



City Hotel

INCLUSIVE HOTEL

Best Western and **L'abilità Onlus**

working together to welcome guests with Autism Spectrum Disorders.

Best Western Italia and L'abilità Onlus have launched a project dedicated to guests with Autism Spectrum Disorders.

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.

General Information

The **Best Western City Hotel** is located in Bologna in via Magenta 10.

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**.

Maria De Scilli is responsible for the Inclusive Hotel project at City Hotel

You can contact her by e-mail at maria.descilli@cityhotelbologna.it or by phone on +39 051-372676

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 City Hotel has comfortable black sofa and yellow armchair in the lobby.

The lobby is 200 mq and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 7.30 am and 9.00 am
- between 6.30 pm and 8.00 pm

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

- Check-in is possible after 14.00
- Check-out has to be done before 12.00
- The hotel is always open



Common areas

💡 No neon lighting.

🎵 There is no background music.

spaces	location	characteristics
Bathroom	Ground floor	<ul style="list-style-type: none">• Two sink in the bathroom access room• Bathroom with sink and photocell for the light• Automatic diffuser• Paper towels
Restaurant	Ground floor	<ul style="list-style-type: none">• Located in the area adjacent to the hall• 1 TV (It can be switch off if required)• 2 mirrors
Lobby	Ground floor	<ul style="list-style-type: none">• A mirrored door• 1 internet point with monitor, keyboard, mouse and printer• 3 lifts



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 or cover are 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.

There are hopper windows in the room.

The room can be blacked out completely.

It is possible to ask for a room with corner bath or shower.

There is a small empty fridge in the room.

A kettle with cups, chamomile, tea and coffee and 2 bottles of water are available in the room.

For **room service** please dial "9" on your room phone.

Please contact Reception for any **assistance** you may need.

You will also find **augmentative**
and alternative communication material



Restaurant

The Best Western City Hotel restaurant is located in the Bononia.

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.

At the restaurant:

- Breakfast is served from 7.00 am to 10.00 am
- Dinner is served from 7.00 pm to 10.00 pm

The times of **increased client influx**, that may lead to a higher risk of sensory overload are:

- between 7.30 am to 8.30 am

Background music is not played.

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

The Best Western City Hotel is located 10-minute walking from the Bologna Centrale High-speed train station (1 km)

The hotel has an external car park or underground garage with can be accessed via external ramp or lift.

The historic center can be reached on foot in about 20-30 minutes or in few minutes by bus, the bus stop (line 27) is located in front of the hotel. Bus ticket can be bought at the reception.

Bologna Marconi airport can be reached in few minutes, exit 6 of the ring road.

At 200 mt from the hotel there is a small municipal garden 'Parco della Zucca' with an area dedicated to children.