

YHA Ravenstor

ACCESS STATEMENT

Introduction

We aim to do our best to cater for the needs of all visitors in this 77-bed hostel, a 3-storey building set in the picturesque Peak District National Park. 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

- You can contact the hostel by phone, fax or e-mail (details below).
- We provide a WAP service at the hostel.
- Regular bus service to Buxton, Chesterfield and Sheffield.
- A local taxi service has accessible taxis if required. We can make a booking for you.
- The hostel's details can be seen on YHA's website: www.yha.org.uk
- Nearest large village is Tideswell (1.5 miles); nearest town is Buxton (8 miles).

Arrival & Car Parking Facilities

- Ample free parking for guests (100 yards from main entrance). No marked bay but there is a dropping off point just outside main entrance.
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Uneven gravel driveway leading to hostel from car park.
- Speed limit of 5mph in place for driveways leading to hostel. Speed dips also in place.
- A security number keypad is in place on main entrance. New guests should press the doorbell to gain entrance and the code will be given to them when checking in.

Main Entrance & Reception

- Three steps lead up to hostel entrance.
- Induction loop at reception
- Reception manned between 7am and 11pm
- Familiarisation tour offered on request.
- Large entrance hall leading to reception desk. Seating available in nearby lounge if busy.
- A member of staff is available during the night for emergencies. Details of how to contact him/her will be written on a sign at reception.
- Payphone available to guests on ground floor (down one step)

Public Areas – General

- Parquet flooring in entrance foyer and restaurant.
- All corridors and public areas are well lit
- Most signs are green on blue background

Public Areas – WCs

- Toilets on ground and first floors
- 2 ground floor toilets down one step
- 1 ground floor toilet in tight corner

Public Areas – Dining Room & Lounge & Games Room

- Dining room is evenly parquet floored
- All tables are movable
- All chairs the same height
- Room is well lit
- There are high chairs available for children
- Table service in operation most weekends for non groups
- Mostly two seater sofas in carpeted lounge
- Well lit with bright bulbs and large windows
- Games room down one narrow flight of stairs
- Laminate flooring in Games Room.

Self-Catering Kitchen

- Small, basic kitchen with 8 gas hobs. No oven, but small microwave, grill and toaster.
- Laminate flooring
- Average height for work surfaces (3' 1")
- Seating as for dining room
- Good lighting
- Equipment on low, easy to reach shelves
- Sharp knives only available on request

Laundry & drying facilities

- Drying room down one flight of stairs
- No handrail

Meeting rooms

- One classroom on ground floor
- Chairs without arm rests
- Level, steady tables which can be collapsible when not in use.

Bedrooms – Ground Floor

- No bedrooms on ground floor.

Bedrooms – First Floor

- Staircase to 1st floor has 2 flights, one of 14 steps and one of 9 steps.
Handrail on one side (right hand side when going up stairs)
- Three 2-bedded rooms, one en-suite
- Four 4-bedded rooms, not ensuite
- Five 5 – 8 bedded rooms, not en-suite
- Single size bunk beds (6' 1" x 3' 6")
- Individual Bed lights fitted next to each bed.
- Some rooms contain single sized pull out beds if required
- At least one chair in every room, some with arms
- Clear, wide corridors to most rooms
- Some rooms only accessible by narrow corridors
- Sinks in every room
- Power sockets in each room.
- One en-suite room with a single step to the washroom
- Several fire escapes, all using steps to exit
- All rooms lockable.

Bedrooms – Second Floor

- One 3-bedded room, not en-suite
- One 5-bedded room, not en-suite
- One 7-bedded room, not en-suite
- Accessed by one flight of stairs (steep and quite narrow)
- More stand alone single beds than on first floor
- Sinks in all 3 rooms
- All rooms lockable
- No showers/toilets on this floor
- Power sockets in each room
- Individual Bed lights fitted next to each bed

Washrooms – Ground Floor

- No washrooms

Washrooms – First Floor

- No washrooms, Individual shower and toilet units
- All showers have one step to enter
- Adjustable shower head heights
- Showers provide a strong current
- Levered taps
- Close proximity to all rooms

Grounds & gardens

- Large grounds (70 acres) – Wooded area, fields and garden area.
- All grounds are on a slope (mainly shallow)
- Both grounds and gardens have some stone steps
- All pathways are grass or stone
- All pathways and steps become slippery when wet
- Some fragile, dry-stone walls
- Three 2-seat benches (with armrests) are available in garden

Additional information

- No pets, with the exception of guide dogs
- No smoking
- At least one staff member is always available on site, including at night (access information on reception desk, when closed)
- Emergency exits, fire alarms, and emergency lighting
- Evacuation procedures shown in each bedroom on framed notice.
- Poor mobile phone reception
- Signs are mainly green on blue, with some black on white
- Wireless Internet
- Cot available on request (when booking)
- Staff always willing to help when possible
- Ability to cater for allergies and other special dietary needs (can be arranged at time of booking).

Contact information

- Address: YHA Ravenstor, Miller's Dale, Derbyshire, SK17 8SS
- Telephone: 01298 871826
- Fax: 01298 871275
- E-mail: ravenstor@yha.org.uk
- 24 hour access, with reception open from 7am to 11pm
- Local Buses: 65 and 66, TM Travel, call Traveline 0871 200 22 33
- Buxton Taxis: 01298 23457 / 72121

We welcome your feedback to help us to continue making improvements. If you have any comments, please phone 0870 770 6008 or e-mail ravenstor@yha.org.uk