



# Best Western Hotel Cristallo

In this document, we will provide you with information regarding the accessibility of our hotel.

You will find the description of these areas:

- Car park and access to main entrance
- Main entrance and Reception
- Lifts
- Internal routes
- Toilet facilities
- Rooms
- Catering

For more information or any particular requests, please write to

**Marco Serafini** - [direzione@hotelcristallomantova.it](mailto:direzione@hotelcristallomantova.it)

## CAR PARK AND ACCESS TO MAIN ENTRANCE



The hotel has a private car park, it is located outside and it is uncovered.  
The hotel's car park is surfaced with tarmac.

Number of reserved parking spots for expectant mothers	n° 1
Number of reserved parking spots for persons with disabilities, identified with signs	n° 1
Distance from main entrance	m 10

To avoid the difference in level between the path and the main entrance door, the access ramp can be used. The path is surfaced with tarmac and marble slabs.

## MAIN ENTRANCE AND RECEPTION



When entering, there is a doorbell to request assistance.  
The access door has an automatic sliding system, with no handle.  
Inside, there is a carpet runner/doormat and there is tile flooring.  
In the lobby, there are seats, namely armchairs, chairs, and sofas.  
The portage service is not available.

Height of reception desk	cm 117
--------------------------	--------

## LIFTS



Our hotel has 2 lifts to access the floors and these are located in the lobby.

Size of inner cabin	cm 100x130
Height of call button	cm 115
Sliding doors	yes
Type of door opening	on one side only
Width of clear opening	cm 80
Audible indication of floors	no
Call button with braille or raised characters	yes
Button panel with braille or raised characters	yes
Button panel with large characters	yes

## INTERNAL ROUTES

---



The corridors have linoleum and tile flooring, along the paths there are no doors or passages narrower than 90 cm.

There is no protruding wall decor.

### Stairs

Our hotel is a 5-storey building.

Handrails in the corridors	no
Handrails along the stairs	no
Stairlift	no
Floor markings at the beginning and end of each flight of stairs	no

### Lighting

Lighting location	ceiling lightning
Light control system	automatic sensor

## TOILET FACILITIES

---



The toilet facilities are located in the hall.

There is a bathroom access room.

Size of bathroom access room	cm 400x180
Type of flooring in the bathroom access room	tile
Door style	hinged door
Type of lighting	automatic sensor

### Bathroom features

Size of bathroom	cm 170x170
Type of flooring	tile
Door style	hinged door
Type of lighting	switch
Alarm bell/pull cord	yes
Pedestal sink	yes
Mixer tap	lever head tap
Tilted mirror	yes
Wall hung toilet	yes
Bidet shower next to toilet	no
Floor-level shower	no
Grab bars	no
Baby changing table or station	no

## ACCESSIBLE ROOM



There are 2 accessible rooms for people with motor disabilities, all equipped with a private ensuite.

Room service is available upon request and at a surcharge.

Type of flooring	linoleum
Door style	hinged door
Lock style	keycard
Type of handle	knob handle
Space around bed	on both sides
Window style	manual
Control mechanism of blackout blinds or shutters	manual
Light control system	manual
Air-conditioning	manual

### Accessible bathroom features

Size of bathroom	cm 220x180
Type of flooring	linoleum
Door style	hinged door
Type of lighting	switch
Alarm bell/pull cord	yes
Pedestal sink	yes
Mixer tap	lever head tap
Tilted mirror	yes
Wall hung toilet	yes
Bidet shower next to toilet	yes
Floor-level shower	yes
Grab bars	no

The hotel has several types of rooms in various sizes and with different features. Please contact us if you need further information and to find the most suitable solution for your stay.

## CATERING

---



### Breakfast Room

The hotel's breakfast room is on the 1<sup>st</sup> floor and has the following features:

Difference in level/obstacles	yes
Type of flooring	tile
Main door style	single hinged door
Opening direction	inwards
Shape of tables	square
Position of table legs	central and on all sides
Type of seats	chairs
Table service	yes
Easy reading/braille menu	no
QR code menu available for tablets or smartphone	no
Personalised/allergy-friendly menu available	no
Highchairs and tableware for children available	no

### Restaurant

In the hotel there is an accessible restaurant that is located on the ground floor.

Difference in level/obstacles	no
Type of flooring	tile
Main door style	double hinged door
Opening direction	inwards
Shape of tables	square, rectangle, round
Position of table legs	on all sides
Type of seats	chairs
Easy reading/braille menu	no
QR code menu available for tablets or smartphones	no
Personalised/allergy-friendly menu available	no
Highchairs and tableware for children available	no

### Bar

In the hotel there is an accessible bar that is located on the ground floor.

Difference in level/obstacles	no
Type of flooring	tile
Main door style	not present
Shape of tables	square
Position of table legs	central
Type of seats	chairs
Easy reading/braille menu	no
QR code menu available for tablets or smartphones	no
Height of counter	cm 120
Table service	yes
Open 24 hours	no