

# YHA WHITBY

## ACCESS STATEMENT

### **Introduction**

We aim to cater for the needs of all visitors in this 100-bed hostel, an exceptional building, parts of which dates back to the 12<sup>th</sup> century, which is situated high on Whitby's east cliff, overlooking the town. 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 0.25 miles (Whitby station)
- Regular bus service (Number 97) to within 100 yards of the hostel in Abbey turning area. (No Sunday service)
- A local taxi service has accessible taxis if required. We can make a booking for you.
- Nearest mobility scheme is situated in Whitby. Esk Valley Mobility, 47, Mayfield Road. (Telephone 01947 825555)
- The hostel's details can be seen on YHA's website: [www.yha.org.uk](http://www.yha.org.uk)
- You can contact the hostel by phone, fax or e-mail (details below).

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

- Limited on site parking (Outside main entrance). There are 2 marked bays but there is a dropping-off point (outside main entrance).
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Even surface leading from car park to main entrance.
- The centre of the town is a 10-minute walk with low-level street lighting. All routes do have many steps.

### **Main Entrance & Reception**

- Level surface from parking area to main entrance. There is a small lip into the main entrance
- Induction loop at Reception.
- Seating is available in the Reception hallway.
- The reception desk includes a low level section.
- Payphone available and 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 carpet and non-slip vinyl on some corridors.

### **Public Areas – WCs**

- 2 wheelchair accessible WCs (unisex) 1 close to Reception and 1 close to the dining room, both meet DDA standards for wheelchair users.

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

- Level access on Ground Floor to lounge, games room and function room. Dining room and self-catering kitchen are accessible by platform lift.
- Dining Room tables are movable.
- Table service is available in Dining Room if requested in advance at Reception.
- Special diets catered for with advance notice

### **Self-catering kitchen**

- Level access to self-catering kitchen.
- Perching stool available in self-catering kitchen.
- Low level table with microwave & kettle & storage racks
- Lever taps fitted.
- 2 electric cookers & 1x 4 ring hob, instant hot water boiler

### **Laundry & drying facilities**

- 3 steps up to fully equipped laundry room with washer and dryer and sink
- Staff will assist on request

### **Meeting room**

- 1 accessible meeting room on the ground floor
- Induction loop is available
- Accessible WC is close by, meets DDA standards

### **Bedrooms – First Floor**

- Lift available to all floors
- Staircase to 1<sup>st</sup> floor has 2 flights, 11 and 10 steps. Handrails are fitted to both sides

- One 4/5-bedded en-suite accessible room, with wheel-in shower, seat, toilet and low level basins, which meets DDA standards, contains 1 double with single above & 1 bunk bed. Alarm assistance available via pull cord.
- Three 4-bedded en-suite rooms with step to facilities and 1 not en-suite
- Three 6-bedded en-suite rooms with step to facilities
- One 2 bedded room (not en-suite)
- Individual bed lights fitted adjacent to bed head.
- All bedrooms have carpets
- All rooms have lockers, padlocks available at reception
- Towel hire available at reception

### **Bedrooms – Second Floor**

- Lift available to 1<sup>st</sup> & 2nd floors
- Staircase to 2<sup>nd</sup> floor has 3 flights with 8, 5 and 7 steps. Handrails are fitted to both sides
- Three 3-bedded en-suite rooms with step to facilities
- Three 4 bedded en-suite rooms with step to facilities
- Four 6 bedded en-suite rooms with step to facilities
- Individual bed lights fitted adjacent to bed head
- All rooms have carpets
- All rooms have lockers, padlocks available at reception
- Towels available at reception

### **Bedrooms – Mezzanine floor**

- Not accessible by lift
- One 2 bedded en-suite room with step to facilities
- One 4 bedded en-suite room with step to facilities
- One 10 bedded en-suite room with step to facilities
- All rooms have carpets
- All rooms have lockers, padlocks available from reception
- Towels available from reception

### **Grounds & gardens**

- Historic herb garden with plant information
- Large lawn area
- Accessible from the courtyard or lounge via ramp
- Conservatory with seating, step to exterior

### **Additional Information**

- Braille, tactile and pictorial signage throughout the hostel
- Secure key card system for 24 hour access
- CCTV monitored
- No pets or dogs (service dogs are welcome)

- No smoking
- A member of staff is always available on site, including at night (access via red emergency phones located throughout the hostel)
- Emergency lighting & fire alarm fitted. We ensure that all guests are evacuated in an emergency situation
- Evacuation procedures are shown in each bedroom
- Mobile phone reception is good within immediate vicinity
- GR 902111

### **Contact information**

- Address: YHA Whitby, Abbey House, East Cliff, Whitby YO22 4JT
- Telephone: 01947 602878
- Fax: 01947 825146
- E-mail: [whitby@yha.org.uk](mailto:whitby@yha.org.uk)
- Hours of operation: Reception open from 7.30 am to 10 am and from 1 pm to 11 pm.
- Local buses: 01947 602922
- Local accessible taxis: Harrison's Taxis 01947 600606

### **Future plans**

- We hope to have a further two fully accessible rooms available soon

**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.**