



## YHA Lands' End - Access Statement

### Introduction

Just five miles north of Land's End, this Youth Hostel accommodation is a great place for an activity break or to relax after exploring west Cornwall's many attractions. YHA Land's End is tucked away in the peaceful Cot Valley, with fine views to the sea and a five minute walk to the South West Coast Path - perfect for a value family break. The coast and great countryside are nearby, so it's equally good for surfing breaks, birdwatching and walking holidays.

We aim to cater for the needs of all visitors in this 33 -bed hostel; a 2-storey building situated in its own grounds, on the southern side of the Cot Valley, 5.5 miles north of Lands' End itself. We have ground floor rooms, but none of our bedrooms or bathrooms meets modern standards of accessibility.

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](mailto:customerservices@yha.org.uk).

### Pre-Arrival

- The nearest rail station is Penzance which is 8.5 miles away.
- The nearest bus stop is in St Just, 1.5 miles away. There is a regular bus service which runs to this stop, however the footpath from St Just to the YHA is unsurfaced in places and is fairly steep for short section. A limited bus service also runs to Kelynack which is 1 mile away and the walk is then along a tarmac road with a short steep section.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The road leading to the hostel is a hill and can be steep in places. It is surfaced with tarmac, but there are no pavements or street lights.
- The hostel's details can be seen on YHA's website [www.yha.org.uk](http://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

We have onsite parking for 10 cars. There are no marked accessible bays, but we would be happy to reserve a space close to the main entrance for you if required. The car park is mostly level, although there is a slight slope. It is surfaced with tarmac.

The tarmac runs right to the main entrance which is approximately 10 metres from the closest space. If you let us know what time you are coming we will do our best to provide assistance moving to and from cars.

The car park and the hostel building entrance are lit at night, though the driveway entrance is not.

### Main Entrance and Reception

There are three stone steps, without a handrail, up into the porch. There is then a shallow step through a single leaf door which opens inwards into the porch. There is then a 3cm high step into reception through another single leaf door.

A portable induction loop is available on request at the reception desk.

The porch floor is tiled whilst reception is carpeted.

### 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 only exception is the corridor to the self-catering kitchen which is in the conservatory and so can be dark at night.

The corridor flooring on the ground floor is either carpet or Victorian tile. The flooring in the first floor is carpet.

Unfortunately, we do not have a lift at the hostel, so access to the first floor is by stairs only. There are 15 steps to the first floor. The stairs are surfaced with carpet and have non-slip rubber nosing. There is a handrail fitted to one side.

#### Public WCs

There are two unisex WCs on the ground floor. One has level access from the porch and the other is in the accommodation area, where there is one step up. Neither meets modern standards of accessibility. They both have non-slip flooring and are well-lit.

#### Lounge

The lounge is located on the ground floor and has level access via a single leaf door. The floor is level and surfaced with carpet. The room is well-lit. The room is furnished with

armchairs and coffee tables. There are also sofas. All furniture can be moved; please just ask at reception if you require assistance.

### Dining Room

Our dining room is located on the ground floor and has level access via a single leaf door. The floor is level and surfaced with polished wooden floorboards. The room is well-lit with natural light during the day and by ceiling lights at night.

There are long dining tables and bench seating without arm or back rests. 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. Access to the self-catering kitchen is down one step from the level of the dining room. The floor here is concrete covered with large mats.

There is then one 13cm step up from the access passage through a single leaf door. The floor in the kitchen is level and the floor surface is non-slip linoleum. The room is well-lit with ceiling lights.

The kitchen is equipped with two gas ovens, one with grill and four hobs each, a microwave, two 4-slice toasters, two cordless kettles, four fridges, a small freezer and a range of crockery, cutlery and kitchen utensils. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required. There are three stools in the kitchen.

### Drying Facilities

The drying room is located in the basement. It has an external entrance which can be reached via seven 16cm steps down. There is also a clothesline in the garden.

The drying room floor is concrete. All the steps down are external with a level entrance in to the drying room.

### Bedrooms and Bathrooms

All rooms have a washbasin. Unless otherwise stated, all bedrooms have bunk beds and are not 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 an 18cm step up to enter.

### Ground Floor

From the porch there is a 5cm step up to:

- One double room
- One 6-bedded room (double bed with single bunk over, a set of bunk beds and another single bed.
- One unisex WC and a shower

Accessed either via steep staircase down from 1<sup>st</sup> floor or by external door accessed on level from self-catering kitchen, or via uneven path with two steps from car-park is:

- One 4-bedded en-suite room. There n-suite contains a shower over a bath and a toilet.

### First Floor

- One 2-bedded room
- One 3-bedded room (double bed with a single over)
- Three 4-bedded rooms
- One 6-bedded room
  
- Two WCs and three showers

### Grounds and Garden

We have three acres of lawn and wild garden. There is access to this via the conservatory adjoining the dining room. There is also access via a path around the side of the hostel building. The ground is uneven and there are sloping areas.

There is a bench with a back outside the front entrance and there are 3 picnic tables with benches on the rear lawn. The rear lawn is also used for camping during the summer.

The cycle Shed is 10 metres from front entrance via the car park. It has a concrete floor and uneven one step entrance.

### Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- Staff are available between 8am and 10am, and between 5pm and 10.30pm. Staff can also be contacted in the event of an emergency outside of these hours, and customer services via our payphone.
- 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 poor, but in the immediate vicinity it tends to be good.
- Wi-Fi is not available at this hostel.

### Contact Information

- Address: YHA Lands' End, Letcha Vean, St Just-in-Penwith, Penzance, Cornwall, TR19 7NT.
- Telephone: 0345 3719643
- Email: [landsend@yha.org.uk](mailto:landsend@yha.org.uk)
- Ordnance Survey Map 203; Grid reference SW364305.
- Local buses: Catch the 10 from Penzance and get off in St Just centre. For more information see the [First website](#).
- Local taxi: A Cars - 0800 0238925

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.