



## YHA Blaxhall – Access Statement

### Introduction

Looking for accommodation in Suffolk with a difference? Then why not try YHA Blaxhall! A former school on the edge of Blaxhall Heath, the hostel is the ideal base for exploring everything that the Suffolk coast has to offer. There is plenty to do in the area, with walking and cycling routes, castles and a nature reserve close by.

We aim to cater for the needs of all visitors in this 43-bed hostel, a single storey building which is set in the beautiful Suffolk countryside. We have one 3-bedded room with a bunk accessible to wheelchair users. The bathroom next door to this room is also accessible to wheelchair users.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01629 592700 or [email customer services](mailto:customer.services@yha.org.uk).

### Arrival

- The nearest rail station is Wickham Market which is approximately 3 miles away.
- There is no public transport into the village of Blaxhall.
- There may be local companies which can provide accessible taxis if booked in advance. Please see the [Suffolk County Council website](http://www.suffolk.gov.uk) for more information.
- There are no paths or street lighting in the village and the roads tend to be quite narrow. Away from the houses there are often high hedges and steep banks by the roadside.
- The hostel's details can be seen on YHA's website <http://www.yha.org.uk/hostel/yha-blaxhall>; please scroll down to the Maps and Directions section to view transport options.
- You can contact the hostel by phone, fax or e-mail (see contact information).

### Car Parking and Arrival

We have ample parking with a dedicated accessible bay. The car park is level and has a hard, even surface leading to 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.

Access from the car park to the main entrance is via a ramp which has a handrail on the left, the rise of the ramp is approximately 10cm. The ground bordering the hostel is paved. There is good lighting in the car park, and on the approach to the hostel.

### **Main Entrance & Reception**

The main entrance is a single leaf door which is hooked open during opening hours. There is another inner door which opens outwards. If you require any assistance please give us a call prior to arrival.

The Reception desk is located in the Dining Room. The reception desk does not have a low level section but a clipboard can be provided for completing registration. The flooring is laminate and the area is very well-lit.

There is a payphone available in the foyer with adjacent seating in the form of sofas and armchairs with low arm rests.

### **Public Areas**

#### **Halls and Corridors**

There is a good colour contrast to floors, walls and doorways throughout the building. Our corridors are well lit and the public areas are fitted with a mixture of flotex and hard floor coverings.

#### **Lounge**

There is level access to the lounge through a single leaf door. There are armchairs and sofas which are all quite low.

There are large spaces where a wheelchair could manoeuvre and all furniture can be moved on request.

#### **Dining Room**

There is level access to the dining room and it is level throughout. Our dining room tables are movable and chairs are available both with and without armrests. If you need any help moving furniture, please ask a member of staff.

The breakfast buffet is served in an adjacent conservatory which has level floor access. Table service is available; please just ask if you require this. 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

There is level access to the self-catering kitchen. It is equipped with 2 standard ovens, 4 gas hobs, and has a separate 4 electric hob built into a lowered work surface (height 80cm).

A toaster, kettle and utensils are also located on the lowered work surface. If you need any help accessing high items, a member of staff is available to help.

### Laundry & Drying Facilities

The Drying room is located next to the lounge. This room has level access.

### Bedrooms

All rooms have a washbasin. Unless otherwise stated, all bedrooms have bunk beds. All bedrooms are carpeted and well-lit with ceiling and individual bunk lights. All bedding is provided.

- One double bedroom with double bed and small ensuite shower pod.
- One 3-bedded room with an accessible bunk (double bed on bottom, single bed on top). The bathroom next door is also accessible.
- Two 4-bedded rooms
- Four 6-bedded rooms
- One 6-bedded en-suite room

### Bathrooms

All of the bathrooms are well-lit with fluorescent lights and the flooring has a non-slip covering. In standard showers there is one step up to the shower cubicles.

- An accessible bathroom is situated next door to the 3-bedded room. Transfer onto the toilet in this bathroom is right-handed. A toilet seat raiser is available upon request.
- Three unisex WCs each with sink and mirror.
- Four unisex shower rooms.

### Grounds & Gardens

We have some gardens located at the side of the hostel, which are mainly laid to lawn with flower borders.

The cycle store is located on the far side of the External Store Room. Access is currently across the grass and there is a large step up to the cycle store.

### **Campsite**

The hostel campsite is located in the front garden of the hostel, which is a level lawn. Campers may use the facilities in the hostel, as there are no separate bathrooms or cooking facilities outside. Camping is available all year. There is outside lighting along the hostel which sheds light onto most of the garden.

### **Additional Information**

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- The reception is staffed from 8am-10am and from 5pm-10pm. The procedure for contacting a member of staff in an emergency at night is displayed at reception and in the main entrance. When Hostel is on Exclusive Hire there is no staff on duty and out of hours support is available via the payphone.
- Emergency lighting and fire alarms are 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 shown in each bedroom on the back of the door.
- A flashing fire alarm light is fitted in the 3-bedded room and the accessible bathroom.
- Mobile phone reception is poor within the hostel. Outside the building reception is fair.
- Wifi is available at this hostel.

### **Contact information**

- Address: YHA Blaxhall, Heath Walk, Blaxhall, Suffolk, IP12 2EA
- Telephone: 0345 3719305
- E-mail: [blaxhall@yha.org.uk](mailto:blaxhall@yha.org.uk)
- Ordnance Survey Map 156; Grid reference TM369570.
- Local bus service: Suffolk Links Alde – for more information call 0845 604 1802 or go to [the Coastal Accessible Transport website](#).
- Other local public transport information 0870 608 2608

**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.**