



YHA Patterdale - Access Statement

Introduction

Lively, retro and full of character, this Scandinavian style rural retreat is ideal for families and activity breaks exploring the surrounding ridges and fells. If you're feeling energetic the Helvellyn range is fantastic for climbing and hiking holidays. For something more gentle, take a cruise on the Ullswater steamer or hire a boat. Sit back and relax after your day exploring with a home cooked meal.

We aim to cater for the needs of all visitors in this 85-bed hostel; a 3-storey building set at the heart of the Lake District. All of our bedrooms are on the ground floor. Unfortunately 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. You can also take a virtual tour of our hostel at www.yha.org.uk/hostel/patterdale.

Pre-Arrival

- The nearest rail station is Windermere which is 11.9 miles away. There is no bus service from here to the hostel, but there is from Penrith station which is 14.4 miles away.
- The nearest bus stop is just outside the hostel driveway. There is a daily bus service which runs to this stop from Monday to Saturday.
- A taxi company in Penrith can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The road approaching the hostel is tarmac. For the majority there is no pavement or street lighting. On the small stretch surrounding the hostel there is a pavement on one side.
- 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

We have ample free parking. There are no marked bays, but we would be happy to reserve a space if required. The car park is level and surfaced with gravel. This surface runs right up to the entrance to the hostel. The car park is not lit at night.

Customers can be dropped off just in front of the entrance. 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

There are two small concrete steps up into the porch, followed by a single leaf door which opens outwards. This leads through into the entrance hall. The floor here is level and surfaced with tile, and the area is well-lit. There is then another door taking you into the reception. The reception has vinyl flooring and this area is also evenly lit.

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 corridors are surfaced with carpet tiles.

The lounge, dining room and self-catering kitchen are all on the first floor, and the bedrooms are all on the ground floor.

Unfortunately we do not have a lift, so access to the upper floors is via stairs only. The stairs are timber with sections in the centre of each step. They have a bannister fitted on both sides. There are no risers between the stairs. There are 10 steps up to the first floor.

Public WCs

There are WCs close to reception. None of these meets modern standards of accessibility. They all have non-slip flooring and are well-lit.

Lounge

Our spacious lounge is located on the first floor. There is level access from the stairs. The floor is level throughout and surfaced with carpet, and the room is well-lit. The room is well-lit with natural light during the day and by ceiling lights at night.

The room is furnished with coffee and dining tables, sofas and straight backed chairs without armrests. All furniture can be moved; please just ask at reception if you require assistance.

Dining Room

The dining room is located on the first floor opposite the lounge. There is level access from the stairs. The floor is level and surfaced with carpet. There is further seating at the far end of the room, which has two steps down to access. The room is well-lit with natural light during the day and by ceiling lights at night.

There are dining 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

The self-catering kitchen is located on the first floor and has level access from the dining room via a single leaf door. The floor is level and surfaced with vinyl, and the room is well-lit.

Crockery is kept on lower shelving with glasses and mugs stored at eye level. We would be happy to move equipment to lower storage if required. Currently there are 2 microwaves, 2 kettles and 2 toasters, with an oven and 3 separate gas fuelled (4 ring) hob units. There are also 1 small fridge and 1 tall fridge/freezer.

Laundry and Drying Facilities

The laundry room is located on the ground floor and has level access from reception via a single leaf door. The floor is level and surfaced with lino. There is even lighting in the room. We have a washing machine and a dryer for guests to use. There are also fixed drying rails and a sink in the room.

Bedrooms and Bathrooms

Our bedrooms are all located on the ground floor, but there is a step up to some of the bedrooms and bathrooms. All bedrooms have bunk beds and a washbasin. None of them are 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 two steps up to enter.

Ground Floor

- One single room
- Four 2-bedded rooms
- Seven 8-bedded rooms
- Two 10-bedded rooms

- Nine WCs and five showers spread across several washrooms

Grounds and Garden

There is a seated patio area situated in the middle of the complex accessed by the entrance corridor. There are 8 picnic benches there. There is a large grass field (uneven) that leads down to the stream and a path that follows the plot along the river. There are several benches dotted about the field including a slate memorial bench. There is also some protected marsh land on site.

Cycle Shed

The cycle shed is a wooden shed which is kept locked with padlock. The key is kept behind reception

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).
- 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 in the immediate vicinity is poor. Only Vodafone receives a signal.
- Wi-Fi is not available at this hostel.

Contact Information

- Address: YHA Patterdale, Patterdale, Penrith, Cumbria, CA11 ONW.
- Telephone: 0345 3719337
- Email: patterdale@yha.org.uk
- Ordnance Survey Map 90; Grid reference NY399156.
- Local buses: Catch line 508 at Penrith train station and get off at the youth hostel in Patterdale. For more information see the [stagecoach website](#).
- Local taxi: Clover Leaf Taxis - 01768 210130

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.