



YHA London Lee Valley – Access Statement

Introduction

Only a 25-minute train ride from the centre of London, YHA London Lee Valley is the perfect location for a city break or activity holiday. This lakeside location has easy access to birdwatching, orienteering and cycling routes, while being close enough to spend the day touring the main attractions in the capital. This hostel is 800m from the town of Cheshunt along a level, paved road with a pavement lit by streetlights.

We aim to cater for the needs of all visitors in this hostel which is split across five two-storey log cabins, with a sixth two-storey reception/conference building (with lift access). There are ground floor bedrooms and two of the lodges have an accessible bedroom with en-suite wet room. Some communal facilities within this hostel are located on the first floor, which can be accessed by stairs or lift.

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-london-lee-valley.

This access statement was last updated in April 2024.

Pre-arrival

- The nearest rail station is Cheshunt, less than 150m away.
- The nearest bus stop is Old Pond, 1.1km away.
- A local company can provide accessible taxis if pre-booked.
- The road approaching the hostel is even, level, surfaced with tarmac and has a pavement to one side. There is a car gate before the hostel grounds which is left open. There is streetlighting along this road. From the front gate to the front door, the carpark and paths are gravel and geo-block.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-london-lee-valley/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

We have parking spaces for up to 35 cars. There is also a designated coach parking area. Parking is free for guests but you must register your vehicle at reception. There are two designated accessible parking spaces within 15m of the front door.

The ground is surfaced with gravel and geo-block. This can be slippery when wet. The carpark is level but loose stones can make it uneven.

There is a motion-sensor light as you come through the front gates, plus lighting alongside the building providing lighting to the car park. There is further lighting on the approach to reception and a motion-sensor light by the front door.

There is a drop-off point outside the front door. This is on a level and gradual ramp from the door to the geo-block floor. All cars must be removed from this area (parking is in the main carpark only).

If the front door is shut, there is a doorbell around 1.2m off the floor. A member of staff will buzz you in and give a hand signal or come out and open the door.

There are no steps into the main building, but a slightly raised threshold between the door frames. The entrance doors are both manual, single leaf. They open outward and have grabrails on both sides. The external door is light and opens freely. The internal door can be heavier as it is on a security latch which may prevent it from being forced shut; however, this is often propped open.

Main entrance and reception

There is level access and good colour contrast throughout the entrance and reception building. There is a variety of seating available in reception. The floor is tiled, leading into a lino corridor.

There are several spotlights surrounding the main reception. The porch has one large ceiling light, and the lounge has several ceiling lights. The corridor contains motion-sensor florescent ceiling lights.

There are armchairs throughout the lounge area and bar stools. The lounge area is carpeted. There is a slightly raised threshold surrounding the carpet.

We can provide pen and paper to help communicate with deaf and non-verbal guests. Please ask if you would like to be shown to your room or lodge.

Public areas

Halls, corridors and lift

There is a good colour contrast to floor, walls and doorways throughout the building. The ground floor has laminate flooring and the first floor is carpeted. All corridors are well-lit with lighting controlled by motion sensors.

We have a lift which provides access to the first floor of the main building. The lift has level access from reception.

Public WCs

There are two bathrooms in the main reception, which both have fluorescent lighting and tiled flooring. The women's bathroom has two toilet cubicles and the men's has a cubicle and two urinals.

There is a gender-neutral accessible toilet adjacent to reception, which is well-lit and has non-slip flooring. There are grabrails and an emergency pull cord. The transfer is right-handed. There is a single mixer lever tap in the sink.

Dining room & bar area

The dining room is located on the ground floor and has level access from the entry hall. Flooring within the dining room is laminate. The room is level throughout and well-lit with ceiling lamps. We have a range of wooden tables and straight-backed chairs without armrests here, which can be moved on request.

The tables are laid out in clusters with space to move in the first half of the dining room. As you move left, the space between tables may reduce, but we are happy to rearrange furniture if necessary. There are also two plastic high-chairs available on the right hand side of the dining room.

Table service is available (ask at reception). We can cater for dietary requirements or any particular likes or dislikes – please advise us of these before your arrival.

There is a TV on the wall of the dining room, with subtitles always switched on. There are emergency access French doors leading from the dining room onto the grounds. There is a level patio before switching to grass and gravel/geo-block.

Lounge

The lounge is attached to reception with level access. This area is all carpeted with a stripy short-pile carpet. The lounge is open plan with no doors to pass through.

There are several types of furniture including armchairs, sofas and bar stools. These are arranged in clusters, surrounding high and low tables. These can be moved and rearranged upon request. There are ceiling lights in the enclosed lounge area, and wall lights in the area nearest reception.

