



Hotel Turismo

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 Turismo** is located in **San Martino Buon Albergo**, in the province of Verona, in Via Nazionale 58.

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**.

Laura Boscolo is responsible for the Inclusive Hotel project at Best Western Hotel Turismo.

You can contact her by e-mail at laura@hotelturismo.it or by phone on +39 045 8780222.

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 Turismo has sofas, armchairs, chairs and desks for waiting. To access the lobby there are 2 automatic sliding doors.

The lobby measures about 140sq m and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

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

- between 7am and 9.30am
- between 6pm and 8pm

In the weekends and in July and August:

- between 10am and 12pm
- between 2pm and 6.30pm

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

The hotel is always open and has a big free parking and an unguarded covered garage.



Common areas

💡 No neon lighting and there are 4 floor lamps.

🎵 Low volume background music.

spaces	location	characteristics
Lobby	Ground floor	<ul style="list-style-type: none">• There is a TV switched on a muted news channel, no remote control
Bar	Ground floor	<ul style="list-style-type: none">• A TV switched on a muted news channel, no remote control• There are 3 tables (112cm high), each one with 4 chairs (77cm high)• Photocell sliding door to access the bar from outside
Breakfast Room	Ground floor	<ul style="list-style-type: none">• Next to the bar area, it is possible to have a reserved table in a quite area• There is a 54'' TV, switched on a muted news channel, no remote control
Bathroom	Ground floor	<ul style="list-style-type: none">• Soap dispenser• Paper towels



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 window can be opened completely, and the room can be totally blacked out. In the bathroom there is a shower.

In the room there is minibar with snacks and canned drinks, glass water bottles, eco-friendly plastic cups.

On the desk there is kettle with disposable paper cups, service guide, an alarm clock radio with a red light (easily dimmable).

On the bedside table there are a notepad and a pen.

For **room service** please dial nr. 9

Please contact nr. 9 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 and its surroundings



Breakfast room

The breakfast room is located on the ground floor, next to the bar area.

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 breakfast room is open from 7am to 10am.

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

- from 8am to 9.30am

Background music is played at a low volume.

There is a 54" TV, switched on a muted news channel, no remote control.

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.

During the summer season, breakfast can be served in the covered outside area, close to the garden.



Hotel Information

The Best Western Hotel Turismo is located only 100 mt from a bus stop. You can reach Verona city centre (9 km) in about 20/30 minutes. The Verona railway station (about 13 km) can be reached in approximately 25/35 minutes. Tickets can be bought on the bus and the cost is around 2.50-3.00€ per person, one way.

The centre of Verona offers several internationally renowned cultural and artistic attractions: the Arena, the Roman theatre, Juliet's tomb and house, the Colombare Park, Castelvecchio, many museums and the Arsenale playground.

4 adult bikes are available for free.

There is a big parking place outside the hotel and a free covered garage.

Close to a supermarket (100 mt - open every day from 9am to 8pm), a Restaurant-Pizzeria (200 mt - open every day from 7am to midnight), a Health & Beauty store (50 mt - open every day from 9am to 7pm), the "Le Corti Venete" shopping centre (1.5 km - open every day from 10am to 8pm).