



## YHA Whitby – Access Statement

### Introduction

If you're looking for a cheap seaside break or school trip, YHA Whitby is ideal accommodation. The hostel is an exceptional building, parts of which date back to the 12th century, which is situated high on Whitby's east cliff overlooking the town. We are right next to the famous ruined Abbey and close to all of the curious and quirky attractions that Whitby has to offer.

We aim to cater for the needs of all visitors in this three-storey building, located on the Yorkshire coast. We do not have any ground floor rooms, but our lift provides access to the upper floors. We have one accessible bedroom with an accessible en-suite bathroom on the first floor.

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). You can also view photos of the hostel at [www.yha.org.uk/hostel/yha-whitby](http://www.yha.org.uk/hostel/yha-whitby).

This access statement was last updated in January 2024.

### Pre-arrival

- The nearest rail station is Whitby, 0.5 miles away (1.5 miles by car).
- There is no public transport from Whitby town centre to the hostel, though open-top tour buses operate in the summer months.
- A local taxi company can provide accessible taxis when booked in advance.
- The shortest route from the town centre is by walking Whitby's iconic 199 steps. These are stone, with handrails on both sides and benches at some intervals. Alternatively, there is road access via Abbey Lane. This road is very steep in places and has an even-paved pavement to one side. There is limited street lighting the further you get from town
- The hostel's location can be viewed on YHA's website at [www.yha.org.uk/hostel/yha-whitby/directions](http://www.yha.org.uk/hostel/yha-whitby/directions).
- You can contact the hostel by phone or e-mail (see contact information).

### Car parking and arrival

We have limited onsite parking outside the main entrance. There are two marked accessible parking bays – that we are happy to reserve if required – and a drop-off point. There is further pay and display parking 5 minutes away (charges apply during the summer months).

There is an even surface, either paved or packed gravel, leading from the car park to the hostel entrance. The car park is lit but lighting in Whitby and on the headland is

at a low level so torches are recommended. If you let us know what time you are coming, we will do our best to assist with moving to and from cars.

### **Main entrance and reception**

To enter the hostel there is a manual, wooden, single-leaf door which opens inwards. There is a small wooden step up (approximately 4cm).

The reception is on the ground floor and is level throughout, with large spaces for a wheelchair user to manoeuvre. The flooring is carpet and the area is well-lit with ceiling lights. The reception desk has a low-level service section and there is a two-seater sofa for guests to use. There is also an emergency phone number displayed to contact to a member of staff at night if they are not on reception.

### **Public areas**

#### **Halls, corridors and lifts**

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs, landings and lifts are well-lit using a combination of ceiling and wall lights. The flooring is mostly carpet but non-slip vinyl in some places.

We have a lift which serves all floors except the mezzanine. There is also access to upper floors via stairs. The stairs are carpeted and have handrails on both sides.

#### **WCs**

We have two accessible WCs at YHA Whitby. One is close to reception and the other is close to the dining room. Both contain grab rails, low wash basins fitted with lever taps and emergency cords. Both have left-handed transfer onto the toilet.

#### **Lounge**

The lounge is located on the ground floor with level access from reception via a single-leaf door. The floor is level and covered with carpet. The room is well-lit with ceiling lights. There are sofas, armchairs and coffee tables. All furniture can be moved – please ask at reception if you need assistance.

From here there is also level access to the conservatory. This offers views of the gardens and is furnished with tables and straight-backed chairs without armrests.

#### **Dining room**

The dining room is located on the ground floor. There are 10 steps down to this room from the reception; however, we have a stair lift with roll on platform available if needed. From the bottom of the steps there is level access to the dining room.

The floor is level and surfaced with non-slip vinyl. There are tables and straight-backed chairs without armrests. All furniture can be moved – please ask at reception if you need assistance.

Table service is available (please ask at reception) and 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 area**

The self-catering kitchen is located on the ground floor and is also accessible via the stair lift. There is level access from here. The kitchen floor is level and surfaced with non-slip lino.

The kitchen sinks are fitted with lever taps and there is a low-level work surface with a microwave, cordless kettle and storage racks. There are 2 electric cookers and a 4-ring hob. Crockery and some kitchen equipment are kept in high shelving units. We are happy to move these to lower storage if required.

