



## YHA New Forest – Access Statement

### **Introduction**

Tucked away in the stunning New Forest National Park, YHA New Forest is the ideal base to explore the ancient woodlands and gorgeous Dorset coast. The area is great for walking and cycling plus there is pony trekking and water sports nearby.

We aim to cater for the needs of all visitors in this hostel – a former family home on the outskirts of the village of Burley in the New Forest. We have two bedrooms on the ground floor, but these are not accessible to modern standards.

We look forward to welcoming you. If you have any queries or require 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-new-forest](http://www.yha.org.uk/hostel/yha-new-forest).

This access statement was last updated in February 2024.

### **Pre-arrival**

- The nearest rail station is Brockenhurst, 7.5 miles away, but there is no bus service from this station. From Bournemouth station, guests can catch Wilts and Dorset Bus X3 or X6 Ringwood then the 125 to Burley – however, this service only runs once a day on Mondays, Wednesdays and Fridays.
- The nearest bus stop Burley Coach House, half a mile away in the village. The 125 service runs once a day on Mondays, Wednesdays and Fridays. During summer, the New Forest tour bus offers a regular service through most areas of the New Forest.
- A local taxi company can provide accessible taxis when pre-booked.
- The road approaching the hostel is level but narrow and unsurfaced. There are no pavements or streetlights. At the entrance to the hostel, there is a cattle grid – guests can use the narrow side gate to bypass this.
- The hostel's location can be viewed on YHA's website at [www.yha.org.uk/hostel/yha-new-forest/directions](http://www.yha.org.uk/hostel/yha-new-forest/directions).
- You can contact the hostel by phone or e-mail (see contact information).

### **Car parking and arrival**

We have on-site parking for 20 cars in front of the hostel. We do not have any marked accessible bays but are happy to reserve a space close to the main entrance if required. The car park is mainly level and surfaced with gravel. There is some lighting from the building, however, much of the car park is unlit at night.

From the car park there is a step (5cm) up into the building. If you let us know what time you are coming we will do our best to assist with moving to and from cars.

Important – the section of Cott Lane from the cricket pitch to the hostel is not suitable for vehicles. Please access the lane from the eastern end via the White Buck Inn.

Coaches can park at the golf course or the White Buck Inn at either end of Cott Lane.

### **Main entrance and reception**

Access into the hostel is via double-leaf, manual doors which open outwards. There is a step up (5cm) into a small entry hall, followed by a second set of double doors which open inwards. When the reception is closed, guests who have already checked in are given a key code which provides access through these doors.

The reception is on the ground floor and the public area is level throughout. There is tile flooring and the area is well-lit with ceiling lights. We do not have a low-level service section but a clipboard can be provided for completing registration.

Emergency phone numbers to contact a member of staff at night are displayed in reception and at the main entrance when reception closes.

### **Public areas**

#### **Halls, 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 on the first floor and a mixture of tile, carpet and laminate on the ground floor. We do not have a lift so access to the first floor is by a set of 18 steps with a handrail on one side.

#### **Lounge**

Our lounge is located on the ground floor and has level access via a single-leaf door. The room is carpeted and level throughout, and well-lit by ceiling lights. The room is furnished with low coffee tables, sofas and cushioned chairs with armrests. All furniture can be moved – please ask at reception if you need help.

#### **Dining room**

The dining room is located on the ground floor and has level access via a single-leaf door. The room is level throughout and well-lit with ceiling lights. The flooring is laminate. Here we have tables and straight-backed chairs without armrests. All furniture can be moved – please ask at reception if you need help.

Table service is available (please ask at reception). We can also cater for special diets or any particular likes or dislikes – please advise us of these before arrival.

#### **Self-catering kitchen**

Our self-catering kitchen is located at the rear of the property and has level access via an open doorway. The room is level throughout and has laminate flooring. It is well-lit with ceiling lights. The kitchen is equipped with 2 gas hobs, and ovens, 2 toasters, 2 kettle, 2 large domestic sized fridges, small freezer and a range of kitchen utensils, crockery and cutlery. Crockery and some kitchen equipment are kept in high shelving units.

### Laundry and drying facilities

We have a tumble dryer which guests are welcome to use. A washing machine is also available to use at the hostel – please ask staff at reception for access. We are happy to assist with any equipment.

### Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Our rooms are carpeted and well-lit with ceiling lights. Bedrooms without an en-suite bathroom include a washbasin. All bedding is provided.

All bathrooms have ceiling lighting and non-slip flooring. Standard showers have a step up to enter. None are accessible to modern standards.

### Ground floor

- One en-suite room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One room that sleeps up to 7 people. It includes a single high-sleeper bunk with a double bed underneath and 2 sets of bunk beds.
- One communal shower.
- One communal WC.

### First floor

From the stairs there is level access. Communal bathrooms are two steps down.

- One en-suite room that sleeps up to 5 people. It includes 2 sets of bunk beds and a single bed.
- One 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.
- Two rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- Two communal showers.
- Two communal WCs.

### Camping & Cabins accommodation

We offer bell tents in the grounds plus an Airstream, camping pods and Landpods.

There is also an open grass field for pitching tents from late March to the end of October. Camping facilities, such as WCs and kitchen, are located within 10m of the site. Campers also have access to the hostel facilities. There is limited lighting to and from the campsite so please bring a torch.

### Grounds and garden

A large, level lawn surrounds the building. Guests are welcome to use the front and back garden. There is a steep earth verge up onto the lawn. Picnic tables with benches are available in the garden.

### **Cycle store**

The cycle store is to the side of the hostel with step-free access via a gravel path.

### **Additional information**

- Dogs can stay in our Camping & Cabins accommodation. Pet dogs will have access to the public areas within the hostel but are not permitted in hostel bedrooms or kitchens and must not be left unattended. 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 on site, including at night (access via emergency phone at reception).
- 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 is poor within the hostel.
- Wi-Fi is available at this hostel.

### **Contact information**

- Address: YHA New Forest, Cott Lane, Burley Ringwood, Hampshire, BH24 4BB
- Telephone: 0345 3719309
- Email: [newforest@yha.org.uk](mailto:newforest@yha.org.uk)
- Ordnance Survey map: 195
- Local buses: For the hostel, get off at Durmast Cross or Burley Coach House

**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.**