

YHA Elterwater
ACCESS STATEMENT

Introduction

We aim to cater for the needs of all visitors in this 40-bed hostel, a 2-storey building in the beautiful Langdale valley. The following statement is a summary of our provision. If you have any specific questions about access, please contact us and we will endeavour to help.

Pre-Arrival

Nearest railway station is Windermere, with links to the North West mainline at Oxenholme.

Buses from Ambleside drop-off 200 metres away in the village centre. YHA's adapted shuttle bus also calls twice a day during summer months.

A shop mobility scheme is available at Westmoreland Shopping Centre, Kendal.

Lakes Taxis can provide a wheelchair accessible taxi. Telephone - 015394 46777. Advanced booking advisable.

Hostel details are available on our website at www.yha.org.uk

You can contact the hostel by phone, fax or email (details below)

Arrival & Car Parking Facilities

Guests and luggage can be dropped off in the hostel gateway, and parking is available in the National Trust car park 100 metres away. This is free to NT members, and overnight. Additional free parking is available. Contact the hostel for details.

Lower (stepped) access is available at the south end of the building avoiding the main steps.

There are few streetlights and no pavement in the village. Please take care when walking and driving through.

Main Entrance & Reception

2 steps on to veranda and one step into building.

Seating is available in reception area

A payphone is available in reception, with adjacent seating

Induction loop (portable) is available

Public Areas – General

Good colour contrast to floor, walls and ceilings throughout
Most floors carpeted
Dining room floor varnished Oak

Public Areas – WC

No ground floor toilets are available. Double handrail on stairs, high contrast signs and one toilet in each washroom has handrails

Public Areas – Dining Room & Lounge

Self-catering kitchen, dining area and lounge all on one level.
Perching stool
Cooker height 900mm
Dining room tables are movable
Chairs with or without armrests available.
Additional reading up-lighters available

Laundry & drying facilities

Outside main building. Two low steps down and one up. Hand washing available.

Bedrooms – Ground Floor

One 6-bed dorm room. Not currently meeting DDA standards

Bedrooms – First Floor

Two flights of stairs to 1st floor. Double banister rails, high contrast colouring.
Three 6-bed rooms.
One 4-bed room.
Six 2-bed rooms. None en-suite. None currently meet DDA standards.

Washrooms – First Floor

Currently not meeting DDA standards, but with lever taps, various height mirrors, and handrails in one WC. Raised WC seat available. Large shower area with one step in. Will accommodate a chair.

Grounds & gardens

Small garden with a variety of areas. Mostly grass and tarmac. Mainly level with a variety of seating.

Cycle shed to rear of building. Level, but slightly uphill access.

Additional information

Special diets can be catered for.

Assistance Dogs welcome

High contrast and Braille signs throughout.

No smoking throughout

Low-level external lighting

Staff are 'Welcome Host' trained

Emergency nighttime contact is available with staff via phone in reception

Emergency lighting and fire alarm fitted.

Evacuation procedure detailed on each bedroom door and in public areas.

Mobile phone reception is poor or non-existent

OS sheet 90 GR 327 046

Contact information

YHA, Elterwater, Ambleside, LA22 9HX

For bookings contacts 0870 770 5816

Email elterwater@yha.org.uk

Reception open: 7.30am to 10am and 5pm to 11.00pm

Public Transport information: Traveline 0870 608 2 608

Accessible taxi 015394 46777

Future plans

We plan to make our downstairs bedroom fully accessible, with a shower and toilet for day guests as well.

Access to the building will be adapted with suitable ramps and handrails.

Alarm equipment will be enhanced to incorporate flashing lights and vibrating pads

We hope to do this by 2010.

We welcome your feedback to help us to continue making improvements. If you have any comments, please phone 0870 770 5816 or e-mail elterwater@yha.org.uk