



YHA Boscastle – Access Statement

Introduction

Set in a steep-sided valley on the rugged north Cornwall coast, YHA Boscastle is a National Trust-owned rural retreat on the harbour edge. Watch the pretty, bustling fishing village of Boscastle come to life during the day and return to a sleepier pace in the evenings. For a more energetic activity break, you'll also find excellent surfing and sailing plus miles of coastal footpaths to explore – great for walking holidays.

We aim to cater for the needs of all visitors in this two-storey building set in the picturesque surroundings of Boscastle harbour. We have a ground floor bedroom, which is accessible with an accessible en-suite bathroom (virtual tour available).

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-boscastle.

This access statement was last updated in May 2024.

Pre-arrival

- The nearest rail station is Bodmin Parkway, 22 miles away.
- The nearest bus stop is within 160m of the hostel, offering a daily service. Buses in the area may not have accessible buses.
- A local taxi company who can provide accessible taxis when pre-booked.
- The hostel is in the centre of Boscastle. From the bus stop, there is a level tarmac pedestrian walkway alongside the river. There is no streetlighting at night. The last few metres to the courtyard are on a gentle slope.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-boscastle/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

There is no car parking on-site. Parking is not permitted in the harbour area by order of the National Trust. Guests can be dropped off and unload baggage by the hostel gate within 20m of the entrance. If you let us know what time you are coming, we will do our best to assist with moving to and from cars.

The nearest pay and display car park is 300m away. It has marked accessible bays and an accessible public WC. From here, the road slopes moderately down until you reach the pedestrian walkway described above.

Main entrance and reception

A manual wooden gate leads into the hostel's level earth courtyard. There is lighting in the courtyard and on the main entrance at night. From here is a permanent concrete ramp (1:15) leading up to the main entrance. There is a level threshold through a manual single leaf door which opens outwards leading into reception.

The floor is level throughout the ground floor and flooring in reception is lino. The area is well-lit with ceiling lights. There is a portable induction loop available on request as well as a payphone in reception.

Shared areas

Rooms, 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 throughout.

We do not have a lift, so access to the first floor is via stairs only. There are two staircases in the hostel. Both are carpeted and have a handrail fitted on one side. There are 16 steps up to the first floor.

Public WCs

There is a WC on the ground floor just off reception. This WC is accessible and is fitted with grabrails, a low washbasin, lever taps and emergency cord. Transfer onto the toilet is left handed. Flooring is non-slip and the room is well-lit.

Lounge and dining room

Our lounge and dining areas are combined in a large open plan space on the ground floor. There is level access through two single leaf doors from reception. The floor is level throughout and it is surfaced with carpet. The area is well-lit with ceiling lights.

The lounge area is furnished with coffee tables, sofas and armchairs. Space in between the furniture can be limited, but all furniture can be moved – please ask at reception if you require assistance.

In the dining room there are dining tables and straight-backed chairs without armrests. There is a fitted bench running around the back of the room. Apart from this bench, all of the furniture is moveable.

Self-catering kitchen

YHA Boscastle is self-catering only. The kitchen is located on the ground floor and has level access from the lounge and dining room via a single leaf door. The floor is level and surfaced with non-slip lino. The room is well-lit with ceiling lights.

The kitchen is fitted with twist taps, microwave, domestic-sized electric cooker, 3 sets of 2 electric hobs, 2 electric cordless kettles, 2 domestic-sized fridges,

domestic-sized freezer, 2 toasters, grill and a range of kitchen utensils, crockery and cutlery. Crockery and some kitchen equipment are kept in high shelving units - we are happy to move these to lower storage if required.

Laundry and drying facilities

There is a washing machine on-site. We can provide a laundry service on request during the season – please ask at reception.

The drying room is located in the outbuilding behind the hostel. From the main entrance there are three steps down into the courtyard, followed by a step up through a single leaf door. Hostel staff are happy to help with hanging drying.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Rooms are carpeted and well-lit with ceiling and individual bunk lights plus a washbasin. Bedding is provided.

Bathrooms have fluorescent lighting and non-slip flooring. Standard showers have a step up to enter.

Ground floor

- One 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. This room also includes a kitchenette area.
- One accessible en-suite room that sleeps up to 6 people. It includes a single high-sleeper bunk with a double bed underneath, a set of bunk beds and a single bed. The accessible en-suite bathroom is fitted with horizontal and vertical grabrails around the toilet and sinks, low washbasin with lever taps and an emergency cord. Transfer onto the toilet is left handed. There are also grabrails in the shower and a fold-down shower chair.

First floor

- One room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- One room that sleeps up to 4 people. It includes a double bed and a set of bunk beds.
- One room that sleeps up to 5 people. It includes a set of bunk beds and 3 single beds.
- One room that sleeps up to 6 people. It includes 6 single beds.
- Three washrooms, each with a WC and shower.

Grounds and garden

We do not have any gardens. In the courtyard to the rear of the hostel, there are 2 three-seater benches with armrests and a long table with benches either side and room for a wheelchair user at one end.

From the main entrance, there are three steps down into the courtyard. Corduroy hazard warning surfaces are located at the top and bottom of these steps. There is level access to the side of the ramp, however this route is narrow and unsurfaced.

Cycle shed

Our cycle store is located in the same outhouse as the drying room.

Additional information

- Pets are not permitted at YHA Boscastle, except when hiring the whole hostel through YHA Exclusive Hire. Assistance dogs are welcome – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- A member of staff is on-site during reception opening hours.
- Braille signs are fitted on room and corridor doors.
- Emergency lighting and fire alarms fitted. We ensure that all guests are evacuated in the event of fire or a similar emergency. Arrangements for guests needing assistance to evacuate should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Due to the location of the hostel, evacuation may be required in rare circumstances due to high water levels of the nearby river.
- Mobile phone reception is poor within the hostel.
- Wi-Fi is available at this hostel.

Contact information

- Address: YHA Boscastle, Palace Stables, Boscastle, Cornwall, PL35 0HD
- Telephone: 0345 3719006
- Email: boscastle@yha.org.uk
- Ordnance Survey map: 190
- Local buses: From Bodmin Parkway take the 555 and get off at Wadebridge, from Wadebridge take the 595 to Boscastle www.traveline.info
- Local taxi: Bos Cars 07790983911

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.