



YHA Penzance – Access Statement

Introduction

If you are looking for a seaside break with a difference then YHA Penzance is the ideal location! The building is a refurbished Georgian manor house 1.5 miles from Penzance town centre; an excellent base for exploring the local area, packed with walking routes, water sports and climbing.

We aim to cater for the needs of all visitors in this historic, 3-storey building with 100 beds, which is set in a beautiful wooded garden. We have 3 bedrooms on the ground floor, and one of these is an accessible 5-bedded room. This room is not en-suite but is just a few metres away from an accessible shower room.

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. You can also take a virtual tour of our hostel at www.yha.org.uk/hostel/penzance.

Pre-Arrival

- The nearest train station is Penzance which is 2 miles away.
- The nearest bus stop is approximately half a mile away. There is a frequent bus service which usually provides buses with low level access.
- There are local companies which can provide accessible taxis when booked in advance. Please find the details in the contact information section.
- The drive up to the hostel is very steep (a gradient of approximately 1:8). The centre of the town is 1.5 miles from the hostel. There is a busy main road with no crossing facilities on the way to town. Castle Horneck Road is tarmacked with limited street lighting, but has no pavement. The hostel drive has a gradient of 1:12 for 35m in length.
- Please call “Welcome to West Cornwall Centre” on 01736 335530 or e-mail westcornwall@nationaltrust.org.uk for information regarding accessible transport and accommodation.
- The nearest shop-mobility service is in Penzance (2 miles away), Penzance Shopmobility, The Light and Life Centre, Wharfside Shopping Centre, Market Jew Street, TR18 2GB; 01736 351792
- 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, fax or e-mail (details below).

Car Parking and Arrival

Parking is provided in marked bays next to the hostel and the surface of the car park is tarmacked and level. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

There is partial lighting in the car park at night and the hostel entrance is lit.

Main Entrance and Reception

The main entrance is accessed via 3 stone steps with a handrail on each side, or alternatively there is an access ramp to the door. The door is a manual, single leaf door which opens inwards over a level threshold into the main hall.

The reception is accessed off the main hall, through a single leaf door. The reception desk has a lower level service section. Some armchairs are available next to the reception desk. The flooring in this room is laminate and it is well-lit with ceiling lights. There is an emergency call phone outside reception to connect to a member of staff (on site) at night.

Public Areas

Halls and Corridors

There is a good colour contrast to floor, walls and doorways throughout the building, and all corridors are well lit. The corridors are carpeted on the ground and first floor. The lower ground floor has stone flags which can be uneven in some places.

Doors on the ground floor are wide and suitable for most wheelchair users. The narrowest door is the one going from the main corridor to the accessible bedroom; it has a width of 775mm.

In the main corridor there are soft armchairs available, and low coffee tables.

Public WCs

There is an accessible shower room on the ground floor, with level access from the main corridor. The toilet here has right handed transfer.

Dining Room

The dining room is located on the ground floor, opposite the reception. There is level access via a single leaf door. Here there are a range of wooden tables and chairs (without armrests). All furniture is moveable and we will be happy to help move any for you, if you require it. The flooring is laminate, and the room is well-lit with ceiling lights.

Menus are on the tables and a table service is available if required. We are also happy to cater for dietary requirements or any particular likes or dislikes. Please advise us of these before your arrival.

Lounge

The lounge is located on the ground floor. There is level access from the main corridor through a single leaf door. This room is equipped with a range of books and games and has a TV. The room is furnished with sofas, armchairs and low level coffee tables. The armchairs and tables can be moved on request.

The flooring in this room is the original Georgian floorboards, without rugs or carpeting. It is brightly lit with natural light during the day, and slightly more dimly lit at night.

Self-catering Kitchen

The self-catering kitchen is located on the lower ground floor, which is accessed down 16 steps with a handrail on one side. The flooring is lino tiles, and the room is well-lit with ceiling lights.

This room is equipped with 3 electric cookers which are at bench height. The sinks have standard screw taps. There is a small room adjoining the kitchen with a central table for dining which has a 1.2 metre clearance around it. This room has stone flag flooring.

Laundry & Drying Facilities

A fully equipped laundry room with washer and dryer is located on the lower ground floor. The floor in here is stone flags.

Games Room

Our games room is located on the lower ground floor; this room has a flag stone floor which is uneven.

Bedrooms and Bathrooms

Rooms without en-suite have a washbasin, most of which are fitted with a lever tap. All bedrooms are carpeted, and well lit with ceiling and individual bed lights. All bedrooms have bunk beds. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. The standard showers have a step up to enter.

Lower Ground Floor

Accessed down 16 steps:

- One 5-bedded en-suite room

Ground floor

- One accessible 5-bedded room (a double with a single over the top and a bunk)
- Two 2-bedded rooms

- Three 6-bedded rooms
- One accessible shower room, with grab rails, lever taps, fold down shower chair and emergency cord. Transfer to the WC and shower is right-handed. The room is an irregular shape effectively combining a 1.6m x2.4m space for the WC and a 1.5m x 1.6m space for the shower.
- Two showers accessed off the main corridor for use by all guests
- One unisex toilet accessed off the main corridor for use by all guests

First Floor

The staircase to the 1st Floor has 3 flights, each of 8 steps. There is a handrail fitted on one side (the right hand side when going upstairs).

- Four 2-bedded rooms
- One 3-bedded room (double bed with single bunk over)
- Two 4-bedded rooms
- Seven 6-bedded rooms
- One 8-bedded room
- Two shower rooms, with toilets accessed off the main corridor for use by all guests
- Three toilets accessed off the main corridor for use by all guests

Grounds & Gardens

We have large terraced gardens laid mainly to lawn, surrounded by mature trees. There are no paths through the gardens. A steep slope separates the upper and middle terrace. The mid-terrace is laid to lawn and part of the car park. There is a vertical drop onto the lower terrace and field which is marked by a hedge and a fence.

Camping

The upper lawn is used as a campground in the summer. There is a short, moderately inclined slope to access the lawn, from which point it is then level. Three picnic benches are available. The hostel's facilities are open for campers to use. Please note that the site is not suitable for caravans or campervans.

Cycle Store

The cycle shed is located in a courtyard to the rear of the house. There is level access via the car park. A torch or headlamp is recommended.

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 call phone 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 shown (in large font) in each bedroom on back of door.
- Mobile phone reception is good within immediate vicinity.
- Wi-Fi internet connection is available to guests.

Contact Information

- Address: YHA Penzance, Castle Horneck, Penzance, Cornwall, TR20 8TF
- Telephone: 0345 3719653
- E-mail: penzance@yha.org.uk
- Ordnance Survey Map 203; Grid reference SW457302.
- Local buses: Lines 6 and 1B / 1C run from the bus station. For the hostel, get off at The Pirate Inn. It is a 7 minute walk to the hostel. For more information see [the First website](#).
- Local accessible taxis: A Cars - 01736 350666; Anytime Taxis - 01736 888888
- Local accessible minibus service "West Penwith Community Bus" call 0845 201 1359 or e-mail wpcommbus@btconnect.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.