

YHA Penzance

ACCESS STATEMENT

Introduction

We aim to cater for the needs of all visitors in this historic, 3-storey early Georgian manor house with 100 beds, which is set in a beautiful wooded garden. 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 and national bus links to within 2km (Penzance Train and Bus Station).
- Regular bus services (First Bus Co) No.5 or No.6 to within 500m of the hostel.
- There is a small bus available for hire to various locations in the area. This operates Mon-Fri between 8am and 10am.
- Please call "DIAL" on 01736 759500 for information regarding accessible transport and accommodation.
- 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

- Parking in marked bays next to the house.
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Steep drive to the hostel gate and un-even surface in car park.
- The centre of the town is 1.5km from the hostel. There is a busy main road with no crossing facilities on the way to town.

Main Entrance

- 3 steps up or an access ramp to the front door.
- Induction Loop at Reception.
- Emergency Call phone outside reception to connect to a member of staff (on site) at night.

Public Areas – General

- Good colour contrast on first floor and stairs to floor, walls and doorways throughout the building.
- Well-lit corridors.
- Floor covering is woven carpet, except the lounge and lower floor.

Public Areas – WCs

- Washroom on ground floor meets DDA standards for wheelchair users.

Public Areas – Dining Room & Reception

- Level floor on Ground Floor to reception/dining room.
- Dining Room tables are movable. Chairs are without armrests.
- Table service is available in Dining Room if requested.

Public Areas – Lounge

- Lounge with TV, books and games.
- Chairs are with armrests.
- Flooring is the original Georgian floorboards, without rugs or carpeting.

Lower Floor

- There are 16 steps down to the lower floor.
- The floors are stone flags (some uneven) in all rooms and corridor, except in the kitchen.

Self-catering kitchen

- The self-catering kitchen is located downstairs (moat-level).
- Screw type taps fitted.
- 3 electric cookers at bench height between worktops, with central table. (approx 1.2m clearance around table).
- Small dining room with freestanding tables and chairs next to the kitchen.
- The flooring is fixed lino tiles.

Laundry & drying facilities

- Fully equipped laundry room with washer and dryer is located downstairs.
- Stone flag flooring.

Games Room

- Games room located downstairs.
- Stone flag floor is un-even.

Bedroom – Lower Floor

- One 4/5-bedded bunkroom on ground floor, en-suite

Bedrooms – Ground Floor

- All are carpeted.
- One 4/5-bedded bunkroom on ground floor meets DDA Standards
- Two other 2-bedded bunkrooms and three 6-bedded bunkrooms, not en-suite, but close to washrooms, are located on the ground floor.
- Individual bed lights fitted to beds.

Staircase

- Staircase to 1st Floor has 3 flights, each of 8 steps. Handrail fitted on one side (right hand side when going upstairs).

Bedrooms – First Floor

- One 8-bedded bunkrooms, not en-suite.
- Eleven 6-bedded bunkrooms, not en-suite.
- One 4/5-bedded bunkroom, not en-suite.
- One 4-bedded bunkrooms, not en-suite.
- One 3/2-bedded bunkroom, not en-suite
- Three 2-bedded bunkroom, not en-suite
- Individual bed lights fitted adjacent to most bed heads.

Washrooms – Ground Floor

- One washroom with shower meets DDA standards for wheelchair users.
- Two showers and one toilet do not meet DDA standards

Washrooms – First Floor

- Wash hand basins in most rooms
- Shower and toilet ratio meets Tourist Board recommended standards

Grounds & gardens

- Large terraced gardens, laid mainly to lawn and mature trees, without paths.
- Upper lawn used as a campground in the summer. Three picnic benches are available.
- Vertical drop onto lower terrace and field, marked by hedge and fence.
- Steep slope separates upper and middle terrace. Mid-terrace laid to lawn and part of the car park.
- Vertical retaining wall from upper and mid-terrace to lower terrace wildlife garden. Contains trees, beds and a small pond. Restricted access.
- Cycle shed is located in a courtyard to the rear of the house (level access).

Additional information

- No pets or dogs (but service dogs are welcome).
- 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 call 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 203, GR 457302

Contact information

- Address: YHA Penzance, Castle Horneck, Penzance, Cornwall. TR20 8TF
- Telephone: 01736 362666
- Fax: 01736 362663
- E-mail: penzance@yha.org.uk
- Hours of operation: Reception open from 08:00 to 10:00 and in peak season from 15:00 to 22:30hrs. (low season 17:00 to 22:30hrs)
- Public Transport: 0871 200 2233 or on the web at www.traveline.com
- Local accessible taxis: 01736 759500

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.

Equipment Hire

HSC Mobility

Unit 1c, 1d, 1e

Guildford Road Industrial Estate

Hayle

Cornwall

TR27 4QZ

TEL: 01736 755927

FAX: 01736 756263

E: info@hsc-mobility.co.uk

W: www.hsc-mobility.co.uk

Contact: Yvonne French