



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 two-storey building with four acres of grounds and woodland. We have three ground floor bedrooms, though these are not fully accessible to modern standards. Unfortunately, we don't have an accessible bathroom. We do have a accessible parking spot and ramp to the front doors, which are on a sensor.

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-windermere.

This access statement was last updated in October 2024.

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 (0.5 miles away). Access to the hostel is by a steep narrow lane with no pavement. We recommend that you take a taxi from 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/directions.
- 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 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.

There is a concrete ramp up to a paved patio which provides level access to the main entrance.

Main entrance and reception

Entry to the hostel is via a level threshold through manual double doors which open inwards (effective clear opening 700mm per door). Reception is on the ground floor in the lounge/bar with level access from the main entrance via a single leaf door.

The room is level throughout. There is carpet through the lounge and laminate flooring surrounding the bar/reception area. The room is brightly lit by natural light during the day and by ceiling lights at night.

Sofas and armchairs are available the chairs can be moved on request. There is also an emergency contact number if you need to connect a member of staff at night.

Public areas

Halls, corridors and stairs

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. Corridor flooring is carpet.

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 gender-neutral WCs on the ground floor but neither 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 (facilities 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 with carpet flooring and 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. All furniture can be moved – please ask at reception if you require assistance.

Table service is available (please ask at reception). We are also happy to cater for dietary requirements and likes/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 via a wide, open doorway. To get here you must pass through the bar/restaurant area.

This area is open plan and level throughout, including the self-catering dining room. 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, kettles, fridges and a range of kitchen utensils. Crockery and some kitchen equipment are kept in

high shelving units. We are happy to move these to lower storage if required. The height of the sinks, workbenches and ovens is 90cm.

The dining room has stunning views 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 (61cm). The flooring is lino and the room is well-lit. We have a washer and dryer available and are happy to assist with the equipment.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Each room is carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided. Most rooms also have a washbasin.

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

Ground floor

Access to the bedrooms on this floor is via a narrow corridor (90cm) from the lounge. Shower and WC doorways measure 64cm.

- One room that sleeps up to 2 people. It includes a set of bunk beds.
- One room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- One room that sleeps up to 4 people. It includes 2 sets of bunk beds.
- Two showers.
- Two WCs.

First floor

Access to this floor is via a set of 19 steps.

- Three rooms that sleep up to 2 people each. They include a set of bunk beds.
- One room that sleeps up to 3 people. It includes a set of bunk beds and a single bed.
- Five rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One 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.
- 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.
- One room that sleeps up to 8 people. It includes 4 sets of bunk beds.
- 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 a terrace area with panoramic views of the lake and mountains. This can be accessed 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 and glamping facilities

Our campsite is situated at the edge of our wood with breathtaking 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 the following glamping options:

- Six bell tents that sleep up to 5 people each.
- Four tipis that sleep up to 4 people each.
- Two Landpods that sleep up to 4 people each.
- One premium Landpod that sleeps up to 2 people.
- 10 pitch-up camping spots.

Additional information

- Dogs are permitted at YHA Windermere when staying in our glamping accommodation. Pet dogs can access social spaces in the hostel (not bedrooms), though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- High contrast signs with large font are fitted on room and corridor doors.
- 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 evacuate the building by the nearest exit and don't wait for a member of staff.
- There is an evacuation chair stored on the top corridor for emergency evacuation – permanent members of staff are trained in its use. Arrangements for guests needing assistance to evacuate should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception is good on the lake side of the building and terrace.
- Wi-Fi is available at this hostel.

Contact information

- Address: YHA Windermere, Bridge Lane, Troutbeck, Windermere, Cumbria, LA23 1LA
- Telephone: 0345 3719352
- Email: windermere@yha.org.uk
- Ordnance Survey map: 90
- Local 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.**