



Sure HotelSM
COLLECTION
by BEST WESTERN

Hotel Astoria

INCLUSIVE HOTEL

BWH Hotels Italia & Malta and L'abilità Onlus

together for the reception of guests with autism spectrum disorder (ASD – Autism Spectrum Disorder).

BWH Hotels Italia & Malta and L'abilità Onlus have created a project dedicated to guests with autism spectrum disorder.

Inclusive Hotel is the name of the initiative that aims to ensure a **fully positive dimension** of the stay in the hotel for people with autism spectrum disorder, whether they are children or adults, together with their families and caregivers.

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

It is designed to present **services** and **strategies** for organizing travel and to experience a full dimension of hospitality within the hotel with educational methods that guarantee **well-being and inclusion**.

To complete the information in the dedicated rooms, the hotel also provides **cards translated into the symbols of alternative augmentative communication** on the structure and the destination.

Have a nice stay everyone.

General Information

Hotel Astoria, Sure Hotel Collection by Best Western, is located in Milan in Viale Murillo 9.

The hotel staff has been trained and sensitized to the knowledge of the characteristics of people with autism spectrum disorders, their needs and how the hotel must be organized to make it fully inclusive.

The person in charge of the Inclusive Hotel project of the Hotel Astoria is Mrs. Elda Doni.

She can be contacted at elda@donihotels.com or 02 40090037.

Contact her to:

1. Get more information
2. Book a room that suits the needs of a person with ASD
3. Communicate your special needs
4. Communicate your arrival time



Check-In e Check-Out

To enter the lobby of the **Hotel Astoria** there are 4 steps. There is a parking lot in front of the entrance only for loading and unloading luggage and for the arrival of taxis.

In the lobby of about 30 square meters there could be moments of great turnout with a consequent **increase in waiting times** and possible crowding with **sensory overload**. The Best Western Hotel Astoria accepts pets, so it is possible to come across dogs even of medium size.

The busiest times: from 8am to 11am

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

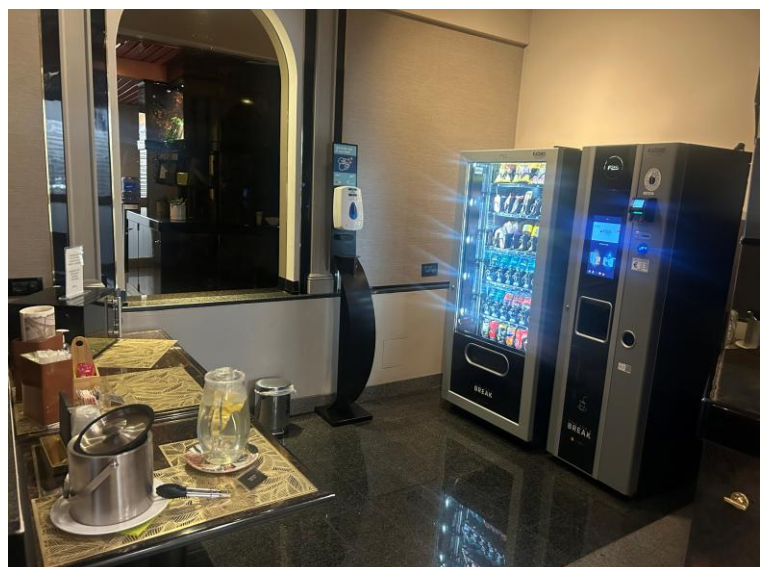


Common Areas

💡 There is no neon lighting.

🎵 There is piped music kept at low volume.

spazio	dove	caratteristiche
Bathroom	Floor -1	<ul style="list-style-type: none"> • Single bathroom for women and disabled with push door for anteroom and sliding door for WC area • Men's bathroom: push doors • Lever taps • Light turns on with photocell • Soap dispensed with photocell • Both electric and paper towel • Very light air freshener
Breakfast Room	Floor 1	<ul style="list-style-type: none"> • Buffet area with seats and tables with glass tops • Walls with leaf wallpaper
Lobby	Floor 1	<ul style="list-style-type: none"> • There is a swinging hung chair • TV always on but with no sound • Two elevators • A few mirrors
Bar	Floor 1	<ul style="list-style-type: none"> • Bar open outside breakfast hours • Vending machine with drinks and snacks



Rooms

The rooms dedicated to customers with ASD have a series of features that can **help** in case of **abnormal sensory reactivity**:

1. Non-neon and soft lights
2. Room away from noise sources
3. Use of cleaning detergents with neutral fragrance
4. No use of air fresheners

The **bed linen** is white. The duvet is available to guests. If the guest has special needs, he or she can bring a **personal blanket or pillow** and the staff will arrange the bed.

Some windows have shutters with total night blackout; other rooms have blackout curtains.

In the room there is a minibar with two free bottles of water, a tray with kettle and cups, a TV of at least 32", shower or bathtub. The opening of the rooms takes place by means of a magnetic card resting on the lock which indicates the opening through both an acoustic and luminous green signal. Room service can be requested at 550 or 552.

Contact the Reception at number 550 for **for assistance**.

In the room there is material available in alternative **augmentative communication** regarding:

1. Breakfast menu
2. Rules of conduct
3. Communication tables
4. A fact sheet on Milan



Breakfast Room

Inside the Best Western Hotel Astoria there is no restaurant, there is only the breakfast room.

A table will be **reserved** in a secluded area without elements of sensory disturbance, away from the passage of many people.

Breakfast is available from 6.30am to 10.30am.

The times with the **greatest influx** of customers and therefore possible sensory overload are from 6.30am to 9.30am.

Piped **music** is kept at a very low volume.

It is possible to consume **your own food at the table**.

If you communicate them in advance, the kitchen will try to provide for any **special needs**.

In the room there is a breakfast menu with the symbols of **alternative augmentative communication**.



Hotel Information

Behind the hotel, in via Carlo Dolci, stops the TRAM nr. 16 leading to the San Siro Stadium (1.8 km from Hotel Astoria - 15 min).

Tram 16 in the opposite direction takes you to Milan Cathedral (30 min).

The nearest metro stations are LOTTO (MM1 Red and MM5 Lilac lines) 800m from the hotel and AMENDOLA (Red line) 550m away.

Right next to the hotel there is a Conad supermarket.