The self-catering dining room is next door. It also has non-slip lino flooring and is well-lit. There are round tables and straight-backed chairs without armrests. All furniture can be moved.

### **Meeting room**

Our meeting room is located on the ground floor and has level access from the reception via a single-leaf door. We have tables and straight-backed chairs without armrests which we can provide in a variety of seating arrangements.

The floor here is level and surfaced with polished wood. The room is well-lit by ceiling lights. Please contact the hostel directly for further enquiries.

### **Bedrooms and bathrooms**

Unless otherwise stated, all bedrooms have bunk beds. Most of our rooms are en-suite and, if not, include a wash basin. Our bedrooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

All bathrooms have fluorescent lighting and non-slip flooring. Showers have a step up to enter.

### **First floor**

Access to this floor is by lift or a set of 23 steps (main staircase) or 21 steps (back staircase). There are also 5 steps up along the corridor.

- One room that sleeps up to 2 people. It includes a set of bunk beds.
- One en-suite room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One accessible en-suite room that sleeps up to 5 people. It includes a single high-sleeper bunk with a double bed underneath and a set of bunk beds. The en-suite bathroom is fitted with grab rails, emergency cord, wheel-in shower and folding shower seat. Transfer onto the toilet is right handed. An evacuation chair is located outside the room.

- One en-suite room that sleeps up to 5 people. It includes a set of bunk beds and a single bed.
- Two en-suite rooms that sleeps up to 6 people each. They include 3 sets of bunk beds. One of the en-suite bathrooms is fitted with a shower over a bath.
- Two en-suite rooms that sleep up to 8 people each. They include 4 sets of bunk beds.
- Communal WC and a shower over a bath.

### Second floor

Access to this floor is by lift or a set of 41 steps (back staircase).

- One en-suite room that sleeps up to 3 people. It includes a set of bunk beds and a single bed.
- Two en-suite rooms that sleep up to 4 people each. They include a double bed and a set of bunk beds.
- Three en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds or a set of bunk beds and 2 single beds.
- Two en-suite rooms that sleep up to 6 people each. They includes 3 sets of bunk beds.
- One en-suite room that sleeps up to 8 people. It includes 4 sets of bunk beds.

### Mezzanine floor

Access to the lower mezzanine is only by a set of 16 steps.

- One en-suite room that sleeps up to 2 people. It includes a set of bunk beds. There is a step into the room from the corridor.
- 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 7 people. It includes a double bed, 2 sets of bunk beds and a single bed. There is a step into the room from the corridor and the en-suite bathroom is fitted with a shower over a bath.
- One en-suite room that sleeps up to 10 people. It includes 5 sets of bunk beds.

There are 15 steps up from the lower mezzanine to the upper mezzanine. These bedrooms can also be accessed via the first floor.

- Two en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One en-suite room that sleeps up to 6 people. It includes 3 sets of bunk beds. There are two steps into the room from the corridor.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds. There are 14 steps up to this room from the upper mezzanine. It is fitted with an en-suite toilet (a shower can be accessed from the corridor outside the room).

### **Grounds and garden**

The garden can be accessed via a ramp from the courtyard or the lounge. We have a large lawn and historic herb garden with plant information. The garden is mostly level and paths around it are wide and surfaced with either paving slabs or gravel.

### **Cycle store**

The cycle shed is at the end of the drying yard behind the tearoom. There is level access from the tearoom garden.

### **Additional information**

- A secure key card system is in operation for 24-hour access.
- Pets are not permitted at YHA Whitby, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- A member of staff is always available including at night. If they are not on reception, they can be contacted via the displayed emergency phone number.
- Braille signs are fitted on doors to rooms and corridors.
- Emergency lighting and fire alarms are 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 should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception within the hostel is good.
- Wi-Fi is available on the ground floor near reception and in the café bar.

### **Contact information**

- Address: YHA Whitby, Abbey House, East Cliff, Whitby, North Yorkshire, YO22 4JT
- Telephone: 0345 3719049
- Email: [whitby@yha.org.uk](mailto:whitby@yha.org.uk)
- Ordnance Survey map: 94
- Local taxis: Harrisons Taxis 01947 600600

**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.**