



YHA Helmsley – Access Statement

Introduction

Whether you want the stunning scenery and history of the North York Moors, the attractions of the seaside or the cultural delights of the city of York, YHA Helmsley is the perfect base. Located in one of the prettiest market towns in North Yorkshire, this cosy, award-winning hostel, offers great facilities and is great for exploring this unique region overflowing with history, heritage and unrivalled scenery.

We aim to cater for the needs of all visitors in this purpose-built, two-storey hostel. We have two ground floor bedrooms – one of these is wheelchair accessible with a fully equipped en-suite bathroom.

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

This access statement was last updated in June 2024.

Pre-arrival

- The nearest rail station is Thirsk, 16 miles away. From here there are no direct bus services, only taxis. If travelling by bus, it's best to come via either York (Service 31X direct) or Malton (Coastliner Service to Pickering and then Service 128 to Helmsley).
- The nearest bus stop is within 160m of the hostel. There is a service which usually runs accessible buses to this stop.
- Taxi companies in Thirsk and Malton can provide accessible taxis when pre-booked.
- The streets approaching the hostel are level and there is street lighting. A narrow pavement runs most of the route.
- The hostel's location can be viewed on YHA's website at www.yha.org.uk/hostel/yha-helmsley/directions.
- You can contact the hostel by phone or e-mail (see contact information).

Car parking and arrival

There is parking for nine cars on the grass covered car park on site. The turf is uneven in places, but level and supported by large plastic grids. There are no marked bays, but we are happy to reserve a space close to the hostel if required.

From the car park it is approximately 10m to the main entrance, over level grass and then a level tarmac drive. Directly outside the entrance are paving stones. There is a bollard at the end of the drive to the left of centre. If you let us know what time you are coming, we will do our best to assist you with moving to and from cars.

Main entrance and reception

To enter the hostel, there is a set of manual double doors that open inwards (70cm width per door). There is a 2cm lip over the threshold and onto a fixed door mat in the reception lobby.

The reception desk is 91cm high. An induction loop is available on request. There is also a wooden bench for guest use (29cm wide at 45cm height from floor), a payphone and an emergency phone to contact a member of staff at night. The floor in this area is level and surfaced with non-slip lino.

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. The corridor flooring downstairs is polished wood. On the first floor, it is surfaced with carpet.

We do not have a lift so access to the first floor is by a set of 14 steps only. The stairs are stone and are painted red. There is a handrail on both sides and a ribbed mat at the top and the bottom.

Common room

The common room is located on the ground floor and has level access from reception via a single-leaf door (opening width 80cm). This large open plan room contains our dining room and lounge in a bright conservatory.

The floor is level throughout and is surfaced with polished wood. There is one rug laid out in the conservatory. The room is furnished with coffee table, sofas and armchairs. There are also dining tables and straight-backed chairs without armrests. All furniture can be moved – please ask at reception if you need assistance.

Table service is available (please ask at reception) and we are 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 just off the common room and has level access via an open doorway (14.1cm wide). The floor is level and surfaced with non-slip lino. The room is well-lit with ceiling lights.

The kitchen is equipped with 2 domestic sized gas ovens (each with a grill and 4 gas rings), 2 microwaves, 2 fridges, freezer, toaster, cordless kettles and a range of kitchen utensils, crockery and cutlery. Crockery and cutlery are kept in low shelving units. We would be happy to move these to lower storage if required.

The cookers are at a height of 89cm. There is a low work surface at 69cm on which a portable set of hobs can be used. The sinks are fitted with lever taps.

Laundry and drying facilities

The laundry room is located on the ground floor, just off the cycle store. There is a washing machine, but no tumble dryer, and there is also sink for washing clothes. Access into the drying room can be tricky – please ask for assistance on reception and staff will be happy to help.

Bedrooms and bathrooms

Unless otherwise stated, all bedrooms have bunk beds. Rooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided. Each bed also has a plug socket and twin USB charging points. Bedrooms without an en-suite bathroom have a wash basin.

All bathrooms have fluorescent lighting and non-slip flooring. Standard showers have a 19cm step up to enter and sinks are fitted with lever taps.

Ground floor

Access is through a door (90cm wide) into the stairwell from the dining room.

- One accessible en-suite room that sleeps up to 3 people. It includes a single bed and a set of bunk beds. This room has a door opening width of 90cm. There are emergency cords in the bedroom and en-suite bathroom. Transfer to the toilet is left-handed.
- One room that sleeps up to 6 people. It includes 3 sets of bunk beds.

First floor

- Two rooms that sleep up to 4 people each. They include 2 sets of bunk beds.
- One en-suite room that sleeps up to 5 people. It includes a single high-sleeper bunk with a double bed underneath and a set of bunk beds.
- Three rooms that sleep up to 6 people each. They include 3 sets of bunk beds.
- Four communal showers.
- Three communal WCs.

Grounds and garden

Our garden can be accessed from the conservatory, down 2 wide steps (each 14cm high). There is no handrail. There is grass around the side of the building, which is uneven in places. Picnic benches are available for guests to use.

Cycle store

The cycle shed is located to the front of the hostel within 10m of the main entrance. There is a level paved path from the main entrance to the store.

Additional information

- Pets are not permitted at YHA Helmsley, 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 available on-site during reception opening hours. At night, staff can be contacted via the emergency phone in reception.
- Braille signs are fitted on bedroom doors and corridor doors.
- Emergency lighting and fire alarms are 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 should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception is good within the hostel.
- Free Wi-Fi is available at this hostel.

Contact information

- Address: YHA Helmsley, Carlton Lane, Helmsley, North Yorkshire, YO62 5HB
- Telephone: 0345 3719638
- Email: helmsley@yha.org.uk
- Ordnance Survey map: 100
- Local buses: Catch the 128 from Pickering/Scarborough and get off at Carlton Road in Helmsley – see www.eastyorkshirebuses.co.uk/services/ey/128 (apart from the bus leaving at 15:33, service 31X from York only stops in the market square which is 400m from hostel– see www.reliancebuses.co.uk). For the Coastliner Service between Malton train station and Pickering, see www.transdevbus.co.uk/coastliner/services.
- Local accessible taxi: SCL Taxis Thirsk www.scltaxis.co.uk or 07971 410412, Station Taxis Malton www.taxisinmalton.com or 01653 696969, Syd's Taxis Thirsk www.sydstaxis.co.uk or 07807 726583

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.