

## **YHA Burley**

### **ACCESS STATEMENT**

#### **Introduction**

We aim to cater for the needs of all visitors in this 36-bed hostel, a former family home on the outskirts of the village of Burley in the New Forest. 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**

- Train links to London, Southampton and the West Country. Alight at Southampton or Bournemouth to catch Wilts and Dorset Bus X34/35 to Burley. The closest Bus stop to YHA Burley is called Durmast Cross). The nearest railway station is Brockenhurst (7 miles) but there is no bus connection from there.
- Ferries to and from the Isle of Wight from Lymington Harbour to Yarmouth.
- The hostel's details can be seen on YHA's website: [www.yha.org.uk](http://www.yha.org.uk)
- You can contact the hostel by phone, fax or e-mail (details below).

#### **Arrival & Car Parking Facilities**

- Ample parking for 20 cars, however half of this is on grass. Car Park is flat and has a good service.
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- There is no keycode access to the Building.

#### **Main Entrance & Reception**

- Portable Induction loop at Reception.
- The reception desk does not have a low level section but a clipboard can be provided for completing registration.
- Payphone available in entrance hall
- Emergency phone numbers to contact a member of staff at night are displayed in reception and at the main entrance when reception closes.

#### **Public Areas – General**

- Good colour contrast to floor, walls and doorways throughout the building.
- Well lit corridors.
- Floor covering is a mix of tiles, carpets and laminates.

### **Public Areas – Dining Room & Lounge**

- Level floor to lounges and dining room.
- Dining Room tables are movable
- Table service is available in Dining Room.
- Breakfast buffet is served in the Dining Room which has level floor access

### **Self-catering kitchen**

- Level floor to self-catering kitchen.
- 1 standard oven with 4 gas hobs, plus separate 8 gas hobs built in to work surface.
- To access any high items, a member of staff is available to help.

### **Laundry & drying facilities**

- Washing machine in Outside facilities Block access from a gravel path.
- Drying Room on level floor of Dining Room.
- Ask staff for assistance if required

### **Bedroom on Ground Floor**

- Room 1 (8 beds) on Ground Floor is on level with Entrance Hall.

### **Washrooms – All Ground Floor**

- Two toilet rooms each with sink and mirror all gender free,
- Two shower rooms. All gender free

### **Grounds & gardens**

- Gardens at side of hostel. Mainly lawned with flower borders. Access over a raised earth mound.
- 2 Picnic tables at the front of the building, no wheelchair bay
- cycle store behind hostel, no steps.

### **Additional information**

- No pets or dogs (but service dogs are welcome).
- No smoking.

- 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.
- Access to Building has a small step (5 cm) and is preceded by the Gravel Car park.
- Cattle Grid at Entrance, alternative pedestrian entrance not wheel-chair friendly.
- Mobile phone reception is poor within the hostel.
- OS 196 GR TM369570

### **Contact information**

- Address: YHA Burley, Cott Lane, Burley, Hants BH24 4BB.
- Telephone: 0870 770 5734 or 00 44 1425 403 233
- Fax as above
- E-mail: [burley@yha.org.uk](mailto:burley@yha.org.uk)
- Hours of operation: Reception open from 8.00am to 10 am and from 5 pm to 10:00 pm.
- Local public transport information [www.wdbus.co.uk](http://www.wdbus.co.uk)

**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.**