



Hotel Fiera Verona

INCLUSIVE HOTEL

BWH Hotels Italia & Malta and L'abilità Onlus

together for the reception of guests with autism spectrum disorder (ASD – Autism Spectrum Disorder).

BWH Hotels Italia & Malta and L'abilità Onlus have created a project dedicated to guests with autism spectrum disorder.

Inclusive Hotel is the name of the initiative that aims to ensure a **fully positive dimension** of the stay in the hotel for people with autism spectrum disorder, whether they are children or adults, together with their families and caregivers.

This guide is dedicated to all those who want to **start traveling again**.

It is designed to present **services** and **strategies** for organizing travel and to experience a full dimension of hospitality within the hotel with educational methods that guarantee **well-being and inclusion**.

To complete the information in the dedicated rooms, the hotel also provides **cards translated into the symbols of alternative augmentative communication** on the structure and the destination.

Have a nice stay everyone.

General Information

The **Best Western Hotel Fiera Verona** is located in **Verona** in via Ugo Zannoni 26.

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

The **manager** of the Inclusive Hotel project of the Best Western Hotel Fiera Verona is **Alice Rossetto**.

She can be contacted by email info@hotelfieraverona.biz or by phone 045/8204485.

Contact her to:

1. Get 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 and Check-Out

The lobby of the **Hotel Fiera Verona** has a reception open 24 hours a day, measuring 300 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 7 am to 9 am during the week and during fair periods;
2. from 6 pm to 8 pm during the week and during fair periods;
3. from 3 pm to 5 pm during weekends and in summer.

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

The hotel has the following furnishings in the lobby:

1. At the entrance (immediately in front of the revolving door) there are three sofas and two tables, as well as a desk used for displaying flyers and a vertical rotating display for info related to the structure;
2. The reception counter is 120 cm high and above it there are displays of plexiglass with flyers, a home fragrance diffuser and a vase of flowers;
3. Next to the reception there is a mobile display case with wheels, locked, with a display of beauty products;
1. In the remaining space of the hall there are tables and chairs for the bar area;
2. Elevators to the floors of the rooms are located in front of the reception desk and the stairs next to it. Going towards the elevators there are two very tall vases with decorations.



Common Areas

☀️ There is **no neon lighting**.

🎵 There is piped **music** kept at a low volume, in the background.

space	floor	features
Bathroom	floor -1	<ul style="list-style-type: none"> • Accessible by elevator or stairs • There is an anteroom with 4 sinks, two manual soap dispensers and two wall-mounted paper holders (no automatic) • A disabled bathroom with changing table, two women's bathrooms and two men's bathrooms
Restaurant/breakfast room	ground floor	<ul style="list-style-type: none"> • At the entrance there are decorative plants • Table with display objects (e.g. wine bottles) entirely glazed • Two central islands to the breakfast buffet room • There are other tables for the display of buffet products and for coffee machines
Lobby	ground floor	<ul style="list-style-type: none"> • Access is via an automatic revolving door with a photocell that is activated when passing through • There is a side door that staff can open from the inside to facilitate passage



Rooms

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. Use of cleaning detergents with neutral fragrance
4. No air fresheners

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

The room has a window in the room, with front opening and safety lock (no vasistas). The bathrooms are not windowed and have a silent fan.

The room has a minibar with drinks and snacks. There is also a luggage rack and a wardrobe equipped with hangers. On the desk in the room there is a tray with kettle, cups and a selection of tea/infusions, sugar sachets and single-serving milk. Above the bed there is a painting of the city of Verona on the wall. On the bedside tables there is a telephone to communicate internally with the structure and a notepad with pen. The bathroom has basic sanitary ware and a shower. Soap dispensers are manual and the request for kits must be made upon receipt (e.g. toothbrushes, vanity kit, shower cap).

Room service can be requested **at** number 9 for the reception or 810 for the bar/restaurant. Contact the front desk for any **assistance you may have**.

It is possible to provide, on request, material in **alternative augmentative communication** regarding:

1. Breakfast menu
2. Rules of conduct
3. Communication tables
4. An information sheet on Verona



Restaurant

Inside the Best Western Hotel Fiera Verona there is a restaurant.

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

At the restaurant it is possible to have:

1. breakfast, served from 7 am to 10 am
2. lunch/dinner, served from 11 am to 10 pm.

The breakfast times with **the greatest influx** of customers and therefore possible sensory overload are from 7 to 9 during the week or during the fair periods and from 9 to 10 during the weekend and summer.

The **piped music** is kept at a low volume, in the background.

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

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



Hotel Information

The Best Western Hotel Fiera Verona is 2 km from Verona Porta Nuova Station and 2.5 km from the city center of Verona. You can reach both destinations by taxi (the call is made at the reception) or by bus.

The bus stop is located on the main street, in front of the premises. The available lines are as follows:

- 23/24/73 during the week
- 91/98 during the weekend

The property has an external, unguarded and transit car park, which cannot be reserved. There are also four charging stations for electric cars (autonomous management with application). We also have an internal garage, covered and bookable with a supplement of € 10.00 per day (the rate may vary during the fair periods).

Outside there is a relaxation area equipped with chairs and tables.

We also inform you that our structure accepts pets with an extra charge of € 10.00 per day/pet.

