



## YHA Portland - Access Statement

### Introduction

Come and enjoy a traditional south coast seaside break or your share of the action on an activity holiday. YHA Portland has spectacular views over Lyme Bay and Portland Harbour. We are sited on the Isle & Royal Manor of Portland and enjoy great views along Chesil Beach in the heart of the Jurassic Coast.

We aim to cater for the needs of all visitors in this 30-bed hostel; a 3-storey Edwardian building, which was formerly the First Admirals House. We have no ground floor rooms, and 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](mailto:customerservices@yha.org.uk).

### Pre-Arrival

- The nearest rail station is Weymouth which is 5.5 miles away.
- The nearest bus stop is within 200 metres of the hostel. There is a regular bus service which runs accessible buses to this stop.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The hostel is near the beginning of Portland. From the bus stop there is a short walk downhill to the hostel. There is a pavement and street lighting along this route.
- 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

There is ample onsite parking to the front and right of the hostel. There are no marked accessible bays, but a reserve space close to the main entrance can be made available if required. Please do not park in the yellow boxed area.

The car park is on a small incline at the front of the hostel and is level at the side. It is evenly surfaced with tarmac. This surface runs from the car park to the main entrance.

Guests can also be dropped off just outside the main 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

From the tarmac there are two concrete steps up into the porch. There is then another concrete step up through a door which opens inwards into the internal porch. This door has two parts and the second part can be easily opened to give double width. From here there is another step and another door into the entrance hall.

From here there is level access to most of the ground floor facilities. The reception is located here. There is no seating, but the lounge is close by and staff will be happy to come to you in the lounge to assist check in. A portable induction loop is available on request at the reception desk.

## 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 from reception to the self-catering kitchen is vinyl and the breakfast area has vinyl flooring too. The dining room floor is laminate, and all other areas are carpeted.

Unfortunately there is no lift, so access to the upper floors is by stairs only. The stairs are carpeted and have a handrail fitted to one side. There are 19 stairs in total to the first floor with a small landing and turn at the 12th stair.

### Public WCs

There is one unisex WC close to reception; however, it does not meet modern standards of accessibility.

### Lounge

We have two lounges. Both are located on the ground floor and have level access from reception via a single leaf door. The floor in both is level throughout and surfaced with carpet. The rooms are well-lit.

The rooms are furnished with a range of sofas, tables (both low and high) 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 ground floor and has level access from reception via a single leaf door. The floor is level and surfaced with wood effect laminate. 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 available here. 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. Please advise us of these before your arrival.

## Self-Catering Kitchen

The self-catering kitchen is located on the ground floor and has level access via a single leaf door. The floor is level and surfaced with lino. The room is well-lit.

The kitchen is equipped with two domestic gas cookers, a microwave, toasters, cordless kettles, a larder fridge, a fridge freezer plus 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. The sinks are fitted with lever taps.

## Laundry and Drying Facilities

The laundry room is located on the ground floor and has level access via a single leaf door. Access is quite narrow, but we are available to assist if necessary. A service wash is available, please ask at reception and we will be happy to do this. Customers can hang wet items in the room.

## Bedrooms and Bathrooms

All bedrooms have a washbasin and bunk beds. 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 a step up to enter (approximately 15cm).

## Ground Floor

- One washroom with shower and WC.
- One WC with sink

## First Floor

- One 4-bedded room
- Three 6-bedded rooms

- One 8-bedded en-suite room (please note that the shower here is over a bath, not free standing).
- Three showers
- Two WCs

### **Grounds and Garden**

We have large gardens to front and rear of the building. The front garden slopes slightly away from the main building. They are mainly laid to lawn, with the front traversed by two gravel paths. The rear garden slopes towards the hostel.

There is one 3-seat bench (with armrests) available at the front of the hostel. Picnic benches and a small garden table and chairs (without armrests) are available at the rear of the hostel.

### **Cycle Shed**

Our small cycle shed is located in the garden at the rear of the hostel.

### **Camping Facilities**

YHA Portland's camping area is on a slightly sloping, raised lawn directly at the back of the main hostel building. YHA Portland has a readily erected tent with bedding and equipment if you do not wish to bring your own.

There is 24 hour access to the hostel for camping guests. Guests are provided with an access code for the front door on check in. There is a full self-catering kitchen within the hostel which can be used by camping guests.

There is one washroom/shower which is designated for campers on the ground floor. There are a further three communal showers and two toilets on the first floor and another toilet on the ground floor.

The car parking is around the sides of the hostel so approximately three metres from the camping area

### **Additional Information**

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.

- In the event of an emergency during the night, there is an emergency phone available to contact a member of staff. The call from this phone is free.
- 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 good.
- Wi-Fi is not available at this hostel.

### Contact Information

- Address: YHA Portland, Hardy House, Castle Road, Castle Town, Portland, DT5 1AU.
- Telephone: 0345 3719339
- Email: portland@yha.org.uk
- Ordnance Survey Map 194; Grid reference SY685741.
- Local buses: Catch Service 1 in Weymouth and get off at Old Police Station (also known as Verne Common Road) Portland.
- Local accessible taxi: Weyline - 01305 777777.

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.