

## YHA Kettlewell

### ACCESS STATEMENT

#### **Introduction**

We strive to cater for the needs of all our customers in this 40 bed, three storey building in the centre of the village of Kettlewell. The following statement gives a summary of our facilities. If there are any specific questions regarding access please do not hesitate in contacting us for details.

#### **Pre-Arrival**

- Direct bus service from Skipton (approx one every two hours) to within 100yards of the hostel. All with low level access.
- Train services to within 16 miles (connecting with bus service) at Skipton station.
- The hostel details can be found on [www.yha.org.uk](http://www.yha.org.uk)
- You can contact the hostel by phone, fax or email (see details below)

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

- Limited on road parking. No marked bays but driveway is used as dropping off point (10 yards from hostel)
- Pay and display car park at bottom of village (less than 0.25 mile), marked bays available.
- Full permanent ramped access to front door of hostel.
- The village has no pavements and all routes around the village follow the roads. All pubs and shops have no more than one step for access. Village shop has limited access due to space constraints.
- Front of building well lit.

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

- Full ramp access to front reception and Post Office area.
- Portable induction loop available at reception and PO.
- Seating available in reception area.
- The reception desk includes a low level section.
- Emergency phone contact at night.

#### **Public Areas – General**

- Well-lit corridors.
- Floor coverings include tiles (main entrance), flotex (dining room and 2<sup>nd</sup> floor corridors), carpet (1<sup>st</sup> floor corridors and lounge). All toilet and shower cubicles have Altro flooring.
- Colour contrast between walls and floors evident throughout the building.

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

- Sloping floor in dining room.
- All dining room furniture movable.
- Table service for all a la carte meals. Available on request for groups.
- Lounge furniture movable.
- Nb Lounge located on first floor.

### **Self-Catering Kitchen**

- All counters 3'6" some have cupboards underneath.
- Bar stools provide seating.
- One domestic cooker available, two 2 ring hobs and microwave.

### **Drying facilities**

- No laundry facilities available.
- Assistance available on request for hanging clothes ready for drying.

### **Bedrooms – First Floor**

- Staircase to 1<sup>st</sup> floor has 16 steps. Handrail is fitted to one side (right hand when going upstairs).
- Two six bedded rooms, not en-suite.
- One four-bed room, not en-suite.
- All rooms have a washbasin.

### **Washrooms – First Floor**

- Two wash areas, one has two showers, two WCs and two washbasins. Second area has one shower, two WCs and two washbasins. All showers have a large step up to cubicle (approx 25cm).
- Access to two shower cubicles limited, reducing space for manouvering.
- All showers on timed push buttons.

### **Bedrooms – second floor**

- Staircase to second floor narrow (below minimum width at 660mm). Handrail on right when going upstairs.
- Two six-bed rooms, not en-suite.
- Two five-bed rooms, not en-suite.
- One two-bed room, not en-suite.
- All rooms have a wash basin

### **Washrooms – second floor**

- One shower, two WCs and three washbasins.
- 25cm step up to shower.
- All showers on timed push buttons.

### **Grounds & gardens**

- Garden only accessible via steps. Garden slopes up from building and contains a three-step tier in the centre.
- Gardens have small lawn area with picnic tables.
- Bench with armrests situated beside front door.
- Cycle shed is 50 yards from front door, on the driveway (slightly sloping).
- Access to garden and cycle shed well lit.

### **Additional information**

- No smoking throughout building
- No pets or dogs (any service dog is welcome)
- A member of staff is on site from 5pm to 11am. In summer months (June, July, August) a member of staff is usually also on site between 11am and 5pm. Contact via reception or the emergency phone (located on first floor).
- All staff have undergone the Welcome Host course.
- Emergency lighting and alarms fitted. Staff will ensure all guests are evacuated in the event of a fire or emergency.
- Evacuation procedures listed on the reverse of each room door.
- Mobile phone reception for Vodaphone users is good. Orange provides a patchy service. There is no reception for O2 phones.

### **Contact information**

- Address: YHA Kettlewell, Whernside House, Westgate, Kettlewell. North Yorkshire. BD23 5QU.
- Telephone: 0870 770 5896
- Fax: 0870 770 5897
- E-mail: [kettlewell@yha.org.uk](mailto:kettlewell@yha.org.uk)
- Hours of operation: reception open from 7.30am – 11am and 5pm – 10.30pm. Post office open Tuesday to Saturday 10.30 – 1.30pm. Hostel enquiries can be dealt with by PO staff.
- Local public transport: Traveline 0870 6082 608 or [www.yorkshiretravel.net](http://www.yorkshiretravel.net)

**We welcome your feedback to help us to continue making improvements. If you have any comments, please phone 0870 770 5896 or e-mail [kettlewell@yha.org.uk](mailto:kettlewell@yha.org.uk)**