



YHA Ambleside - Access Statement

Introduction

Whether you're visiting the lakes to indulge in outdoor pursuits, or to admire the stunning views by the lakeside with a cup of tea, YHA Ambleside is the perfect base for your trip. Less than a mile outside of the charming village of Ambleside, the hostel also provides easy access to walking, climbing and water sports in the area.

We aim to cater for the needs of all visitors in this 240-bed hostel; a 4-storey building located on the waterfront of Lake Windermere. This hostel has an accessible en-suite bedroom on the ground floor.

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

Pre-Arrival

- The nearest rail station is Windermere which is 4.6 miles away.
- The nearest bus stop is Waterhead and is located approximately 320m away. There is a frequent bus service which has wheelchair access.
- There is a taxi company with accessible taxis in the area. These must be booked in advance via the number below.
- 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 (details at end of document).

Arrival and Car Parking Facilities

Car parking is available on site and there are two marked blue badge parking bays; please let the hostel know if you would like this reserving for you. Please note that this car park is controlled by an ANPR parking system. Upon arrival, motorists are required to validate their presence by entering their car's registration number at reception.

Access from the car park to the hostel is across a hard, level, tarmacked car park. The entrance is reached either via 6 shallow steps without a handrail or a ramp with a handrail on each side. The car park does not have any lighting.

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 & Reception

A set of manual double doors, which open outwards, leads into the entrance from the stairs, and a single manual door provides access from the ramp.

From the main entrance door, there is level access over to the ground floor reception via a double door, which is often propped open. The reception is well lit with ceiling lights.

There is an induction loop at reception. We also have a vibrating pillow alarm which is kept at reception; please ask us if you would like this when checking in.

Public Areas

General

There is a good colour contrast to floor, walls and doorways throughout the building. The floors are mostly hard covered in the public areas, with some carpeted areas in the bar, and carpet tiles in the accommodation areas.

All of our corridors are well lit with ceiling lights and glass doors are patterned.

Public WCs

A wheelchair accessible WC is available on the ground floor, at the rear of the café bar area. This has left-handed transfer. The ground floor also has five more unisex WCs. All bathrooms are well lit with fluorescent lighting and have non-slip flooring. Taps in the accessible WC are single mixer lever taps.

Café Bar

The Café bar has level access via the reception and has a range of low and high level seating, including chairs with and without arm rests. Most tables and chairs are moveable, so if you would like help with this please contact a member of staff.

Access to the lower level bar area and outside terrace is down two steps where a further mix of soft and hard seating is available.

Table service is available, please ask at the reception or bar.

Lounges

We have two lounges both situated on the ground floor with level access via the dining room and servery. There is a range of comfortable soft seating with and without arm rests. The small lounge has a wall mounted TV. The large lounge is equipped with data projector and white screen.

The lounges are carpeted. Both are well lit with ceiling lights.

Dining Room

The dining room is accessed via the main entrance and provides level access into our main dining area. This room is equipped with a range of tables and chairs, including bench style seating and backed chairs. All tables and chairs are moveable; please ask a member of staff if you would like furniture moving for your needs.

The flooring is laminate, and the room is well-lit.

The servery is low level but table service is available if you require it. 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

Our large self-catering kitchen is located on the ground floor with level access from the back corridor and lounge.

The ovens have drop down doors and the sinks have lever taps. Crockery is located on high wall mounted shelves but can be moved to lower storage on request.

A self-catering dining area is provided next to the self-catering kitchen, offering a range of tables and chairs.

Laundry & Drying Facilities

Our laundry and drying rooms are located on the ground floor, providing level access from the main entrance.

Bedrooms and Bathrooms

There are a range of bedrooms available at YHA Ambleside. All of the bedrooms without en-suite bathrooms have a sink with lever taps. All bedrooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided and all beds made.

All of the bathrooms are well-lit and have non-slip flooring. The standard showers have a step up to enter.

Due to the age and history of this building, there are a number of steps up and down on the upper floors. There are two staircases in the hostel. **There is no lift in the hostel.**

Ground Floor

Here we have a four-bedded room (one double bed and one bunk), which has level access through from the main entrance and to all other communal areas. This room has

an en-suite bathroom which is accessible with a wheelchair. Transfer onto the toilet here is also left handed.

First Floor

There are 17 steps on the main staircase to the first floor and 16 on the other staircase.

We have a variety of different room types, sleeping 2 to 6 people. Some of these have en-suite bathrooms. There are also shared showers and WC accessed from the corridor.

Second Floor

There are 16 steps on the main staircase to this floor and 17 on the other staircase.

We have a variety of different room types, sleeping 2 to 6 people. Some of these have en-suite bathrooms. There are also shared showers and WC accessed from the corridor.

Third Floor

There are 15 steps on the main staircase to the third floor and 14 on the other staircase.

We have a variety of different room types, sleeping 1 to 6 people. None of these have en-suite bathrooms. All shower and WC facilities are shared and can be accessed from the corridor.

Grounds & Gardens

There is access to the garden from the car park. There are two shallow steps down to a paved path which leads on to the sloping bank at the side of Lake Windermere. Here on the grass we have some picnic benches. There are a further 2 deep steps at the end of the path which lead down to the tarmacked path on the waterfront, where you can find further picnic tables.

Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- The hostel is staffed 24 hours. There is an emergency phone on each floor which goes through to reception should you need assistance during the night.
- Emergency lighting and fire alarms fitted. Arrangements for guests needing assistance to evacuate in case of fire should be discussed beforehand.
- Evacuation procedures shown on information board in each bedroom.
- Mobile phone reception within the hostel depends on the service provider; however, it is usually good outside the hostel.
- Wi-Fi internet connection is available to guests on the ground floor

Contact Information

- Address: YHA Ambleside, Waterhead, Ambleside, Cumbria, LA22 OEU
- Telephone: 0345 3719620
- E-mail: ambleside@yha.org.uk
- Ordnance Survey Map OL7; Grid reference GR377031.
- Local buses: Stagecoach lines 555 and 599 run from Ambleside. Times can vary depending on day/time of year. For more information [see the Stagecoach Buses website](#).
- Local accessible taxis: Blue Star Taxis - 015394 723670

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.