



YHA New Forest - Access Statement

Introduction

Tucked away in the stunning New Forest National Park, YHA Burley is the ideal base to explore the ancient woodlands and the gorgeous Dorset coast. The area is excellent for walking and cycling and there is also pony trekking and water sports arranged by external activity providers nearby.

We aim to cater for the needs of all visitors in this 36-bed hostel; a former family home on the outskirts of the village of Burley in the New Forest. We have one bedroom on the ground floor, but it is not accessible to modern standards.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0845 371 9309 or email customerservices@yha.org.uk.

Pre-Arrival

- The nearest rail station is Brockenhurst which is 7.5 miles away but there is no bus service from here.
- From Bournemouth stations guests can catch Wilts and Dorset Bus [X3](#) or [X6](#) Ringwood then the [175](#) to Burley but this service only runs on Monday, Wednesday and Friday at either 10am or 1pm. (Current as of 20/11/14)
- The nearest bus stop is half a mile away in the village and is called Burley Coach House. The only bus that runs through the village is the 175 on Mondays, Wednesdays and Fridays. During summer the [New Forest tour bus](#) begins service and has regular service though most areas of the New Forest.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The road approaching the hostel is level, but narrow and unsurfaced. There are no pavements or street lighting. At the entrance to the hostel there is a cattle grid; guests arriving on foot can use the narrow side gate to bypass this.
- 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 or e-mail (please see contact information).

Car Parking and Arrival

We have parking on site for 20 cars in front of the hostel. We do not have any marked accessible bays, but we would be happy to reserve a space close to the main entrance if required.

The car park is mainly level and surfaced with gravel. From the car park there is a step (50mm) up into the building; this is the only access into the building. There is some lighting which comes from the building; however, much of the car park is unlit at night. 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

Access into the hostel is via double leaf, manual doors which open outwards. There is a step up (as mentioned above) into a small entry hall, followed by a second set of double doors which open inwards.

When the reception is closed, guests who have already checked in are given a key code which provides access through these doors.

The reception is on the ground floor and the public area is level throughout. There is tile flooring and the area is well-lit with ceiling lights. We do not have a low level service section, but a clipboard can be provided for completing registration. We also have a portable induction loop available on request.

Emergency phone numbers to contact a member of staff at night are displayed in reception and at the main entrance when reception closes.

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 is carpet on the first floor. On the ground floor it is a mixture of tile, carpet and laminate.

Unfortunately we do not have a lift, so access to the first floor is by stairs. The staircase is carpeted with a handrail on one side. There are 18 steps to the first floor.

Lounge

Our lounge is located on the ground floor and has level access via a single leaf door. The room is level throughout and has carpet flooring. The room is well-lit by ceiling lights.

The room is furnished with low coffee tables, sofas and cushioned chairs with armrests. All furniture can be moved; please just ask at reception if you require assistance.

Dining Room

The dining room is located on the ground floor and has level access via a single leaf door. The room is level throughout and well-lit with ceiling lights. The flooring is laminate.

Here we have tables and straight backed 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

Our self-catering kitchen is located on the ground floor and has level access via an open doorway. The room is level throughout and has laminate flooring. It is well-lit with ceiling lights.

The kitchen is equipped with a domestic sized cooker, 12 gas hobs, 1 toaster, a kettle, a domestic sized fridge/freezer and a range of kitchen utensils, crockery and cutlery.

Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.

Laundry and Drying Facilities

The drying room is located on the ground floor and has level access from the dining room via a single leaf door. The flooring in this room is tile and it is well-lit with ceiling lights. We also have a tumble dryer here which guests are welcome to use.

A washing machine is available to use at the hostel, please ask staff at reception for access. We are happy to assist with any equipment.

Bedrooms and Bathrooms

None of the rooms are en-suite, but they do all have a washbasin. Unless otherwise stated, all bedrooms have bunk beds. All bedrooms are carpeted and well-lit with ceiling lights. All bedding is provided.

All of the bathrooms are unisex and have fluorescent lighting and non-slip flooring. The standard showers have a step up to enter. None are accessible to modern standards.

Ground Floor

- One 8-bedded room

- Two WCs and two showers

First Floor

From the stairs there is level access to:

- One 4-bedded room
- One 6-bedded room
- One 8-bedded room
- One 10-bedded room

There are then two steps down to:

- Two WCs and two showers

Grounds and Garden

A large level lawn surrounds the building. The back garden is private; however, guests are welcome to use the front garden. There is a steep earth verge up onto the lawn. Picnic tables with benches are available in the garden

Cycle Shed

The cycle store is located behind the hostel. There is step free access via a gravel path.

Camping Facilities

We have an open grass field for pitching tents which is open from late March to the end of October.

Camping facilities, such as WCs and kitchen, are located within 10 metres of the site. Campers also have access to the hostel facilities. There is limited lighting to and from the campsite so please bring a torch.

We offer three of four-man pre-erected tents which are available for booking. These must be booked prior to arrival by calling the hostel directly. Guests booking camping online must bring their own tents and equipment.

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 (access via emergency phone at Reception).

- 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.
- Wi-Fi is not available at this hostel.

Contact Information

- Address: Cott Lane, Burley Ringwood, Hampshire, BH24 4BB
- Telephone: 0345 371 9309
- Email: newforest@yha.org.uk
- Ordnance Survey Map 195; Grid reference SU220028.
- Local buses: For the hostel, get off at Durmast Cross or Burley Coach House
- Local accessible taxi: United Taxis - 01202 918681.

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.