



Santa Caterina Hotel

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 Santa Caterina Hotel** is located in Acireale in via Santa Caterina, 42/b.

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**.

Elisa Vasta and Michele Giammusso are responsible for the Inclusive Hotel project at Santa Caterina Hotel.

You can contact them by e-mail at info@santacaterinahotel.com or by phone on +39 095 7633735.

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 lobby of the **Best Western Santa Caterina Hotel** has a living room with sofas and television off.

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

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

- between 9.30 am and 11.30 am
- between 5.30 pm and 9.00 pm

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

The hotel is always open.



Common areas



No neon lighting.



Low volume background music.

spaces	location	characteristics
Bathroom	1 floor	<ul style="list-style-type: none">• Also available for restaurant customers.• Neon light always on.• Paper placemats.• Presence of scented diffusers.
Restaurant	1 floor	<ul style="list-style-type: none">• Also open for external guests.• Very crowded on Saturday evening and Sunday at lunch.• Music in a low volume
Lobby	1 floor	<ul style="list-style-type: none">• From the Hall you have access to the restaurant, swimming pool and bar,• Piped music at a low volume



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 rooms have French doors with access to the garden. You can darken the rooms with curtains.

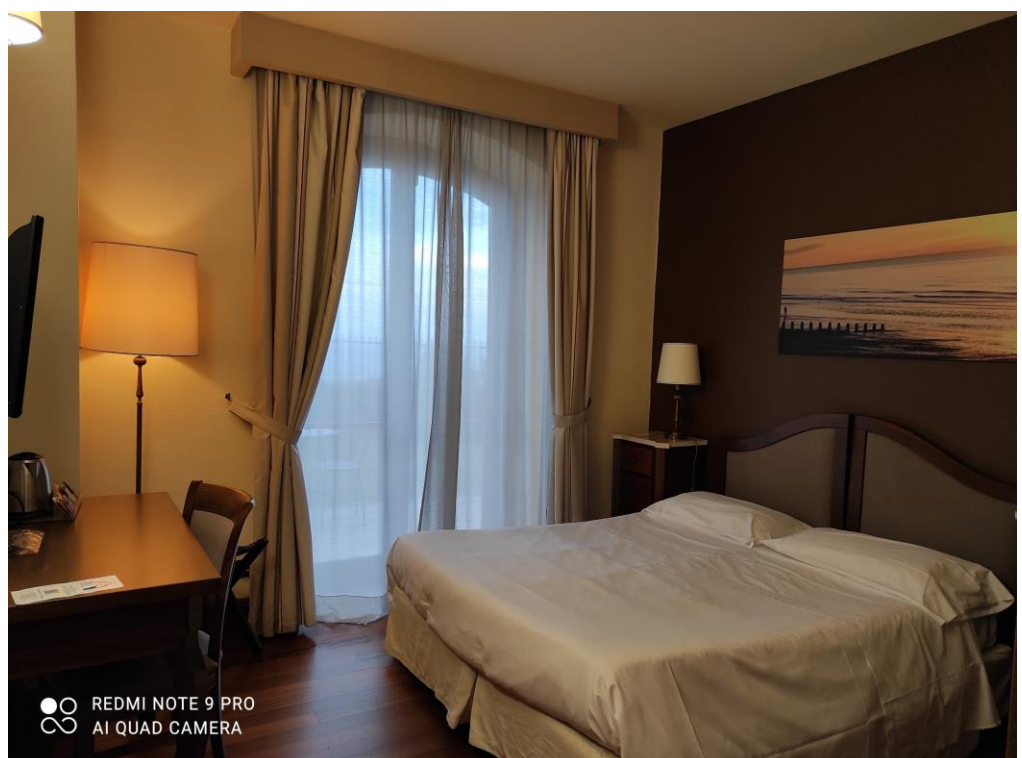
The rooms are equipped with shower, kettle with cups, minibar that you will find empty.

For **room service** please dial 9.

Please contact the 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 Acireale (CT)



Restaurant

The Aquadelferro restaurant is located inside the Best Western Santa Caterina hotel.

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:

- At 12.45 pm to 3.00 pm
- At 7.30 pm to 11.00 pm

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

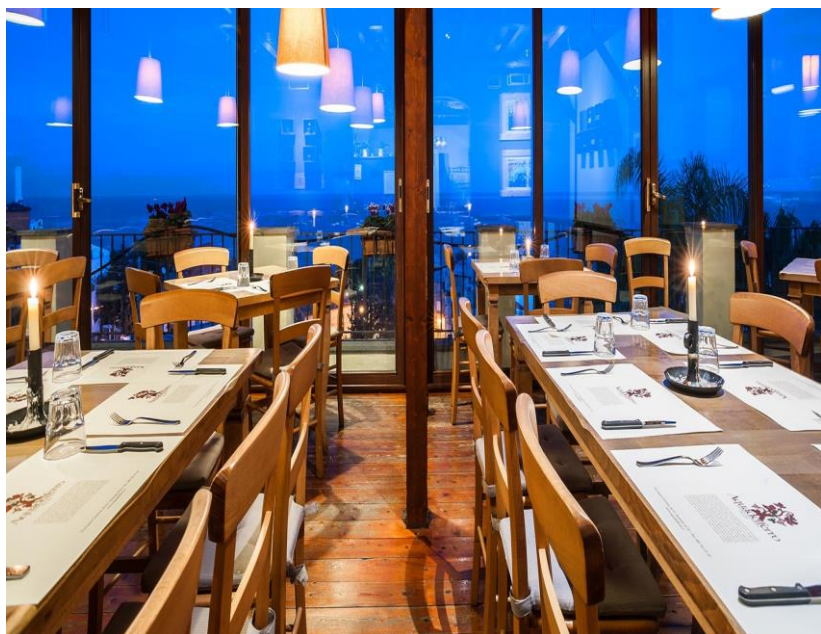
- From 1pm to 3pm on Sundays
- From 8.45pm to 10.30pm for dinner

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

The hotel is just a 15-minute walk from the city centre, where you can take public transport towards locations of major interest.

Close by there are museums and a municipal villa with trees, fish tanks and playgrounds.

1,5km far from the hotel you can find Acireale train station.

In the surroundings there are nice beaches, La Timpa nature reserve (3 km) and Isole dei Ciclopi marine reserve (6 km).

The major town of Catania, with its many cultural and nature interest points, is 16 km far from the hotel and Etna volcano, inside the Nature Park, is 30 km.

Catania Fontanarossa airport (30 km) is reachable by bus, auto or taxi.