



Park Hotel Pordenone

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 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 Park Hotel Pordenone** is located in **Pordenone** in **Via Mazzini 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**.

Martina Morassutto is responsible for the **Inclusive Hotel** project at **Best Western Plus Park Hotel Pordenone**.

You can contact her by e-mail at reception@parkhotelpordenone.it or by phone on +39 0434 27901.

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 Plus Park Hotel Pordenone** has a sofa and two swivel armchairs for waiting.

The lobby is small in size and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 07:30 am and 09:00 am
- between 06:00 pm and 08:00 pm

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

The hotel lobby communicates with the bar area. The bar counter can be seen from the lobby; bottles with liquor are exposed behind it. In the bar area there are some small mirrors inserted into the furniture for decorative purposes.

The hotel is always open.



Common areas

☀ No neon lighting.

🎵 Low volume background music.

spaces	location	characteristics
Bathroom	Ground floor	<ul style="list-style-type: none"> • 3 steps down to access it • manual sliding door • lights turn on automatically by presence detector • very fragrant • paper towels • central photocell on sink faucet • large mirror over the sink • small bathroom
Breakfast room Bar	Ground floor	<ul style="list-style-type: none"> • the bar counter is visible from the lobby; the countertop is made of marble, the structure is iron with insertion of small/medium sized mirrors • behind the visible counter are bottles with liquors • seating with bench sofas, chairs and ottomans • small tables with concrete tops • some small mirrors are present in the furnishings • there are two walls with books • there is a small outdoor terrace (with small tables and seating), called theGarden
Lobby	Ground floor	<ul style="list-style-type: none"> • there is a display cabinet with some local products for sale • there are two paintings by Marcello d'Olivo • elevator with mirror and soft light, no music



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.

All the rooms have a horizontal pivot window (it can be locked).

It is possible to **darken** the room completely.

In the room there is a small **refrigerator**, on request we can empty it.

There is a **kettle**, tea and herbal tea bags, two cups and a telephone in the room.

The **bathroom** has a shower or bathtub with glass stall, hair dryer, glass cups, and small cardboard packages with shower cap and vanity kit. Soap, shower foam and shampoo are available through in dispensers attached to the wall.

For **room service** please dial n° 9.

Please contact 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 Pordenone and its surroundings



Breakfast Room

The Best Western Plus Park Hotel Pordenone breakfast room is located on the ground floor and is open from 6:30 am to 9:30 am (Saturday and Sunday from 7:00 am to 10:00 am). The hotel has no restaurant.

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.

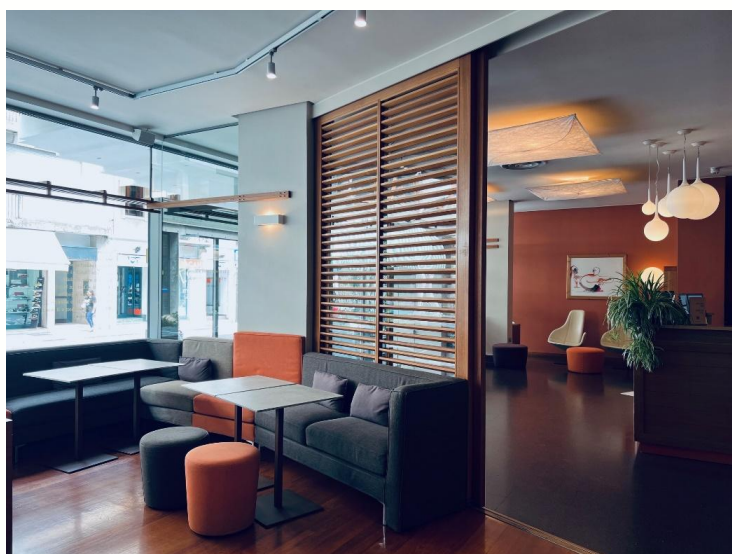
The times of **increased client influx**, that may lead to a higher risk of sensory overload are from 6:30/7:00 am to 9:00 am.

Background music is played at a low volume.

On request, 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

At the entrance of the hotel there are two e-bikes that guests can rent.

Outside the hotel (entrance side) we have an area set up with tables and chairs, separated from the sidewalk by some plants.

Location

We are located in the city center, 200 meters from the train station and 200 meters from the pedestrian area of the historic center. Here there are a number of restaurants on agreement for dinner, besides museums, stores and attractions, all within easy walking distance.

For those arriving by car, we have private parking, which is 200 meters from the hotel (uncovered and under video surveillance). It is available by reservation at a cost of 9€ per night and offers charging stations for electric cars and Tesla.

Upon arrival, we will give you the access card and all the information.