



Hotel Regina Elena

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 Hotel Regina Elena** is located in **Santa Margherita Ligure** in **Via Milite Ignoto 44**.

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**.

Alice Piaggio is responsible for the **Inclusive Hotel** project at Best Western Hotel Regina Elena.

You can contact her by e-mail at info@reginaelena.it or by phone on +39 0185 287003.

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 Regina Elena** has a beige sofa, 2 white armchairs with brown finish and a small table.

In addition, there are 2 computers for check-in and check-out procedures, 1 computer to check parking, 2 phones and 2 screens above the front desk with information on the area.

There are 2 sliding doors to reach the Reception area, where an air freshener is located.

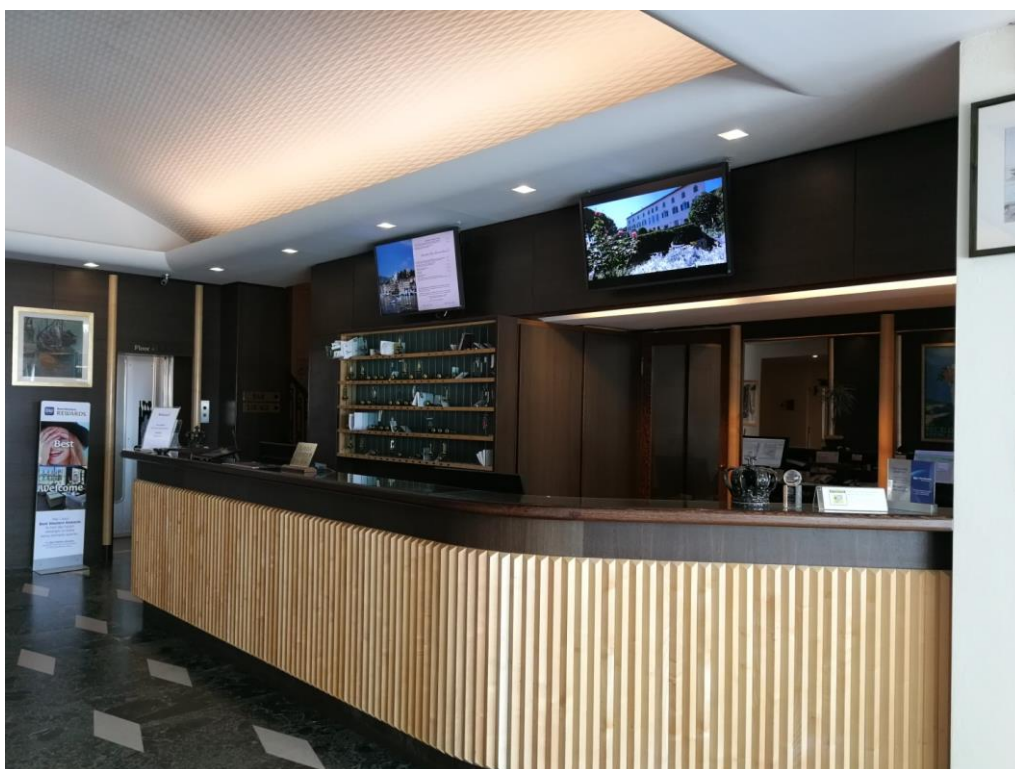
Behind the Reception you can find the lounge area with blue sofas and armchairs.

At peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 9.30am and 12.30pm
- between 3pm and 4.30pm
- between 6.30pm and 7.30pm

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



Common areas



No neon lighting.



Low volume background music.

spaces	Location	characteristics
Bathroom	Ground floor and Level -1	<ul style="list-style-type: none"> • Bathroom entrance near the lifts (noisy) • 1 men's room and 1 women's room • Paper towels • Automatic Turn Off Light Sensor • Automatic air freshener
Restaurant	Ground floor	<ul style="list-style-type: none"> • 2 inside restaurants: one with sea-view (more confidential) and one with garden-view, where breakfast is served • 1 beachside restaurant
Lobby	Ground floor	<ul style="list-style-type: none"> • 3 lifts (2 lifts for guest rooms' floors, 1 lift for -1 level: conference room - fitness centre - beach access) • Lounge area and veranda behind the Reception
Bar	Ground floor	<ul style="list-style-type: none"> • Open from 10.30am to 11pm (6.30pm to 11pm during summer time) • Electric blinds and curtains
Fitness Centre	Level -1	<ul style="list-style-type: none"> • Open from 8am to 8pm • Exercise bikes, weights, treadmills, Pilates stability ball, workout bar • Cool water dispensers



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 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.

Rooms can have two twin beds (upon request).

There is a window with electric blinds.

Room with side sea view, bath and minibar.

For **room service** please dial 9.

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 Santa Margherita Ligure and surroundings



Restaurant

The **Principessa Restaurant** is located in the Best Western Hotel Regina Elena.

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:

- Lunch is served between 12.45pm and 2pm (from January to May and from September to November)
- Dinner is served between 7.45pm and 9pm

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

- between 1.15pm and 2pm
- between 8pm and 9pm

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 **Best Western Hotel Regina Elena** is situated on the seafront that connects **Santa Margherita Ligure** to **Portofino**, between the Regional Natural Park, the sea of **Tigullio Gulf** and the **Marine Protected Area of Portofino**.

Easily reachable from **Santa Margherita Ligure railway station**, from **Genoa's Cristoforo Colombo Airport** and by car from **A12 highway** (exit Rapallo), the Best Western Hotel Regina Elena is situated in a strategic position for a holiday **surrounded by nature** and the charme of the Ligurian Coast, close to Genoa and the **Cinque Terre**.

The **82 bus** stop, that connects Santa Margherita Ligure railway station to Portofino, is located in front of the hotel's entrance. **The hotel is situated on the seaside promenade**, just a 10-minute walk from the centre and a 50-minute walk from Portofino.

At the front desk you can buy bus tickets.

Currency exchange (dollars, pounds, ...) available at the Hotel.