

# YHA CONISTON HOLLY HOW

## ACCESS STATEMENT

### Introduction

We aim to cater for the needs of all visitors in this 60-bed hostel, a 2-storey Victorian country house which is set at the foot of the Coniston fells. The following statement is a summary of our current 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 35 minutes (13 miles) (Windermere).
- Regular bus services to within half a mile of the hostel
- A local taxi service is based in Coniston
- 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, or e-mail (details below).

### Arrival & Car Parking Facilities

- Ample parking (20 yards from main entrance). No marked bays but there is a dropping-off point (just next to the main entrance).
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Moderately steep driveway (lit at night) with even surface leading from car park to main entrance.
- The centre of the village is half a mile from the hostel. There is no pavement for some of this route.

### Main Entrance & Reception

- 1 step down into main entrance.
- Induction loop at Reception.
- Seating is available in the hallway.
- The reception desk is of low level.
- Payphone available with adjacent seating.
- 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 Flotex.

### **Public Areas – WCs**

- 1 unisex WC close to Reception but it does not currently meet DDA standards for wheelchair users.

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

- Lounge and dining room at reception level.
- Dining Room tables are movable. The dining room floor is of a hard lino material. Table service is available in Dining Room.

### **Self-catering kitchen**

- Self-catering kitchen at reception level.
- 4 gas hobs built in to wooden bench (height 3' 6") fixed to wall on 1 side of room.

### **Laundry & drying facilities**

- Outside slope down to exterior laundry room then one step up to washer.
- Drying room 11 steps down (with handrail) in cellar

### **Meeting rooms**

- Games and TV room accessed down 11 steps (with handrail) in cellar.

### **Bedroom – Ground Floor**

- One 4-bedded room (2 bunks) with washbasin.
- Individual bed lights fitted adjacent to bed head.

### **Bedrooms – First Floor**

- Large staircase to 1<sup>st</sup> Floor has 2 flights, each of 12 and 6 steps. A large handrail is fitted on one side (right hand side when going upstairs).
- Three 4-bedded rooms, not en-suite but with washbasins.
- Four 8-bedded rooms, not en-suite.
- One 12-bedded room, not en-suite.
- Individual bed lights fitted adjacent to every bed head.

### **Washrooms – First Floor**

- Seven WCs with wash basins (gender free), 6 showers (gender free). All facilities close to bedrooms. Room 2 (4 beds) is virtually en-suite.
- Each shower is fitted with a hinged seat.

## **Grounds & gardens**

- Gardens (approx 1.5 acres) can be reached from the main drive and also via 19 steps from a gravel terrace adjacent to the main building. They are laid to lawn.
- Four picnic-style benches are available on the gravel terrace.
- Cycle shed is 20 yards from main entrance, connected by sloping hard-surfaced path.

## **Additional information**

- Tactile signs fitted on bedroom doors and bathroom doors.
- No pets or dogs (but service dogs are welcome).
- No smoking.
- Staff can cater for every dietary requirement (with advance notice)
- 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.
- A special "buddy" system is in place with staff on-hand to assist guests with evacuation where required.
- Evacuation procedures shown in each bedroom on back of door.
- Mobile phone reception is good for major networks within immediate vicinity.
- OS 96 GR 302 981

## **Contact information**

- Address: YHA Coniston Holly How, Far End, Coniston, Cumbria, LA21 8DD
- Telephone: 015394 41323
- Email: conistonhh@yha.org.uk
- Hours of operation: Reception open from 7 am to 10 am and from 5 pm to 10 pm.
- Local buses: Buses to Windermere (505) and Ulverston (X12/512) from outside Church in centre of village (1/4 mile)
- Local accessible taxis: Coniston Taxi 015394 41683

## **Future plans**

- We would like to see access improved to the downstairs bedroom with ensuite WC and shower facilities.
- We also hope to improve access for all to the building and especially the reception area.

**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.**