



YHA Portreath Access Statement

Introduction

We aim to cater to the needs of all visitors in this 21-bed hostel. It is a converted barn on a working farm close to the beautiful and rugged north Cornwall coast. The following is a statement of our provision. If you have any specific questions about access, or would just like more details, please do not hesitate to call us and we will do our best to help.

The hostel is on two stories, with most of the beds on the top floor, accessible via a flight of stairs. There is one bedroom on the ground floor, and it is wheelchair accessible but it is a double with single bed over. The TV lounge/games room is in a separate building with its own disabled toilet.

Pre-Arrival

- Good train links to Redruth, which is just 3 miles from the hostel.
- Regular bus services between Redruth and Illogan (the nearest bus stop) that run hourly. The bus stop is near the church. It is about three minutes walk to the hostel, mostly along the private driveway.
- There are local taxis services that are accessible in the area should you need one. Please note that this is a relatively new hostel, and as such some people will not know where the hostel is but most of the locals know where Nance Farm is.
- The nearest small Co-op supermarket is approximately 10 minutes walk from the hostel on Robartes Terrace, as is the post office.
- The hostel details can be seen on YHA's website: www.yha.org.uk
- You can contact the hostel by phone or e-mail (details below).

Arrival & Car Parking Facilities

- There is ample parking on site. Please contact us if you have limited mobility and we shall reserve a parking space for you close to the hostel entrance.
- Please try to provide advance notice if further assistance is required.
- The car park is only a few metres from the hostel.
- This is a working farm, so please be aware that tractors and farm machinery will need access. Please show consideration when parking.

Main Entrance & Reception

- There are three steps that lead down to the main entrance which can be accessed by a small ramp. Please contact us if you will need the ramp.
- Reception is in the main farmhouse, and check-in may be done sitting down if required.
- There are people in the main house at most times and overnight that may be contacted in an emergency.
- There is no public telephone in the hostel. There is no mobile reception in the hostel but all mobile phones work just outside – particularly well by the car park at the bottom of the drive. Mary normally allows the use of the house phone.

Public Areas – General

- Good colour contrast to floor, walls and doorways throughout the building.
- Well-lit hallways, games room and kitchen/dining room.
- Floor covering is Flotex and wood in the games room.
- There is a separate games/TV room with small kitchen, laundry and disabled toilet. This can be accessed from the same level as the hostel ground floor.

Public Areas – WCs

- The bedrooms all have en-suite facilities.
- The bathrooms are on the same level as the bedrooms, sometimes with a small (1-2 cm) ramp.
- The showers are all walk-in. There are no baths available in the hostel.

Self-catering kitchen

- The kitchen is accessible from the main corridor or from the outside.
- The cooker symbols can be difficult to make out, but assistance can be given if required.
- There are utensils, pans, crockery, a larder fridge (with different level selves), a small ground floor freezer, microwaves and double fan assisted oven and three hobs height 90cm.

Laundry & drying facilities

- There is a drying room just around the corner from the main entrance.
- There is a laundry room with washing machine adjacent to the hostel.

Meeting rooms

- The TV/games room can double as a meeting room.

Bedroom – Ground Floor

- There is one room on the ground floor. It has a double bed with a single bed over the top (like a bunk).
- There is an en-suite bathroom with toilet, sink and walk-in shower.
- This room has been previously used by a disabled gentleman, who did not report any problems with it.

Bedrooms – First Floor

- Access to these rooms is via a flight of stairs split into three short sections. This staircase is well lit.
- There is a four-bedded (double bed with single over and a separate single bed) family room with ensuite bathroom.
- There is a six-bedded (double bed with single over, set of single bunk beds and a separate single bed) family room with en-suite toilet and sink and separate en-suite shower.
- There is an eight-bedded dormitory comprising three sets of bunk beds and two separate single beds with en-suite toilet and sink, and two separate shower cubicles one with large sink.

Grounds & gardens

- The patio area consists of brick paving and gravel beds. It is all on one level.
- There is a picnic table with separate garden-type chairs.
- Bicycles and surfboards can be stored in the drying room inside the hostel.
- There is external lighting in the evenings although it is switched off at night to avoid it shining into the bedrooms.

Additional information

- A member of staff is usually available in the house next-door (including at night).
- Emergency lighting and fire alarm system fitted. We ensure that all guests are evacuated in the event of a fire or any emergency requiring evacuation.
- The evacuation procedures are shown throughout the hostel.
- No pets allowed except for service dogs.
- No smoking.

- OS map reference 669 444.

Contact information

- Address: Nance Farm, Illogan, Redruth, Cornwall TR16 4QX
- Telephone: 01209 842244
- E-mail: portreath@yha.org.uk and mary.alway@btinternet.co.uk (Manager)
- Hours of operation: Reception usually open from 8.15-10.15am and 4.15-10pm . If you will need assistance outside these times please contact us. There is usually someone available outside these times in emergencies.
- Local buses: First No 46 Truro – Camborne via Redruth and Illogan Churchtown hourly (approx.) No Sunday service
- First No 47 Truro – Camborne and Troon via Redruth and Illogan Churchtown. Limited service on Sundays.* See First Kernow timetable.
- *Correct as at 2 November 2014. You can catch a bus from Redruth Station and get off at Illogan Churchtown stop.
- There are regular buses from Truro to St. Ives (no 14) and Penzance (no 18). The nearest bus stop is Pool, two and a half miles away.
- Local accessible taxi: Go Cabs (01209 212 800) 1-2-1 Cabs 01209 714 714 and Portreath Cabs (01209 843297 – mobile 07891 586668).

We welcome your feedback to help us to continue making improvements. If you have any comments, please phone or e-mail us.

Updated December 2014

This hostel is independently owned and operated under a franchise arrangement with YHA. The following access statement has been prepared by the hostel owner and is not the representation of YHA (England & Wales). For further information and clarity on accessibility at this hostel, guests are advised to contact the hostel owners directly.