

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, guaranteeting 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 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.

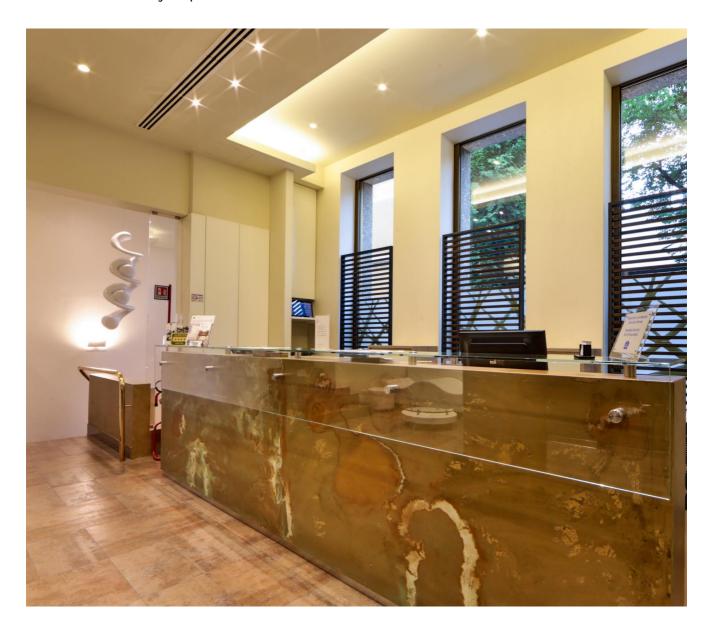
The lobby is not very large and at peak times crowding and increased waiting times could induce sensory overload.

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	very fragrantpaper towelsphotocell on the side of the sink
Restaurant	Ground Floor	big screen tv tuned to the news channel
Lobby	Ground Floor	 big screen tv tuned to the news channel mirrors on some of the walls





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.

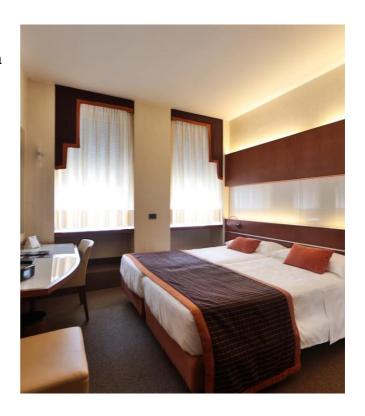
A kettle, some mugs, 2 bottles of water, plastic cups and some sweets are in the room.

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.

