

YHA EXETER

ACCESS STATEMENT

Introduction

We aim to cater for the needs of all visitors in this 66-bed hostel, with accommodation available within both the main house and Lodge wing (both 2 storey, Lodge has 2 ground floor bedrooms with WC/shower adjacent). The building is set in the quiet residential suburb of Countess Wear, 3 miles from the centre of Exeter, with good access to major roads, public transport and picturesque walks/cycle paths along the canal. 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

- ❖ The nearest bus stop (School Lane) is a 10-minute walk away on Topsham Road, one of the main routes into the city centre. There are regular 15-30 minute services from the city centre High Street (letters K & T) or the Bus Station (numbers 57 & 85).
- ❖ The nearest main line railway station is Exeter St David's, 4 miles from the hostel. Take a bus to the High Street or Bus Station and change to one of the services mentioned above.
- ❖ The nearest local line railway station is Topsham Station, 2.5 miles away.
- ❖ For information call Traveline on 0870 200 22 33.
- ❖ Nearest cycle route – Route 2 of the National Cycle Trail – 1 mile.
- ❖ There are a number of shops within a 2-mile radius: including a 24 Hour Tesco and a One Stop shop. However, you can also buy basic provisions at the hostel (including bread & milk) and we also have a full meals service available (including a late arrival snack menu).
- ❖ The hostel's details can be seen on the YHA website www.yha.org.uk
- ❖ You can contact the hostel by phone, fax or e-mail (details below)

Arrival & Car Parking Facilities

- ❖ Main drive way is tarmac/concrete. Slight incline to driveway from main gate to car park. Onsite car park has a gravel base, no marked bays, space for up to 12 cars/7 minibuses.
- ❖ Disability registered vehicles are allowed to park next to main entrance (please call in advance to book).
- ❖ Please provide advance notice if assistance is required to move to and from car.
- ❖ Car park and main driveway are lit at night (sensor triggers).
- ❖ Overspill parking is on street nearby for cars/minibuses.
- ❖ There is no coach parking nearby, drop-off/pick-up only on street, nearest coach parking is 1.5 miles away in Topsham or 4 miles away at M5 services (advance booking for either site is essential).

Main Entrance & Reception

- ❖ There is a 45mm step up from driveway to paved front door entrance
- ❖ The door opens inwards. It is 700mm wide (can open into a double door W 1400mm). Out of normal opening hours access from outside is via a key card (panel is H 1200mm).
- ❖ The flooring drops immediately into brush matted area (D 25mm x W 920mm), and then is Flotex carpeted throughout.
- ❖ Payphone available, seating nearby, (H 1370mm)
- ❖ There are 2 steps down to the Reception desk (H 185mm x D 280mm)
- ❖ Reception desk is H 955mm.
- ❖ Induction loop at Reception.
- ❖ Emergency overnight contact via break glass (H 1530mm)

Public Areas – General

- ❖ Good colour contrast to floor, walls & doorways throughout the building.
- ❖ All areas signed using black on yellow tactile lettering (with Braille)
- ❖ Well-lit corridors, emergency lighting overnight.
- ❖ Flooring is Flotex throughout.

Public Areas – WCs

- ❖ The hostel has 11 WCs for public use (with a further 2 WCs in en-suite units on first floor of Lodge wing).
- ❖ None currently meet DDA standards for wheelchair users. 2 are on the ground floor of the Lodge wing. Access from Reception area via 2 steps (H 185mm x D 280mm), a further 3 steps (H 160mm x D 310mm) along corridor & access through doorway (W 700mm). The doors open inwards.

Public Areas – Dining Room & Lounge

- ❖ Main dining room through door (opens inwards, W 900mm) down corridor from Reception. Large room seating up to 66. Flooring is wooden, with Flotex in food service area.
- ❖ Dining Room tables are movable.
- ❖ Double patio doors (W 1140mm) lead onto garden patio with picnic tables & benches.
- ❖ Table service is available for restaurant/café meals. With advance notice we would be happy to help with breakfast service.
- ❖ Full catering service available, including experience with a wide range of special diets, allergies and ethnic backgrounds (advance notification is advised).
- ❖ Main House Lounge access through door (opens inwards, W 900mm) opposite Reception.
- ❖ Lodge wing lounge access from Reception via 2 steps (H 185mm x D 280mm), a further 3 steps (H 160mm x D 310mm) along corridor and 2 doors (open inwards, W 700mm).
- ❖ Main House & Lodge Lounge furniture is a mix of comfy chairs and sofas, some with arms.

Self-catering kitchen

- ❖ There are 2 self-catering kitchens. One within the main house and one within the Lodge wing. Access through inward opening doors (W 700mm).
- ❖ Both with dining areas, flat with Flotex carpeting & moveable tables & chairs. The House kitchen has a tiled floor, and the Lodge kitchen has a non-slip floor.
- ❖ Both contain domestic gas ovens with grill and 4 hobs (H 900mm), and additional electric mini oven with 2 hobs, and 2 double burners.
- ❖ All worktops and sinks are H 900mm.

Laundry & drying facilities

- ❖ Drying Room located along main corridor from entrance. Inward opening door, W 700mm.
- ❖ A washing machine (top loader, H 930mm x D 550mm, coin mechanism +H 200mm) is available.
- ❖ A tumble dryer (front loader H 930mm x D 550mm, coin mechanism +H 200mm).

Meeting rooms

- ❖ No separate meeting room. With advance booking use of Lodge dining room available to seat up to 34, or Main House dining room to seat up to 66.

