



YHA Whitby - Access Statement

Introduction

If you're looking for a cheap seaside break or school trip then YHA Whitby is the ideal accommodation. The hostel is an exceptional building, parts of which date back to the 12th century, which is situated high on Whitby's east cliff overlooking the town. We are right next to the famous ruined Abbey and close to all of the curious and quirky attractions that Whitby has in store.

We aim to cater for the needs of all visitors in this 131-bed hostel; a 3-storey building located on the Yorkshire coast. We do not have any ground floor rooms, but our lift provides access to the upper floors. We have one accessible bedroom with accessible en-suite bathroom on the first floor.

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 Whitby which is half a mile away (1.5 miles by car).
- There is no public transport from town centre to hostel, although in summer open top tour buses operate
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- The shortest route from the town centre is by taking Whitby's iconic 199 steps. These are stone, with handrails on both sides and benches at some intervals.
- Alternatively there is road access via Abbey Lane. This road is very steep in places and has an even paved pavement to one side. There is limited street lighting the further you get from town.
- 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 limited onsite parking outside the main entrance. There are two marked accessible parking bays which we would be happy to reserve if required. There is also a dropping off point here. There is further pay and display parking five minutes away. This is free during the winter and reasonably priced during the summer.

There is an even surface, either paved or packed gravel, leading from the car park to the hostel entrance. The car park is lit but lighting in Whitby and on the headland is at a low level. Torches are recommended. 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

To enter the hostel there is a manual, wooden, single leaf door which opens inwards. There is a small wooden step up here (approximately 20mm).

The reception is on the ground floor and is level throughout, with large spaces for a wheelchair user to manoeuvre. The flooring is carpet and the area is well-lit with ceiling lights. The reception desk has a low level service section and a portable induction loop is available on request.

There are low coffee tables, sofas and armchairs for guests to use in the reception area. A payphone is available nearby with adjacent seating. There is also an emergency phone to connect to a member of staff (on site) at night.

Public Areas

Halls, Corridors and Lifts

There is good colour contrast to floor, walls and doorways throughout the building. All public areas, halls, stairs, landings and lifts are well lit using a combination of ceiling and wall lights.

The flooring is mostly carpet, but in some places is non-slip vinyl.

We have a lift which serves all floors except the mezzanine floor. There is also access to upper floors via stairs. The stairs are carpeted and have handrails on both sides.

Public WCs

We have two accessible WCs at YHA Whitby. One is close to reception and the other is close to the dining room. Both contain grab rails, low washbasins fitted with lever taps and emergency cords. Both have left-handed transfer onto the toilet.

Lounge

The lounge is located on the ground floor and has level access from the reception lobby via a single leaf door. The floor is level and covered with carpet. The room is well-lit with ceiling lights. Here we have sofas, armchairs and coffee tables. All furniture can be moved; please just ask at reception if you require assistance.

From here there is also level access to the conservatory, where guests can relax and admire the gardens. There are more tables and straight backed chairs without armrests located here.

Dining Room

The dining room is located on the ground floor. There are 10 steps down to this room from the reception lobby; however, we have a stair lift with roll on platform available here. From the bottom of the steps there is level access to the dining room.

The floor is level and surfaced with non-slip vinyl. There are 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 or any particular likes or dislikes. Please advise us of these before your arrival.

Self-Catering Kitchen and Dining Room

The self-catering kitchen is located on the ground floor and is also accessible via the stair lift. There is level access from here. The kitchen floor is level and surfaced with non-slip lino.

The kitchen sinks are fitted with lever taps, and there is a low level work surface with a microwave, cordless kettle and storage racks. There are also two electric cookers and a 4-ring hob. Crockery and some kitchen equipment are kept in high shelving units. We would be happy to move these to lower storage if required.

The self-catering dining room is next door. It also has non-slip lino flooring and is well-lit. There are round tables and straight backed chairs without armrests. All furniture can be moved.

Laundry and Drying Facilities

The laundry room is located on the ground floor. From the ground floor corridor there are three steps up to access this. It is level, well-lit and has carpet and stone flags on the floor.

There is a washing machine and dryer. The room is not accessible, but staff are happy to assist with operation of machines and wash and dry clothing if necessary.

It is £2 for the washer and £1 for dryer (or multiples). All machines take £1 coins and change is available at Reception. Non-bio washing tablets are also available at Reception; £1 per pack of 2.

Conference Rooms

Our meeting room is located on the ground floor and has level access from the reception lobby via a single leaf door. We have tables and straight backed chairs without arm rests which we can provide in a variety of seating arrangements. The portable induction loop is also available on request.

The floor here is level and surfaced with polished wood. The room is well-lit by ceiling lights. Please contact the hostel on 01947 602878 for further enquiries regarding conference rooms.

Bedrooms

Most rooms without en-suite have a washbasin. Unless otherwise stated, all bedrooms are en-suite and have bunk beds. They also have lockers; padlocks are available at reception.

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.

Mezzanine Floor

There are 16 steps to this floor.

- One 2-bedded room
- Three 4-bedded rooms (One of these has a shower over a bath and the others have a walk in shower)
- Two 6-bedded rooms
- One 10-bedded room

First Floor

There is lift access or 21 steps to this floor.

- One 5-bedded accessible room with accessible en-suite bathroom. The transfer onto the toilet is right-handed.
- One 4-bedded room
- One 5-bedded room
- Two 6-bedded rooms (One of these has a shower over a bath and the other has a walk in shower)
- Two 8-bedded rooms
- One 2-bedded room without en-suite
- One 4-bedded room without en-suite

- Shared WC and shower facilities. One of the bathrooms contains a shower over a bath instead of a walk-in shower.

Second Floor

There is lift access or 20 steps to this floor.

- One 3-bedded room
- Three 4-bedded rooms
- Two 4-bedded rooms (Double with a bunk bed)
- One 6-bedded room
- One 6 bedded and two 8-bedded rooms without en-suite
- Shared WC and shower facilities

Grounds and Garden

The garden can be accessed via a ramp from the courtyard or the lounge. We have a large lawn and a historic herb garden with plant information. Paths around the garden are wide and surfaced with either paving slabs or gravel. The garden is mostly level.

Cycle Shed

The cycle shed is at the end of the drying yard behind the Tea Rooms. There is level access from the Tea Rooms' Garden.

Additional Information

- Secure key card system for 24 hour access
- 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, along with a security guard at night (access via emergency phone at Reception, or the mobile number given on the welcome sheet if the guard is on patrol).
- 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 within the hostel is good.
- Wi-Fi internet connection is available on the ground floor near Reception.

Contact Information

- Address: Abbey House, East Cliff, Whitby, North Yorkshire, YO22 4JT.
- Telephone: 0345 3719049
- Email: whitby@yha.org.uk
- Ordnance Survey Map 94; Grid reference NZ902111.
- Local taxi: Harrisons Taxis - 01947 600600.

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.