

# Accessibility Guide for Elterwater Hostel

[bookings@elterwaterhostel.co.uk](mailto:bookings@elterwaterhostel.co.uk), 015394 37245, [www.elterwaterhostel.co.uk](http://www.elterwaterhostel.co.uk)

**Contact for accessibility enquiries: Manager, Nick Owen**



## Welcome

At Elterwater Hostel we want to make everyone's stay as enjoyable as possible and are committed to providing suitable access for all our guests, whatever their individual needs. We aim to accurately describe our facilities and services to give you the confidence to book for your specific requirements.

## At a Glance

### Level Access

- Once inside there is level access from the main entrance to:
  - Bedroom: Ensuite double family room (sleeps 4/5)
  - Lounge
  - Dining area
  - Lounge area
  - Self-catering kitchen

## **Access with steps**

- There are steps from the main entrance to:
  - Front veranda
  - Main entrance

## **Bedrooms**

- Upstairs bedrooms are accessed by stairs with double handrails

## **Level access bedroom**

- The route to the downstairs bedroom is 750mm wide, or more
- The bedroom door is 700mm wide, or more
- There is unobstructed floor space 1200mm by 900mm, or more
- The bathroom has a small lip to the shower

## **Hearing**

- We have a portable hearing loop available
- All staff have disability awareness and Next Generation Text awareness training

## **Visual**

- The walls and the doors have high colour contrast
- We can make information available in large print and other
- We have high contrast and Braille signs throughout our building

## **General**

The accommodation is not rated by the National Accessible Scheme

Staff are available for overnight emergencies.

- All staff have Next Generation Text awareness training
- We have emergency evacuation procedures for disabled visitors

## Getting here

Elterwater Hostel

Elterwater

Ambleside LA22 9HX

OS NY327046

W3W reserving.again.remotes



### Travel by public transport

- You can get to Elterwater Hostel by bus and train
- The nearest bus stop is in in the village. The bus stop is 500 metres from Elterwater Hostel
- The nearest train station is Windermere. The train station is 8 miles / 13 km from Elterwater Hostel



### Travel by taxi

- Taxis are available outside Windermere train station



### Parking

- We don't normally have guest car parking but can make space available. There is very limited space on site. There is public parking approximately 100 metres from the main entrance. Parking is free for National Trust members and pay and display otherwise
- There is a drop-off point at the main entrance
- From the drop off to the entrance there are two steps
- The route is 900mm wide, or more

## Arrival

### Path to main entrance

- From the road to the main entrance, there are two steps
- The path is 900mm wide, or more
- The surface is a little uneven

### Main entrance

- The main entrance has a step
- The door is 1000mm wide
- The main door is a double door and manual
- When you arrive, we can help carry your luggage



Main steps



Alternative Steps



Main entrance



## Getting around inside

### Visual Impairment - General Information

- We have high colour contrast between walls and doors
- Signs are high contrast white on blue and have Braille



Internal colour contrast

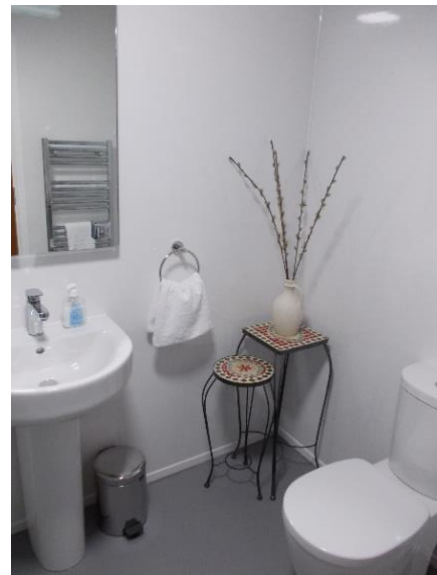


### Bedrooms

- All bedrooms have windows
- Bedrooms have ceiling lights, bedside lamps with USB charging and natural daylight
- All bedrooms and the whole hostel are non-smoking



Double bedroom



Ensuite bathroom



## Accessible bedroom

### Accessible bedroom / double family room (sleeps 4/5)

- The route to the bedroom is 750mm wide, or more. The bedroom door is 700mm wide. There is 450mm at the side of the bed. The bed is 460mm high. There is 270mm under the bed
- The bedroom is flexible (either double or twin). The bathroom is ensuite. The bathroom door is 700mm wide
- The bathroom has a small lip to the shower
- The direction of transfer onto the toilet is to the right. There is 800mm at the side of the toilet
- There is 1000mm in front of the toilet. The toilet seat is 450mm high
- The taps are lever operated. There is space under the basin, with a small pedestal
- The shower head can be lowered to 1600mm from the floor if required. The basin is 680mm from the floor



## Self-catering kitchen

### Kitchen

- We have an open plan kitchen
- From the main entrance to the kitchen, there is level access
- The route is 800mm wide, or more
- The door is 700mm wide
- The work surface is available with clear underspace and available at a height between 760mm and 900mm
- The hobs are at a height of 900mm
- The sink is available with clear underspace and available at a height between 700mm and 940mm
- The oven is available at a height between 650mm and 800mm
- The table and plates have high colour contrast
- The crockery is kept in knee level kitchen units



Kitchen

## Lounge

### Lounge

- From the main entrance to the lounge, there is level access. The route is 820mm wide, or more. The door is 820mm wide
- The lounge area is open plan with the dining area  
There are four sofas, seat 460mm from floor and 2 bucket armchairs, seat 540mm from floor



Lounge

## Getting around outside

### Communal Garden

- From the main entrance to the gardens, there are 2 steps. There is no lift and no ramp
- The edges of both steps are highlighted in white

### Lawn Area

- From the main entrance to the gardens, there are 2 steps

## Customer care support

### Accessibility equipment

- We have a hearing loop available at reception
- The nearest toilet area for assistance dogs is located in the garden
- We can make space to charge mobility scooters and battery powered wheelchairs

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors

### Customer care support

- All staff have disability awareness training
- All staff have Next Generation Text awareness
- We can provide information in large print
- Visitor information can be made available in Easy Read format
- Staff are available for overnight emergencies
- Guest information in bedrooms give details of local services and emergency procedures
- Mobile phone reception is variable depending on your network. Free WIFI is available. A payphone is provided for emergency use in the entrance area. This is reachable from a seated position