



TOWER HOTEL BOLOGNA

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** Disorder, 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 Plus Tower Hotel Bologna** is located in **Bologna** in Viale Lenin, 43.

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**.

Graziano Pontarelli is responsible for the Inclusive Hotel project at the Best Western Plus Tower Hotel Bologna.

You can contact him by e-mail at fom@towerhotelbologna.com or by phone on +39 051 6024111.

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 of the **Best Western Plus Tower Hotel** has comfortable sofas, windows, bar.

The lobby is 150mq and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 8am and 11am
- between 5pm and 8pm

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

The hotel recommends doing the web check-in to speed up and the possibility 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 – 1st floor – 2nd floor	<ul style="list-style-type: none"> • Separate bathrooms for men and women with neon lighting. • There are no electric dryers but paper towels. • There are no room perfumers and cleaning is done with professional scented products
Restaurant	1st floor	<ul style="list-style-type: none"> • Large restaurant with LED light with low volume music and quiet corners for breakfast and dinner.
Lobby	Floor 0	<ul style="list-style-type: none"> • Large hall with bar and living area with sofas and armchairs. There are also 2 meeting rooms.
Stairs	From floor 0 to floor 18	<ul style="list-style-type: none"> • White marble stairs, this natural glass lighting during the day and neon lighting in the night
Lifts	From floor 0 to floor 18	<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**

The bed is set up with 2 sheets, a duvet and a non-bag duvet cover.

The bed linen is white. 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 to vasistas and have a safety hook. It is possible to completely darken the rooms. In the room there are a minibar with 2 bottles of water (one natural and one sparkling), a tray stocked with tea and herbal teas, a kettle and cups, plus TV and a desk with chair. The bathroom has a bathtub with shower with fixed shower head and mobile hand shower, glass wall and sanitary ware. There are a hairdryer and a courtesy kit.

For **room service** please dial 5200 or 5190.

Alternatively, contact the reception on 9 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 of Bologna



Restaurant

Inside the Best Western Plus Tower Hotel Bologna there is the Bistrot Tower Restaurant.

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 from 07.00am to 10.00am from Monday to Friday and from 07.00am to 10.30am on Saturday and Sunday
- Dinner from 07.00pm to 10.00pm from Monday to Saturday. The restaurant may not be open on some days. However, the bar with snack service is available.
- If necessary, contact fom@towerhotelbologna.com

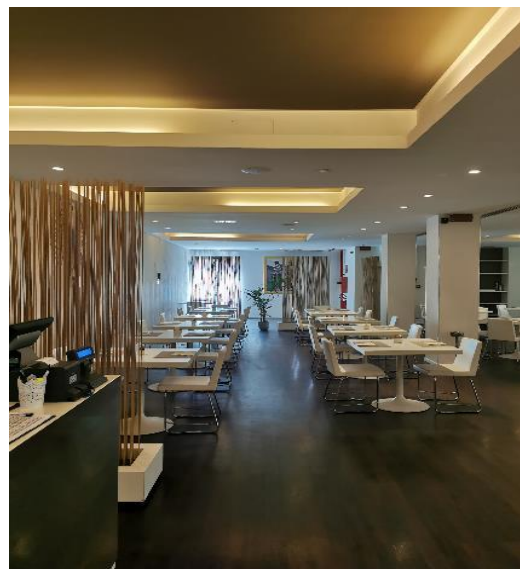
The times with **the greatest influx** of customers and therefore possible sensory overload are from 7.30 am to 9.00am.

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 where the hotel is located is a residential area with tall skyscrapers in front of/next to the hotel. On the right side of the hotel is the ring road. In the back of the hotel, crossing the road, you reach a supermarket and an Italian cuisine restaurant.

To reach the center of Bologna, about 600 meters from the hotel is the public transport stop "Tangenziale San Vitale" where you can take bus 14 towards PIAZZA GIOVANNI XXIII and get to the center by getting off at the DUE TORRI stop.

For the return journey, it is possible to take the 14C bus in the direction of PILASTRO in Piazza Malpighi and get off at the TANGENZIALE SAN VITALE stop.

The bus ticket can be purchased directly on the bus using an automatic machine.

As for the train station, we suggest a taxi, which costs around €20.00 each way.

The City Red Bus is a solution for a sight-see visit of Bologna. Its stops are located in the main city center squares. It's a private service, with different costs according to the route, and can reach up to San Luca church.

Guglielmo Marconi airport is easily reachable by car or taxi (10 km).

The hotel has a large outdoor and indoor car park with electric charging columns for free use by staying guests.