



Sure HotelSM
COLLECTION
by BEST WESTERN

Hotel Cristallo Relais

INCLUSIVE HOTEL

BWH Hotels Italia & Malta and non-profit association **L'abilità Onlus** working together to welcome guests with Autism Spectrum Disorder (ASD).

BWH Hotels Italia & Malta 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 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.

Informazioni Generali

The **Best Western Hotel Cristallo Relais** is in **Tivoli** in **Via Maremmana Inferiore, KM 0.500**.

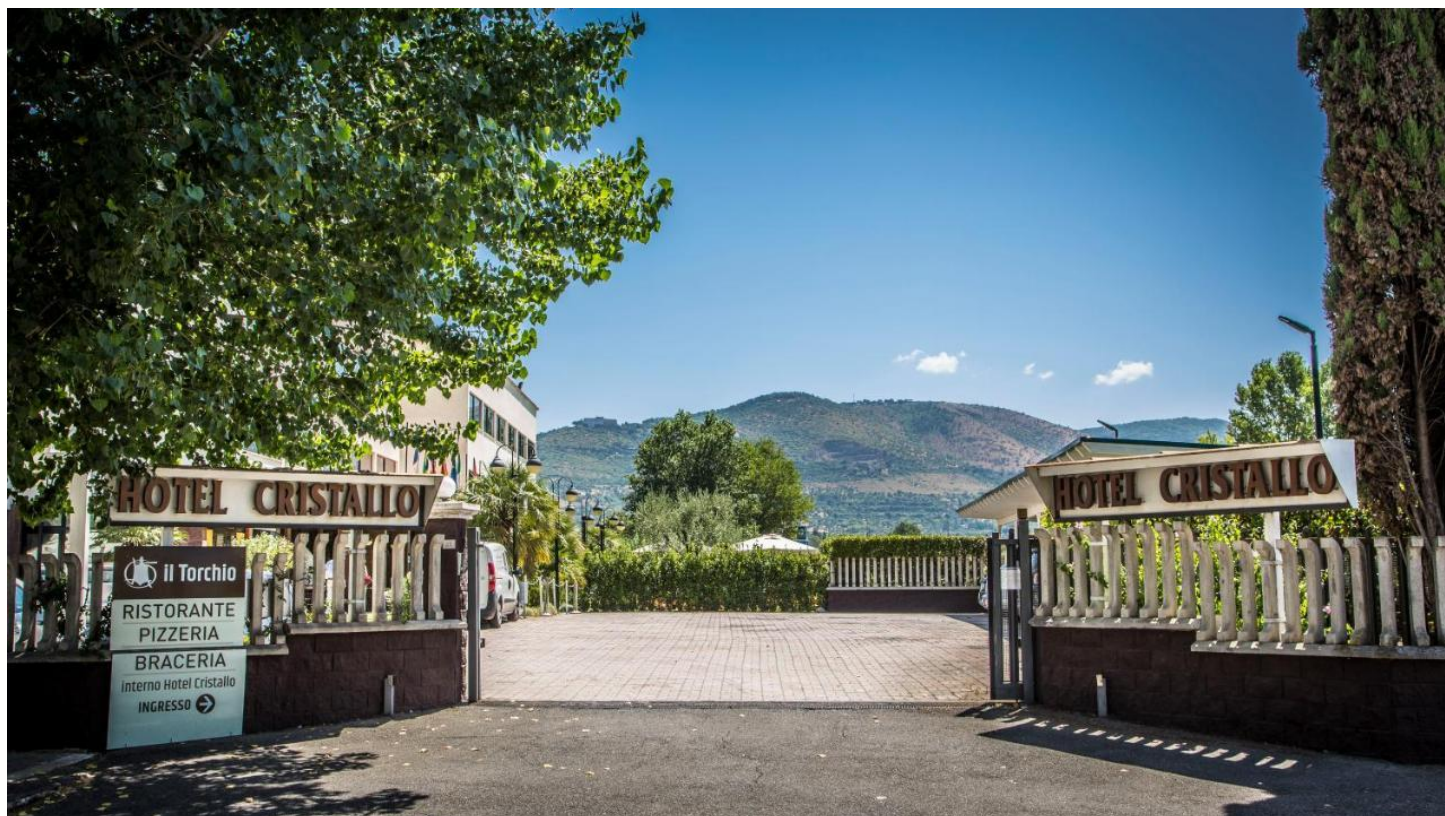
The hotel staff has been **trained and sensitized** to the knowledge of the characteristics of people with **autism spectrum disorders**, their needs, and how the hotel must be organized to make it **fully inclusive**.

The manager of the Inclusive Hotel project is **Stella Visconti**.

She can be contacted at the s.visconti@hotelcristallotivoli.it email or at tel. 342 1540659.

Contact her for:

1. More information
2. Book a room that suits the needs of a person with ASD
3. Communicate your special needs
4. Communicate your arrival time



Check-In e Check-Out

The **Hotel Cristallo Relais** has a small hall surrounded by mirrors, which leads to the restaurant on the right and the breakfast room on the left.

