



YHA Penzance Access Statement

Introduction

We aim to cater for the needs of all visitors in this historic, three-storey early Georgian manor house with 100 beds, which is set in a beautiful, wooded garden. The following statement is a summary of our provision. If you have any specific questions about access, please call us and we will endeavour to help.

Pre-Arrival

- Good train and national bus links to within 2km (Penzance Train and Bus Station).
- Regular bus services “5” (Go Cornwall www.gocornwallbus.co.uk) or “Mous” (First Bus www.firstbus.co.uk/cornwall) to within 500m of the hostel.
- The hostel’s details can be seen on YHA’s website at www.yha.org.uk.
- You can contact the hostel by phone, fax or e-mail (details below).

Arrival & Car Parking

- Parking in marked bays next to the house.
- Please try to provide advance notice if assistance will be needed to move to and from cars.
- Steep, un-even surface drive to the hostel gate.
- The centre of the town is 1.5km from the hostel. There is a busy main road with no crossing facilities on the way to town.

Main Entrance

- 3 steps up or an access ramp to the front door.
- Emergency call phone outside reception to connect to a member of staff at night.

Public Areas

- Good colour contrast on first floor and stairs to floor, walls and doorways throughout the building.
- Well-lit corridors.

- Floor covering is woven carpet, except the lounge and lower floor.

Washrooms

- Washroom on ground floor meets DDA standards for wheelchair users. There is a 68cm doorway between the DDA bedroom and DDA bathroom.

Dining Room & Reception

- Level floor on ground floor to reception/dining room.
- Dining room tables are movable. Chairs are without armrests.
- Table service is available in dining room if requested.

Lounge

- Lounge with TV, books and games.
- Chairs are with armrests.
- Flooring is the original Georgian floorboards, without rugs or carpeting.

Lower Floor

- There are 16 steps down to the lower floor.
- The floors are stone flags (some uneven) in all rooms and corridor, except in the kitchen.

Self-catering Kitchen

- The self-catering kitchen is located downstairs (moat-level).
- Screw type taps fitted.
- 2 electric hobs at bench height and 2 cookers between worktops, with central table. (approx. 1.2m clearance around table).
- Small dining room with freestanding tables and chairs next to the kitchen.
- The flooring is anti-slip vinyl.

Laundry & Drying Facilities

- Fully equipped laundry room with washer and dryer is located downstairs.
- Stone flag flooring.

Games Room

- Games room located downstairs.
- Stone flag floor is un-even.

Bedrooms

Basement

- One 4/5-bedded bunk room in the basement

Ground Floor

All are carpeted.

- One 4/5-bedded bunk room on ground floor meets DDA Standards. There is a 68cm doorway from the entrance hallway to the bedroom.
- Two other 2-bedded bunk rooms and three 6-bedded bunk rooms, not en-suite, but close to washrooms, are located on the ground floor.
- Individual bed lights fitted to beds.

First Floor

Staircase to 1st Floor has 3 flights, each of 8 steps. Handrail fitted on one side (right hand side when going upstairs).

- One 1-bed room, not en-suite.
- Four 2-bedded bunk rooms, not en-suite.
- One 3-bedded (including double) bunk room, not en-suite.
- Two 4-bedded bunk rooms, not en-suite.
- Seven 6-bedded bunk rooms, not en-suite.
- One 8-bedded bunk room, not en-suite.
- Individual bed lights fitted adjacent to most bed heads.

Washrooms

Ground Floor

- One washroom with shower meets DDA standards for wheelchair users.
- Two showers and two toilets do not meet DDA standards

First Floor

- Wash hand basins in most rooms.
- Shower and toilet ratio meets Tourist Board recommended standards.

Grounds and Gardens

- Large terraced gardens, laid mainly to lawn and mature trees, without paths.
- Upper lawn used as a campground in the summer. Three picnic benches are available.
- Vertical drop onto lower terrace and field, marked by hedge and fence.
- Steep slope separates upper and middle terrace. Mid-terrace laid to lawn and part of the car park.
- Vertical retaining wall from upper and mid-terrace to lower terrace wildlife garden. Contains trees, beds and a small pond. Restricted access.
- Cycle shed is located in a courtyard to the rear of the house (level access).

Additional information

- No pets (service dogs are welcome).
- No smoking.
- A member of staff is always available via emergency call phone at reception.
- Emergency lighting and fire alarms fitted. We ensure that all guests are evacuated in the event of fire or any emergency requiring evacuation.
- Evacuation procedures shown (in large font) in each bedroom on back of door.
- Mobile phone reception is good within immediate vicinity.
- OS 203, GR 457302.

Contact information

- **Address:** YHA Penzance, Castle Horneck, Penzance, Cornwall, TR20 8TF
- **Telephone:** 01736 362666
- **Email:** penzance@yha.org.uk
- **Opening hours:** Reception open from 08:00 to 10:00 and in peak season from 17:00 to 22:00.
- **Public transport:** 0871 200 2233 or at www.traveline.info
- **Local accessible taxis:** 01736 759500 / 01736 888888
- **Equipment hire:** HSC Mobility, Unit 1c, 1d, 1e, Guildford Road Industrial Estate, Hayle, Cornwall, TR27 4QZ, 01736 755927, www.hsc-mobility.co.uk

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.