



YHA Eastbourne - Access Statement

Introduction

YHA Eastbourne is great for family breaks on the South Downs. Only one and a half miles from the town centre and seafront, it's the perfect base for a country or seaside holiday. Eastbourne's famous pier, bandstand, stunning sandy beach and attractions are all within easy reach. It is excellent for an activity, walking or cycling holiday as the hostel is only 400 metres from the South Downs Way.

We aim to cater for the needs of all visitors in this 31-bed hostel; a single storey building located on the Sussex coast. All of our rooms are on the ground floor, and one has an en-suite bathroom which contains grab rails and a fold down shower chair. However, there is **no step free access** to the hostel at this time.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0800 0191 700 or [email customer services](mailto:customer.services@yha.org.uk).

Arrival

- The nearest rail station is Eastbourne which is 1.5 miles away.
- The nearest bus stop is within 100 metres of the hostel. There is a frequent bus service which runs to this stop. The line normally runs accessible buses.
- A local taxi company can provide accessible taxis when booked in advance. Please see the contact information section for more details.
- East Dean Road is on a steep incline. From the bus stop the hostel is uphill.
- The nearest shop-mobility scheme is Eastbourne Shopmobility (2 miles), The Arndale Centre, Terminus Road, Eastbourne, BN21 3NW - 01323 439585. The 12 and 12A bus services run from the bus stop close to the hostel to the shopping centre.
- 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 ample parking onsite. There are no marked bays but we would be happy to reserve a space if required. The car park is on a slope, and is surfaced with stone which is very uneven in places and can be muddy. There is no lighting at night so please bring a torch if arriving after dark.

From the car park there is a paved path which slopes up to the hostel. There are steps along this path. 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 paved walkway there is level access through a manual single leaf door which opens inwards into the entrance hall. Immediately after the doorway there is a fixed welcome mat which runs for approximately 2 metres, and then the flooring is wood effect laminate.

The reception is located here. There is a service hatch rather than a desk; however, a clipboard is available to aid check-in, and seating is available nearby in the dining area. The area is well lit with ceiling lights.

Public Areas

Halls and Corridors

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.

The hostel is single storey, so all of our facilities are on the ground floor, and the floor is level throughout.

Public WCs

There is a WC opposite the reception hatch. The bathroom is fitted with grab rails, low sink with lever tap and an emergency cord. The flooring is non-slip lino and the room is well-lit.

Lounge/ Dining Room

Our lounge and dining room are combined in a large, light open plan space. There is level access from reception. The floor is level throughout and surfaced with laminate

flooring in most of the rooms, and carpet under some of the sofas. The room is well-lit by ceiling lights.

The room is furnished with coffee tables, sofas, dining tables and straight backed chairs without armrests. There is plenty of space to manoeuvre within the room, but all furniture can also be moved; please just ask at reception if you require assistance.

Self-Catering Kitchen

YHA Eastbourne is a self-catering only hostel. There is level access to the self-catering kitchen from the dining room via two single leaf doors. The floor is level and surfaced with non-slip lino. There is even lighting provided by ceiling lights.

Some kitchen equipment is kept on high shelving units. We would be happy to move these to lower storage if required.

Drying Facilities

The drying room is located opposite the self-catering kitchen and has level access via a single leaf door. The floor is level and the room is well-lit. The room is quite small, but staff are happy to help hanging clothing if required.

Bedrooms and Bathrooms

All of our bedrooms are en-suite and 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.

All of the bathrooms have LED lighting and non-slip flooring. The standard showers have no step into the tray.

Ground Floor

- One 5-bedded room (double bed with a single bed over, and a set of bunks) with en-suite bathroom. This is our most accessible bathroom; it is spacious and the sinks are fitted with lever taps.
- One 2-bedded room
- One 3-bedded room
- Two 4-bedded rooms
- One 6-bedded room
- One 7-bedded room

Grounds and Garden

We have a large lawn area to the front of the hostel. The lawn is quite steep, with two steep verges at the top. There are picnic tables and a bench here for guests to use.

Additional Information

- We do not permit pets, but assistance dogs are very welcome.
- We do not permit smoking anywhere in the hostel.
- Emergency lighting and fire alarms are fitted.
- Be aware that our teams won't fetch you in the event of an emergency, so if the alarms go off please don't wait for a member of staff to evacuate; get yourself out of the building by the nearest exit.
- Arrangements for guests needing assistance to evacuate in case of fire should be discussed beforehand.
- From 1pm to 5pm and after 9pm, or when on Exclusive Hire there may not be a member of staff on site.
- If there is an overnight emergency, staff can be contacted by the phone in reception.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception in the immediate vicinity is patchy.
- Wi-Fi is available in communal areas.

Contact Information

- Address: 1 East Dean Road, Eastbourne, East Sussex, BN20 8ES.
- Telephone: 0345 3719316.
- Email: eastbourne@yha.org.uk
- Ordnance Survey Map 199; Grid reference TV582986.
- Local buses: You can catch the 12, 12X or 12A from Eastbourne town centre and get off at the Youth Hostel bus stop. For more information see the [Brighton and Hove Bus website](#).
- Local taxi: Call a Cab – 01323 746746.

**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.**