



YHA Medway – Access Statement

Introduction

Situated in rural Kent, YHA Medway is opposite Capstone Farm Country Park. This hostel is just a 10-minute drive from Chatham's Historic Dockyard Trust Museum. It is available on an Exclusive Hire basis and for group bookings only. 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 two-storey former Oast House in a country park setting. We have a bedroom and WC on the ground floor, though none of our facilities meet modern accessibility standards.

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-medway.

This access statement was last updated in November 2024.

Pre-arrival

- The nearest rail stations are Gillingham (2.2 miles) and Chatham (2.7 miles).
- The nearest bus stop (0.4 miles) offers a Monday to Saturday service.
- A local taxi company can provide accessible taxis when pre-booked.
- The roads approaching the hostel are level. However, there is no pavement or streetlighting in the area.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-medway/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

We have plenty of on-site parking. The car park is level, surfaced with tarmac and 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.

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 surfaced with carpet. The area is well-lit with wall and ceiling lights.

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

A payphone is located in this area, with adjacent seating. The handset is at 1.5m from the ground, although the quick call buttons are a little lower. The phone has an emergency button, which connects to a member of staff at night.

Public areas

Halls, corridors and stairs

There is some colour contrast to walls and doorways throughout the building, though 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. Corridor flooring is carpet throughout.

Access to the first floor is via a set of 16 carpeted steps with a handrail on one side.

Public WCs

There is a male and a female WC next to reception. All WCs 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 ask at reception if you need 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 ask at reception if you need assistance.

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 2 electric hobs (8 rings), 2 electric ovens, 3 under-counter fridges (1 positioned in the serving area just outside), a large upright freezer and a cordless kettle.

Some kitchen equipment is kept in higher hanging storage – we are happy to move these to lower storage if required. Work surfaces and hobs are at 90cm height.

Laundry and drying facilities

The laundry room is on the ground floor next to the WCs. It has non-slip lino flooring and level access via a single leaf door. A washer and dryer are available for guests.

Meeting room

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.

The large section of dining room can also be arranged into a meeting room. It is accessed from the reception or dining area via a single leaf door.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Our rooms are carpeted and well-lit with ceiling and individual bunk lights. Bedding is provided.

None of our bedrooms are en-suite but all of the rooms on the first floor have a washbasin. All bathrooms have fluorescent lighting and non-slip flooring. Standard showers have a 20cm step up to enter.

Ground floor

- One room that sleeps up to 9 people. This is our most accessible room, though it does not meet modern standards of accessibility.
- One WC with level access.

First floor

Access to this floor is via a set of 16 carpeted steps with a handrail on one side.

- One room that sleeps 1 person.
- Four rooms that sleep up to 2 people each.
- One room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- Six rooms that sleep up to 4 people each.
- Two rooms that sleep up to 5 people each. They include a single high-sleeper bunk with a double bed underneath and a set of bunk beds.
- Six showers.
- Three WCs.

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 a three-seater bench with armrests in front of the hostel.

Cycle store

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

Additional information

- Pets are not permitted at YHA Medway. Assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- 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, please don't wait for a member of staff – get yourself out 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 intermittent within the hostel.
- Wi-Fi is available in the dining area on the ground floor.

Contact information

- Address: YHA Medway, 351 Capstone Road, Gillingham, Kent, ME7 3JE
- Telephone: 0345 3719649
- Email: medway@yha.org.uk
- Ordnance Survey map: 178
- Local buses: Catch the 113 or 114 from Chatham – for the hostel, get off at Waggon at Hale, www.arrivabus.co.uk
- 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.