



YHA Helvellyn - Access Statement

Introduction

This is the perfect place for peace, quiet and easy access to scenic landscapes for walking holidays, activity breaks and school trips. A mile from the nearest village, the hostel is a Lake District rural retreat 900ft above sea level. If you're on a hiking holiday, you can tackle Helvellyn from here or take a gentler walk around Ullswater. Don't miss the spectacular 60ft Aira Force waterfall on Gowbarrow Fel.

We aim to cater for the needs of all visitors in this 60-bed hostel; a 2-storey building which is set against a spectacular mountain backdrop. We have ground floor rooms; unfortunately, none of our bedrooms or bathrooms meets modern accessibility 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.

Pre-Arrival

- The nearest rail station is Penrith which is 13.8 miles away.
- The nearest bus stop is 1.5 miles away in Glenridding village. Buses run from Penrith and Windermere to this stop.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The village of Glenridding is approximately 1.5 miles from the hostel. Along the road from here there are no pavements or street lights. The last three quarters of a mile are unsurfaced, but suitable for most vehicles.
- The hostel's details can be seen on YHA's website 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

We have ample onsite parking approximately 50 metres from the main entrance. There are no marked bays but we would be happy to reserve you a space if required. The car park is level and surfaced with gravel. From here there is a sloping, unsurfaced path which leads to the hostel.

There is also a dropping-off point 10 metres from the main entrance. The last 10 metres are surfaced with brick and slope steeply down to the hostel. 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

There is a step up into the porch through a manual single leaf door which opens outwards. There is then another step up through an additional single leaf door, into the entrance hall. A portable ramp is available on request.

Reception is located in the dining room. There is a step up into this room via a single leaf door. A portable induction loop is available from the reception desk on request. Dining room seating is available, along with a sofa.

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 is carpet throughout. Due to the age of the building, the ground floor has a number of steps between different rooms.

Unfortunately we do not have a lift, so access to the upper floor is by stairs only. The stairs are carpeted and have a bannister to one side. There are 15 steps to the first floor.

Lounge

We have three lounges. The first is located in the dining room in the bar area, where there are sofas and coffee tables. There is another small, similarly furnished, lounge on the ground floor. From the entrance hall there is one step down through a single leaf door to reach this room.

The final lounge is located on the first floor. There is level access from the stairs via a single leaf door. The floor is level and surfaced with carpet. The room is well-lit with ceiling lights.

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

Dining Room

The dining room is located on the ground floor as described above. The floor is level and is surfaced with carpet. The room is well-lit. The room is furnished with 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. There is a step down to it from the dining room, through a single leaf door. The floor is level and surfaced with non-slip flooring. The room is well-lit.

The kitchen is equipped with four gas ranges and one gas oven, two microwaves, two toasters, a kettle, two fridges and a good range of kitchen utensils, baking trays, crockery and cutlery. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.

The sinks are fitted with lever taps. The work top is at a height of 1.97 metres.

Laundry and Drying Facilities

The drying room is located on the ground floor. There is a step down from the entrance hall into the corridor, followed by four more steps down. There is a single leaf door into the room. The flooring is painted concrete. There is a washing machine available in this room for guests to use.

Classrooms

Our classroom is located on the first floor next to the lounge and has level access from the corridor via a single-leaf door. The floor is level and surfaced with carpet. The room is well-lit. We can provide tables and chairs in a variety of seating arrangements.

Bedrooms and Bathrooms

None of the rooms is 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.

Ground Floor

From the entrance hall there is one step down to reach the rooms on this floor.

- Two 2-bedded rooms
- Two 3-bedded rooms
- Two 4-bedded rooms
- There are 4 steps down to the female washroom, where there are two WCs and a shower
- There are 5 steps down to the male washroom, where there are two WCs and two showers

First Floor

The first floor is level, except for a short ramp in the corridor.

- Two 2-bedded rooms
- Two 3-bedded rooms
- Five 4-bedded rooms
- Two 6-bedded rooms
- One 7-bedded room
- Five WCs and three showers

Grounds and Garden

We have approximately a quarter of an acre of gardens up a steep slope from the main building. They are mainly trees bushes and shrubs, traversed by a gravel path.

Two 3-seat benches without armrests are also available in the garden.

Cycle Shed

Our cycle shed is 50 metres from the main entrance, connected by a level gravel path.

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 at Reception).

- Braille signs are fitted on room doors and corridor doors.
- 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 is very limited within the hostel and in the immediate vicinity.
- Internet and Wi-Fi are not available at this hostel.

Contact Information

- Address: YHA Helvellyn, Greenside, Glenridding, Penrith, Cumbria, CA11 0QR.
- Telephone: 0345 3719742
- Email: helvellyn@yha.org.uk
- Ordnance Survey Map 90; Grid reference NY366173.
- Local buses: The 108/508 line runs a few times a day. For more information please [go to the Traveline website](#).
- Local taxi: Clover Leaf Taxis - 01768 210130

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.