



Hotel Farnese

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 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 Plus Hotel Farnese** is located in **Parma**, in Via Reggio 51/A.

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**.

Graziella Grossi is responsible for the Inclusive Hotel project at **Best Western Plus Hotel Farnese**.

You can contact her by e-mail at g.grossi@inchotels.com or by phone on +39 0521-994247.

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 Plus Hotel Farnese** has 2 main areas: a reception and a business corner.

The lobby measures around 220 square metres and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

It is possible to check-in and check-out 24/7.

During the day the **most crowded times** are:

- between 7am and 9am
- between 6.30pm and 7.30pm

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

There is a quiet area in the lobby where it is possible to wait to be attended, either standing or sitting, in case of a sudden crowd increase.



Common areas

☀ No neon lighting.

🎵 Moderate volume background music.

spaces	location	characteristics
Lobby, Bar and Business area	Ground Level	<ul style="list-style-type: none">• Soft and discrete lighting• Low-volume background music• Lobby: dove grey sofas, pearl white armchairs, cow leather carpets, black wooden table with brochures displayed, 43-inch TV screen tuned to news channels• Business area: moss green sofas, red armchairs, a carpet
Bar	Ground Level	<ul style="list-style-type: none">• Access from the lobby• Colourful tables and chairs• Table with a plant pot on it
Bathroom	Ground Floor	<ul style="list-style-type: none">• Automatic hand dryer• Automatic faucet• Low volume music background music
Restaurant	Ground Floor	<ul style="list-style-type: none">• Restaurant: paintings on the walls, white tablecloths and chairs• Breakfast Room: paintings on the walls, placemats, 4 28-inch TV screens always tuned to news channels
Swimming Pool and Garden	Ground Floor	<ul style="list-style-type: none">• Access from 1st floor• Bar close to the swimming pool• Sunbeds, sun loungers and parasols
Gym	Floor -1	<ul style="list-style-type: none">• Cardio equipment, abdominal benches, water dispenser• TV always switched off (customers can turn it on)



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. If any, these are well shielded and don't illuminate directly
- the room is located far from noise sources, on an internal area where heavy vehicles are not allowed to transit (subject to availability)
- cleaning products are fragrance-free and neutral
- air fresheners are not used

The **bedding** is white with a runner 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.

The rooms can be blacked out completely, the windows are secured, and the terrace has a parapet of 140 cm.

All the rooms have: showers or bath (customer's choice), a mini-bar and a kettle. Upon request, it is possible to have an empty mini-bar and no kettle.

For **room service** please dial 514.

Please contact n°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 Parma and its surroundings



Restaurant

The 51/A Restaurant is located at the Best Western Plus Hotel Farnese.

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:

- Breakfast is served from 6.30am to 10.30am on weekdays, and from 7.00pm to 11.00pm on non-working days
- Lunch is served from 12.30pm to 2.00pm
- Dinner is served from 7.30pm to 10pm

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

- From 7.00am to 9.00am; from 1.00pm to 2.00pm; from 8.00pm to 9.00pm.

Background music is played at a moderate 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 close to the railway station (1 Km), the **Parma Exhibitions** (4 Km), the **G. Verdi airport of Parma** (1,5 km), the city centre (1,5 km) and the tangenziale nord (exit 7 Fiera – Via Baganzola – 500 metres).

The hotel is also close to Ducale Park, **Tardini Stadium**, all the museums, **Regio Theatre and Paganini Auditorium**.

The restaurant “51/A”, recommended by the Michelin Guide, offers delicious specialties from Parma and a selection of wines and spirits.

The n°6 bus stops just outside the hotel (30 metres).

Bicycles are available for free.