

# YHA CANTERBURY

## ACCESS STATEMENT

### **Introduction**

We aim to cater for the needs of all visitors in this 70-bed hostel, a 4-storey Victorian building positioned just outside the city wall. 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 1 1/2 miles (Canterbury East).
- Regular bus services to within 200 yards of the hostel.
- A local taxi service has accessible taxis if required. We can make a booking for you.
- 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**

- Limited parking, with no marked bays but positioned just outside front door.
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Even surface leading from car park to main entrance.
- The City centre 1 mile from the hostel. There is a pavement and street lighting along this route.

### **Main Entrance & Reception**

- 3 steps up to main entrance. A portable ramp is available on request.
- Induction loop at Reception.
- Seating is available in the Reception hallway.
- The reception desk includes a low level section.
- Emergency phone to connect to a member of staff (on site) at night.

### **Public Areas – General**

- Good colour contrast to floor, walls and doorways throughout the building.
- Well-lit corridors.
- Floor covering is short-pile carpet.

### **Public Areas – WCs**

- WC close to Reception but doesn't currently meet DDA standards for wheelchair users.

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

- Easy access to lounge on ground floor, through open doorways.
- Dining Room is positioned down a narrow flight of stairs in the basement area. A table service to the lounge is available if requested in advance at Reception.

## **Self-catering kitchen**

- Self-catering kitchen is positioned in basement down a narrow flight of stairs.
- Perching stool available in self-catering kitchen.
- Staff available at Reception for advice on equipment use.
- 4 gas hobs built in to wooden bench (height 3' 6") fixed to wall on 2 sides of room. Low-level oven also sited there.

## **Laundry & drying facilities**

- Narrow basement steps down to fully equipped laundry room with washer and dryer.

## **Meeting rooms**

- Lounge or dining room may be used with advanced notice.

## **Bedrooms – Ground Floor**

- Two 6-bedded rooms with standard en-suite.
- One other 3-bedded room with fully accessible en-suite. Low level WC and hand basin, lighting and single bed.
- Individual bed lights fitted adjacent to bed head.

## **Bedrooms – First Floor**

- Staircase to 1<sup>st</sup> Floor has 2 flights, totalling 22 steps. Handrails are fitted on one side (left hand side when going upstairs).
- Two 10-bedded rooms, not en-suite.
- One 6-bedded room, not en-suite. With 2 hand basins.
- One 5-bedded room, not en-suite.
- One single room, not en-suite. With hand basin.

## **Bedrooms – Second Floor**

- Staircase to second floor has 2 flights, totalling 20 steps. Handrails are fitted on one side (left hand side as you go upstairs).
- One 10-bedded room, not en-suite.
- One 6-bedded room, not en-suite.
- One 5-bedded room, not en-suite.

- One 2-bedded room, not en-suite, up a further 4 steps.

### **Washrooms – First Floor**

- One washroom (male), 2 WCs and 3 washbasins.
- One separate shower, does not currently meet DDA standards for wheelchair users.

### **Washrooms –Second Floor**

- One washroom (female), 2 WC's and 5 washbasins.
- Two separate showers, neither currently meets DDA standards for wheelchair users.
- Single toilet, does not currently meet DDA standards for wheelchair users.

### **Grounds & gardens**

- Garden (approx 0.25 acre) accessed via a hinged gate at the side of the building, laid to lawn.
- Three 4-seat benches are available in the garden.
- Cycle shed is 15 yards from main entrance, connected by a wide tarmac path.

### **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 all of our staff.
- A member of staff is always available on site, 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 on back of door.
- Mobile phone reception is good within immediate vicinity.

### **Contact information**

- Address: YHA Canterbury, New Dover Road, Canterbury, Kent CT1 3DT.
- Telephone: 0870 770 5744
- Fax: 01227 470752
- E-mail: [canterbury@yha.org.uk](mailto:canterbury@yha.org.uk)
- Hours of operation: Reception open from 7.30am to 10am and from 3 pm to 11 pm.
- Local accessible taxis: Cathedral cars 01227 451000

## **Future plans**

- We hope to improve our signage within the hostel in 2008.

**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.**