



## YHA Wilderhope Manor – Access Statement

### Introduction

This Elizabethan manor, set in the picturesque surroundings of the Shropshire Hills, is perfect for family breaks and ideal for walking. The hostel is 1.5 miles from the village of Longville and 20 miles from the historic city of Shrewsbury.

We aim to cater for the needs of all visitors in this 78-bed hostel; a three-storey building which is over 400 years old. The building is grade I listed. As a result we do not have any bedrooms on the ground floor and none of our rooms meet modern accessible standards. However, there is step-free access into the main hall, and we have an accessible WC in the adjoining outbuilding.

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](mailto:customerservices@yha.org.uk). You can also take a virtual tour of our hostel at [www.yha.org.uk/hostel/yha-wilderhope-manor](http://www.yha.org.uk/hostel/yha-wilderhope-manor).

### Pre-arrival

- The nearest rail station is Church Stretton, 7.3 miles away.
- There is no regular bus service to the hostel. However, a local taxi service can provide accessible taxis if booked in advance (see contact information).
- The centre of the village is 1.5 miles from the hostel. There is no pavement or street lighting along this route.
- The hostel's location can be viewed on YHA's website at [www.yha.org.uk/hostel/yha-wilderhope-manor#hostel-location-map](http://www.yha.org.uk/hostel/yha-wilderhope-manor#hostel-location-map).
- You can contact the hostel by phone or e-mail (see contact information).

### Car parking and arrival

We have ample on-site parking approximately 45m from the main entrance. There is no permanent marked bay as all signage is restricted by the landlord. We are happy to reserve a place closest to the entrance if required. The floor surface is gravel and the area closest to the hostel is lit at night.

Access to the front of the building from the car park is via a rough brick pathway with a steep incline. There are four steps without a handrail from here up to the patio surrounding the hostel. The floor here is stone slabs which are mostly even. Then there are two steps up into the stone porch which has chairs and benches along the terrace. Unfortunately, we do not currently have a portable ramp.

Access to the rear entrance is via a path surfaced with compacted fine gravel. There is then a ramp up to the door. This is approximately 9m long and has a gradient of 1:5. 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 are two doorways. At the front door, the threshold is raised. There is then another step up through the manual single leaf main door, which opens inwards. Unfortunately, we do not have a portable ramp, but there is step-free access to the rear of the hostel. The door here has 700mm effective clear opening.

The reception can be found on the ground floor through one single leaf door followed by a narrower single leaf door with a raised threshold. The flooring in the entry hall is stone, which is uneven in places. There is a seat here.

The reception is a small, wood panelled room. The flooring in here is carpet, and the room is lit by wall lights. Another seat is available here.

## **Public areas**

### **Halls, corridors and lifts**

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

The flooring is mainly original stone and wood in the ground floor corridors. Corridors on the upper floors are carpet or bare wooden floorboards which can be uneven in places. Due to the age of the building, none of the floors are level throughout. There are steps up to shared facilities and some rooms have steps down to access them.

Access to the first and second floors is via spiral staircases. There are two of these; both have wooden steps which are worn and uneven in places, and can be narrow. Handrails are fitted but are not continuous and there are stretches with no handrails (on the right side when going up). The step risers are an average of 190mm high.

### **Public WCs**

There is one unisex and one accessible WC in an adjoining outbuilding, reached by following the path from the rear entrance. They are both well-lit with wall and ceiling lights and tiled floors. The accessible WC has left-handed transfer onto the toilet.

There are further unisex WCs on the first floor, neither of which meets modern accessibility standards. These are well-lit with fluorescents and non-slip flooring.

### **Dining room**

The dining room is located on the ground floor and has level access from the entry hall via a single leaf doorway. It is level throughout, but the floor is uneven in places as it is the original stone.

Here we have a selection of small and large wooden tables, and straight backed wooden chairs without armrests. The smaller tables can be moved; please ask at reception and we will be happy to assist. The room is well-lit with natural light during the day but is slightly more dimly lit at night with wall lights.

