



# Hotel Madison

# 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 carers.

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 as well.

**We wish you a pleasant stay.**

## General Information

The **Best Western Hotel Madison** is located in **Milan** in via Privata Leopoldo Gasparotto n.8.

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**.

**Camilla Doni** and **Kamir Revelli** are responsible for the Inclusive Hotel project at Best Western Hotel Madison.

You can contact them by e-mail at [camilla@donihotels.com](mailto:camilla@donihotels.com) or by phone on 0267074150

**Do not hesitate to contact them:**

- 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 **Best Western Hotel Madison** has a comfortable sofa in the lobby.

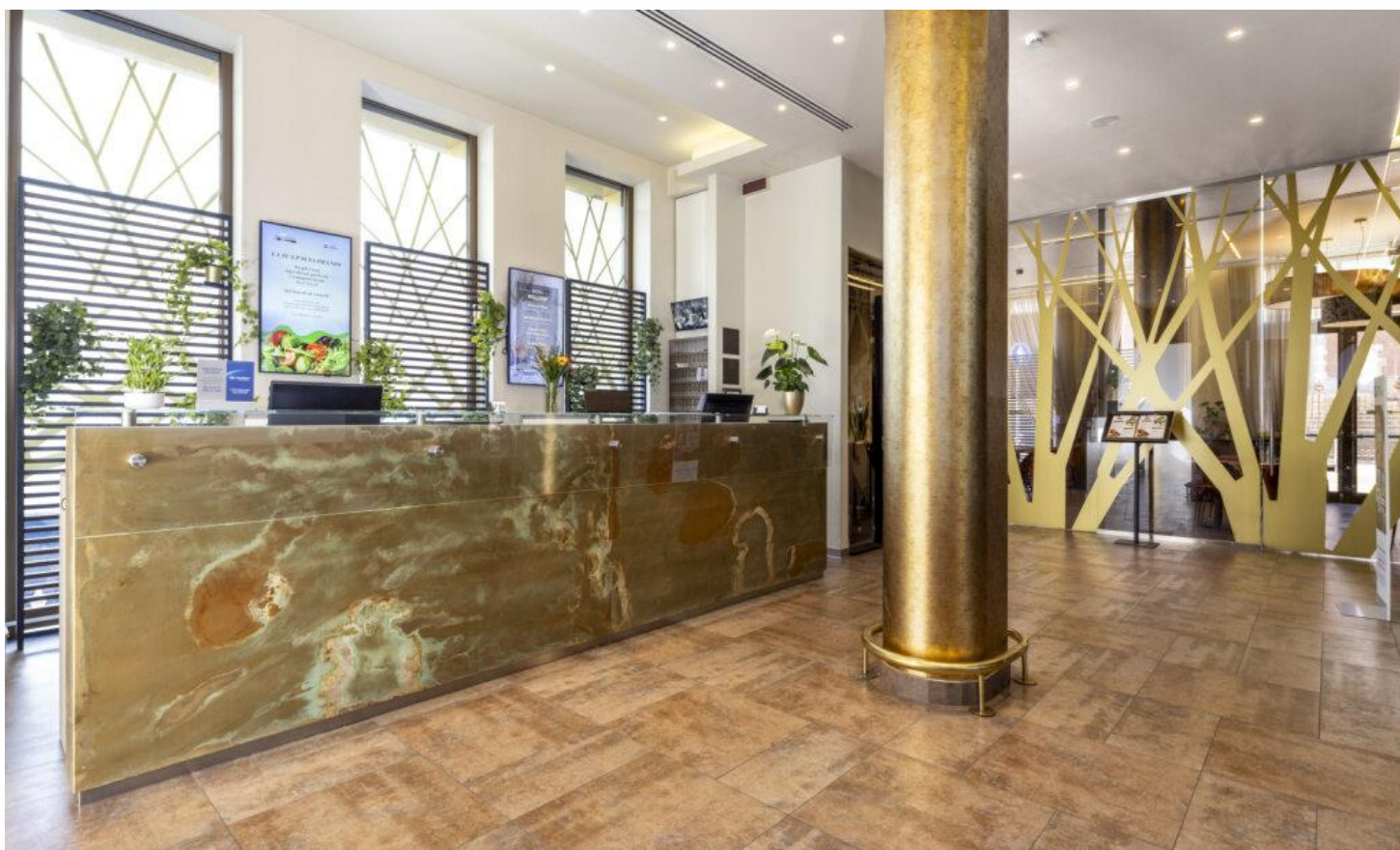
The lobby is not very large and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

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

- between 7.30am and 9.00am
- between 6pm and 8pm.

