



YHA Buttermere - Access Statement

Introduction

Want to escape from summer crowds, or explore this quieter corner of the Lake District on a weekend getaway? YHA Buttermere is a lovely, rural retreat in an unrivalled location half a mile above Buttermere village. The hostel boasts superb views of Red Pike and High Stile, and is close to walking, mountain biking and climbing routes for all abilities.

We aim to cater for the needs of all visitors in this 66-bed hostel; a 4-storey building which is set in stunning surroundings overlooking Buttermere. 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 Harrington which is 17.6 miles away. Penrith (26 miles away) is on the main West Coast line.
- The nearest bus stop is within 30 metres of the hostel. From Easter to October half term there is a bus service which runs from Keswick 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 roads approaching and surrounding the hostel are surfaced with tarmac and can be steep and hilly in places. There are no pavements or street lighting. From the main road there are two steep, gravel entry points into the car park (one at 1:8 for 17 metres and the other at 1:8 for 10 metres).
- 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

There is onsite parking for about 20 cars. There are no marked bays but we would be happy to reserve a space close to the main entrance if required. Alternative free parking is available approximately 200 metres from the hostel. Guests can be dropped off in front of the main entrance.

The car park is surfaced with gravel and slopes moderately towards the road. Spaces in front of the entrance are mostly level. There is some lighting provided by external wall lights, but spaces around the side of the building can be dark at night.

The gravel runs right up to the entrance. 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 (approximately 125mm high) up from the car park into the porch, followed by a level threshold through two sets of manual double doors. The first set open outwards and the second open inwards into the hostel. Both have a width of 590mm per leaf. The reception is then just to the left of these doors.

The reception lobby is level throughout and has carpet flooring. The area is well-lit with ceiling lights. There is a low level section on the reception desk. In the hallway nearby there are two sofas. There is also a payphone and an emergency phone to connect to a member of staff (on site) at night.

Public Areas

Halls and Corridors

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 throughout is short pile carpet.

There is no lift at YHA Buttermere; access to the upper floors is by stairs only. The stairs are carpeted and have a handrail fitted to one side. To the third floor the staircase is very steep and narrow.

Public WCs

There are three WCs on the ground floor. Two have level access from reception. The other is accessed via 5 steps. Unfortunately none are accessible to modern standards. All WCs are well-lit and have non-slip flooring.

Lounge

Our lounge is located on the first floor and has level access from the stairs via a single leaf door. There are 17 steps to this floor. The floor is level and covered with short pile carpet. The room has large windows which let in natural light during the day, and there are ceiling lights at night.

The lounge is furnished with coffee tables, sofas and chairs with and without armrests.

All furniture can be moved; please just ask at reception if you require assistance.

Dining Room/ Bar

The dining room is located on the ground floor and has level access via a single leaf door. It is level throughout and has carpet flooring. It is well-lit with wall and ceiling lights. Our bar, which serves hot and cold drinks along with local ales and wines, can also be found here.

There are 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 are 5 steps up to this room from the reception lobby. The floor is level throughout and surfaced with non-slip lino. There is even lighting provided by ceiling lights.

Kitchen facilities include 2 gas ranges (4 hobs) and one electric oven, a microwave, toaster, cordless kettles, fridges and freezer 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.

Laundry and Drying Facilities

The laundry room is located towards the rear of the building. Internally it is accessed via 5 steps. In the room there is a boot rack, a coin operated washing machine and plenty of hangers for clothes. The floor is painted and can become slippery when wet. Staff are happy to assist with equipment if required.

Bedrooms and Bathrooms

All bedrooms contain bunk beds and a washbasin. None of the rooms is en-suite. 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. There are no WCs or showers on the third floor.

Ground Floor

- Two WCs

There are 5 steps up to:

- Three showers and one WC

First Floor

There are 17 steps to:

- Two 2-bedded rooms
- One 4-bedded room
- Two 6-bedded rooms
- One WC and two showers

There are a further 4 steps up to:

- Two 4-bedded rooms
- Two WCs

Second Floor

There are 16 steps to this floor.

- One 4-bedded room
- Three 6-bedded rooms
- One 8-bedded room
- Three WCs and three showers

Third floor

There are 13 steps up to this floor. There is limited head space on this staircase.

- One 2-bedded room
- One 6-bedded room

Grounds and Garden

We have wooded grounds next to buildings (approximately 1 acre) which slope down from the Northeast. A short section of gravelled pathway leads to a picnic area with two tables. There are three 4-seat benches with armrests in the open fronted porch at the main entrance.

The cycle shed is 25 metres from the main entrance, connected by the gravel car park.

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).
- 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 poor within the immediate vicinity.
- Wi-Fi is not available at this hostel.

Contact Information

- Address: YHA Buttermere, Buttermere, Cockermouth, Cumbria. CA13 9XA.
- Telephone: 0345 3719508
- Email: buttermere@yha.org.uk
- Ordnance Survey Map 89; Grid reference NY178168.
- Local buses: Catch the 77 (Honister Rambler) from Keswick and get off at the Youth Hostel in Buttermere.
- Local taxi: Whiteline Taxis Cumbria - 01946 66111

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.