



YHA Ilam Hall – Access Statement

Introduction

If it's an unforgettable family holiday that you're looking for, this National Trust property is the one for you. Stay in this huge Victorian gothic manor house, sitting in 84 acres of country parkland on the River Manifold, and enjoy a jam-packed activity holiday or relax and unwind away from the hustle and bustle of the city. Just 5 miles from Ashbourne, YHA Ilam Hall can be found at the end of a long, winding level drive which takes you through some of the beautiful surrounding parkland.

We aim to cater for the needs of all visitors in this listed building which is set within the National Trust Ilam Park Estate. Accommodation at YHA Ilam Hall is split over three levels. The hostel's accessible two bedrooms are accessed externally from the main hostel, each with an accessible en-suite with grabrails and shower seating.

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-ilam-hall.

This access statement was last updated in August 2024.

Pre-arrival

- The nearest rail stations are Uttoxeter (15 miles away), Belper (17 miles away) and Buxton or Derby (both 20 miles away).
- There are no regular bus services to the hostel. Local transport services offer flexible and accessible buses that can pick you up from the hostel doorstep. These buses must be pre-booked. Derbyshire Connect covers Derbyshire (www.ashbournect.org.uk/derbyshire-connect) and Moorlands Connect covers Staffordshire including Alton Towers (www.moorlandsconnect.co.uk).
- A number of taxi services will collect and drop off at the hostel.
- The hostel is located at the end of a level, winding drive that is approximately 320m long. The tarmac drive is even and but is unlit so please bring a torch if you are arriving after dark. The road before the drive is level and even, with small sections of pavement but no streetlighting.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-ilam-hall/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

There is ample parking in the National Trust car park less than 200m from the hostel (charges apply). For guests with a Blue Badge, some parking is available immediately outside the hostel - please call us if you would like a space reserving.

Access from the main car park to the hostel is sloped with an even tarmac surface. The car park is unlit, as is the approach to the hostel. If you let us know what time you are coming, we will do our best to assist with moving to and from cars.

Main entrance and reception

The main entrance has 2 shallow steps up to large, double-leaf wooden doors which remain open into an entry hall, followed by another manual, single-leaf door. There is an intercom at this door if assistance is needed.

A further 7 steps lead up to the ground floor and reception area. There is a stairlift with roll on platform available to use at this point. This type of lift has a 200kg load limit and is only intended for the carriage of one person with impaired mobility either seated or in a regular wheelchair.

The floor in the entry hall is stone slabs, carpet on the stairs and then polished stone at the top. From the top of the steps the reception area is level throughout. There is a lower-level service point. Soft seating with armrests, cushioned stools and low tables are available nearby. The area is well-lit with ceiling spotlights.

Step-free access into the hostel is available via the dining room through a single-leaf manual door; from here there is level access to the reception. This access has a bell to call for assistance if required. There are no handrails at this access point.

Public areas

Halls and corridors

There is a good colour contrast to floor, walls and doorways throughout the building. All public areas are well-lit with a combination of ceiling and wall lights. The ground floor corridors have polished stone flooring and there is carpet with contrasting nosing on the stairs. The corridors on the upper levels are also carpeted.

WCs

We have an accessible, gender-neutral WC adjacent to the main reception on the ground floor. It is well lit with fluorescent lighting and has non-slip flooring. The sink has a lever tap fitted. This WC has drop rails and assistance rails by the toilet, sink and on the back of the door. It has left-handed transfer.

Dining room

Our dining room is located on the ground floor and has level access from the reception area. There are double-leaf wooden doors which are usually open and there is a wide entrance without doors further down the corridor. The floor is surfaced with laminate and the room is well-lit with wall and ceiling lights.

The furniture is flexible wooden chairs (without armrests) and tables. All furniture can be moved on request. The server is directly opposite, across the corridor.

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

Lounge

The lounge is located on the ground floor next to the dining room (opposite reception), with level access from the corridor. It is furnished with sofas, soft chairs with armrests, cushioned stools and low-level coffee tables. The furniture is adequately spaced to allow wheelchair access and items can be moved if required. The flooring is carpet, and the room is well-lit with ceiling and standing lamps.

