



## YHA Canterbury Access Statement

### Introduction

Located in the heart of the Cathedral city of Canterbury, YHA Canterbury is ideal as a base to explore the city's attractions, or as a stop on your way down the Pilgrims Way. The city centre is 1 mile from the hostel along a level road with pavements and street lighting.

We aim to cater for the needs of all visitors in this 74-bed hostel; a refurbished 4-storey Victorian villa located just outside the city wall. We have three bedrooms on the ground floor, but none are accessible to modern standards.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01227 462911 or email [canterbury@yha.org.uk](mailto:canterbury@yha.org.uk). You can also take a virtual tour of our hostel at [www.yha.org.uk/hostel/canterbury](http://www.yha.org.uk/hostel/canterbury).

### Pre-Arrival

- The nearest rail station is Canterbury East which is 1.3 miles away.
- The nearest bus stops are within 350 metres of the hostel. There is a frequent service with low level access.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The hostel is located on New Dover Road, which is level with even pavements on each side. There is street lighting along this road at night.
- The nearest shop-mobility scheme is Canterbury Shop-mobility ( $\frac{3}{4}$  of a mile away), 14 Gravel Walk, CT1 2TF - 01227 459889.
- The hostel's details can be seen on YHA's website [www.yha.org.uk](http://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 limited on-site parking, there are marked bays on a first come, first served basis. Alternative parking is available on Rochester Avenue or St Lawrence.

You can also catch the Park and Ride from New Dover Road, which stops close to the hostel.

The car park has a very slight slope away from the hostel and it is evenly tarmacked. There is lighting from the street light just across the road. 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 no level access to the hostel. There are two steps up to a wide single leaf door. A portable ramp is available on request. The entrance door is on an automated time system, so it opens only during Reception hours; during the day please use the access door round the right side of the building, down the stairs to the basement level. There is a fixed welcome mat for approximately 3 metres and then carpet.

The reception is on the ground floor and has level access through a single leaf door. The floor is carpeted and there is a sofa in the hallway outside. The lounge is also located nearby. There is limited space for a wheelchair user to manoeuvre.

There is no low level service section on the reception desk, but there is a portable induction loop and vibrating pillow alarm available on request.

## Public Areas

### Halls, Corridors and Stairs

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs, landings and lifts are well-lit using a combination of ceiling and wall lights.

The flooring is short pile carpet in all of the corridors. There is no lift at YHA Canterbury, so access to the upper floors is by stairs. The stairs are carpeted and have contrasting non-slip nosing but can be narrow in places. There is a hand rail on one side.

### Public WCs

There is one unisex WC on the ground floor, which is not accessible to modern standards. There is level access from the entry hall; it is well-lit and has non-slip flooring.

### Lounge Bar

The lounge is located on the ground floor and has level access from the hallway via an open doorway. The floor is short pile carpet and the room is well-lit with ceiling lights. There are sofas, armchairs and low coffee tables available here, which are moveable.

The colour contrast in this room is not as good; the carpet is dark blue and so are the walls, although the skirting boards are white.

Hot and cold drinks are served in here via a service hatch which is high level. We can provide table service; please request this in advance and we will be happy to help.

## Dining Room

The dining room is located on the lower ground floor which is accessed by a narrow flight of stairs. There is a level threshold through a wide, open doorway. There is parquet flooring and the room is well-lit with wall lights.

There are wooden tables, straight backed chairs without armrests and bench style seating. All furniture is moveable and we are happy to assist with this.

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 lower ground floor and has a level threshold through a single leaf door. There is non-slip lino flooring and the room is evenly lit.

The kitchen is equipped with 3 electric ovens and hobs, a fridge-freezer, toaster, kettle, cutlery and crockery. The work top is at 3'6".

Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required. Staff are available at the reception for advice on equipment use.

## Laundry and Drying Facilities

The laundry room is located on the lower ground floor and has a level threshold through a single leaf door. The flooring is laminate and the room is well-lit. Guests have use of the washing machine and dryer, we also have small lockers located in the laundry room and hanging space for drying. Reception sells laundry powder and tokens to use these facilities however it does accept coins as well.

## Bedrooms and Bathrooms

All rooms without en-suite 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. Sinks are fitted either with level taps or push taps.

## Lower Ground Floor

There are 11 steps down to this floor. On this floor we have:

- One 6-bedded room
- Two unisex WCs
- Two unisex showers

## Ground Floor

There is level access to:

- One 4-bedded en-suite room
- Two 6-bedded en-suite rooms
- One unisex WC

## First Floor

There are 22 steps up to this floor. On this floor we have:

- One 4-bedded room
- Two 6-bedded rooms
- Two 4-bedded en-suite rooms
- One 6-bedded en-suite room
- Two unisex showers
- Two unisex WCs

## Second Floor

There are 20 steps up to this floor. On this floor we have:

- One 2-bedded room (there are a further 4 steps up to this room)
- Two 4-bedded rooms
- One 6-bedded room
- One 6-bedded en-suite room
- Two unisex shower
- Two unisex WC

## Deluxe Cabins

We have three large, deluxe cabins which are located behind the hostel. Each cabin sleeps 4 to 5 people in a double bed with a single bunk over and an additional set of bunk beds. All bedding is provided.

There is a kitchenette and an en-suite toilet and shower inside the cabin. Guests also have 24 hour access to the facilities in the main building.

The cabin village can be reached from the car park via a level, paved path. The path runs into the garden and there is a paved path leading to each of the three cabins. The path and the site are lit during the night.

To enter the cabins there is a step into the porch, followed by a raised threshold into the cabin. There is a raised threshold between the bedroom and the bathroom and there is a step into the shower tray.

## Grounds and Garden

We have approximately 0.25 acres of garden accessed via a hinged gate at the side of the building. Level access can be granted via pathway access round the right side of the building. It is mostly level and laid to lawn and there are three 4-seat benches available.

## Cycle Store

Our cycle store is approximately 15 metres from main entrance, around the side of the hostel. There is level access via a wide tarmac 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 during Reception hours. Access via emergency phone in the entry hallway which links directly to hostel management.
- 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 within the immediate vicinity is good.
- Wi-Fi internet connection is available to guests.

## Contact Information

- Address: 54 New Dover Road, Canterbury, CT1 3DT.
- Telephone: 0345 371 9010
- Email: [canterbury@yha.org.uk](mailto:canterbury@yha.org.uk)
- Ordnance Survey Map 179; Grid reference TR157570.
- Local buses: Lines 18B, 16 and 15A have low level access. For the hostel get off at Canterbury, opp. St Lawrence Street. For more information see the [Stagecoach website](#).
- Park and Ride: Please see the [Canterbury Council website](#).
- Local taxi: Green Light Taxi - 01227 204737

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.