



## YHA Keswick - Access Statement

### Introduction

If you're looking to stay in the Lake District, but fancy something close to town, then YHA Keswick is ideal! The hostel is right in the centre of Keswick and boasts a beautiful riverside location overlooking the River Greta. We make a great base for walking, climbing and cycling; there is easy access from the hostel to routes for all abilities.

We aim to cater for the needs of all visitors in this 107-bed hostel; a 4-storey building Situated on the banks of the river Greta. Unfortunately none of our bedrooms or bathrooms is accessible to modern standards.

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

### Pre-Arrival

- The nearest rail station is Penrith which is 18.5 miles away.
- The nearest bus stop is within 300 metres of the hostel. There is a frequent bus service which runs to this stop.
- The roads in Keswick are fairly level but can become steep in places. The hostel is located right on the waterfront. From Station Road there are a set of 18 concrete steps down to the riverside with a handrail to one side. There is then a level concrete and wooden walkway leading 50m to the hostel.
- The hostel's details can be seen on YHA's website [www.yha.org.uk](http://www.yha.org.uk); please 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).

### Car Parking and Arrival

Unfortunately due to our location we do not have any parking onsite. There is road side parking on Station Road, but this is restricted to two hours during the day. There is pay and display parking within 600 metres of the hostel at Otley Road Car Park. The road from here is level until the river and has a pavement and street lighting.

From the road there are 18 steep steps with handrails down to the Riverside walkway. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

## **Main Entrance and Reception**

From the riverside walkway there is one step up into the hostel, through manual, double doors which open inwards into the entrance hall. The flooring in here is carpet and ceramic floor tiles. There is level access from here, through an arch way to the left, into the reception/ café restaurant.

The floor in the reception/ café restaurant area is tiled. The reception counter has a low-level section at the left hand side. An emergency telephone number is also available in this area; this is to contact a member of staff during the night.

## **Public Areas**

### **Halls, Corridors and Stairs**

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs and landings are well lit using a combination of ceiling and wall lights. On the ground floor the corridors are surfaced with ceramic floor tiles and carpet. On the upper floors the corridors have carpet flooring.

There is no lift at YHA Keswick, so access to upper floors is via stairs only. The stairs are carpeted and have a handrail fitted to both sides. Circulation on each individual floor is level.

### **Public WCs**

There is a unisex WC on the ground floor which contains grab rails (door width 780mm). However, it does not meet modern accessible standards. The flooring is non-slip and there is good lighting.

### **Communal area**

The main communal area in the building is the reception/ café restaurant located on the ground floor. It is accessible from the entrance through a large archway to the left. It is a large open space with a level floor that is well lit with both ceiling and wall lights.

The room is furnished with both coffee tables, sofas and armchairs, alongside dining tables and straight backed chairs without armrests. All furniture can be moved; please just ask at reception if you require assistance.

Table service is available; please ask at reception and we will be happy to help. We are also happy to cater for dietary requirements or any particular likes or dislikes. Please advise us of these before your arrival.

### **Self-Catering Kitchen**

The self-catering kitchen is located on the ground floor. The entrance to this is to the left of the bottom of the stairs. From here there is level access through a single leaf

door. The floor is level and surfaced with wooden effect tiles. The room is well-lit with ceiling and wall lights.

The self-catering kitchen is fully equipped, with: Ovens with grills and hobs, utensils, crockery, cutlery, cups and glasses. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.

### Laundry and Drying Facilities

The drying room is located on the second floor. There are 19 steps up to this floor from the first floor. From here there is level access through a single leaf door. The flooring in the drying room is non-slip lino and the area is well-lit.

Unfortunately, laundry facilities are not available at this hostel, however less than 350 metres away, a local laundrette is located on Penrith Road.

### Bedrooms and Bathrooms

Rooms on the first floor are all en-suite, none of the rooms on the second or third floor are en-suite, but they do all have a washbasin. Unless otherwise stated, all bedrooms have bunk beds. All bedrooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. The standard showers have a step up to enter. All en-suite showers are provided an anti-slip shower mat and have a step up to access.

#### First Floor

There are 22 steps up to:

- Two 2-bedded rooms
- Three 3-bedded rooms (double with a single over)
- Two 4-bedded rooms
- Two 6-bedded rooms

All rooms have en-suite toilet and shower facilities.

#### Second Floor

There are 19 steps up to:

- One 3-bedded room
- Three 4-bedded rooms
- Four 6-bedded rooms
  
- Four WCs and four showers

### Third Floor

There are 18 steps up to:

- Two 3-bedded rooms
- Three 4-bedded rooms
- Three 4-bedded rooms (double with single over and a separate single bed)
- One 5-bedded room (double with single over and a separate bunk bed)
  
- Four WCs and six showers

### Grounds and Garden

Unfortunately due to our location we do not have any ground or gardens.

### Cycle Shed

The Cycle shed is located to the rear of the building, along an alley which is a mix of concrete and rough ground. There is a step down from the hostel to the alley, a slight slope to reach the shed and then a step up into the cycle shed.

### Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- A member of staff is always available on site, including at night (access via emergency phone number located 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 varies in the hostel; all main providers of mobile phone signal get good service, although it can sometimes be varied.
- Wi-Fi is available at this hostel.

### Contact Information

- Address: YHA Keswick, Station Road, Keswick, Cumbria, CA12 5LH.
- Telephone: 0345 3719746
- Email: keswick@yha.org.uk
- Ordnance Survey Landranger Map 89; Grid reference NY267235.
- Local buses: Catch the X4/X5 from Penrith Train Station and get off on Penrith Road. For more information see [www.stagecoachbus.com](http://www.stagecoachbus.com).

**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.**