



Antares Hotel Concorde

INCLUSIVE HOTEL

Best Western and L'abilità Onlus

working together to welcome guests with Autism Spectrum Disorders (ASD).

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 Ta 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 as well.

We wish you a pleasant stay.

General Information

The **Best Western Antares Hotel Concorde** is located in **Milan** in Viale Monza 132.

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**.

Alessia Rivetta is responsible for the **Inclusive Hotel** project at **Best Western Antares Hotel Concorde**.

You can contact her by e-mail at sales@hotelconcordemilano.com or by phone on 0039 0226112020.

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

A pay and display parking is also available.



Check-In and Check-Out

The **Best Western Antares Hotel Concorde** has many sofas, armchairs, chairs and tables in the lobby.

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

During the week the **most crowded times** are:

- between 7am and 9.30am
- between 6pm and 8.30pm

During the **weekend** the **most crowded times** are:

- between 11am and 1pm



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

The hotel is always open.

The hotel has a pay and display parking.



Common areas



No neon lighting.



Very low volume background music.

spaces	location	characteristics
Bathroom	-1	<ul style="list-style-type: none">• Two toilets with flush sensors• Two automatic sink faucets
Restaurant	0	<ul style="list-style-type: none">• Situated near the entrance, it is possible to reserve a table in the hall
Lobby	0	<ul style="list-style-type: none">• Turned off TV, situated in a semi-concealed area• There is a bar counter
Fitness room	3	<ul style="list-style-type: none">• There are two stationary exercise bikes, a wall bar and a multi-functional machine.• There is also a TV, which is turned off• Water dispensers and towels are available



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, with a runner 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.

The **window** can be fully opened and overlooks a small terrace with a 180cm parapet.

The room can be **blacked out** completely

The bathroom has both a **bath** and a **shower**.

There is a small fridge in the room that contains snacks and drinks.

A **kettle**, some **mugs**, plastic cups, some sweets, a note pad and a pen are in the room.

For **room service** please dial 1034.

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 Milan



Restaurant

The “La Piazzetta” restaurant is located in the Best Western Antares Hotel Concorde.

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.

It is also possible to reserve a table in a “private” part of the hall.

At the restaurant:

- Lunch is served from 12pm to 2.30pm
- Dinner is served from 7pm to 10.30pm

The times of **increased client influx**, that may lead to a higher risk of sensory overload are between 12.30pm and 2pm and between 7pm and 9pm.

Background music is played at a very low volume.

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.

Rooms service is always available.

You will also find in your room, the bar and the breakfast menus with **augmentative and alternative communication** symbols.



Breakfast room

Breakfast room is located on -1 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.

The Breakfast room is open from 7am to 10.30am

The times of **increased client influx**, that may lead to a higher risk of sensory overload are between 7.30am and 9.30am.

Background music is played at a very low volume.

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 Antares Hotel Concorde** is located just 100 metres from the underground stop Turro (Red line M1), that allows you to easily reach the historic centre and the main train stations (Centrale and Porta Garibaldi).

Free of charge bicycles are available to adults.

There is a pay and display parking.

Near the hotel there is a "Carrefour" supermarket opened 24/7.