



YHA Penzance – Access Statement

Introduction

We aim to cater for the needs of all visitors in this historic, three-storey early Georgian manor house, set in a beautiful, wooded garden.

The following statement is a summary of our provision. If you have any specific questions about access, please call us and we will endeavour to help.

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-penzance.

This access statement was last updated in January 2024.

Pre-arrival

- Good train and national bus links within 2km (Penzance train and bus station).
- Regular bus services to within 500m of the hostel include 'Mousehole' (www.firstbus.co.uk/cornwall) or the '5' (www.gocornwallbus.co.uk).
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-penzance/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

Parking is available in marked bays next to the hostel. There is a steep, un-even surface drive to the hostel gate. Please try to provide advance notice if assistance will be needed to move to and from cars.

The centre of the town is 1.5km from the hostel. There is a busy main road with no crossing facilities on the way to town.

Main entrance and reception

There are 3 steps up or an access ramp to the front door. An emergency call phone is available outside reception to connect to a member of staff at night.

Public areas

Halls and corridors

There is good colour contrast on first floor and stairs to floor, walls and doorways throughout the building. All corridors are well-lit. Flooring is woven carpet except in the lounge and lower floor.

WCs

The washroom on the ground floor is accessible for wheelchair users. There is a 74cm doorway between the accessible bedroom and bathroom.

Dining room and reception

The floor between the ground floor and the reception and dining room is level. The dining room is furnished with tables and chairs without armrests. Furniture can be moved if required. Table service is also available – please ask at reception.

Lounge

The lounge is fitted with a TV, books, games and chairs with armrests. Flooring is the original Georgian floorboards, without rugs or carpeting.

Lower floor

There are 16 steps down to the lower floor. Flooring is stone flags (some uneven) in all rooms and the corridor, except in the kitchen.

Self-catering kitchen

The self-catering kitchen is located downstairs (moat-level). It includes a sink with screw-type taps, 2 electric hobs at bench height and 2 cookers between worktops, with a central table (approximately 1.2m clearance around the table).

A small dining room with freestanding tables and benches is next to the kitchen. Flooring is anti-slip vinyl with granite flagstones in the dining area and corridor.

Bedrooms

Unless otherwise stated, all bedrooms have bunk beds. Most bedrooms include a wash basin and all bedding is provided.

Basement

- One room that sleeps up to 4 people. It includes a double bed and a set of bunk beds.

Ground floor

All rooms on the ground floor are carpeted. Individual lights are fitted to each bed.

- One room that sleeps up to 1 person. It includes a single bed.
- One room that sleeps up to 2 people. It includes a set of bunk beds.
- One room that sleeps up to 4 people. It includes a single high-sleeper bunk with a double bed underneath and a single bed.
- One accessible 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 doorway from the bedroom to the hallway and washroom is 74cm wide.
- Two rooms that sleep up to 6 people each. They include 3 sets of bunk beds.

First floor

Access to the first floor is up 3 flights of stairs, each with 8 steps. Handrails are fitted on one side (right-hand side when going up). Individual lights are fitted to each bed.

- Two rooms that sleep up to 1 person each. They include a single bed.
- Two rooms that sleep up to 2 people each. They include a set of bunk beds.
- One room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- Two rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Seven rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.

Bathrooms

We have one accessible washroom with a shower that is suitable for wheelchair users. There are also two communal showers and two communal toilets.

Grounds and garden

The hostel has large, terraced gardens, laid mainly to lawn and mature trees, without paths. Picnic benches are available on upper and middle terraces.

The upper lawn is used as a campsite in the summer. There is a vertical drop onto the lower terrace and field, marked by hedge and fence. A steep slope separates upper and middle terrace. Mid-terrace laid to lawn and is adjacent to the car park.

There is a vertical retaining wall from upper and mid-terrace to the lower terrace wildlife garden. This contains trees, plants and a small pond. Access is restricted.

Cycle store

Cycle shed is located in a courtyard to the rear of the house with level access.

Additional information

- Pet are not permitted, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking or vaping is not permitted anywhere in or within 10m of the hostel.
- A member of staff is always available 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 good within the hostel and immediate vicinity.
- Wi-Fi is available in shared spaces.

Contact information

- Address: YHA Penzance, Castle Horneck, Penzance, Cornwall. TR20 8TF
- Telephone: 0345 3719653
- Email: penzance@yha.org.uk
- Ordnance Survey map: 203
- Local transport: Transport for Cornwall www.transportforcornwall.co.uk
- Local accessible taxis: Disability Cornwall & Isles of Scilly 01736 759500, Penzance Taxis 01736 888888
- Local mobility retailers: British Red Cross, Unit 1, Tolvaddon Business Park, Pool, Camborne, TR14 0HX, 01209 614928, www.redcross.org.uk; Mobility Hire Cornwall, Truro, TR1 1RH, 01872 859598

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.