



YHA Helmsley - Access Statement

Introduction

Whether you want the stunning scenery and history of the North York Moors, the attractions of the seaside or the cultural delights of the city of York, then YHA Helmsley is the ideal base. Located in one of the prettiest market towns in North Yorkshire, this cosy purpose built property provides a perfect base to explore this unique region overflowing with history, heritage and unrivalled scenery.

We aim to cater for the needs of all visitors in this 40-bed purpose built, 2-storey hostel. The hostel is in a residential area of the popular market town of Helmsley, the gateway to the North York Moors National Park. We have two ground floor rooms; one of these is wheelchair accessible with fully equipped en-suite bathroom.

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 Thirsk which is 16 miles away. From here there are no direct bus services, only taxis. If travelling by bus, it's best to come via either York (Service 31X direct) or Malton (Coastliner Service to Pickering and then Service 128 to Helmsley).
- The nearest bus stop is within 160 metres of the hostel. There is a bus service which usually runs accessible buses to this stop.
- There are taxi companies in Thirsk and Malton which can provide accessible taxis when booked in advance. For details please see the contact information section.
- The streets approaching the hostel are level and there is street lighting. A narrow pavement runs the majority of the route.
- The hostel's details can be seen on YHA's website www.yha.org.uk; please click on the Maps and Directions tab 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 parking for 9 cars on the grass covered car park on site. The turf is uneven in places, but level and supported by large plastic grids. There are no marked bays, but we would be happy to reserve a space close to the hostel if required.

From the car park it is approximately 10 metres to the main entrance, over level grass and then a level tarmac drive. Directly outside the entrance are paving stones. Please note that there is a bollard at the end of the drive to the left of centre.

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

To enter the hostel there is a set of manual double doors (width 700mm per door) which open inwards. There is a 20mm lip over the threshold and onto a fixed door mat in the reception lobby.

The reception desk is at 910mm high. An induction loop is available on request. There is also a payphone available here. In the reception area there is an emergency phone to contact a member of staff at night. The floor in this area is level and surfaced with non-slip lino.

We have a wooden bench here for guests to use (29cm wide at 45cm height from floor).

Public Areas

Halls, Corridors and Stairs

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 downstairs is polished wood. On the first floor it is surfaced with carpet.

Unfortunately we do not have a lift, so access to the first floor is by stairs only. The stairs are stone and are painted red. There is a handrail on both sides, as well as a ribbed mat at the top and the bottom. There are 14 steps to the first floor.

Common Room

The common room is located on the ground floor and has level access from reception via a single leaf door (opening width 800mm). This large open plan room contains our dining room and lounge in a bright conservatory.

The floor is level throughout and is surfaced with polished wood. There is one rug laid out in the conservatory. The room is furnished with coffee table, sofas and armchairs. There are also dining tables and straight back 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 just off the common room and has level access via an open doorway (1410mm wide). The floor is level and surfaced with non-slip lino. The room is well-lit with ceiling lights.

The kitchen is equipped with two domestic sized gas ovens (each with a grill and four gas rings), two microwaves, two fridges, a freezer, a toaster, cordless kettles and a range of kitchen utensils, crockery and cutlery. Crockery and cutlery are kept in low shelving units. We would be happy to move these to lower storage if required.

The cookers are at a height of 890mm. There is a low work surface at 690mm on which a portable set of hobs can be used. The sinks are fitted with lever taps.

Laundry and Drying Facilities

The laundry room is located on the ground floor, just off the cycle store. There is a washing machine, but no tumble dryer, and there is also sink for washing clothes. Access into the drying room can be tricky; please ask for assistance on reception and the staff will be happy to help.

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. Each bed also has a socket and twin USB charging points. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. The standard showers have a 190mm step up to enter. The sinks are all fitted with lever taps.

Ground Floor

To reach these rooms there is a door (900mm) into the stair well from the dining room.

- One accessible 3-bedded room (bunk bed and a single bed) with an accessible en-suite bathroom. The door to the bedroom is 900mm wide. There are emergency pull cords in the bedroom and bathroom. Transfer to the toilet is left-handed.
- One 6-bedded room

First Floor

- Two 4-bedded rooms
- One 5-bedded en-suite room (one bunk and one single over a double)
- Three 6-bedded rooms
- Three WCs and four showers

Grounds and Garden

Our garden can be accessed from the conservatory, down 2 wide steps (14cm high each). There is no handrail for these steps. There is grass around the side of the building, which is uneven in places. Picnic benches are available for guests to use.

Cycle Shed

The cycle shed is located to the front of the hostel within 10 metres of the main entrance. There is a level paved path from the main entrance to the store.

Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel or the grounds.
- Reception is open from 8am until 10am and then from 5pm until 9pm. At night a member of staff can be contacted via the emergency phone in Reception.
- Braille signs are fitted on room doors and corridor doors.

- 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 hostel is good.
- Wi-Fi is available throughout the building at this hostel.

Contact Information

- Address: YHA Helmsley, Carlton Lane, Helmsley, North Yorkshire, YO62 5HB.
- Telephone: 0345 3719638
- Email: helmsley@yha.org.uk
- Ordnance Survey Map 100; Grid reference SE616840.
- Local buses: Catch the 128 from Pickering/Scarborough and get off at Carlton Road/Garage in Helmsley. For more information see the East Yorkshire Motor Service website (www.eastyorkshirebuses.co.uk/services/EY/128). Apart from the bus leaving at 1533, Service 31X from York only stops in the market square (400 metres from hostel). See Reliance website for service times (www.reliancebuses.co.uk or 01904-768262). For the Coastliner Service which runs between Malton train station and Pickering visit; www.transdevbus.co.uk/coastliner/services
- Local accessible taxis: Syd's Taxis Thirsk (www.sydstaxis.co.uk or 07807-726583), SCL Taxis Thirsk (www.scltaxis.co.uk or 07971-410412) or Station Taxis Malton (www.taxisinmalton.com or 01653-696969).

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.