



YHA Ilam Hall – Access Statement

Introduction

If it's an unforgettable family holiday that you're looking for, this National Trust property is the one for you. Stay in this huge Victorian gothic manor house, sitting in 84 acres of country parkland on the River Manifold, and enjoy a jam-packed activity holiday or relax and unwind away from the hustle and bustle of the city. Just 5 miles from Ashbourne, the hostel can be found at the end of a long, winding level drive which takes you through some of the beautiful surrounding parkland.

We aim to cater for the needs of all visitors in this 118-bed hostel; a listed building which is set within the National Trust Ilam Park Estate. Accommodation at YHA Ilam is split over three levels. The hostel's accessible rooms are accessed externally from the main hostel and comprise of two large accessible bedrooms, each with an accessible en-suite bathroom with grab rails and shower seating.

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/ilam-hall.

Pre-Arrival

- The nearest railway stations are Uttoxeter which is approximately 15 miles away, and Buxton and Derby which are approximately 20 miles away.
- The nearest bus stop is in Thorpe village approximately a mile from the hostel.
- Moorlands Connect is a bus service with accessible buses which can take you to the hostel from Ashbourne and surrounding Peak District Villages. This must be booked in advance; contact details are provided below.
- There are a number of Taxi services that will collect and drop off at the hostel doors; contact details are provided below.
- The hostel is located at the end of a level, but winding, drive approximately 320 metres long. The drive is even and tarmacked, but it is unlit so please bring a torch if you are arriving on foot or by bike after dark. The road before the drive is also level and even, with small sections of pavement, but again there is no street lighting.
- 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 transport options.
- You can contact the hostel by phone or e-mail (please see the contact information section).

Car Parking and Arrival

There is ample parking in the National Trust car park less than 200 metres from the hostel (National Trust charges apply). For guests with limited mobility, some parking is available immediately outside the hostel - please just call us if you would like a space reserving.

Access from the main car park to the hostel is sloped with an even tarmacked surface. The car park is unlit, as is the approach to the hostel. 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

The main entrance has 2 shallow steps up to large, double leaf wooden doors which remain open in to an entry hall, followed by another manual, single leaf door. There is an intercom at this door if assistance is needed. A further 7 steps lead up to the ground floor and reception area. There is a stair lift with roll on platform available to use at this point. The floor in the entry hall is stone slabs, carpet on the stairs and then polished stone at the top.

From the top of the steps the reception area is level throughout. There is a lower level service point at the reception desk. Soft seating with armrests, cushioned stools and low tables are available nearby. The area is well-lit with ceiling spot-lights.

Step-free access into the hostel is available via the dining room through a single leaf manual door; from here there is level access through to the reception. This access has a bell to call for assistance if required. There are no hand rails at this access point.

Public Areas

Halls and Corridors

There is a good colour contrast to floor, walls and doorways throughout the building. All public areas are well-lit with a combination of ceiling and wall lights. The ground floor corridors have polished stone flooring and there is carpet with contrasting nosing on the stairs. The corridors on the upper levels are also carpeted.

Public WCs

We have one accessible, unisex WC adjacent to the main reception on the ground floor. It is well lit with fluorescent lighting, and has non-slip flooring. The sink has a lever tap fitted. This WC has drop rails and assistance rails by the toilet sink and on the back of the door. It has left-handed transfer.

Dining Room

Our dining room is located on the ground floor and has level access from the reception area. There are double leaf wooden doors which are usually open and there is a wide entrance without doors further down the corridor. The floor is surfaced with laminate and the room is well-lit with wall and ceiling lights.

The furniture is flexible wooden chairs (without armrests) and tables. All of the furniture can be moved; please ask if you would like any help with this. The server is directly opposite, across the corridor.

Table service is available in the dining room if requested in advance at Reception. We are happy to cater for dietary requirements or any particular likes or dislikes. Please advise us of these before your arrival.

Lounge

The lounge is located on the ground floor next to the dining room (opposite reception), with level access from the corridor. It is furnished with sofas, soft chairs with armrests, cushioned stools and low level coffee tables. The furniture is adequately spaced to allow wheelchair access and items can be moved if required. The flooring in this room is carpet, and the room is well-lit with ceiling and standing lamps.