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

The hotel is always open.



## Common areas

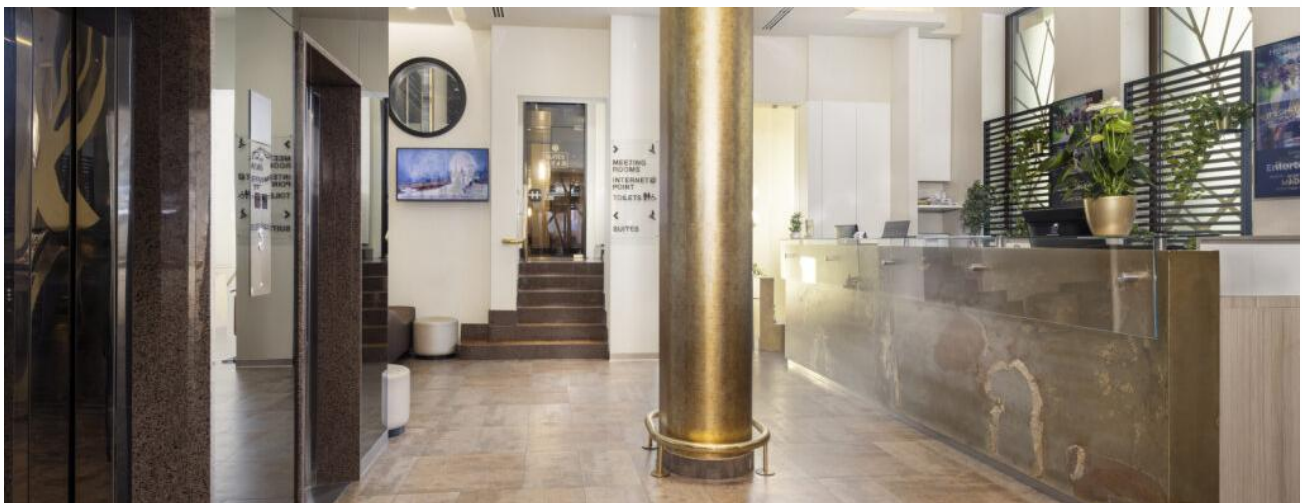


No neon lighting.



Very low volume **background music**.

| spaces     | location     | characteristics  |
|------------|--------------|--|
| Bathroom   | Level - 1    | <ul style="list-style-type: none"><li>• very fragrant</li><li>• paper towels</li><li>• photocell on the side of the sink</li></ul> |
| Restaurant | Ground Floor | <ul style="list-style-type: none"><li>• big screen tv tuned to the news channel</li></ul>  |
| Lobby      | Ground Floor | <ul style="list-style-type: none"><li>• big screen tv tuned to the news channel</li><li>• mirrors on some of the walls</li></ul>   |



## Room

The rooms dedicated to clients with ASD are equipped with features that can **help** in 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 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.

There are hopper **windows** in the room

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

The bathroom has a **bath** and a **shower**.

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

A **kettle**, some **mugs**, 2 **bottles** of water, **plastic cups** and some **sweets** are in the room.

For **room service** please dial "9" on your room phone.

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



## Restaurant

The “Mad’Son” restaurant is located in the Best Western Hotel Madison.

**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 7.30am to 10.30am
- **lunch** is served from 12pm to 2pm (not on Saturday and Sunday)
- **dinner** is served from 7pm to 9pm

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

- between 7.30am and 8.30am
- between 1pm and 1:45pm

**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.

Room service is always available.

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