Bedrooms – Ground Floor

- ❖ 2 x 4 bedded bunk-bed rooms in Lodge wing. Lower bunk H 240mm, upper bunk H 1150mm, W 800mm.
- ❖ Wash-hand basin H 800mm. Taps not DDA standard.
- ❖ Individual bed lights fitted adjacent to bed head.
- ❖ 2 doors (1 into room area, 1 into bedroom) both open inwards and are W 700mm.
- ❖ 1 WC (door opens inwards, W 550mm) & 1 shower (step up H 280mm, door open outwards, W 550mm) opposite bedroom door.
- ❖ 1 additional WC/shower room available nearby (inward opening door, W 760mm. Shower step up H 240mm.

Bedrooms – First Floor: MAIN HOUSE

- ❖ House bedrooms accessed via main dining room. 3 steps up (H 200mm x D 310mm) to inward opening door (W 770mm). Then twisting 90 degrees counter-clockwise staircase W 800mm, 8 steps (200mm x varying depths). No grab rail.
- ❖ Bedroom areas through 2 doors, both open outwards, W 750mm
- ❖ Bedroom doors all open inwards, W 800mm.
- ❖ All rooms have sinks (H 800mm)
- ❖ No rooms have bed lights.
- ❖ 2 x 4 bedded bunk-bed rooms and 3 x 8 bedded bunk-bed rooms.
- ❖ Adequate emergency lighting fitted.

Bedrooms – First Floor: LODGE WING

- ❖ Lodge bedrooms accessed via door at end of main entrance corridor (outward opening, W 700mm). Then up staircase, 15 steps (H 180mm x D 250mm – all are open backed - x W 1130mm). Grab rails either side. Through outward opening door, W 700mm.
- ❖ Bedroom doors all open inwards, W 700mm.
- ❖ All bedrooms have sinks (H 800mm)
- ❖ 2 bedrooms have en-suite toilet rooms with sinks & doors opening outwards, W 550mm. Flooring is Flotex.
- ❖ 2 bedrooms have double beds with single bunk over. Dimensions lower bed H 400mm x W 1220mm, upper bunk H 1300mm.
- ❖ Individual bed lights fitted to all adjacent to bed head.
- ❖ Adequate emergency lighting fitted.

Washrooms – Ground Floor

- ❖ 2 areas in Lodge wing, 1 WC and 1 Shower outside bedrooms 7 & 8, and 1 stand alone unisex unit with WC, shower & sink (previously detailed).
- ❖ None are DDA standard compliant for wheelchair use.

Washrooms – First Floor

- ❖ In Main House, 1 room with 4 WCs and 3 showers – all unisex units. Step up of 130mm into area. All WCs doors open inwards, W 650mm. All toilets are set against facing back wall, units are quite narrow, W 860mm.
- ❖ All shower doors W 650mm open inwards into small entrance porch, step up H 230mm to non-slip matted area 700 x 800mm, further step down of 45mm into shower unit 700 x 800 mm. All flooring in washroom is non-slip.
- ❖ In Lodge, 2 stand alone units on corridor outside rooms: toilet door opens inwards, W 550mm, narrow unit W 800mm; shower door, W 550mm, opens outwards, step up H 260mm, with ledge down 15mm into shower pod, all flooring non-slip.
- ❖ Larger washroom area at end of corridor with 3 showers, doors all open inwards W 650mm, step up H 230mm to matted area 700 x 800mm, and ledge down of 45mm into shower unit 700 x 800mm; 4 toilets, doors all open inwards, W 650mm, toilets set against back wall facing door, narrow unit W 800mm.
- ❖ No shower/toilets contain grab rails. No showers contain seating within the shower unit, some have seats in entrance areas.

Grounds & gardens

- ❖ Garden area accessible through patio doors in Main House dining room, and also through gap from main gravel car park. Contains large

grassed area, and a substantial flagged patio with picnic tables & benches.

- ❖ There is an additional grass area to the right of Reception with 2 picnic tables, and there are 2 sheltered benches outside the main entrance.
- ❖ There is a large public park just behind the hostel grounds, accessed 2 minute walk away.
- ❖ There is a separate Games Annexe with pool table & table tennis.
- ❖ There is a large cycle shed.

Additional information

- ❖ No pets or dogs (service dogs are welcome with advance notification).
- ❖ No smoking (by law), only permitted in designated external zone to right of main entrance.
- ❖ Disability awareness courses, such as the "Welcome All" and "Welcome Host" schemes, are undertaken by all our staff
- ❖ A member of staff is always available on site overnight, and live on the premises.
- ❖ Emergency lighting and fire alarms fitted. We ensure that all guests are evacuated in the event of fire or any emergency requiring evacuation. Special arrangements can be made for guests who are deaf/hard of hearing.
- ❖ Evacuation procedures are shown in each bedroom on the notice board.

Contact information

- ❖ Address: YHA Exeter, 47-49 Countess Wear Rd, Exeter, EX2 6LR
- ❖ Telephone: 0870 770 5826
- ❖ Fax: 0870 770 5827
- ❖ E-mail: exeter@yha.org.uk
- ❖ Hours of operation: Reception from 0800-1000 and 1700-2230.
- ❖ Local public transport: Traveline 0870 200 22 33 or www.traveline.org.uk
- ❖ Local taxis: Capital 01392 434343

Future plans

- ❖ As part of the YHA Fit 4 Purpose scheme, it is hoped that by 2010 we will have a fully DDA compliant accommodation unit in what is presently the Games Annexe.
- ❖ We are also looking to improve our facilities for our guests with disabilities; such as portable ramps to help with external/internal accessibility, adding grab rails and seat in showers, vibrating alarms for the deaf, and larger print leaflets & signs.

We welcome your feedback to help us to continue making improvements. If you have any comments, please phone 0870 770 5826 or e-mail exeter@yha.org.uk