Games / function room

The games room is located at the top of a flight of 7 steps from the ground floor. There is a stair lift available for use at these steps. This area has a hard laminate floor with a range of wooden tables and straight-backed chairs. There is a ping pong table. It is well-lit with natural light during the day and wall lights at night.

Self-catering kitchen

The self-catering kitchen is located in the basement. There is a flight of 15 steps down from the ground floor. Alternatively, access is available from an external door with one step up to enter. We do not currently have a portable ramp for this step. The doors are usually locked – please ask a member of staff to assist.

The kitchen is equipped with 3 gas hobs, 2 sinks and 2 fridges. The height of the worktop is 93cm. The flooring is tiled throughout. There is a small dining room with tables and wooden chairs without arm rests. If a lower dining table is required, please ask at reception.

Laundry and drying facilities

The laundry room is located in the basement. There is level access to this room via the dining room. There is an uneven tiled floor in this room which has a washing machine with a dryer above it. We are happy to assist in the use of equipment.

Meeting rooms

We hire out the small lounge opposite reception (as described above) and the games room area as meeting rooms. Wi-Fi is available in these two areas.

We have a classroom on first floor of the hostel, which is reached via a flight of 14 steps. Unfortunately, there is no chairlift to this room. There are tables and chairs without arms in this room. The furniture can be moved. This room has access to a gender-neutral WC via a single step, though the WC is narrow.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Each room is carpeted and well-lit with ceiling and individual bed lights. All bedding is provided. Rooms without an en-suite bathroom also have a washbasin.

All bathrooms are well-lit. Standard showers have a step up to enter.

Main building

First floor

Due to the building's age, this floor has steps up and down the corridor in places.

- One en-suite room that sleeps up to 2 people. It includes a double bed.
- Two en-suite rooms that sleep up to 2 people each. They include a set of bunk beds.
- One room that sleeps up to 2 people. It includes a set of bunk beds.
- One en-suite room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- Four en-suite rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- Two en-suite rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.
- One en-suite room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- Five communal showers.
- Four communal WCs.

Second floor

- One en-suite room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- One en-suite room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- One en-suite room that sleeps up to 5 people. It includes a double bed and a 3 single beds.
- Two en-suite rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- Three rooms that sleep up to 8 people each. They include 4 sets of bunk beds.

Lodge building

Ground floor

One of the en-suites has left-handed transfer and the other is right-handed.

- One accessible en-suite room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath, plus space for 2 cots. The adapted bathroom has a wheel-in shower with fold-down chair and grabrails.
- One accessible en-suite 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, plus space for a cot. The adapted bathroom has a wheel-in shower with fold-down chair and grabrails.

Grounds and garden

The hostel is situated in extensive grounds belonging to the National Trust and open to the public. There are benches at various points on the higher level of the grounds.

Some areas are suitable for wheelchair access – for more information, please see www.nationaltrust.org.uk/white-peak.

Cycle store

The cycle shed is approximately 37m from the dining room entrance and is a similar distance from the ground floor bedrooms. Access is via a level, paved path.

Additional information

- Dogs are not permitted at YHA Ilam Hall, though 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 (contact via emergency telephones at reception, outside back door and from ground floor bedroom area and first floor).
- Emergency lighting and fire alarms are fitted. Our teams won't fetch you in the event of an emergency so – if the alarms go off – evacuate the building through the nearest exit (do not wait for a member of staff). Arrangements for guests needing assistance to evacuate should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- There is no mobile phone reception at Ilam Hall, but there is a payphone situated in main hostel on the ground floor.
- Limited Wi-Fi is available in shared social spaces.

Contact information

- Address: YHA Ilam Hall, Ilam, Ashbourne, Derbyshire, DE6 2AZ
- Telephone: 0345 3719023
- Email: ilam@yha.org.uk
- Ordnance Survey map: 119
- Local buses (pre-book only): Derbyshire Connect www.ashbournect.org.uk/derbyshire-connect, Moorlands Connect www.moorlandsconnect.co.uk
- Local taxis: Ashbourne Taxi 01335 345198, ATC Taxi 01335 343928

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.