



## YHA Wye Valley - Access Statement

### Introduction

YHA Wye Valley, formally Welsh Bicknor, set in 25 acres on the banks of the River Wye, is great for activity breaks, school trips and family holidays; it even has its own canoe landing station! Located in the heart of the Royal Forest of Dean, close to Symonds Yat Rock, there are a number of activities on site; including archery, nightline, electric bridge to name just a few, and there are miles of footpaths to explore for walking holidays and trails for cyclists of all levels.

We aim to cater for the needs of all visitors in this 78-bed hostel; a 3-storey building, with a 2 storey annexe and assorted out-buildings, located in the heart of the Wye Valley. We have three ground floor rooms, but unfortunately none of our bedrooms or bathrooms meets modern standards of accessibility.

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).

### Pre-Arrival

- The nearest rail station is Gloucester which is 25.5 miles away.
- The nearest bus stop is approximately 1.6 miles away in Goodrich Village, or on the other side of the river near Lydbrook. There are limited bus services which run to these stops. This service usually runs accessible buses.
- Local taxi companies will not drive down to the hostel entrance. They will only drop off/pick up at the top of the drive (see below for information about condition of drive).
- The road leading to the hostel from Goodrich is narrow and can be steep in places. At the entrance to the estate there is a cattle grid. The road is surfaced with tarmac, but the last 500 metres are unsurfaced, narrow, uneven and steep with a hairpin bend. There are no pavements and no street lights.
- The hostel's details can be seen on YHA's website [www.yha.org.uk](http://www.yha.org.uk); please click on the Maps and Directions tab to view a map and transport options.
- You can contact the hostel by phone or e-mail (please see contact information).

### Car Parking and Arrival

We have onsite parking. There are no marked bays but we would be happy to reserve a space close to the main entrance if required.

We have several parking areas. There is space for 2-3 cars on an area of land on the hair pin bend. This is level and surfaced with gravel. From here there is a walk down the drive, which is sloped, to the main entrance.

There is a level paved area close to the hostel building where four cars may park. From here there is a slope down to the main entrance.

The bottom car park is split level and both areas are surfaced with gravel. The higher car park has room for 8-10 cars, the lower for 6 cars. From here there is a steep slope up to the main entrance. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

### **Main Entrance and Reception**

There are 3 steps up into the main entrance, followed by a manual single leaf door opening inwards into reception lobby. The reception is on the ground floor of the main building (this is the middle floor as the building is on a considerable slope). The reception lobby is level throughout and has carpet flooring. The area is well-lit with ceiling lights. There is no seating here, but there is seating in the lounge nearby.

### **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. The corridor flooring in all buildings is either vinyl, or carpet.

We do not have a lift at YHA Wye Valley, so circulation to upper and lower floors is by steps only. The external steps are stone and tend to be steep. There is a handrail to one side of each set. Internal stairs are carpeted and also have a handrail.

#### **Public WCs**

There is a unisex WC and unisex shower on the ground floor of the main building. In the external courtyard on the lower ground floor there is a step up into separate male and female camping toilets (each with 1 WC and 2 sinks). All have non-slip flooring and are well-lit with ceiling lights.

#### **Lounge**

We have two cosy lounges located on the ground floor of the main house. There is level access to each from the entrance hall, through single leaf doors. They both have level carpet flooring and are well-lit with ceiling lights.

They are both furnished with coffee tables, sofas, and comfy chairs, some with armrests. All furniture can be moved; please just ask at reception if you require assistance.

## Dining Room

The dining room is located on the lower ground floor of the main house. There is a step up through a single leaf door from the external courtyard. Alternatively there are 13 internal steps down from the ground floor.

Two rooms make up our dining space. Both have hard, level flooring and are well-lit. There are dining tables and straight backed chairs. In one room the tables and seating are fixed and cannot be moved. In the other all furniture can be moved; please just ask at reception if you require assistance.

Table service is available; please ask at reception and we will be happy to help. 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 and Dining Room

The self-catering kitchen is located on the lower ground floor in a separate building. From the external courtyard there is one step up through a single leaf door. The floor is level and surfaced with non-slip lino. It is well-lit with ceiling lights.

