

YHA Ambleside

ACCESS STATEMENT

Introduction

We aim to cater for the needs of all visitors in this 66-bedroomed hostel, a 4-storey building right on the shores of the picturesque Lake Windermere with stunning views across the lake. The following statement is a summary of our provision. If you have any specific questions about access, please call us and we will endeavour to help.

Pre-Arrival

- Good train links to within 4 miles (Windermere).
- The YHA Shuttle Bus has an access lift for wheelchair users and transfers guests to and from the hostel/station. We can also transfer guests to and from other hostels in south Lakeland.
- Regular bus services to within 200 yards of the hostel from Windermere Railway Station. At this time, there is no low-level access on buses from Windermere railway station or any of the local bus routes.
- A local taxi service has accessible taxis if required. We can make a booking for you.
- The nearest shop-mobility scheme is approximately 18 miles away at The Westmorland Centre, Kendal (telephone 01539 740 933). A regular bus service from Ambleside stops close by.
- The hostel's details can be seen on YHA's website: www.yha.org.uk
- You can contact the hostel by phone, fax or e-mail (details below).

Arrival & Car Parking Facilities

- Limited car parking spaces on site. There are 2 marked bays directly in front of the main entrance for people with impaired mobility.
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Access ramp with even surface and handrail on both sides leading from car park to main entrance.
- The centre of the village is 1 mile from the hostel. There is a pavement and street lighting along this route.

Main Entrance & Reception

- 6 steps up to main entrance as well as permanent access ramp with even surface and handrail on both sides leading from car park to main entrance.
- Portable induction loop device at reception.
- Seating is available in the reception area.
- The reception desk includes a low level section.
- Payphone available with adjacent seating.

- Emergency phones on each floor to connect to a member of staff (on site) at night.

Public Areas – General

- All ground floor public areas are on the same level.
- Good colour contrast to floor, walls and doorways throughout the building.
- Well-lit corridors.
- Floor covering is Flotex.

Public Areas – WCs

- 2 WCs (one female, one male) close to Reception but neither currently meets DDA standards for wheelchair users.

Public Areas – Dining Room & Lounge

- Dining Room, Lounge and Bar all on same level on the ground floor.
- Dining Room tables are movable.
- Chairs with armrests available in lounge
- Table service is available in Dining Room if requested in advance at Reception.

Self-catering kitchen

- Clear, visible signs (in large font) for advice on equipment use.
- 4 gas hob units built into wooden bench (height 3-feet) fixed to wall on 2 sides of room.
- 2 gas ovens with hobs.

Laundry & drying facilities

- Laundry room with washing machine and two tumble dryers, as well as large drying room on ground floor, level with all other public areas.

Other Public Areas on Ground Floor

- 1 classroom/conference room.
- 1 quiet/reading room.
- TV area in lounge with remote control.

Bedrooms – Ground Floor

- One 3-bedded room with lake view, purpose built to DDA standards with large, wheel-in en-suite bathroom with shower, toilet and low-level basin.

Bedrooms – First Floor

- North and south staircases to 1st Floor both have 1 flight of 17 steps. Handrails are fitted on one side (left hand side when going upstairs).

- Eight 2-bedded rooms, not en-suite.
- Three 3-bedded rooms, one with en-suite shower.
- One 4-bedded room, not en-suite
- Three 6-bedded rooms, one en-suite
- Five 7-bedded rooms, not en-suite
- Two 8-bedded rooms, not en-suite
- Individual bed lights fitted adjacent to all bed heads.

Bedrooms – Second Floor

- North and south staircases to 2nd floor both have curved flights of 16 steps. Handrails are fitted on one side (left hand side when going upstairs).
- Six 2-bedded rooms, not en-suite.
- Four 3-bedded rooms, not en-suite.
- Six 4-bedded rooms, not en-suite.
- Eight 6-bedded rooms, not en-suite
- One 7-bedded room, not en-suite

Bedrooms – Third Floor

- North and south staircases to 3rd floor both have curved flights of 14 steps. Handrails are fitted on one side (left hand side when going upstairs).
- Six 2-bedded rooms, not en-suite.
- Two double-bedded rooms, not en-suite.
- Three 3-bedded rooms, not en-suite.
- Four 4-bedded rooms, not en-suite.
- Three 5-bedded rooms, not en-suite.

Washrooms – First Floor

- 9 showers and 10 toilets (8 toilets are gender-free, 2 are female only). All are separate, lockable units.
- Each shower is fitted with a seat in the changing area – either hinged or fixed.

Washrooms – Second Floor

- 7 showers and 8 toilets. All are separate, lockable units.
- Each shower is fitted with a seat in the changing area – either hinged or fixed.

Washrooms – Third Floor

- 5 showers and 6 toilets. All are separate, lockable units. 1 bathroom with toilet, washbasin, shower and bath.
- Each shower is fitted with a seat in the changing area – either hinged or fixed.

Grounds & gardens

- Car park lies between main building and lawn and has space for 32 vehicles.
- Front lawn (approx 80 by 15 yards, running north-south parallel to the car-park) slopes away from the car park towards the lake.
- Asphalt walkway runs adjacent to the lake in front of the lawn, accessible from the car park at both the north and south ends by a gradual incline.
- Four 3-seat benches (with armrests) are located on the walkway.
- Cycle shed is located next to the parking area at the south end of the building, approx. 100 yards from the entrance.

Additional information

- No pets or dogs (but service dogs are welcome).
- No smoking.
- Disability awareness courses – as part of the 'Welcome Host' scheme – are undertaken by members of our staff.
- A vibrating pad is available to hearing impaired guests.
- A member of staff is always available on site, including at night (access via emergency phone at on all floors of the building).
- Emergency lighting and fire alarms fitted. We ensure that all guests are evacuated in the event of fire or any emergency requiring evacuation.
- Evacuation procedures shown in each bedroom on back of door.
- Mobile phone reception is good within immediate vicinity.

Contact information

- Address: YHA Ambleside, Waterhead, Ambleside, Cumbria LA22 0EU
- Telephone: 0870 770 5672
- Fax: 015394 34408
- E-mail: ambleside@yha.org.uk
- Hours of operation: Reception open from 7:15am to 11:45pm.
- Local buses: 555,
- Local accessible taxis: Lakes Taxis 015394 46777, B-Line Taxis 015394 44644/42355

Future plans

- We have plans to build a ground floor public washroom that complies to DDA standards.
- All signage, furniture and fittings are replaced with DDA requirements in mind.

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.