



YHA Okehampton – Access statement

Introduction

We aim to cater for the needs of all visitors in this 25 bed roomed hostel, a 2-storey building which is set in the 3 acre grounds along side the restored Victorian steam railway station on the edge of Dartmoor 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.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01629 592700 or [email customer services](mailto:customer.services@yha.org.uk).

Pre-Arrival

- The nearest rail station is Exeter St. David's which is 22 miles away.
- The nearest bus stop is a mile from the hostel, down a steep hill. A 15 minute walk or 5 minute taxi ride. A regular bus service runs to Exeter, Launceston and Tavistock
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The hostels details can be seen on YHA's website, scroll down to the Maps and Directions section to view a map and transport options.
- You can contact the hostel by phone or e-mail (please see contact information).

Arrival & Car Parking Facilities

There is a low bridge just before the entrance to the car park 10.3 feet we do have separate, prebooked parking facilities at the railway station should your vehicle be too high for bridge. This will involve about 100mtr. Road walk to the Hostel. There is ample parking for cars (40 yards from main entrance). One marked bay, disabled parking.

Please try to provide advance notice if assistance will be needed to move to and from cars.

All surfaces around the hostel are level, smooth and in good order.



Main Entrance & Reception

The reception is in the foyer of the building where there is a seating area and full toilet facilities including a modern disabled provision.

We do not have any vibrating pillow alarms but we do have a system in place whereby if you let reception know on arrival of any hearing impairment, we will make you a priority with assistance should we need to evacuate the building

Public Areas

Halls, Corridors

There is a good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs and landings are well lit, all exit routes have motion activated lighting, The flooring is slip resistant vinyl on the ground floors with carpet upstairs.

Unfortunately, we do not have a lift, so access to the first floor is by stairs only. The stairs have non-slip contrasting nosing and there are also two turns to take while ascending / descending the stairs. There is a handrail fitted to one side.

Public WCs

There is a unisex WC on the ground floor with disabled provisions including a panic alarm and non-slip flooring and a shower

Lounge/Games room

The Lounge and games room are located on the first floor and are accessed by a well-lit staircase in the foyer. The rooms are furnished with coffee tables, sofas and armchairs. All furniture can be moved, please just ask at reception if you require assistance.

Self catering and Dining rooms

The self-catering kitchen is located on the ground floor and adjoins the dining room. The flooring is non-slip and the room is well lit. The kitchen is quite small so space can be limited. The kitchen contains domestic size oven, a microwave, a fridge, freezer, kettles, toasters and a Dining Room tables are movable.

Table service is available for guests enjoying our catering service if requested in advance at Reception.



Laundry and Drying Facilities

The hostel does not have a laundry but does have good drying rooms. The flooring is painted concrete and is a little uneven. There are ceiling height hanging rails in here. We are happy to assist with hanging items up in this area.

Bedrooms and Bathrooms

Unless otherwise stated, all bedrooms have bunk beds and are not en-suite. All bedrooms have smooth wood effect flooring and are well-lit with ceiling lights and individual bunk lights. All bedding is provided. All of the bathrooms have fluorescent lighting and non-slip flooring. The showers have a step up to enter. A wheel-in shower (with toilet and low level basin) built to DDA standards is situated in the downstairs bedroom corridor

Ground Floor

- one 2-bedded room with en-suite
- Three 4-bedded rooms (one of these are en-suite)
- Five 6-bedded rooms (one of these are en-suite)
- One 7-bedded rooms with en-suite
- Five WCs and six showers

First floor

- Two 2-bedded rooms with en-suite
- Five 4-bedded rooms (four of these are en-suite)
- One 5-bedded room with en-suite
- Eight 6-bedded rooms
- Six WCs and Six showers

Grounds and Garden

We are in our own private grounds, which are generally very safe for children to roam freely and enjoy a game of football on the lawn or just let off some steam. The lawns are mostly level, and there are steeply sloped walls or fences around them. The larger lawn is also used as the camping ground. There are wooden benches on the lawns for guests to relax or even do some train-spotting!

Campers have 24-hour access to all of the hostel facilities and there is a fire pit on site. There is no lighting on the larger field but the car park is well lit, so guests are advised to bring torches, The field is
There is a cycle shed 50 yards from main entrance across a level paved area



Additional Information

- We do not permit pets in the building, but assistance dogs are very welcome with prior arrangement.
- We do not permit smoking anywhere in the hostel.
- Access to staff via emergency contact number or by pressing the doorbell 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. Arrangements for guests needing assistance to evacuate in case of fire should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception within the hostel is generally good.
- Free Wi-Fi is available at this hostel

Contact Information

- Address: YHA Okehampton, Klondyke road. Okehampton Devon EX20 1EW.
- Telephone: 01837 53916
- Email: okehampton@yha.org.uk
- Ordnance Survey Map 181; Grid reference SX592944

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.