the Eden Project.
- Local accessible taxi: White River Cars – 01726 211362.
- Accessible attractions: The Eden Project – please see access statement at [www.edenproject.com/access-guide](http://www.edenproject.com/access-guide).

**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.**