



## YHA Hawes - Access Statement

### Introduction

Situated in beautiful upper Wensleydale, the Youth Hostel is just a couple of minutes walk from the centre of Hawes, England's highest market town. There are great walking and cycling routes straight from the door, and plenty of local attractions great for families and individuals.

We aim to cater for the needs of all visitors in this 52-bed hostel; a 2-storey building located at the heart of the Yorkshire Dales. We have 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 Garsdale Head which is 6.5 miles away.
- The nearest bus stop is within 350 metres of the hostel. The Little White Bus is scheduled to meet some trains and operates a 'demand response' service at other times. The bus is accessible to wheelchair users; however, please give advance notice if this is required.
- The hostel is located on a steep hill. The centre of Hawes is ¼ mile from the Hostel (all down hill). There is limited street lighting in the evening, but there are pavements along the route.
- 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 (01969 667368) or e-mail ([hawes@yha.org.uk](mailto:hawes@yha.org.uk)).

### Car Parking and Arrival

There is space on site for 6 cars. There is lighting in the car park at night from an external wall light. The car park is evenly surfaced with tarmac and it slopes steeply down towards the main road.

There are no marked bays, but we would be happy to reserve a space if required. From the car park there are seven steps, with a hand rail on both sides, up onto a level patio in front of the main entrance.

Alternatively, guests can walk around the lawn and up the slope to the patio. Guests can also be dropped off at the top of the slope next to the hostel entrance. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

When the hostel car park is full there is a small free car park in the village centre and a larger pay and display carpark, both a 5 minute walk away.

### **Main Entrance and Reception**

To enter the hostel there is a step up through a manual single leaf door which opens inwards into the porch. There is then another single leaf door with a level threshold leading into the reception lobby.

The floor here is level and the area is well-lit with ceiling lights. The floor is surfaced with flagstones. There is a portable induction loop which is available on request at the reception desk. Seating in the form of three single chairs is available in the porch.

There is also a payphone available in this area. The phone can be used to contact staff at night in an emergency.

### **Public Areas**

#### **Halls, Corridors and Stairs**

Most areas of Hostel have contrasting floor and skirting boards. All public areas, halls, stairs and landings are well lit using a combination of ceiling and wall lights. The corridor flooring is carpet throughout.

Unfortunately we do not have a lift, so access to the first floor is by stairs only. The stairs are carpeted and have handrails on both sides. There are two staircases; the staircase from reception has 13 steps to the first floor and the staircase from the ground floor accommodation has 16.

#### **Public WCs**

There are two unisex WCs on the ground floor, but neither of these meets modern standards of accessibility. They are located in the accommodation area and have level access from the common room. The flooring is non-slip lino and the lighting is even.

### Common Room

Our common room is located on the ground floor and has level access from reception via a single leaf door. This large, open plan space includes our lounge and dining room, and gives stunning views of the countryside. The floor is level and surfaced with carpet and the room is well-lit.

The room is furnished with coffee tables and sofas in the lounge area, and dining tables and straight backed chairs without armrests in the dining area. 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 common room via a single-leaf door. The floor is level and surfaced with tiles. The room is well-lit with ceiling lights.

The kitchen is equipped with three electric ovens, cordless kettles, toasters, a large fridge and fridge freezer, microwave and a range of kitchen utensils, 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.

### Drying Facilities

The drying room is located on the ground floor and has level access via a single leaf door. The floor is level and surfaced with tile, and the room is well-lit.

### Bedrooms and Bathrooms

Most rooms without en-suite have a washbasin and all bedrooms have bunk beds. Unless otherwise stated the rooms 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.

### Ground Floor

- One 2-bedded room
- One 3-bedded room

- Two WCs
- One shower

### First Floor

- Three 2-bedded rooms
- Two 2-bedded en-suite rooms
- Two 3-bedded rooms
- One four bedded room
- Two 6-bedded rooms
- One 7-bedded room
- One 8-bedded room
- One male and one female washroom, each with two WCs and three showers.

### Grounds and Garden

We have a small patio area with seats and BBQ accessed from the lounge/dining room. A sloping grassy area also goes around the side and to the back of the hostel.

### Cycle Shed

Our cycle shed is located at the rear of the hostel via a tarmac path. To store bikes there please obtain the key from reception. The doors are 1500mm wide. The flooring is level concrete and there is good lighting.

### 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 the phone number displayed 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 can vary.
- Wi-Fi is not available at this hostel.

### Contact Information

- Address: YHA Hawes Lancaster Terrace, Hawes, North Yorkshire, DL8 3LQ.
- Telephone: 0345 3719120
- Email: [hawes@yha.org.uk](mailto:hawes@yha.org.uk)
- Ordnance Survey Map 98; Grid reference SD867897.
- Local buses: The Little White Bus (01969 667400) [uwco@btconnect.com](mailto:uwco@btconnect.com)
- Local taxi: Country Private Hire (01969 667096/ 07846 409995); Redmire Private Hire (01969 625 635)

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.