



YHA Windermere – Access Statement

Introduction

Overlooking England's largest natural lake, YHA Windermere offers the chance to stay in an idyllic countryside setting only two miles from Windermere and three miles from Ambleside. The hostel boasts stunning panoramic views of Lake Windermere and the surrounding mountains. The hostel can be found just outside of Troutbeck Bridge at the end of a steep winding drive.

We aim to cater for the needs of all visitors in this 69-bed hostel; a 2-storey building with 4 acres of grounds and woodland. We unfortunately do not have an accessible room but we do have three ground floor rooms which may be suitable for certain individuals with limited mobility, though there is not a DDA bathroom. We do have a disabled parking spot and ramp that leads to the front doors which are on a sensor.

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. You can also take a virtual tour of our hostel at www.yha.org.uk/hostel/yha-windermere.

Pre-arrival

- The nearest rail station is Windermere, 2 miles away.
- There is no public transport directly to the hostel. The nearest bus stop is at Troutbeck Bridge (half a mile away). Access to the hostel from here is by a steep narrow lane with no pavement. We recommend that you take a taxi from the rank at the station.
- The driveway approaching the hostel is very steep (1:10 gradient) and narrow and would cause significant difficulty for a wheelchair user or person with a mobility impairment.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-windermere#hostel-location-map.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

We have ample parking on site and a marked accessible bay is provided at the side of the building approximately 20m from the main entrance. The car park slopes gently down away from the hostel and the floor is surfaced with tarmac. Lighting is provided by external wall lights.

We have a permanent concrete ramp up to a paved patio which provides level access to the main entrance.

Main entrance and reception

To enter the hostel there is a level threshold through manual double doors which open inwards (effective clear opening 700mm per door). The reception is on the ground floor in the lounge/bar and there is level access from the main entrance via a single leaf door.

The room is level throughout and there is carpet flooring through the lounge and then laminate flooring surrounding the bar/reception area. The room is bright; lit with natural light during the day and ceiling lights at night.

There is ample seating available in the form of sofas and armchairs and the chairs can be moved on request. There is also an emergency contact number should you need to connect a member of staff at night.

Public areas

Halls, corridors and lifts

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. The corridor flooring is carpet throughout.

Both floors are level throughout. There is a carpeted staircase to the first floor with non-slip contrasting nosing and a handrail on one side.

Public WCs

We have two unisex WCs on the ground floor but none are accessible to modern standards. They have level access, non-slip flooring and are well-lit.

Lounge

The lounge is located on the ground floor, the facilities are as described above.

Dining room

The dining room is located on the ground floor and has level access via a single leaf door. It is level throughout and has carpet flooring. It is well-lit with ceiling lights. The bar is also in this area and drinks and food is served.

There are tables and straight backed chairs without armrests available. 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 via a wide, open doorway. To get here you must pass through the bar/restaurant area.

This area is open plan, including the self-catering dining room, and is level throughout. The flooring is laminate and the area is well-lit. Space can be limited in the kitchen.

The kitchen is equipped with ovens, gas hobs, microwave, toaster, cordless kettles, fridges and a good range of kitchen utensils. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required. The height of the sinks, work benches and ovens is 900mm.

The dining room has a stunning view across the lake and the fells beyond. Tables and chairs are available here. These are all moveable.

Laundry and drying facilities

The laundry room is located on the ground floor and has level access via a narrow door (610mm). The flooring is lino and the room is well-lit. We have a washer and dryer available and we are happy to assist with the equipment.

Bedrooms

Most rooms have a washbasin. 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 step up to enter.

Ground floor

A narrow corridor (900mm) leads from the lounge to the bedrooms on this floor. The WC and shower doorways measure 640mm. One 3-bedded room (double with a single over).

- Two 4-bedded rooms.
- One 2-bedded room.
- Two unisex showers.
- Two unisex WCs.

First floor

There are 19 steps up to this floor.

- Three 2-bedded rooms.
- One 3-bedded room.
- Six 4-bedded rooms (one contains a double bed and a set of bunk beds).
- One 6-bedded room.
- Two 8-bedded rooms.
- Six showers.
- Six WCs.

Grounds and garden

The hostel is surrounded by a large area of woodland. We have four acres of land which families can enjoy and get lost exploring. Paths here are sloping and unsurfaced, with some steps and steep access.

We have an attractive terrace area with panoramic views of the lake and mountains. This can be access via a fire door from the dining room; there is one step down. The surface is gravelled/grass. There are picnic tables and benches on the terrace.

Cycle store

The cycle shed is located down a steep hill to the bottom car park (around 30m from the hostel).

Camping facilities

Our campsite is situated at the edge of our gorgeous wood with breath-taking views of Lake Windermere. Campers have 24-hour access to the hostel facilities with a door code.

Access to the campsite is via a private driveway and is on a sloping field. There is minimal lighting, so please bring a torch.

Camping comprises of numerous glamping options:

- Six bell tents (each sleeps up to 5 people)
- Four tipis (each sleeps up to 4 people)
- Two Landpods (each sleeps up to 4 people)
- 10 pitch-up camping spots

Additional information

- There is an evac. chair stored on the top corridor for emergency evacuation – permanent members of staff are trained in its use.
- Dogs are permitted in our glamping accommodation and in social spaces. Assistance dogs are very welcome in hostel rooms.
- We do not permit smoking anywhere in the hostel.
- High contrast signs (large font) are fitted on room doors and corridor doors.
- 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 tell you 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 is generally good on the lake side of the building and on the terrace.
- Wi-Fi internet connection is available to guests.

Contact information

- Address: YHA Windermere, Bridge Lane, Troutbeck, Windermere, Cumbria, LA23 1LA
- Telephone: 0345 3719352
- Email: windermere@yha.org.uk
- Ordnance Survey map 90; grid reference NY405013
- Local accessible taxi: Windermere Taxis, 01539 444144.

**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.**