The kitchen is equipped with three 4-burner hobs, two large on the counter electric oven, a microwave, two toasters, two kettles, three domestic fridges, and a good range of kitchen utensils, baking trays, crockery and cutlery. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.

The self-catering dining room is through an open doorway from here. The flooring is also non-slip. There are dining tables and straight backed chairs which will seat round 18 people.

## Laundry and Drying Facilities

The laundry is a private area for staff access only, but we are happy to provide a laundry service (ask at Reception for times). The drying room is located on the lower ground floor of the main building. From the external courtyard there is one step up through a single leaf door. Alternatively there are 13 internal steps down from the ground floor.

There are 4 steps up from the lower ground floor corridor to the drying room. There are hanging rails here and two benches for guests to use.

## Bedrooms and Bathrooms

All rooms have a washbasin. Unless otherwise stated, all bedrooms have bunk beds and are not en-suite. All bedrooms are carpeted and well-lit with ceiling lights. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. The standard showers have a step up to enter.

#### Main House - Lower Ground Floor

- Three showers

#### Main House - Ground Floor

- Two 4-bedded rooms
- One 6-bedded room
- One WC and one shower

#### Main House - First Floor

There are 16 steps up to:

- Three WCs and a shower

Then there are 7 more steps up to:

- One 2-bedded room
- One 4-bedded room
- Three 6-bedded rooms
- One 8-bedded room
- Two showers

#### Annexe - Lower Ground Floor

The annexe can only be accessed from the external courtyard. There are 4 steps down from the courtyard to enter this floor. There is:

- One 8-bedded room with en-suite toilet. There are 3 further steps down into this room.
- One 10-bedded en-suite room
- A shower

#### Annexe - Ground Floor

From the courtyard there are 13 external stone steps up to:

- One 2-bedded room
- One 4-bedded room
- A WC and a shower

There are then 2 internal steps up to:

- Two 4-bedded rooms

## Grounds and Garden

We have 25 acres of wooded slopes, garden terraces, and grassed grounds big enough for ball games along the riverbank.

## Cycle Shed

The cycle shed is to the back of the building housing the self-catering kitchen. Access is via the bottom car park. There is step-free access, but slopes to and from it can be steep.

## Camping Facilities

The campsite is a spacious field on the edge of the Youth Hostel grounds in close proximity to the River Wye and the on-site canoe launch. There is no lighting on the fields so please bring a torch.

A water supply is provided on the camp site as well as a designated fire pit/barbecue area for campers' use and picnic tables. There is 24 hour access to toilets and showers. The separate male and female WC blocks are located in the external courtyard.

Campers are welcome to use the self-catering kitchen and seating area during opening hours and there is a sink for washing up in the courtyard. Campers are also welcome to use the lounge in the main building.

During periods of dry weather, guests may drive their cars down to the camping field and park next to the tent. However, when the ground is wet access to the campsite may be more difficult and so there is a car park approximately five minutes' walk away.

Camping is available to from the 1st April to the 2nd November subject to availability. Please note that during sole use of YHA Wye Valley by school groups, the campsite is not available for use except for other school/educational groups.

Campers are permitted to bring dogs but advised that they must keep dogs on a lead at all times.

## Additional Information

- We do not permit pets inside the buildings, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel. An external smokers' area is provided.
- A member of staff is always available via emergency phone at Reception.
- Emergency lighting and fire alarms 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 in case of fire should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.

- Mobile phone reception within the hostel is good for all operators except O2.
- Wi-Fi is not available at this hostel.

### Contact Information

- Address: YHA Wye Valley, Near Goodrich, Ross-on-Wye, Herefordshire, HR9 6JJ.
- Telephone: 0345 371 9666
- Email: [welshbicknor@yha.org.uk](mailto:welshbicknor@yha.org.uk)
- Ordnance Survey Map 162; Grid reference SO591177.
- Local buses: Catch line 34 from Monmouth or Ross-on-Wye and get off at Goodrich, Castle Lane. For more information see [www.stagecoachbus.com](http://www.stagecoachbus.com).
- Local taxi: Daz's taxi (Ross on Wye) - 01989 768738;

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.