

YHA Medway

ACCESS STATEMENT

Introduction

We aim to cater for the needs of all visitors in this 40-bed hostel, a 2-storey former Oast House in a country park setting. 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 2 miles (Chatham Station telephone 0845 000 2222 text phone 0800 783 4548 Accessibility details at www.nationalrail.co.uk/stations/CTM).
- Regular bus services to within ¼ mile of the hostel. Arriva Buses 166, 167, 187 or 701 from Chatham telephone 0870 6082608
- A local taxi service has accessible taxis if required. We can make a booking for you.
- Nearest shop-mobility scheme is situated approx 9 miles away at Chequers Centre, Pads Hill, Maidstone (telephone 01622 678777/ email info@mtcni.co.uk).
- The hostel's details can be seen on YHA's website: www.yha.org.uk
- You can contact the hostel by phone, fax or e-mail (details below).

Arrival & Car Parking Facilities

- Ample parking. No marked bays but there is a dropping-off point (by the path to the main entrance).
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Car park is tarmac and fairly level
- Sloped pathway with even surface leading from car park to main entrance.
- The high street is 1 mile away and only the last bit has a pavement and street lighting

Main Entrance & Reception

- Permanent ramp pathway up to main entrance
- Induction loop at Reception.
- Seating can be available in the Reception hallway.
- A chair and clipboard for form filling can be available
- 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

- 2 WCs (one female, one male) close to Reception
- 1 Unisex Toilet that meets the DDA standards for wheelchair users.

Public Areas – Dining Room & Lounge

- Ground floor offers level access to both dining rooms, lounge and study room
- Dining Room tables and chairs are movable. Two heights of table and chairs are available
- The evening meal is table service and staff are happy to either assist with the breakfast buffet or offer a table service

Self-catering kitchen

- Level access to the self catering kitchen on the ground floor
- Clear, visible signs (in large font) for advice on equipment use. Staff are available to help with any queries
- Gas hobs and work surface (height 90cm) fixed to wall on 1 side of room.

Laundry & drying facilities

- Level access to a fully equipped laundry room with washer and dryer.

Meeting rooms

- Level access to large study room

Bedrooms – First Floor

- Staircase to 1st Floor has 2 flights, each of 8 steps. Fitted with chair lift. Handrails are fitted on one side (left hand side when going upstairs).
- 4x2 Bed, 1x3 Bed, 6x4 Bed and 1x5 Bed all with wash hand basins with lever taps
- All bedrooms fitted with bunk beds. The height of the bottom bunk varies between 23cms and 50cms
- Size of rooms and ease of access to bunks varies so please speak to a member of staff when booking if you have a particular requirement so we can allocate you a room accordingly
- Individual bed lights fitted adjacent to bed head.

Washrooms – First Floor

- 2 Female WCs and sinks, 2 male WCs and sinks and 1 unisex toilet that meets the DDA standards for wheelchair users
- 5 showers around the 1st floor with a step of 20cms. 1 shower fitted with access chair (height of chair 60cms) and rails to meet DDA standards

Grounds & gardens

- Garden (approx 0.25 acre) that is level and adjacent to the building. Half of which is lawn with a wide brick path across and the rest is paved patio
- 1 3-seat bench with armrests, 3 wooden picnic benches and a plastic patio set with chairs with armrests are available in the garden.
- Cycle shed is 50 yards from main entrance across the tarmac car park

Additional information

- Service dogs are welcome but sorry no other pets allowed.
- 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.
- OS 171 GR 185 788

Contact information

- Address: YHA Medway, 351 Capstone Road, Gillingham, ME7 3JE
- Telephone: 0870 770 5964
- Fax: 0870 770 5965
- E-mail: medway@yha.org.uk
- Hours of operation: Reception open from 8 am to 10 am and from 5 pm to 10 pm.
- Local buses: 0870 6082608
- Local accessible taxis: Vokes 01634 222 222

Future plans

We are currently in the planning stages of renovating the self-catering kitchen to be able to provide greater access to its facilities for all our guests.

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.