



YHA Hawes – Access Statement

Introduction

Situated in beautiful upper Wensleydale, this hostel is just a couple of minutes' walk from the centre of Hawes, England's highest market town. There are great walking and cycling routes straight from the door, as well as plenty of local attractions.

We aim to cater for the needs of all visitors in this two-storey building located at the heart of the Yorkshire Dales. We have ground floor rooms, though 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-hawes.

This access statement was last updated in January 2025.

Pre-arrival

- The nearest rail station is Garsdale Head, 6.5 miles away.
- The nearest bus stop is within 350m. The Little White Bus is scheduled to meet some trains and operates an on-demand service at other times. The bus is accessible to wheelchair users (please give advance notice if required).
- This hostel is located on a steep hill. The centre of Hawes is 0.25 miles downhill. There are pavements and limited streetlighting along the route.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-hawes/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

There is space on site for 6 cars. There is lighting in the car park at night from an external wall light. The car park is evenly surfaced with tarmac and it slopes steeply down towards the main road.

There are no marked bays, but we would be happy to reserve a space if required. From the car park there are 7 steps with a handrail on both sides, up onto a level patio in front of the main entrance.

Alternatively, guests can walk around the lawn and up the slope to the patio. Guests can also be dropped off at the top of the slope next to the hostel entrance. If you let us know what time you are coming, we will do our best to assist with moving to and from cars.

When the hostel car park is full, there is a small free car park in the village centre and a larger pay and display carpark. Both are a 5-minute walk away.

Main entrance and reception

To enter the hostel there is a step up through a manual single leaf door which opens inwards into the porch. There is then another single leaf door with a level threshold leading into the reception lobby.

The floor here is level and the area is well-lit with ceiling lights. The floor is surfaced with flagstones. There is a portable induction loop available at reception. Seating in the form of three single chairs is available in the porch. There is also a payphone available in this area, which can be used to contact staff in an emergency at night.

Public areas

Halls, corridors and stairs

Most areas of the hostel have contrasting floor and skirting boards. All public areas, halls, stairs and landings are well-lit using a combination of ceiling and wall lights. The corridor flooring is carpet throughout.

We do not have a lift, so access to the first floor is by stairs only. The stairs are carpeted and have handrails on both sides. There are two staircases – one from reception with 13 steps and one from the accommodation with 16 steps.

Public WCs

There are two gender-neutral WCs on the ground floor, though neither of these meet modern standards of accessibility. They are located in the accommodation area with level access from the common room. Flooring is non-slip lino and lighting is even.

Common room

Our common room is located on the ground floor and has level access from reception via a single leaf door. This large, open plan space includes our lounge and dining room, and gives stunning views of the countryside. The floor is level and surfaced with carpet and the room is well-lit.

The room is furnished with coffee tables and sofas in the lounge area, and dining tables and straight-backed chairs without armrests in the dining area. All furniture can be moved – please ask at reception if you require assistance.

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

Self-catering kitchen

The self-catering kitchen is located on the ground floor and has level access from the common room via a single leaf door. The floor is level and surfaced with tiles. The room is well-lit with ceiling lights.

The kitchen is equipped with 3 electric ovens, cordless kettles, toasters, large fridge, fridge-freezer, microwave, kitchen utensils, crockery and cutlery. Crockery and some kitchen equipment are kept in high shelving units. We are happy to move these to lower storage if required.

Drying facilities

The drying room is located on the ground floor and has level access via a single leaf door. The floor is level and surfaced with tile, and the room is well-lit.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Each room is carpeted and well-lit with ceiling lights. Most rooms without an en-suite include a washbasin. All bedding is provided.

All bathrooms have fluorescent lighting and non-slip flooring. Standard showers have a step up to enter.

Ground floor

- Two rooms that sleep up to 2 people each. They include a double bed.
- One room that sleeps up to 5 people. It includes a 2 sets of bunk beds and a single bed.
- Shower.
- Two WCs.

First floor

- Two en-suite rooms that sleep up to 2 people each. They include a set of bunk beds.
- Three rooms that sleep up to 2 people each. They include a set of bunk beds.
- Two rooms that sleep up to 3 people each. They include a set of bunk beds and a single bed.
- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- Two rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- One room that sleeps up to 7 people. It includes 3 sets of bunk beds and a single bed.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- Two washrooms, each with three showers and two WCs.

Grounds and garden

We have a small patio area with seats and BBQ accessed from the lounge/dining room. A sloping grassy area also goes around the side and to the back of the hostel.

Cycle store

Our cycle shed is at the rear of the hostel via a tarmac path (key from reception). The doors are 1.5m wide. The flooring is level concrete and lighting is good.

Additional information

- Dogs are not permitted at YHA Hawes, 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. Access by calling the emergency number displayed at reception.
- Emergency lighting and fire alarms are fitted. We ensure that all guests are evacuated in the event of a fire or similar emergency. Arrangements for guests needing assistance to evacuate should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception can be intermittent within the hostel.
- Wi-Fi is not available at this hostel.

Contact information

- Address: YHA Hawes, Lancaster Terrace, Hawes, North Yorkshire, DL8 3LQ
- Telephone: 0345 3719120
- Email: hawes@yha.org.uk
- Ordnance Survey map: 98
- Local buses: Little White Bus 01969 667400 uwco@btconnect.com
- Local taxi: Country Private Hire 01969 667096 or 07846 409995, Redmire Private Hire 01969 625635

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.