



YHA Lee Valley – Access Statement

Introduction

Just a 25 minute train ride from the bustling centre of London, YHA London Lee Valley is the perfect location for a city break or an activity holiday. This lakeside location has easy access to bird watching, orienteering and cycling routes, whilst also being close enough to spend the day touring the main attractions in the capital. The hostel is located 800 metres from the local town of Cheshunt along a level paved road with a pavement which is lit by street lights.

We aim to cater for the needs of all visitors in this 118-bed hostel which is split across five 2-storey log cabins, with a sixth 2-storey reception/ conference building (with lift access), that are situated in the relaxing and peaceful haven of Lee Valley Country Park. There are ground floor bedrooms and two of the lodges have an accessible bedroom with en-suite shower room. Some communal facilities within this hostel are located on the first floor, which can be accessed by stairs or by lift.

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 Cheshunt which is less than 150 metres away.
- The nearest bus stop is at the train station. Regular buses stop here.
- A local company can provide accessible taxis if booked in advance. For more details please see the contact information section.
- The road approaching the hostel is even, level and tarmacked with a pavement to one side. There is a car gate before the hostel grounds which is left open. There is street lighting along this road.
- The nearest shop-mobility scheme is Enfield (5.5 miles), Enfield Civic Centre, Silver Street, Enfield, EN1 3XY; 020 8379 1193.
- 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, fax or e-mail (please see contact information).

Car Parking and Arrival

We have parking for 30 cars adjacent to the main entrance and coach parking is also available on site. There are two marked accessible parking bays. 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 is level with a surface of Geoblock and gravel covering the path leading to the main entrance. There is lighting from the car park to the main entrance.

Main Entrance and Reception

There is level access to the main entrance with hand rails to both sides of the door and a horizontal bar on the door to enter. The door is manual, single leaf and opens outwards, followed by a second manual single leaf door which is often propped open.

The reception area is level throughout and has a tiled floor. The area is spacious and there is also sofa seating and a coffee table available within this area. The reception desk includes a low level section and there is an induction loop available.

Our reception area is manned 24hrs a day in case you need to contact a member of staff.

The Main Lodge

Halls, Corridors and Lift

There is a good colour contrast to floor, walls and doorways throughout the building with textured signs with brail on all doors. The ground floor has laminate flooring and the first floor is carpeted. All corridors are well lit, with lighting controlled by motion sensors.

We have a lift which provides access to the first floor of the main building. The lift has level access from the reception hall.

Public WCs

We have two WCs (one female, one male) in the reception with tiled flooring. Both are well lit with fluorescent lighting.

We also have one accessible unisex WC available adjacent to reception which is well lit and has non-slip flooring. Additional accessible WC's are available in all accommodation lodges. The transfer on all of them is right handed.

We have two further WC's (one female, one male) with non-slip lino flooring available on the first floor.

Dining Room

The dining room is located on the ground floor and has level access from the entry hall. Flooring within the dining room is laminate. The room is level throughout and well-lit with ceiling and standing lamps.

We have a range of wooden tables and straight backed chairs without armrests here, which can be moved on request. There is a vending machine in the dining room which supplies hot drinks.

Table service is also available; please just ask at reception if you require this or any assistance with the vending machine. We are also happy to cater for dietary requirements or any particular likes or dislikes. Please advise us of these before your arrival.

Lounge

On the first floor of the main reception block is a mezzanine lounge. This room can be accessed either by a staircase of 15 steps or by lift. This is a bright room lit with natural light in the day and wall lights at night. Here we have settees, soft armchairs with armrests and coffee tables.

Through double leaf glazed doors which are usually propped open there is level access to a small atrium which has metal, straight backed chairs without armrests and small round tables. The space in this room is slightly more limited as it is smaller than the lounge.

All of the furniture can be moved, if you require assistance please ask.

Laundry & Drying Facilities

A fully equipped laundry room is situated on the ground floor of the main lodge with two washers and two dryers. There is also one butler sink and one stainless steel drainer sink. The sinks have standard twist taps.

