



Hotel Cappello D'oro

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 that 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 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.

We wish you a pleasant stay.

General Information

The **Best Western Hotel Cappello D'oro** is located in **Bergamo**, in Viale Papa Giovanni XXIII Nr° 12.

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**.

Cristina Ferrari is responsible for the Inclusive Hotel project at Hotel Cappello D'oro.

You can contact her by e-mail at customerservice@hotelcappellodoro.it or by phone on +39 37037625197

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

In the lobby of the **Best Western Hotel Cappello D'oro** there is a reception, some tables and couches where guests can sit during the day. There is also ancient furniture and a piano where guests can play on. You can access the hotel through either a revolving door or a standard one.

The lobby is very large and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 08.00 am and 10.00 am
- between 05.00 pm and 07.00 pm

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

The hotel displays fragrances that can be purchased and, depending on the period of the year, there could be decorations.



Common areas

☀ No neon lighting.

🎵 Low volume background music.

spaces	location	characteristics
Lobby	Floor 1	<ul style="list-style-type: none">• Ceiling lights (starry sky effect)• Fragrances on display• Mirrored Wardrobe
Breakfast Room/ bar	Floor 1	<ul style="list-style-type: none">• Tv tuned to the news channel• Lit fireplace in winter
Gym	Floor 1	<ul style="list-style-type: none">• Annexed sauna• A multifunctional bench• A stationary bicycle and a treadmill• A stepper and mat for floor exercises• Mirrors
Bathroom	Floor -1	<ul style="list-style-type: none">• Reachable through stairs• Fragrances• Paper towels• Automatic sink faucet



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 with coloured cushions and a duvet is 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.

Windows can be opened completely and there are curtains and exterior window shutters that reduce the amount of light that filters in the room.

In the room there's a minibar and a kettle to make tea and coffee.

In the bathroom there is a shower.

For **room service** please dial 700.

Please contact the Reception by dialling 9 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 Bergamo and surroundings



Restaurant

The Best Western Hotel Cappello D'oro does not have an internal restaurant. There is a bar service in the area where breakfast is served in the morning.

A **table will be reserved** for you, at the bar and during breakfast, in an area free from anything that could induce sensory processing disorder, away from busy passageways. It's also possible to have breakfast in the room.

Breakfast is served from 06.30 am to 10.00 am.

The bar is open from 06.00 pm to 10.00 pm.

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

- For breakfast: from 08.00 am to 09.00 am
- For the bar: from 07.00 pm to 08.00 pm

Background music is played at a 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 Hotel is located on the main street in the centre of Bergamo and during the day there could be traffic, both people and cars. The hotel has four floors that can be reached through stairs and lifts. Inside the hotel there is a small gym with a sauna.

Bergamo is a fascinating town for its cultural and artistic sites. Mountain valleys and Lake Iseo are easily reachable in a very short time.

The hotel is located near the funicular (1 km) that connects the city to the old part of the town and the train station (500 metres).

The bus number 1 stops in front of the hotel.