



## YHA Ninebanks – Access Statement

### **Introduction**

Set in beautiful Northumberland, YHA Ninebanks consists of refurbished 18th-century lead mining buildings plus a renovated wooden chalet.

We aim to cater for the needs of all visitors in this two-storey building with garden in Mohope, a small hamlet in the West Allen Valley. The hostel is a stone building built into the hillside with a number of levels.

We look forward to welcoming you. If you have any queries or require assistance, please phone 01629 592700 or email [customerservices@yha.org.uk](mailto:customerservices@yha.org.uk). You can also view photos of the hostel at [www.yha.org.uk/hostel/yha-ninebanks](http://www.yha.org.uk/hostel/yha-ninebanks).

This access statement was last updated in March 2024.

### **Pre-arrival**

- The nearest rail stations are Haydon Bridge (11 miles away) and Hexham (15 miles away).
- A local taxi company can provide accessible taxis when pre-booked. We can also make a booking for you.
- The hostel's location can be viewed on YHA's website at [www.yha.org.uk/hostel/yha-ninebanks/directions](http://www.yha.org.uk/hostel/yha-ninebanks/directions).
- You can contact the hostel by phone or e-mail (see contact information).

### **Car parking and arrival**

Car parking is available on the roadside by the hostel. There are uneven surfaces and steps from the road to main hostel entrance.

There is no pavement or streetlighting within Mohope.

### **Main entrance and reception**

There is a step up into the main entrance. The reception area is very small with limited space to manoeuvre. There is a payphone available here.

If you need to contact a member of staff at night, an emergency phone is available in an adjacent building.

### **Public areas**

#### **Halls and corridors**

All public areas are well lit. Flooring is a mixture of flagstones and quarry tiles.

## Public WC

There is a communal WC on the first floor landing. All other WCs are en-suite. Unfortunately, none of the WCs meet modern standards of accessibility.

## Dining room and lounge

There is a step from the lounge to the dining room. This space includes dining tables (which can be moved) and large stable chairs without armrests.

## Self-catering kitchen

There is a step from the lounge to the self-catering kitchen. The floor is level between the kitchen and dining room. level floor kitchen to dining room.

The kitchen has domestic-style fittings and appliances, including 2 ovens, microwave, 2 kettles, toaster and fridge-freezer. Seating is available on high stools.

## Laundry and drying facilities

There is a step from the self-catering kitchen to the laundry room. A drying room is available as well as an outside washing line.

## **Bedrooms and bathrooms**

Unless otherwise stated, all bedrooms have bunk beds. All bedding is provided.

### Ground floor

- One en-suite room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds and also has an adjacent private shower room.

There are 5 steps from the ground floor bedrooms to the dining room, lounge and self-catering kitchen.

### First floor

Access to the following bedrooms is via 5 steps up from the dining room with a handrail on one side.

- One en-suite room that sleeps up to 3 people. It includes a single high-sleeper bunk with a double bed underneath plus individual bunk lights.
- One en-suite room that sleeps up to 4 people. It includes 2 sets of bunk beds with individual bunk lights.

Access to the following bedrooms is via a staircase from reception. The stairs are cottage-style, narrow and carpeted with a handrail on one side.

- One room that sleeps up to 8 people. It includes 4 sets of bunk beds as well as an en-suite shower room. A WC is available on the landing opposite, down and up two steps.

There are a further 4 steps up to the following bedroom without a handrail.

- One room that sleeps up to 4 people. It includes 2 sets of bunk beds (with very low bottom bunks) as well as an en-suite shower room.

### **Grounds and garden**

There is a small garden at the front of the hostel with two picnic benches.

### **Additional information**

- Dogs are not permitted at YHA Ninebanks, though assistance dogs are welcome throughout – please notify us at the time of booking.
- Smoking is not permitted anywhere in the hostel.
- A member of staff is usually available on-site including at night (access via emergency phone at reception), except when a group has booked sole use.
- Emergency lighting and fire alarms are fitted. We ensure that all guests are evacuated in the event of fire or a similar emergency. Arrangements for guests needing assistance to evacuate should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception is poor within the immediate vicinity. EE and Vodafone tend to get the best signal.
- Free Wi-Fi is available at this hostel.

### **Contact information**

- Address: YHA Ninebanks, Orchard House, Mohope, Hexham, Northumberland, NE47 8DQ
- Telephone: 0345 2602787
- Email: [ninebanks@yha.org.uk](mailto:ninebanks@yha.org.uk)
- Ordnance Survey map: 86
- Local buses: Traveline 0871 2002233

**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.**