



# Hotel Major

# INCLUSIVE HOTEL

## **Best Western and L'abilità Onlus**

working together to welcome guests with Autism Spectrum Disorders (ASD).

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 that want to **start travelling again**.

The **services** and **strategies** listed in the guide are helpful in organizing the trip and ensure a positive and welcoming experience in 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 as well.

**We wish you a pleasant stay.**

## General Information

The **Best Western Hotel Major** is located in Milan, in Viale Isonzo n. 2.

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

Mrs. Marabelli Stefania is **responsible** for the Inclusive Hotel project at Best Western Hotel Major.

You can contact her by e-mail at [direzione@hmajor.it](mailto:direzione@hmajor.it) or by phone on 0255188335

**Do not hesitate to contact her:**

- 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 Hotel Major** has red armchairs, black and red sofas and a sitting area with coloured pillows, placed right at the entrance and in the Corner Bar. This area is open to all hotel guests from 5pm to 11pm.

The lobby is not very large and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- Between 7.30am and 9.30am
- Between 6.00pm and 8.00pm

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

The hotel is always open.



## Common areas

☹️ No neon lighting.

🎵 Very low volume background music.

spaces	location	features
<b>Bathroom</b>	Mezzanine (one flight of stairs)	<ul style="list-style-type: none"><li>• Paper towels</li><li>• Automatic lighting</li><li>• Ladies' bathroom with orange walls</li><li>• Men's bathroom with blue walls</li></ul>
<b>Breakfast Room</b>	Level -1 (two flights of stairs)	<ul style="list-style-type: none"><li>• Very low volume background music</li><li>• No windows</li><li>• Red chairs</li><li>• Small paintings hanging on the walls</li></ul>
<b>Lobby</b>	Ground Floor	<ul style="list-style-type: none"><li>• Very low volume background music</li><li>• TV located in the Internet corner</li><li>• Red armchairs, black and red sofas and coloured pillows</li><li>• Plants and flowers (seasonal)</li><li>• Corner bar with cups, sugar and coffee capsules</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. A duvet and a wool blanket are available to guests.

For specific needs, guests are allowed to bring with them their own **personal items** (**blankets** or **cushions**) and the staff will make the bed.

A double bed or two single beds can be requested.

There is a window which opens leftwards or with lift-up opening.

The room can be **blacked out** completely.

The bathroom has either a **bath** or a **shower**. It is possible to have them both if booked in advance.

There is a small **empty fridge** in the room.

A **kettle**, some **mugs**, tea bags and coffee can be requested.

For **room service** please dial 9, from 7am to 11pm.

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

You will also find **augmentative and alternative communication** material in your room concerning:

- Breakfast menu
- Rules of behaviour
- Communication tables
- An information sheet on Milan



## Breakfast room

The Best Western Hotel Major's breakfast room is located on Level -1, reachable from the Lobby with two flights of stairs or from the guest rooms with the lift.

**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 breakfast room breakfast is served

- between 7.00am and 10.30am every day.

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

- between 7.30am and 9.30am during weekdays
- between 9.30am and 10.30am during the weekends

**Background music** is played at a very low 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 Hotel Major** is located in the **Porta Romana** area, outside the Area C zone, easy to reach by car and from the airports. Just 10 minutes walking distance from the Bocconi University and Fondazione Prada and only a short distance from QC Terme Milano.

Line 3 – Yellow Line underground stop just beside the Hotel Entrance, a fast and easy way to reach the most important tourist sites (Duomo, Montenapoleone and Stazione Centrale can be reached in about 6/10 minutes).

Free WIFI (Dedicated Fiber Optic).

Small-sized pets allowed.

Parking spaces available upon request located 100 metres from the hotel.