



YHA Eden Project Hostel - Access Statement

Introduction

YHA Eden Project (powered by Snoozebox) is a unique place to stay and it's perfectly in tune with its sustainable, eco-friendly surroundings! The modern en-suite bedrooms are made from recycled shipping containers and they're fully kitted out with high spec bathrooms and all the convenient comforts you'd expect from a hostel, even TVs!

We aim to cater for the needs of all visitors in this 228-bed hostel. We have two accessible Snoozeboxes available onsite.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01629 592700 or email [email customer services](mailto:email.customer.services@yha.org.uk). You can also take a virtual tour of our hostel at www.yha.org.uk/hostel/eden-project.

Pre-Arrival

- The nearest rail station is St Austell which is 4.2 miles away.
- The nearest bus stop is 0.7 miles from the hostel. There is a daily bus service which runs accessible buses to this stop.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- During the Eden Project's trading hours you can enter through any gate and follow the signs for the YHA Reception. After the site has closed, the only entrance is via the 'security gate' on Bodelva Road.
- 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

Plenty of parking is available onsite. There are no marked bays, but there is space for guests to park within 5 metres of the access ramp which leads to the accessible Snoozeboxes.

The car park is rough and unsurfaced and is steep in places. We are hoping to have it resurfaced in the near future, but currently the route from the reception marquee to the accessible Snoozeboxes may provide some difficulty.

The distance from the accessible Snoozeboxes to the reception marquee is approximately 25 metres. 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

Our reception is located in a large marquee just to the left of the entrance. To enter the marquee there is a ramp up through a set of manual double doors. There is a level floor through the marquee, leading to a ramp into reception. The floor in reception is level and surfaced with laminate flooring. The area is evenly lit with ceiling fluorescents.

The reception desk has a low level service section. There is also seating in the form of armchairs, along with tables. Seating without armrests can be brought in from the lounge outside. Snacks, sandwiches, and hot and cold drinks are also served from here.

Café Bar/Lounge

Our modern lounge area is located to the front of the marquee. The floor is level throughout and surfaced with timber. The area is well-lit with ceiling lights. There are tables and chairs with and without armrests available here. This is where guests can receive their breakfast boxes.

Circulation between furniture may be limited in some sections, but all furniture is moveable; please just ask at reception if you need assistance. If you purchase any food or beverages from reception and require assistance to take these to a table, again please just ask and we will be happy to help.

We can cater for particular dietary requirements; please call the hostel and discuss these in advance and we will do our best to provide alternatives.

External Public Areas

The site has a slight slope, and it is surfaced with hard packed dirt and gravel. The distance from reception to the accessible Snoozeboxes is a maximum of 30 metres. The furthest standard Snoozebox is within 100 metres of the reception tent.

There is a fixed ramp leading to the walkways where the accessible Snoozeboxes are located. The remaining walkways can be accessed by steps; there are between 3 and 5 steps depending on the walkway. The walkway itself is level and has a non-slip surface. They are well-lit at night. There is a hand rail on one side.

Public WCs

The only WCs in the hostel area are located in the Snoozeboxes themselves. There are public facilities in the car park of the Eden Project, including accessible and Changing Places bathrooms.

The Snoozeboxes

All of the Snoozeboxes are en-suite and also contain a television. They are fully air-conditioned for your comfort. The bedroom area in each is lino floor and well-lit with ceiling and individual bunk lights. All bedding is provided.

The door between bedroom and bathroom is a sliding door. The bathrooms have fluorescent lighting and non-slip flooring. All bathrooms are 'wet rooms' and do not have any steps.

We have:

- Two accessible 2-bedded Snoozeboxes. These contain a double bed. The bathrooms are fitted with grab rails, emergency cords and low sink with a single mixer lever tap. There is also a fold down chair in the shower. Transfer onto the toilet is left-handed in one room and right-handed in the other.
- 54 4-bedded Snoozeboxes

Grounds and Garden

There are no grounds or gardens belonging to the hostel; however, we are set in the grounds of the Eden Project where there are footpaths and cycle routes, alongside the fantastic Eden Project itself.

To enter the central Eden Project area, guests will be required to purchase an Eden Project entry ticket. Entrance tickets are available to purchase directly from YHA as part of a hostel booking, and they give guests unlimited access to the Eden Project for the entirety of their stay!

Cycle Shed

Our cycle shed is located next to reception- there is a slight slope to access it.

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 available on reception from 7am-10am and then from 2pm-11pm. During the night there is an out of hours emergency number on the door to reception and staff are accommodated 150m away.
- 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 in the immediate vicinity is good.
- Wi-Fi is available at this hostel.

Contact Information

- Address: Eden Project, Bodelva, Cornwall, PL24 2SG, UK.
- Telephone: 01629 592700
- Email: edenproject@yha.org.uk
- Grid reference SX04879 54940
- Hours of operation: Reception is open from 7am-10am and then from 5pm-23pm.
- Local buses: Catch the 527 from Newquay or St Austell and get off in the car park at the Eden Project.
- Local accessible taxi: White River Cars – 01726 211362.
- Accessible attractions: The Eden Project – Please see [Eden Project's access statement here](#).

Future Plans

We are hoping to resurface the car park this year, in order to make it easier to get about.

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.