



CTC HOTEL VERONA

INCLUSIVE HOTEL

Best Western and L'abilità Onlus

working together to welcome guests with Autism Spectrum Disorder.

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.

General Information

The **Best Western CTC Hotel Verona** is located in **San Giovanni Lupatoto** in via Monte Pastello, 28.

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

Giovanni Piccinno is responsible for the Inclusive Hotel project at the Best Western CTC Hotel Verona.

You can contact him by e-mail at fom@ctchotelverona.com or by phone on 045 8754111

Do not hesitate to contact him:

- 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, located on the 1st floor of the Best Western CTC Hotel, features comfortable sofas, large windows, some neon lights, bar with TV and reading room.

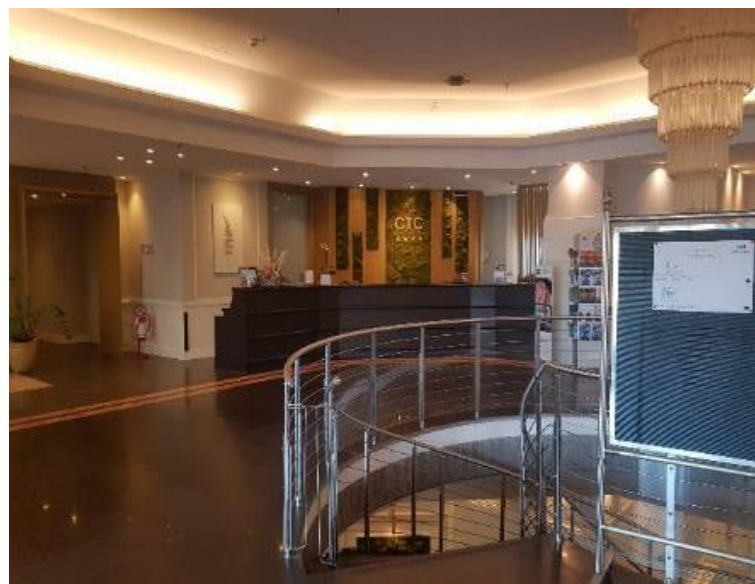
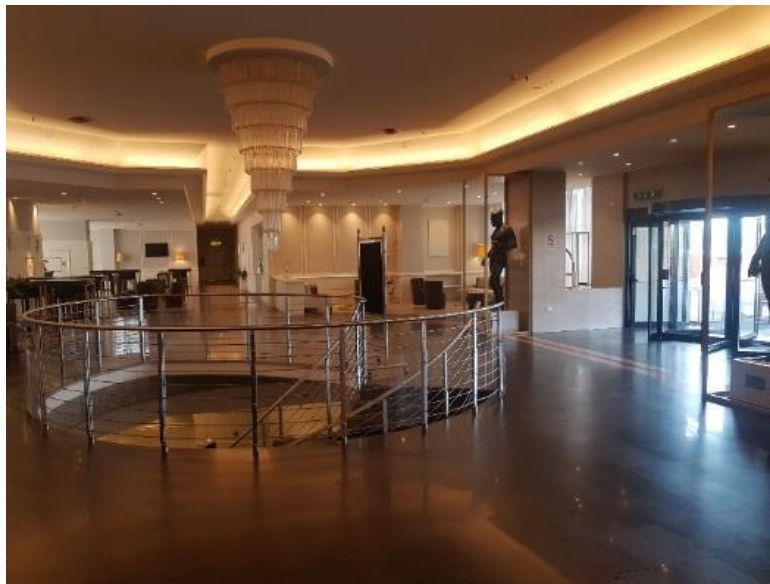
The lobby is 200sqm and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- from 08:00am to 10:00am
- from 06:00pm alle 08:00pm

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

The hotel recommends doing the web check-in to speed up and gives the opportunity of handing over the keys in a more reserved area of the hotel.



Common Areas



There is **mixed lighting with neon and ceiling spotlights.**

There is in the lobby **music kept at a low volume**

spaces	location	characteristics
Bathroom	Floor 0 and 1st floor	<ul style="list-style-type: none"> • Separate bathrooms for men and women with neon lighting. • Electric dryers and paper towels. • There are no room perfumers and cleaning is done with professional scented products
Restaurant	0	<ul style="list-style-type: none"> • Large restaurant with LED light with low volume music and quiet corners for breakfast and dinner.
Lobby	1	<ul style="list-style-type: none"> • Large hall with bar and living area with sofas and armchairs. There are also meeting rooms.
Stairs	From floor 0 to floor	White marble stairs, this natural glass lithing during the day and neon lighting in the night
Lifts	From floor 0 to floor 9	<ul style="list-style-type: none"> • 3 neon lit lifts



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.

The bed is equipped with two sheets, a duvet and a non sack duvet cover. On the bed cover a colour runner is present.

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 windows can be partially opened and have a security hook, the rooms can be completely darkened. In the room there is a minibar with two bottles of water, a tray with tea, coffee and herbal teas, TV, desk with chair, a floor lamp.

The bathroom is equipped with a large shower with a glass wall and an opening of about 80cm.

For room service please dial n° 5.

Alternatively, contact the reception on 3 for any **assistance needed**.

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



Restaurant

Inside the Best Western CTC Hotel Verona there is the VRestaurant.

A **table will be reserved** in a cozy area without elements of sensory disturbance, away from the passage of many people.

At the restaurant it is possible to consume:

- Breakfast:
 - or from Monday to Friday from 06:30am to 10:00am
 - or on Saturdays and Sundays from 07:00am to 10:30am
- Dinner: every day from 07:00pm to 10:00pm

The times with **the greatest influx** of customers and therefore possible sensory overload are from 6.30am to 8:30am.

Piped music is kept 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 area surrounding the Hotel has grown rapidly in recent years and is now dotted with stores and shopping centers, as well as a large multiplex cinema. The shopping center Verona Uno is the largest in the area and offers many apparel brands and several shops (located at 700mt from the hotel).

The Hotel offers a complimentary shuttle service to and from the city of Verona that operates on a schedule. A reservation is required upon check in, 24 hours in advance, as seats are limited.

Alternatively, take the 22 Bus Urbano or the 144 bus Extraurbano which reaches the center of Verona and the Railway Station in approximately 15 minutes.

International airport Valerio Catullo is 14 km far from the hotel, easily reachable by car.

The hotel has a large free parking with charging columns for electric cars.