



YHA Tanners Hatch Surrey Hills – Access Statement

Introduction

This picturesque, eco-friendly hostel with plenty of charm and character in National Trust woodland is a perfect country retreat close to London. YHA Tanners Hatch Surrey Hills is a haven of peace and tranquillity with a real fire. Set in the Surrey Hills Area of Outstanding Natural Beauty, this hostel is ideal for walking and cycling holidays with a network of footpaths and bridleways on the doorstep.

We aim to cater for the needs of all visitors in this two-storey cottage located in the Polesden Lacey estate. Unfortunately, none of our bedrooms or bathrooms meet modern standards of accessibility.

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-tanners-hatch-surrey-hills.

This access statement was last updated in March 2024.

Pre-arrival

- The nearest rail station is Box Hill & Westhumble, 2 miles away. The hostel is a 45-minute walk from here. The first 1.3 miles are via tarmac road with no pavement or streetlighting followed by unsurfaced paths and a track for the remainder of the route, over fields and through woods.
- Dorking (Main) rail station is 5 miles away though has taxis available outside. They can only bring you to the gate 0.75 miles from the hostel. There is then a rough, unsurfaced and uneven track through the woods to the hostel. There is no lighting on the track so please bring a torch if you are arriving after dark.
- There is no bus service which runs close to the hostel.
- Dorking taxi companies can provide accessible taxis when pre-booked.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-tanners-hatch-surrey-hills/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

Due to our location, we do not have on-site parking. The nearest car park is Denbies Hillside National Trust car park at the top of the hill. This car park is level and surfaced with gravel. The parking is pay and display or free to National Trust members. It does not have any lighting at night. The hostel is 0.75 miles from here.

From the car park, guests must cross a tarmac road and step up onto a wide grass verge. This must be followed for 130m. There is then a rough, unsurfaced and

uneven track through the woods to the hostel. This lasts approximately 0.75 miles. There is no lighting on the track so please bring a torch if you are arriving after dark.

Main entrance and reception

There is a gate from the public footpath down an earth/dirt path with 4 steps to reception (the last step is about 20cm high). There is another gate down a tiled path with 3 steps to the hostel front door. There is a step up on to a metal cattle grid-type step and through a manual single-leaf door which opens inwards into our cosy lounge. The door has a push-button operated lock approximately 1.2m up. The floor is level and surfaced with wood-effect laminate.

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. Flooring is a mixture of carpet, wood-effect laminate and flagstones depending on the room.

We do not have a lift so access to the first floor is only by stairs. There are two staircases – one from the kitchen and one from the lounge. Both have two turns and are quite narrow and steep.

Public WCs

There are no WC or shower facilities in the main hostel building. WCs and showers are located in an outbuilding close to the hostel.

Lounge

Our comfortable lounge is located on the ground floor. The floor is level and surfaced with wood-effect laminate. The room is well-lit and furnished with sofas and armchairs. There is a wood-burning stove available here.

Dining room

The dining room is located on the ground floor with level access from the lounge and kitchen via two single-leaf doors that are close together. The floor is level and surfaced with flagstones. The room is well-lit with ceiling lights.

There is a stable-door fire exit in this room (with a small lip to the base of the frame). It can be used to access the hostel but can only be opened from inside the building. There are dining tables and benches without arm or backrests. Space between the furniture is limited.

Self-catering kitchen

YHA Tanners Hatch Surrey Hills is self-catering only. The kitchen is located on the ground floor. There is a small lip at the base of the door from the lounge via a single-leaf door. The floor is level and surfaced with flagstones.

The kitchen is equipped with 2 four-burner hobs, 2 ovens, microwave, stove-top kettles, utensils, crockery and cutlery. Some equipment is kept in high shelving units.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Each room is carpeted and well-lit with ceiling and individual bed lights plus a washbasin. All bedding is provided.

Washroom facilities are located in a building outside the hostel, 15m away. From the hostel entrance, there is a level but uneven concrete path. Three showers and three WCs are available here. All bathrooms have fluorescent lighting and a step up to access them. Standard showers have non-slip flooring and a step up to enter. Toilets have tile flooring.

Ground floor

- One room that sleeps up to 2 people. It includes a double bed.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One room that sleeps up to 7 people. It includes 3 sets of bunk beds and a single bed.

Grounds and garden

There are grassed areas to the side, rear and front of the hostel. The front area is sloping and the rear area fairly flat with no steps. The side area between the hostel and campsite is up 2 steps and is gently sloping.

The paths around the hostel and grounds are uneven and there is very little external lighting so please be sure to bring a torch. The widths vary from about 30cm to 1.2m. The paths around the hostel are uneven concrete. All others are earth/dirt. We also have 3 picnic table/benches for guests to use in the grounds.

Cycle store

Our cycle shed is at the back of the outbuilding where the washroom facilities are. There is a level but uneven concrete path which leads there from the main entrance.

Open and outdoor fires

There is a wood burning stove in the lounge and a firepit in the hostel grounds. YHA can provide wood packs when arranged prior to arrival (purchased per pack, subject to availability and weather conditions). Only fire packs that are provided by YHA are permitted to be burnt. Cutting and/or damaging trees, dead hedges, log piles and other vegetation is strictly prohibited and we request that all guests respect the natural conditions of, and around, the hostel.

Additional information

- Dogs are not permitted at YHA Tanners Hatch Surrey Hills, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- Staff can be contacted in an emergency at night via the phone in the lounge.
- Emergency lighting and fire alarms are fitted. Our teams won't fetch you in an emergency so, if the alarms go off, please don't wait for a member of staff to evacuate – get yourself out of the building by the nearest exit. 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 and immediate vicinity.
- Wi-Fi is not available at this hostel.

Contact information

- Address: YHA Tanners Hatch Surrey Hills, off Ranmore Common Road, Dorking, Surrey, RH5 6BE (for sat nav, use RH5 6SR)
- Telephone: 0345 3719542
- Email: tanners@yha.org.uk
- Ordnance Survey map: 187
- Local taxis: A-Star Taxis 01306 882299, Dorking Taxis 01306 885533

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.