



YHA Borrowdale - Access Statement

Introduction

Set in gorgeous grounds on the banks of the river Derwent and surrounded by high Lakeland fells is YHA Borrowdale. The hostel is perfect for outdoor activity breaks, school trips and family breaks. Close to cycling, hiking and climbing routes, this large hostel has a fabulous valley location with fine mountain scenery and a warm, informal atmosphere.

We aim to cater for the needs of all visitors in this 86-bed hostel; a 2-storey building located in the stunning Borrowdale Valley. This hostel has an NAS level 3 accessibility award. We have ground floor rooms; two of these are accessible. An accessible shower room is also on the ground 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. You can also take a virtual tour of our hostel at www.yha.org.uk/hostel/borrowdale.

Pre-Arrival

- The nearest rail station is Penrith which is 25 miles away. Windermere station is also 27.6 miles away.
- The nearest bus stop is within 350 metres of the hostel. There is a limited bus service which runs to this stop. This service is not usually run with accessible buses.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- From the bus stop the road approaching the hostel is on a gradual slope and surfaced with tarmac. There is no pavement or street lighting. The hostel driveway is unsurfaced and uneven in places. As you are approaching the hostel there is a bridge crossing the river which is very steep (1:5 gradient over 5m on each side). There is tarmac surrounding the building.
- The hostel's details can be seen on YHA's website www.yha.org.uk; please scroll down to the Maps and Directions section 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 ample onsite parking. There are two marked accessible bays close to the hostel entrance. These bays are surfaced with tarmac, and there is lighting from the hostel at night.

The main car park is gravel and is lit by floodlights at night. Guests can also be dropped off directly in front of the main door. The car park is level.

From the car park to the main entrance there is a level tarmac path. 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

To enter the hostel there is a 35mm rounded threshold through a manual single leaf door which opens outwards. From here there is a ramp up to another single leaf door which leads to the reception lobby. The flooring here is non-slip vinyl.

The reception lobby is level throughout and has carpet flooring. It is well-lit with ceiling lights. There is a wooden bench with handrails available here. A payphone is available with adjacent seating and there is also an emergency phone to connect to a member of staff (on site) at night.

Public Areas

Halls and Corridors

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 flooring is mostly carpet, with non-slip vinyl in some places.

There is no lift so access to the first floor is by stairs only. There are two staircases, one to each wing. Both staircases are carpeted; one has a handrail on both sides and the other just on one side.

Public WCs

There are three unisex WCs close to reception. These all have good lighting and non-slip flooring. One of them is an accessible WC and shower room equipped with low washbasin with lever taps, emergency cord and grab rails. The transfer onto the toilet is left-handed.

Lounge/ Café Bar

Our spacious lounge is located on the ground floor and has level access via a single leaf door. This bright, spacious room is also where our café bar can be found. The room is level throughout and the floor is carpeted. The room is well-lit with ceiling lights.

The lounge is furnished with coffee tables, sofas and armchairs. There is plenty of space between the furniture. All furniture can also be moved; please just ask at reception if you require assistance.

Dining Room

The dining room is located on the ground floor and has level access from the lounge double doors (width 595mm per leaf). We serve dinner, breakfast, hot and cold drinks and snacks from here. The floor is level throughout and covered with carpet. The room is well-lit with ceiling lights.

There are dining tables and straight backed chairs without armrests available here. 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

The self-catering kitchen is located on the ground floor and has level access from the dining room via a single leaf door (width 770mm). The floor is level and surfaced with non-slip lino.

There are five sets of gas hobs, two ovens, microwave, two toaster, cordless kettle, crockery and cutlery. The sinks are fitted with lever taps. There is a lower level section of work space at the far end of the room with a hob.

Laundry and Drying Facilities

The laundry room is located on the ground floor and has level access from the lounge via a single leaf door. There is a large drying space adjoined to another room containing the equipment. The floor is level and surfaced with non-slip lino.

We have a washing machine for guests to use, which guests can pay for at reception.

Classroom/ Games Room

The classroom is located on the ground floor and has level access from the dining room via double doors (width 530mm per leaf). This is a bright room which also doubles as our games room. The floor is level and surfaced with carpet.

We can provide tables and chairs in a variety of seating arrangements. A portable induction loop is available from reception. There is a unisex WC, which is not accessible to modern standards, just outside this room.

Bedrooms and Bathrooms

All bedrooms contain bunk beds and washbasins. All bedrooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided and you will find the beds ready-made.

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

Ground Floor

- Two 3-bedded rooms. The rooms contain a single bed and a bunk bed. These are our most accessible rooms; the doors to both have a width of 830mm. The rooms contain a washbasin without a pedestal and emergency flashing fire alarms. They are directly opposite the accessible bathroom.
- Two 2-bedded rooms
- Two 6-bedded rooms
- An accessible bathroom with low washbasin, grab rails around the WC, shower and sink and an emergency cord. Transfer onto the toilet and shower is left-handed. The door width is 860mm. Please note that the size of the room is 1.8m x 1.8m and the shower is adjacent the WC.
- Three showers
- Two WCs

First Floor

This floor is split into two wings. There are 16 steps up to one wing, and 14 steps to the other. In total on this floor there are:

- Six 2-bedded rooms
- Five 4-bedded rooms
- Four 6-bedded rooms
- One 8-bedded room
- Eight WCs and eight showers

Camping and Camping Pods

We have three camping pods which sleep up to 3 people in single futon beds. All bedding is provided. The floor is carpeted and there is heating and lighting inside.

They can be accessed via a narrow, level shingle path from the car park. This path is lit with some LED lights. There is a step up onto a wooden porch, followed by a raised threshold to enter the pod. The doors are glazed and open outwards. There are two plastic garden chairs with armrests and a small coffee table located on the porch.

The lawn in front of the camping pods also provides camping space. There is some lighting on the path to the pods, but no other lighting on the lawn; we advise guests to bring a torch with them.

Campers have access to all of the Youth Hostel facilities including the self-catering kitchen, cafe-bar, restaurant, drying room and laundry from 7am until 11pm. There are separate campsite toilets and showers which are open 24 hours a day. There are 8 steep stone steps with a handrail to access these facilities.

Grounds and Garden

We have ample grounds for guests to enjoy. The front grounds run to the riverside and provide access to the River Derwent. We also have two safe areas of lawn where ball games can be played, and two small wooded areas.

The grounds are mostly level. There are twelve picnic tables with benches and two 3-seat benches available in the grounds. One of these has armrests.

Cycle Shed

The cycle store is located behind the hostel. There is a level route across the car park via a gravel path and then a step up into it.

Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- A member of staff is always available on site, including at night (access 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.
- There is no mobile phone reception in the vicinity.
- Wi-Fi is available at this hostel.

Contact Information

- Address: YHA Borrowdale, Longthwaite, Keswick, Cumbria, CA12 5XE.
- Telephone: 0345 3719624
- Email: borrowdale@yha.org.uk

- Ordnance Survey Map 89 or 90; Grid reference NY254142.
- Local buses: Line 78 runs daily down the Borrowdale Valley. For the hostel get off at Stonethwaite Road End, at the mini Cross roads. Then take the right hand lane which indicates the location of the hostel with a brown sign.
- For more information see www.stagecoachbus.com.
- Local taxi: Davies Taxis - 017687 72676.

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.