Games Room/ Function Room

The games room is located at the top of a flight of seven steps from the ground floor. There is a stair lift available for use at these steps. This area has a hard laminate floor with a range of wooden tables and straight backed chairs. There is a ping pong table and a table football table. It is well-lit with natural light during the day and wall lights at night.

Quiet Room

The quiet room can be accessed via the games room, up two additional shallow steps. This is a large room with a similar range of furniture to the lounge. The floor is carpeted and the room is lit with standing lamps and a large chandelier.

Self-Catering Kitchen

The self-catering kitchen is located in the basement. There is a flight of 15 steps down from the ground floor. Alternatively, access is available from an external door with one step up to enter. We do not currently have a portable ramp for this step. The doors are usually locked; please ask a member of staff to assist with opening these doors.

The kitchen is equipped with 3 gas hobs, 2 sinks and 2 fridges. The height of the worktop is 93cm/36.5 inches. The flooring is tiled throughout. There is a small dining room with tables and wooden chairs without arm rests. If a lower dining table is required please ask at reception.

Laundry & Drying Facilities

The laundry room is located in the basement. There is level access to this room via the self-catering dining room. There is an uneven tiled floor in this room which has a washing machine with a dryer above it. We are happy to assist in the use of equipment.

Meeting Rooms

We hire out the small lounge opposite reception, as described above, and the games room area as meeting rooms. These have the access arrangements mentioned above. Wi-Fi is available in these two areas.

We have one classroom on first floor of the hostel, this is reached via a flight of stairs comprising of 14 steps. Unfortunately there is no chairlift to this room. There are tables and chairs without arms in this room. The furniture can be moved easily; please ask at reception if you require assistance. This room has access to a unisex WC via 1 step. This is a narrow unisex WC facility.

Bedrooms and Bathrooms

There are a range of bedrooms available at YHA Ilam Hall, spread across the main hostel building and an external lodge building. All of the bedrooms are carpeted and lit with ceiling lights and individual lights at the head of the bunk. All bedding is provided.

Rooms without en-suite all contain a small washbasin. All standard showers have a small step up to enter.

Main Building

First Floor

Due to the age of this building, the first floor has steps up and down the corridor in places.

- Four 4-bedded rooms
- One 6-bedded room
- Three 8-bedded rooms
- One 12-bedded room
- One 2-bedded en-suite room
- One 3-bedded en-suite room
- Four 4-bedded en-suite rooms
- Three 6-bedded en-suite rooms
- One 8-bedded en-suite room
- Five showers accessed off the main corridor
- Four WCs accessed off the main corridor

Second Floor

- One 3-bedded en-suite room
- One 6-bedded en-suite room

Lodge Building

Ground Floor

One of the accessible en-suites has left-handed transfer, and the other is right-handed.

- One accessible 3-bedded room with accessible en-suite
- One accessible 4-bedded room with accessible en-suite

Grounds & Gardens

The hostel is situated in extensive grounds belonging to the National Trust and open to the public.

Some areas are suitable for wheelchair access please see contact details below for National Trust White Peak Estate for further information.

There are a number of benches at various points on the higher level of the grounds.

Cycle Store

The cycle shed is approximately 37 metres from the dining room entrance to the hostel and is a similar distance from the ground floor bedrooms. Access is via a level, paved 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 on site, including at night (contact via emergency telephones, at reception, outside back door to hostel, and from ground floor bedroom area and first floor).
- 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.
- There is no mobile phone reception at Ilam Hall, but there is a pay phone situated in main hostel on the ground floor.

- Wi-Fi internet connection is available to guests.

Contact Information

- Address: Ilam Hall, Ilam, Ashbourne, Derbyshire, DE6 2AZ
- Telephone: 0345 3719023
- Fax: 0870 770 5877
- E-mail: ilam@yha.org.uk
- Website: www.yha.org.uk
- National Trust Website: [Please see the National Trust website here.](#)
- Ordnance Survey Map 119, Grid Reference SK131506
- Local buses: To book the Moorlands Connect service, or for more information please call 0300 1118003.
- Local accessible taxis: Ashbourne Taxi - 01335 345198; ATC Taxi - 01335 343928

We would welcome your feedback to help us to continue making improvements. If you have any queries or if you would like to make any comments please telephone 01629 592700 or email ilam@yha.org.uk.