The flooring is non-slip and there is a drain in the centre of the room. Tokens and detergent are available from reception.

Conference Suites

The Theobald Suite is located on the ground floor and has carpet flooring and even lighting. This room has level access from the reception. We have a further three conference suites on the first floor; the Mezzanine, the Robinson Suite and the Cohen Suite.

The Mezzanine has step-free access via the lift. The Robinson and Cohen Suites have step-free access via the lift and then through the Mezzanine, so when the Mezzanine is in use there is no access for wheelchair users to these Suites.

Within these rooms a range of chairs and tables are available and can be arranged in a variety of seating arrangements.

Female and male WCs are available adjacent to the first floor conference suites.

Accommodation Lodges

All accommodation is split across five wooden lodges; these are accessed via a geoblock path which is gently sloping from the main lodge. The nearest lodge is situated 15 metres from the main lodge and the furthest lodge is situated 100 metres from the main lodge.

Public Areas

Access to each lodge is via an electronic key card lock. The entrance doors are manual and open outwards. Each lodge has a paved area by the entrance, and a level threshold. The flooring is covered with block effect lino on the ground floor and carpeted on the first floor.

Each lodge has an accessible WC on the ground floor, with non-slip flooring. There are bedrooms on the ground and first floors. The first floor is accessed by a flight of 16 carpeted steps with high visibility edging to top and bottom steps. There are hand rails to both sides of the staircase.

Kitchenette/ Lounge/ Dining area

Each lodge has a single, communal room on the ground floor containing a kitchenette and seating and dining area. This room has laminate flooring and is well-lit with ceiling lights. The kitchenette has a two ring electric hob, microwave, kettle, toaster, sink and fridge.

Accommodation lodges 4 and 5, which are the nearest to the main building, have lower level accessible kitchen units.

The seating area within the lodges contains two three seat settees, one armchair with armrests and a coffee table. The dining area contains dining table for six people and six straight backed dining chairs. All of the furniture can be moved, so please ask if you need help with this.

Bedrooms and Bathrooms

All bedroom floors are laminate on the ground floor and carpet on the first floor. They are well lit with ceiling lights and individual lamps on the headboard. All bedding is provided.

The bathrooms are well-lit with fluorescent lighting and have non-slip flooring. All showers, unless stated otherwise, have a step up to enter.

Ground Floor

Accommodation lodges contain:

- One twin bedded en-suite room
- Two 3 bedded en-suite rooms (double bed with single bunk above)

- One 4-bedded en-suite room (bunk beds)

Accommodation lodges 4 and 5 contain an accessible 4-bedded room (double bed with a single bunk above and another single bed) instead of the 4-bedded bunk room. These rooms contain an accessible bathroom with low-level washbasin and a retractable handrail adjacent to the WC.

First Floor

Each lodge has:

- One 6-bedded en-suite room (bunk beds)
- One 8-bedded en-suite room (bunk beds)

Grounds & Gardens

We have approximately half an acre of grounds around the hostel. Paths to all buildings are along geo-block. At the front of all the accommodation blocks is a level grassed area.

Cycle Store

Adjacent to the main lodge are three bike storage sheds and an additional covered area for bike storage. Outside the main entrance are bike park stands for four bikes.

Additional Information

- Braille signs fitted on room doors and corridor doors.
- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- Our reception area is manned 24hrs a day in case you need to contact a member of staff.
- 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 shown in large font in each bedroom on the back of the door.
- Mobile phone reception is good within immediate vicinity.
- Wi-Fi internet connection is available to guests.

Contact Information

- Address: YHA Lee Valley, Windmill Lane, Cheshunt, Hertfordshire, EB8 9AJ

- Telephone: 0345 3719057
- E-mail: leevalley@yha.org.uk
- Ordnance Survey Map 166; Grid reference TL368024.
- Hours of operation: Reception is open 24 hours.
- Local buses: Line C1 runs to Cheshunt Railway Station from Cuffley.
- Local accessible taxis: Station Cars at Cheshunt railway station - 01992 637005

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.