

YHA Arnside ACCESS STATEMENT

Introduction

We aim to cater for the needs of all visitors in this 72-bed hostel, on the shores of Morecambe Bay with stunning views of the Lakeland Fells. Our ground floor which is fully wheelchair accessible includes most facilities including a bedroom with fully accessible en-suite facilities. 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 (approx hourly) to Arnside (¾ mile). Direct trains from Manchester, Preston, Barrow. Modern Transpennine class 187 stock.
- Bus services 552 from Kendal (Mon to Sat) to within 500 yards of the hostel. Not Low level. Sunday service Bittern Bus -Low-level access from / to Carnforth, via Yealands, Silverdale and Leighton Moss RSPB.
- Some Taxi services have accessible taxis if required (none very local –

Kendal is 12 miles). We can make a booking for you.

Theos Taxis 01539 739697 (Kendal)

G & A Taxis 01539 728259 (Kendal)

Castle Taxis 01539 726233 (Kendal)

Economical Taxis 015395 58901 (Flookburgh)

Pegasus Taxis 015394 48899 (Windermere)

- Nearest shop-mobility scheme is situated approx 4 miles away at Milnthorpe, Cross Keys Hotel 015395 62115
Also at
Holker Hall, Cark in Cartmel 015395 53914
Levens Hall, Nr Kendal 015395 60321
Quaker Tapestry, Kendal 01539 722975
It is hoped to have a motorised chair available again in Arnside in 2008 based at AONB office
- 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

- No marked bays in car park but we designate an area as a disabled person's parking place close to main entrance. Some car park tarmac, some gravel. The car park is well lit with sodium vapour lighting.
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Flat paved pathway leading from car park to main entrance.
- The centre of the village is 600 yards from the hostel. There is a pavement and (fairly poor) street lighting along this route. Access to the village does require negotiating a steep hill.

Main Entrance & Reception

- Flush entry to main entrance.
- Induction loop at Reception.
- Seating is available in the Reception hallway.
- The reception desk does not include a low level section, but we can offer a clipboard or access to a table if this is easier.
- Payphone available but no special features. (Adjacent seating.)
- Emergency phone to connect to a member of staff (on site) at night.

Public Areas – General

- Signage throughout is tactile, clear (yellow on black), pictorial (where appropriate) and with Braille.
- Good colour contrast to floor, walls and doorways throughout the building.
- Well-lit corridors.
- Floor covering ground floor: entrance – barrier matting, corridors varnished wood, dining and sitting rooms carpet. Ground floor bedroom carpet tiles. All other bedrooms carpet.

Public Areas – WCs

- 3 WCs (one female, one male, one



Public Areas – Dining Room & Lounge

- Flat floor throughout Ground Floor.
- Dining Room tables are movable. Chairs are available both with and without armrests.
- Table service is normal operation in Dining Room in evening and if requested at Reception, available at breakfast

Self-catering kitchen

- Level entrance to self-catering kitchen.
- Perching stool available in self-catering kitchen.
- Clear, visible signs (in large font) for advice on equipment use.
- Lever taps fitted.
- 5 gas hobs built in to bench (height 800mm) fixed to wall on 2 sides of room. 3 Microwave ovens at differing heights. Prep tables at 730mm.

Laundry & drying facilities

- Coin op washer and dryer located in basement cellar down single steep flight of stairs. Staff will service wash laundry if required FOC.

Meeting rooms

- 2 classrooms. Access to one is direct from entrance hall (level access). Access to the other is from outside via level concrete path (20 yards) from main entrance. Doorway has small threshold step. (Two rooms are most often used as one unit)
- Lounge on first floor and sitting room on ground floor are occasionally used as additional meeting rooms.

Bedrooms – Ground Floor

- One 5/6 -bedded dormitory (2 bunk units plus 1 or 2 singles or 1 x double) with large, wheel-in en-suite shower (including toilet and low level basin). Long mirrors, higher level sockets etc
- One 2 bedded rooms (1 bunk unit), with en-suite shower only (not wheelchair accessible)
- Individual bed lights fitted adjacent to all bed heads.
- A portable vibrating alarm is available.

Bedrooms – First Floor

- Staircases to 1st Floor both 2 flights (5 steps and 13 steps). Handrails are fitted on both sides
- One 8-bedded rooms, not en-suite.
- Two 5-bedded rooms, one with en-suite shower only, one not en-suite.
- Four 4-bedded rooms, one with en-suite shower only, three not en-suite.
- Three 2-bedded rooms, one en-suite, two not en-suite.
- Individual bed lights fitted adjacent to bed head.
- A portable vibrating alarm is available.

Washrooms – Ground Floor

- A wheel-in shower (with toilet and low level basin) built to DDA standards is situated close to entrance, dining area and ground floor bedrooms.
- Two further toilets in entrance area have grab rails.

Washrooms – First Floor

- Four showers and five toilets scattered through first floor. All facilities have grab rails, all showers have hinged seats.

Grounds & gardens

- Gardens (total approx 0.25 acre) to the side is accessed by a paved sloping path and is a flat lawned area. Rear gardens are in 3 terraces, one paved, one mostly lawn, one rough. All accessed by stone steps with no handrails.
- Two 3-seat benches (with armrests) are available in the garden.

- Cycle shed is adjacent to side lawn.

Additional information

- Braille signs fitted on room doors and corridor doors.
- No pets or dogs (but service dogs are welcome).
- No smoking.
- Disability awareness courses – as part of the ‘Welcome Host’ scheme – are undertaken by all of our staff. Permanent staff are expected to undertake “Welcome All” training.
- A member of staff is always available on site between 1700 and 1100 the following day. (Including at night -access via emergency phone at Reception).
- 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 large font) in each bedroom.
- Mobile phone reception is mostly poor within immediate vicinity.
- OS 97GR SD452783

Contact information

- Address: YHA Arnside, Redhills Road, Arnside, Carnforth LA5 0AT
- Telephone: 01524 761781
- Fax: 01524 762589
- E-mail: arnside@yha.org.uk
- Hours of operation: Reception open from 7 am to 10 am and from 5 pm to 11 pm.
- Local buses: 0871 200 22 33
- Accessible taxis – none very local (Kendal 12 miles):
Theos Taxis 01539 739697 (Kendal)
G & A Taxis 01539 728259 (Kendal)
Castle Taxis 01539 726233 (Kendal)
Economical Taxis 015395 58901 (Flookburgh)
Pegasus Taxis 015394 48899 (Windermere)

Future plans

- It is hoped that the current gravel car park will be tarmaced and parking bays marked. This will provide level access to both front entrances. We hope this will be completed by 1 February 2008.
- We hope to purchase wheeled shower chairs for our two accessible facilities.

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.