



# Hotel Armando

# INCLUSIVE HOTEL

**Best Western** and **L'abilità Onlus**

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

Best Western Italia 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 Disorder**, 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 Armando** is located in **Verona** in **Via Dietro Pallone 1**.

The hotel staff has been **trained** and is **aware** of the characteristics of people with **autism spectrum disorder**, of their special needs, and knows how to make the hotel **fully inclusive**.

Arianna Montresor and Giulia Bombieri are responsible for the Inclusive Hotel project at **Best Western Hotel Armando**.

You can contact them by e-mail at [arianna.montresor@hotelcapuleti.it](mailto:arianna.montresor@hotelcapuleti.it); [info@hotelcapuleti.it](mailto:info@hotelcapuleti.it); or by phone on +39 045 8000206.

**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 e Check-Out

The hall of the **Best Western Hotel Armando** consists of the reception desk, in white and grey, and a backless bench in the same colors, positioned opposite the front desk. Near the reception there is a television, turned off, and a large vase placed on the ground with a succulent plant. Near the front desk, there is a small low table where information leaflets are displayed.

In front of the reception desk there's the entrance to the breakfast room.

The lobby is pretty small and crowded at peak times, with increased waiting times that could induce sensory overload.

During the day the most crowded times are:

- From 1pm to 3pm and from 6pm to 8pm for check-in;
- From 8am to 10 am for check-out.

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

The hotel is always open.



## Common areas

💡 No neon lighting.

🎵 Medium-low volume **background music**.

space	where	features
<b>Bathroom</b>	GROUND FLOOR	<ul style="list-style-type: none"><li>• Wooden door with lever handle</li><li>• The light turns on automatically</li><li>• There are paper towels</li></ul>
<b>Breakfast room</b>	GROUND FLOOR	<ul style="list-style-type: none"><li>• Paintings depicting travel scenes</li><li>• There are two medium-sized flowerpots resting on the ground</li><li>• There is a lamp with a floor base</li></ul>
<b>Hall</b>	GROUND FLOOR	<ul style="list-style-type: none"><li>• Paintings depicting travel scenes</li><li>• There is a load-bearing column that divides the hall from the stairs that have access to the floors</li><li>• The elevator is without mirror and with neon light</li></ul>
<b>Bar</b>	GROUND FLOOR	<ul style="list-style-type: none"><li>• There is a lamp with a floor base</li><li>• There is a sanitizing product dispenser with a ground base</li><li>• There is a laptop for guests' use and a printer</li><li>• There is a turned off television, with remote control available for guests</li></ul>



## 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.

The bedside lamps are attached to the headboard of the bed and are mobile.

The rooms on the first floor are equipped with external shutters and blinds. The second floor rooms have only blinds.

The windows do not have a vasistas opening. All the dedicated rooms have windows and do not have access to the balcony.

There is a minibar in the room with 4 glass bottles of water, 1 coke and 1 juice. Inside the room there are also glasses, a kettle with cups and a telephone.

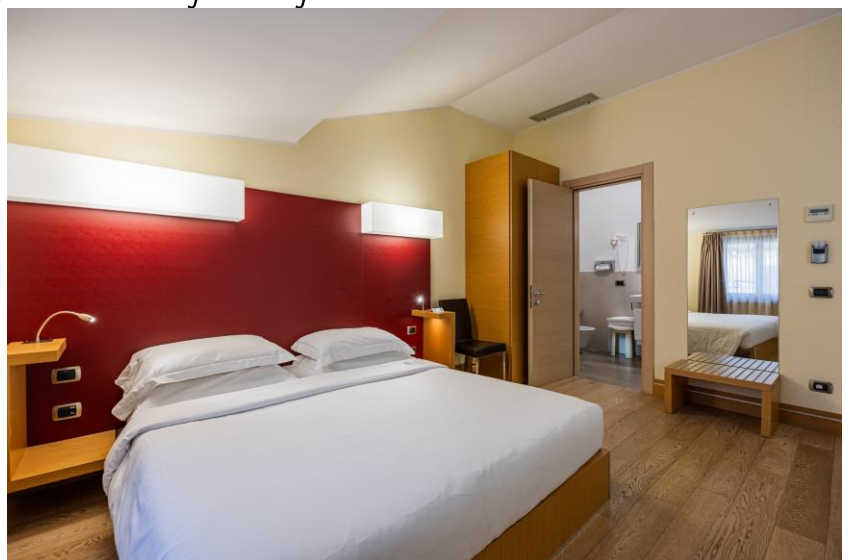
For **room service** please dial n° 9.

The bathroom has a glass stall shower, a wall-mounted hairdryer, a small plastic container for shower cap and a vanity-kit.

Please contact the 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 Verona





## Breakfast room

The **Best Western Hotel Armando** breakfast room is located on the ground floor and it's open from 7:30 am to 10:30 am.

The restaurant is not present.

**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 time of **increased client influx**, that may lead to a higher risk of sensory overload, is from 7:30am alle 9.30am.

**Background music** is played at a 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 hotel is located in the city center, at a short walking distance from the main touristic and cultural sites.

The hotel offers the possibility to reach in a short time natural interesting areas like Valeggio sul Mincio (km10), Lake Garda (km 20), Mantua (km 30).

### How to reach us:

- **By car:** take Verona Nord A22 – Verona Sud A4 – Verona Est A4 exit then follow the signs for the city center.
- **From Valerio Catullo Airport:** take the ring road and follow the signs for the city center; if you do not have a car, take the shuttle bus to Verona Porta Nuova train station.
- **From Verona Porta Nuova train station:** take bus line 11, 12 or 13 in the direction of the city center.