To the right of the entrance there is the elevator that leads to the rooms, in front of the elevator there are the stairs and on the right the restaurant. The restaurant consists of a single room with wooden tables and chairs, with a view on the veranda. To the left of the entrance there is a waiting room with fabric armchairs, tables with magazines and objects such as: a trolley for suitcases, a globe and antique suitcases. Continuing to the left you find the breakfast room in which there is an always on television, the bar counter and tables with seats. This space is open as a bar throughout the day even outside breakfast hours.

There could be moments of great turnout with a consequent **increase in waiting times** and possible crowding with **sensory overload**.

The busiest times:

1. From 07.00 am to 11.00 am
2. from 06.00 pm to 10.00 pm

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

The hotel offers customers the opportunity to check in remotely by simply providing a photo of the documents in advance by phone.



Common areas

☀️ There is **no neon lighting**.

🎵 There is piped **music** held at a high volume.

space	where	features
Restaurant	Floor 0	General-purpose music at high volume Colorful paintings Illuminated walls
Hall	Floor 0	General-purpose music at high volume Decorative elements such as magazines, globe and antique suitcase trolley Armchairs and coffee tables Light fragrance of cleaning products
Swimming pool opening time: from June to September	Floor 0	Aperitif area with tables and umbrellas Canopy area with sun loungers From the pool area you can see the inside of the veranda through the windows
Veranda	Floor 0	Veranda used as a bar area Large windows overlooking the pool



Bedroom

The rooms dedicated to customers with ASD have a series of features that can **help** in case of **abnormal sensory reactivity**:

1. Non-neon and soft lights
2. Room away from noise sources
3. Cleaning detergents with neutral fragrance
4. No air fresheners are used

The **bed linen** is white and a duvet is available to guests. If the guest has special needs he can bring a **blanket or a personal pillow**, the staff will arrange the bed.

Rooms have sliding windows with opaque glass and beige blackout curtains. You can lock windows. All rooms have a minibar.

The bathroom has a stepless shower but with only a small rise.

The room is well lit and it is possible to have bedside lamps on request, if not present in the room.

Room service **can be requested** at n° 9.

Contact the Reception for any **need for assistance**.

In the room there is material available in alternative **augmentative communication** regarding:

1. Breakfast menu
2. Rules of conduct
3. Communication tables
4. A fact sheet on Tivoli and its surroundings



Restaurant

Inside the **Best Western Hotel Cristallo Relais** there is the restaurant "Il Torchio". The restaurant has a very characteristic style: there is a wall with some very colorful paintings and walls decorated with lighting, on the sides of the room there are some plants.

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

At the restaurant it is possible to have lunch or dinner at the following times:

1. From 11.45 am to 2.30 pm
2. From 7.30 pm to 10.00 pm

The times with the **greatest influx** of customers and therefore possible sensory overload are 01.00 pm for lunch and 08.00 pm for dinner.

The **piped music** is kept at a high volume.

It is possible to consume **your own food at the table**.

If you communicate in advance, the kitchen will try to provide for any **special needs**.

In the room there is a breakfast menu with the symbols of **alternative augmentative communication**.



Hotel Information

Located at the exit of the Tivoli motorway exit, in one of the richest points of artistic heritage in the Aniene valley, our hotel has a swimming pool, restaurant, American bar, room equipped for meetings and conferences, indoor parking.

Nearby tourist attractions

VILLA D'ESTE

Villa d'Este, the historic Villa of Tivoli, is a UNESCO World Heritage Site. While visiting its beautiful fountains, you can also admire the caves, caverns, and engineering magnificence of the Romans.

VILLA ADRIANA

Hadrian's Villa was the residence of Emperor Hadrian who wanted to create a complex of buildings that over the centuries were studied by the most brilliant Italian artists. Still today it attracts tourists from all over the world who admire the most advanced construction and hydraulic techniques.

VILLA GREGORIANA PARK

Villa Gregoriana is one of the most visited destinations by tourists who admire nature, history and archaeology. In 1800 it became a destination for the Grand Tour and the subject of the most important pictorial representations of Tivoli. Today it is possible to visit the remains of the Villa of the Roman consul Manlius Vopiscus, a sumptuous residence also celebrated by Statius, and, on the acropolis, the Roman temples, including the highly celebrated one of Vesta.

The association L'abilità has designed 2 accessibility routes in Parco Villa Gregoriana dedicated to people with intellectual disabilities. The guides can be downloaded here:

<https://www.museopertutti.org/musei/parco-villa-gregoriana-tivoli-roma/>

ACQUE ALBULE TERME DI ROMA

The facilities of the Thermal Center are important for the treatments carried out with the sulphurous albule waters that since ancient times have been used for their important therapeutic and anti-inflammatory powers.

ROME

We are 25 minutes from Rome, reachable either by car or by public transport.