Self-catering kitchen

There is a self-catering kitchen in each of the accommodation lodges. These are accessible through the lodge front door. They are well-lit with ceiling spotlights and natural lighting through windows in the day. Each kitchen has laminate flooring and contains a sink with a single lever tap.

The dining table is large and roomy. There are backless benches surrounding it. Please let us know if you require a seat with a back and/or arms.

Laundry and drying facilities

Our fully equipped laundry room is situated on the ground floor of the main lodge with two washers and two dryers. There is also a butler sink and a stainless steel drainer sink (both have standard twist taps). Flooring is non-slip and there is a drain in the centre of the room. The room is lit by ceiling spotlights and a west-facing window provides good natural lighting.

Bedrooms and bathrooms

Accommodation is split across five wooden lodges, which are accessed via a geo-block path which gently slopes from the main lodge. The nearest lodge is 15m from the main lodge and the furthest lodge is 100m away.

Unless otherwise stated, all bedrooms have bunk beds. Each room is carpeted and well-lit with ceiling and individual bed lights. Storage varies but most rooms contain coat hooks, lockers and a wardrobe with a hanging rail. All bedding is provided.

All rooms have an en-suite bathroom though some have a separate shower and WC. Bathrooms are well-lit with fluorescent lighting and non-slip flooring. Standard showers have a step up to enter though some first floor rooms have a level wet room shower. Sinks typically rest on a pedestal with separate hot/cold twist or push taps.

Lodge 1

Ground floor

- One en-suite room that sleeps up to 2 people. It includes a set of bunk beds.
- Two en-suite rooms that sleep up to 3 people each. They include 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.

First floor

- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One en-suite room that sleeps up to 8 people. It includes 4 sets of bunk beds.

Lodge 2

Ground floor

- One en-suite room that sleeps up to 2 people. It includes a set of bunk beds.
- Two en-suite rooms that sleep up to 3 people each. They include 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.

First floor

- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One en-suite room that sleeps up to 8 people. It includes 4 sets of bunk beds.

Lodge 3

Ground floor

- One en-suite room that sleeps up to 2 people. It includes a set of bunk beds.
- Two en-suite rooms that sleep up to 3 people each. They include 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.

First floor

- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One en-suite room that sleeps up to 8 people. It includes 4 sets of bunk beds.

Lodge 4

Ground floor

- One en-suite room that sleeps up to 2 people. It includes a set of bunk beds.
- Two en-suite rooms that sleep up to 3 people each. They include a single high-sleeper bunk with a double bed underneath.
- One accessible en-suite room that sleeps up to 4 people. It includes a single high-sleeper bunk with a double bed underneath and a single bed. There is level access with space to transfer to each bed and the toilet (right-handed). The bathroom is a level wet room with grabrails, shower chair and motion-sensor light. Emergency pull cords are fitted in the bathroom and bedroom.

First floor

- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One en-suite room that sleeps up to 8 people. It includes 4 sets of bunk beds.

Lodge 5

Ground floor

- One en-suite room that sleeps up to 2 people. It includes a set of bunk beds.
- Two en-suite rooms that sleep up to 3 people each. They include a single high-sleeper bunk with a double bed underneath.
- One accessible en-suite room that sleeps up to 4 people. It includes a single high-sleeper bunk with a double bed underneath and a single bed. There is level access with space to transfer to each bed and the toilet (right-handed). The bathroom is a level wet room with grabrails, shower chair and motion-sensor light. Emergency pull cords are fitted in the bathroom and bedroom.

First floor

- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One en-suite room that sleeps up to 8 people. It includes 4 sets of bunk beds.

Grounds and garden

We have half an acre of grounds around the hostel. Paths to all buildings are along geo-block. At the front of all the accommodation blocks is a level grassed area. The gravel can become slippery or uneven when wet.

There are several picnic benches throughout the grounds on the grassy areas and near the lodges.

Cycle store

Adjacent to the main lodge are five bike storage sheds and an additional covered area for bike storage. Outside the main entrance are bike stands for up to 8 bikes.

Additional information

- Dogs are not permitted at YHA London Lee Valley, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.

- Reception is staffed 24 hours a day.
- 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 good within the immediate vicinity.
- Wi-Fi is available in shared social spaces.

Contact information

- Address: YHA London Lee Valley, Windmill Lane, Cheshunt, Hertfordshire, EN8 9AJ
- Telephone: 0345 3719057
- Email: leevalley@yha.org.uk
- Ordnance Survey map: 166
- Local bus: Line 310 runs to Cheshunt Old Pond from Waltham Cross/Hertford
- Local taxi: Station Cars 01992 637005

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.