



Hotel Porto Antico

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 organizing 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 Hotel Porto Antico** is located in **Genova** in **Via al Ponte Calvi 5**.

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**.

Carlo Torrigino is responsible for the Inclusive Hotel project at the Best Western Hotel Porto Antico.

You can contact him:

- by e-mail at carlo.torrigino@hotmahotels.it
- by phone at 340 7143996.

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 Hotel Porto Antico** has a reception desk with a wooden desk and a red back wall, an internet point with a wooden desk and a red wall where the monitors are placed, luggage storage, a lift, two red sofas and red and pink armchairs in eco-leather, white walls. The decorative element (see picture) is an old iron signal beacon.

The hall is 70 square meters and 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 08:30 am to 12:30 am
2. from 05:00 pm to 08:00 pm

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

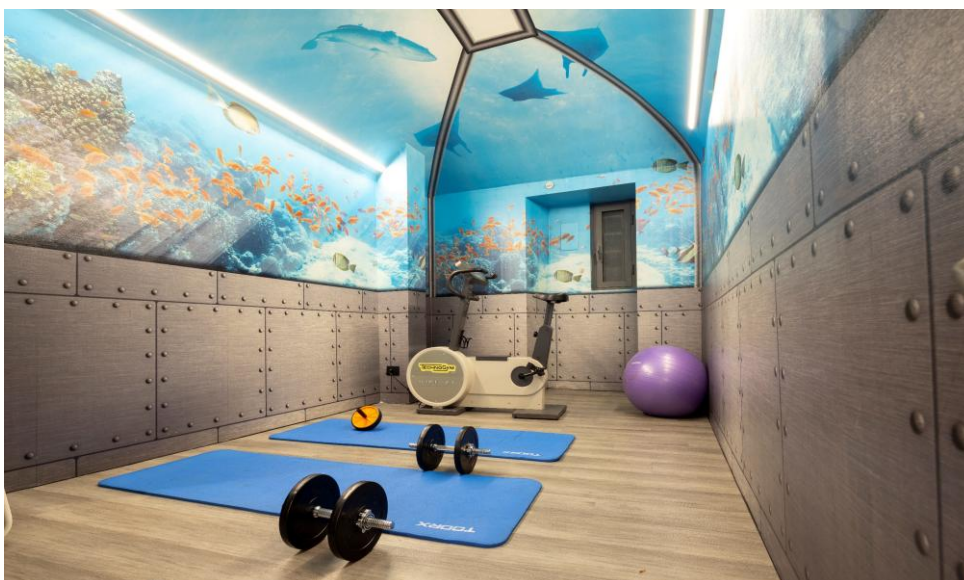


Common areas

☀ No neon lighting.

🎵 Soft volume background music.

SPACES	LOCATION	FEATURES
Bathroom	Ground floor	<ul style="list-style-type: none">• Sliding door• Sensor for switching on lights• Sink with lever tap• Window with grill and bottom-hung opening with handle
Lobby	Ground floor	<ul style="list-style-type: none">• Wooden furnishings and portions of red walls• Presence of decorative objects and plants• Lemon-scented air freshener, very light
Fitness room	Ground floor	<ul style="list-style-type: none">• Free area for all guests equipped with equipment, weights, large PVC ball and two large mats for free-body exercises• The images on the wall depict the view of a submarine from the inside, portholes and a colorful marine scenery are represented• The lower part of the wall is gray and covered with rubber• There are no special scents• There is a full-length mirror



Rooms

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.

It is not possible to lock the windows, and the bathroom door can be closed only from the inside. There are blackout curtains. All rooms have minibar, kettle, TV and a full-length mirror. All bathrooms have a shower with fixed head.

For **room service** please dial number 109. Please contact the reception for any **assistance** you may need.



Breakfast

The breakfast room is located on the ground floor.

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.

Breakfast is served in three timeslots:

- 07:00-07:50
- 08:00-08:50
- 09:00-10:00

The time of **increased client influx**, that may lead to a higher risk of sensory overload is in the third time slot and sometimes also in the second one.

Background music is played at a low volume. Guests can bring their **own food and drink** at the table.



Hotel Information

Located in the heart of the old town of the city, inside an ancient medieval palace, the **Best Western Hotel Porto Antico** is a three-star hotel inspired by the most authentic style of the maritime soul of the city of Genoa. It has fifty comfortable and cozy rooms that are immersed in the red and white shades of its design.

Within walking distance you can find the major attractions of the city where you can be enveloped by the Renaissance atmosphere and the ancient workshops. At the end of the day, you can enjoy the walk through the silhouette of the lights reflected in the sea of the "Porto Antico" with the background of the **Lantern of Superba**.

The **hospitality, personalization and attention to detail** of each stay are the basis of the **philosophy of the hotel** so that all its guests can live an exceptional experience. The hotel staff is the heart of our service, so it is ready to welcome you and guide you to make your adventure in the city of Genoa unique.

The **Best Western Hotel Porto Antico** offers a **strategic position** in front of several attractions of the city such as the Aquarium, the Città dei Bambini e dei Ragazzi, the Galata Museo del Mare, the Porto Antico or the Congress Center among many others, becoming a popular place for families looking for leisure trips and for corporate clients for its convenience.

