



YHA (England & Wales)
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www.yha.org.uk

YHA Medway - Access Statement

Introduction

Situated in rural Kent, YHA Medway is opposite Capstone Farm Country Park. This traditional Oast house is also just 10 minutes' drive from Chatham's Historic Dockyard Trust Museum. The Youth Hostel offers both private rooms and dormitory accommodation. Guests are welcome to relax in the communal lounge and make use of the self-catering kitchen.

We aim to cater for the needs of all visitors in this 53-bed hostel; a 2-storey former Oast House in a country park setting. We have one ground floor bedroom and a ground floor WC, but unfortunately none of our facilities meet modern accessibility standards.

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.

Pre-Arrival

- The nearest rail station is Gillingham which is 2.2 miles away, or Chatham which is 2.7 miles away.
- The nearest bus stop is 0.4 miles away. There is a bus service which runs Monday to Saturday to this stop.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The roads approaching the hostel are level. However, there is no pavement or street lighting in the area.
- The hostel's details can be seen on YHA's website www.yha.org.uk; please scroll down to the Maps and Directions section to view a map and transport options.
- You can contact the hostel by phone or e-mail (please see contact information).

Car Parking and Arrival

We have ample onsite parking. There are no marked bays, but we would be happy to reserve a space for you if required. The car park is level and surfaced with tarmac.

It is lit at night. From here there is a dropped kerb onto a brick ramp which leads up to the main entrance. There is no handrail on the ramp.

Guests can also be dropped off in front of the hostel. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

Main Entrance and Reception

To enter the hostel there is a manual single leaf door which opens inwards into the reception lobby. The floor here is level throughout and is surfaced with carpet. The area is well-lit with wall and ceiling lights.

A portable induction loop is available on request at the reception desk. A chair and clipboard can also be provided for form filling.

A payphone is located in this area, with adjacent seating. The handset is at 1500mm from the ground, although the quick call buttons are a little lower. The payphone has an emergency button, which connects to a member of staff at night. This call is free.

Public Areas

Halls, Corridors and Stairs

There is some colour contrast to walls and doorways throughout the building, although some carpets and doorways are the same colour. All public areas, halls, stairs and landings are well lit using a combination of ceiling and wall lights. The corridor flooring is carpet throughout.

The stairs are carpeted and have a bannister on one side. There are 16 steps to the first floor.

Public WCs

There is a male and a female WC next to reception. There is also a unisex accessible WC here. Transfer in this WC is left-handed. All have non-slip flooring and are well-lit with ceiling lights.

Lounge

Our lounge is located on the ground floor and has level access from reception via a single leaf door. The floor is level throughout and surfaced with carpet. The room is well-lit with ceiling lights.

The room is furnished with coffee tables and sofas. All furniture can be moved; please just ask at reception if you require assistance.

Dining Room

The dining room is located on the ground floor and has level access from the reception lobby via a single leaf door. The floor is level and surfaced with carpet. The room is well-lit with ceiling lights.

There are dining tables and straight backed chairs without armrests. 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 dining room via a single leaf door. The floor is level and surfaced with non-slip lino. The room is evenly lit.

The kitchen is equipped with three electric hobs, two electric ovens, two fridges, a small freezer and ample crockery and cutlery. There is also a cordless kettle. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.

The electric hobs and work surfaced are at 900mm height.

Laundry and Drying Facilities

The laundry room is located on the ground floor next to the WCs and has level access via a single leaf door. There is a washer and a dryer here for guests to use. The flooring is non-slip lino.

Conference Rooms

The meeting room is located on the ground floor and has level access from the reception lobby via a single leaf door. The floor is level throughout and surfaced with carpet. The room is well-lit with ceiling lights. We can provide tables and chairs in a variety of seating arrangements.

Bedrooms and Bathrooms

None of the bedrooms is en-suite, but they do have a washbasin. Many of these washbasins are fitted with lever taps. Unless otherwise stated, all bedrooms have bunk beds. All bedrooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. The standard showers have a 200mm step up to enter.

Ground Floor

- One 9-bedded room. This is our most accessible room, although it does not meet modern standards of accessibility. There is no wash basin in this room.
- One WC with level access.

First Floor

- One single room
- Five 2-bedded rooms
- Six 4-bedded rooms
- Two 5-bedded rooms

- Three unisex WCs and six showers

Grounds and Garden

We have approximately a quarter of an acre of level gardens next to the building. Half of this is lawn, with a wide brick path across it. The other half is a paved patio. We have one 3-seat bench with armrests in front of the hostel.

The cycle shed is within 50 metres of the main entrance across the tarmac car park.

Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- From 12pm to 5pm and after 10pm there may not be a member of staff on site.
- Emergency lighting and fire alarms fitted.
- Be aware that out teams won't fetch you in the event of 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 in case of fire should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception within the hostel is patchy.
- Wi-Fi is not available at this hostel.

Contact Information

- Address: YHA Medway, 351 Capstone Road, Gillingham, Kent, ME7 3JE
- Telephone: 0345 3719649
- Email: medway@yha.org.uk
- Ordnance Survey Map 178; Grid reference TQ783653

- Local buses: Catch the 113 or 114 from Chatham and get off at Waggon at Hale. For more information see [the Arriva website](#).
- Local taxi: ABC Taxis – 01634 840840

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.