



CITY HOTEL

# INCLUSIVE HOTEL

**Best Western and L'abilità Onlus**

working together to welcome guests with Autism Spectrum Disorders.

Best Western Italia and L'abilità Onlus have launched a project dedicated to guests with Autism Spectrum Disorders.

Inclusive Hotel is the name of the initiative and it aims to guarantee an **absolutely positive** stay in the hotel to people with **Autism Spectrum Disorders**, both children and adults together with their families and their caregivers.

This guide is dedicated to those who want to **start travelling again**.

The **services** and **strategies** listed in the guide are helpful in organising the trip and ensure a positive and welcoming experience at the hotel, guaranteeing a sense of **wellness** and **inclusion**.

To supplement the information provided, **Augmentative and Alternative Communication tables** on the hotel itself and on the destination can be found in the dedicated rooms.

**We wish you a pleasant stay.**

## General Information

The **Best Western Plus City Hotel** is located in **Genova** in Via San Sebastiano 6.

The hotel staff has been **trained** and is **aware** of the characteristics of people with **autism spectrum disorders**, of their special needs, and knows how to make the hotel **fully inclusive**.

Andrea Gallo is responsible for the Inclusive Hotel project at Best Western Plus City Hotel.

You can contact him by e-mail [city.ge@bestwestern.it](mailto:city.ge@bestwestern.it) or by phone on 010 58 47 07,

**Do not hesitate to contact him:**

- for more information
- to book a room that is adequate to the needs of a person with ASD
- to communicate any special needs
- to communicate your time of arrival.



## Check-In and Check-Out

The lobby of the **Best Western Plus City Hotel** has a luggage storage.

The lobby is about 30mq and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 7.00 and 10.00
- between 11.00 and 15.00

It is therefore advisable to check-in and check-out outside those hours.

Web check-out is available.

TV screen with slide show beside the reception is present.



## Common areas



There is mixed lighting with neon and ceiling spotlights.

There is in the lobby music kept at a low volume

spaces	location	characteristics
Bathroom	-1 floor	<ul style="list-style-type: none"> <li>• Led lightning</li> <li>• No ambience fragrance</li> <li>• No background music</li> </ul>
Restaurant	Ground floor	<ul style="list-style-type: none"> <li>• Led lighting, 1 chandelier</li> <li>• No ambience fragrance</li> <li>• Medium volume background music</li> </ul>
Lobby	Ground floor	<ul style="list-style-type: none"> <li>• Led lighting</li> <li>• No ambience fragrance</li> <li>• Medium volume background music</li> <li>• 2 monitors with slide show</li> </ul>



## Room

The rooms dedicated to clients with ASD are equipped with features that can help in the case of **atypical sensory reactivity**:

- there are no neon lights but soft lighting
- the room is located far from noise sources
- cleaning products are fragrance free
- air fresheners are not used

The **bedding** is white and a duvet is available to guests. On the bedcover there is a colour runner. For specific needs, guests are allowed to bring with them their own **personal items (blankets or cushions)** and the staff will make the bed. There are blackout curtains and shutters. The rooms are equipped with a safe and a minibar.

For **room service** please dial 109.

Please contact Reception for any **assistance** you may need.



## Restaurant

The hotel restaurant Il Pesciolino is located at ground floor.

**A table will be reserved** for you in an area of the restaurant free from anything that could induce sensory processing disorder, away from busy passageways.

At the restaurant:

- Lunch from 12.30 to 14.30
- Dinner from 19.30 to 22.00

The times of **increased client influx**, that may lead to a higher risk of sensory overload are:

- from 13 to 14
- from 20 to 21.

**Background music** is played at medium volume.

Guests can bring their **own food and drink** at the table.

If you communicate any **special needs** in advance, the hotel kitchen will do their best to satisfy your requests.

You will also find in your room, the breakfast menu with **augmentative and alternative communication** symbols.



## Hotel Information

The Best Western Plus City Hotel is located in the centre of Genoa and is close to the main points of interest of the city: Carlo Felice Theatre, Via Garibaldi Museums, Castello D'Albertis – Museum of World Cultures, Saint Lawrence Cathedral, Palazzo Ducale, which is a venue for important exhibitions and events, and the Aquarium.

Metro station De Ferrari (200 mt) and the bus stop at 100 mt make the hotel location extremely convenient as for public transportation.

Genoa Principe railway station is about 2 km from the hotel, while Genoa Brignole railway station is about 1.5 km from the hotel.

Cristoforo Colombo airport is about 7 km from the hotel.

There is a private pay-and-display parking available on request to hotel guests. On -1 floor there is a gym and an Internet point.