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.

### Bar

The bar is on the ground floor next to the dining room. There is a step up from the dining room into the corridor, and then a 50mm high threshold into the bar. There is a seat available here. The floor is carpeted and the room is lit with wall lights.

### Lounge

The lounge is located on the ground floor near to the dining room. There is a shallow step down from the corridor and there is a single leaf door with a raised threshold. This is a bright room lit with wall lights at night and natural light in the day.

There are sofas, armchairs, cushioned stools and wooden chairs with armrests. There are also low coffee tables. The chairs and tables are moveable. The flooring is the original bare floorboards.

### Self-catering kitchen

The self-catering kitchen is located on the ground floor next to the lounge. There is a raised threshold through a single leaf door. Space in the kitchen can be very limited, particularly during busy periods. The flooring is laminate.

The kitchen is well equipped with a toaster, microwave, two electric ovens with hobs, a cordless kettle, a fridge-freezer and two sinks fitted with lever taps. Crockery and some kitchen equipment are kept in high shelving units. We are happy to move these to lower storage if required.

### Laundry and drying facilities

An external laundry room is available between the back door and the car park. There is a washing machine and tumble provided which costs £3 to use including detergent. The room is well lit by a ceiling light and the concrete floor is even. Please do not hesitate to ask if you need assistance with the equipment.

### Conference rooms

The meeting room is located on the lower ground floor and can only be accessed via a stone staircase of 12 steps. The flooring is stone tiled and is even and level throughout. The room has a projector and screen.

We provide tables and metal chairs with padded seats which can be set out in a different arrangements.

### Bedrooms and bathrooms

Some rooms have a step up to access them. Unless otherwise stated, all bedrooms have bunk beds. Some bedrooms are carpeted, and others have bare floorboards. They are well-lit with ceiling and individual bunk lights. All bedding is provided.

All of the bathrooms have fluorescent lighting and non-slip flooring. All showers have a step up to enter.

### First floor

There are 30 steps to this floor.

- One 3-bedded room (double with a single over).
- One 6-bedded room (double with a single over and two bunks).
- One 10-bedded room (door opens onto spiral staircase).
- One 12-bedded room.
- One 14-bedded room (two bunks on a raised platform in the window alcove).
- One 5-bedded en-suite room (double with a single over and a bunk). There are eight steps down to this room with handrails on each side.
- Five unisex shower rooms.
- Five unisex WCs.
- Two unisex washrooms.

### Second floor

There are 20 steps up to this floor.

- Two 5-bedded rooms.
- One 16-bedded room.
- The suite contains a bedroom (double bed, two singles and two low-level truckle beds), seating and en-suite bathroom with shower and bath.
- Four unisex shower rooms with WC.

### Grounds and garden

We have approximately half an acre of gardens which are mainly laid to lawn, with no paths. The lawn slopes steeply away from the main building. There are two three-seater benches (with armrests) and 12 wooden chairs (no armrests) with tables available on terrace at front of hostel

The cycle shed is 70m from the main entrance, connected by gravel path.

### Additional information

- 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, including at night. You can call the emergency number or knock at the staff house (instructions by reception).
- Emergency lighting and fire alarms are fitted. We ensure that all guests evacuate in the event of fire or similar emergency. Arrangements for guests needing assistance to evacuate should be discussed beforehand.
- Evacuation procedures are displayed in each bedroom.
- Mobile phone reception is poor in the immediate vicinity.
- There is no Wi-Fi at this hostel.

### **Contact information**

- Address: YHA Wilderhope Manor, Longville in the Dale, Shropshire, TF13 6EG
- Telephone: 0345 3719149
- Email: [wilderhope@yha.org.uk](mailto:wilderhope@yha.org.uk)
- Ordnance Survey map 137; grid reference SO544928
- Local taxi: Long Mynd Limos, 01694 722741

**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.**