



HOTEL DE' CAPULETI

INCLUSIVE HOTEL

Best Western and **L'abilità Onlus**

working together to welcome guests with Autism Spectrum Disorder (ASD).

Best Western Italia and L'abilità Onlus have launched a project dedicated to guests with Autism Spectrum Disorder.

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 who 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 at 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.

Informazioni Generali

The **Best Western Plus Hotel De' Capuleti** is located in **Verona** in **Via del Pontiere, 26**.

The hotel staff has been **trained** and is **aware** of the characteristics of people with **autism spectrum disorders** and of their special needs, and knows how to make the hotel **fully inclusive**.

Arianna Montresor and Giulia Bombieri are responsible for the Inclusive Hotel project at **Best Western Plus Hotel De' Capuleti**.

You can contact them by e-mail at info@hotelcapuleti.it or by phone on +39 045 8000154.

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 e Check-Out

The lobby of **Hotel De' Capuleti** consists of a lounge area on the right side, which has also two black sofas and two white armchairs; there are two wheels-equipped poufs between the sofas. The style is modern and Led lights are white.

Behind the lobby is set a raw stone wall with a shelf displaying bottles of local wine and beer.

On the left side of the lobby there's the reception desk, white with wooden parts. Behind the reception there are two TVs that broadcast daily news. In front of the reception desk there's a black sofa without backrest.

The wall on the left, near the reception desk, is covered in real green stabilized moss; this moss is also present on the entire ceiling in front of the front-office. Background music is playing throughout 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:

- From 1pm to 3pm and from 6pm to 8pm for check-in;
- From 8am to 10am for check-out.

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

The hotel is always open.

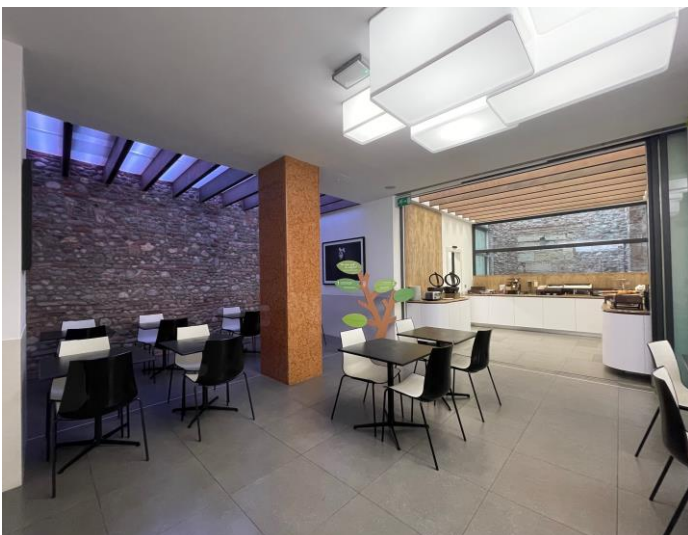


Common areas

☀ No neon lighting

🎵 Medium-low volume background music.

spazio	dove	caratteristiche
Bathroom	GROUND FLOOR	<ul style="list-style-type: none"> • Glass door without handle, push to open. • On the left, there is the disabled bathroom and in front the anteroom and the common bathroom. In front of the anteroom, on the right, there is a small cabinet with candles inside, always off. • The light turns on automatically using a motion detector. • Paper towels.
Breakfast Room Image 1	GROUND FLOOR	<ul style="list-style-type: none"> • Paintings depicting a model wearing hotel courtesy items. • Self-standing cardboard tree • Bar cart with wheels • Across the room there's an area with dimmed lights that might change colour
Hall	GROUND FLOOR	<ul style="list-style-type: none"> • Self-standing cardboard tree Bar cart with wheels for guests welcome drink • Paintings depicting a model wearing hotel courtesy items. • Transparent glass staircase to access the room. • Elevator with mirror and neon light, no music.
Bar Image 2	GROUND FLOOR	<ul style="list-style-type: none"> • Self-standing cardboard tree • Paintings depicting a model wearing hotel courtesy items. • Marble counter with backlighting
Lounge	GROUND FLOOR	<ul style="list-style-type: none"> • Self-standing cardboard tree



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.

The **bedside lamps** are attached to the headboard of the bed and are movable. The **lights near the headboard** hang from the ceiling at eye level.

The **windows** open in vasistas. All dedicated hotel rooms have a window leading to a balcony. Only one of these rooms (105) has a regular window, without access to the balcony.

The room can be darkened using **blinds**.

The room has a **minibar** with 4 glass bottles of water, glasses, a kettle with cups and a telephone.

The **bathroom** has a glass stall shower, a wall-mounted hair dryer, a plastic toothbrush holder, a small plastic container for shower cap and vanity-kit.

For **room service** please dial n° 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 Verona



Breakfast room

The Best Western Hotel De' Capuleti breakfast room is located on the ground floor and it's open from 7:30 am to 10:30 am.

The restaurant is not present.

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.

The times of **increased client influx**, that may lead to a higher risk of sensory overload is from 7:30 am to 9:30 am.

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

Additional information about the Hotel's spaces:

- There are free bicycles available for guests to use for free at the hotel entrance.
- There is a wooden partition between the breakfast room and the reception that is not fixed to the floor.
- The main elevator makes a sound when it reaches the desired floor.

The hotel offers the opportunity to reach in a short time cultural and open air natural interesting areas like Valeggio sul Mincio (10 km), Garda Lake (20 km), Mantua (30 km).

How to reach us:

- **By car:** take Verona Nord A22 – Verona Sud A4 – Verona Est A4 exit then follow the signs for the city center.
- **From Valerio Catullo Airport:** take the ring road and follow the signs for the city center; if you do not have a car, take the shuttle bus to Verona Porta Nuova train station.
- **From Verona Porta Nuova train station:** take bus line 11, 12 or 13 in the direction of the city center.