



# Hotel Adige

# 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 who 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 Hotel Adige** is located in **Mattarello, Trento** in via Pomeranos, 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**.

Catya Fiorino is the **responsible** for the Inclusive Hotel project at Hotel Adige.

You can contact her by e-mail at [sales@adigehotel.it](mailto:sales@adigehotel.it) or by phone on +390461944545

**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 large lobby of the **Best Western Hotel Adige** has glass tables with seasonal decorations, comfortable camel-coloured sofas and armchairs for waiting.

There are automatic sliding doors to **enter access** the lobby, located on the first floor. There are: a rug, some plants, an internet point, a mirror, and a skylight with ornaments at the entrance.

There is a Reception desk and a corner bar with a TV with Sky channels next to it. **The TV is usually switched off.**

On the walls, there are some pictures and mirrors, and there also is an automatic diffuser.

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

During the day, the most crowded times are:

- between 07:00am and 09:00am
- between 06:00pm and 08:00pm

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

The hotel is open 24 / 7





## Common areas

💡 Neon lighting.

🎵 Light volume background music.

spaces	location	characteristics
Lobby	First floor	<ul style="list-style-type: none"><li>• Automatic diffuser</li><li>• Pictures and mirrors</li><li>• TV, usually switched off</li></ul>
Bathroom	First floor	<ul style="list-style-type: none"><li>• Scented decorative composition</li><li>• Paper towels</li><li>• Automatic lights</li><li>• Toilet with manual flush</li></ul>
Restaurant	First floor	<ul style="list-style-type: none"><li>• Square tables for three with wooden chairs</li><li>• On the table, there are coloured runners with napkins and centrepieces</li></ul>
Spa	Ground floor	<ul style="list-style-type: none"><li>• Indoor pool, whirlpool, Finnish sauna, steam bath, vitarium, revitalising shower, heated bench, cold shower bucket, water mats, and relax area with sunbeds</li></ul>
Fitness Room	Ground floor	<ul style="list-style-type: none"><li>• <b>Treadmill</b>, stationary bicycle, weightlifting, bench multifunctional fitness chair</li></ul>



## Room

The rooms dedicated to clients with ASD are equipped with features that can **help** in the case of **atypical sensory reactivity**:

- 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.

There are two sliding French doors with an electric roller shutter, and double curtains. There is a minibar with snack and drinks, bathtub or shower, kettle for tea and coffee, a souvenir candle of the hotel, and a favourite newspaper on request.

You can request room service at n° 9 or directly at our restaurant at n° 131.

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 Trento and its surroundings



## Restaurant

There is a restaurant in the Best Western Hotel Adige.

A **table will be reserved** for you in an area free from anything that could induce sensory processing disorder, away from busy passageways.

At the restaurant:

- Breakfast is served from 07:00am to 10:00am
- Dinner is served from 07:30pm to 10:00pm (Closed on Sundays)

The times of **increased client influx**, that may lead to a higher risk of sensory overload are from 07:00am to 08:00am and from 7:30pm to 08:30pm

**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 **its** best to satisfy your requests.

**In your room you will also find** the breakfast menu with **augmentative and alternative communication** symbols.



## Hotel Information

The Best Western Hotel Adige is a 4-star hotel, located just a few kilometres away from the historical city centre of Trento and the Trento Sud motorway exit, and it's just 200 mt. from the bus stop.

It represents the ideal departure place to reach the more typical places of the region and the cultural and naturalistic sites of the town very easily.

The hotel is next to the small Shopping Centre Trento Sud, with a large car park, ATM, newsagent's, hairdresser's, supermarket, and some shops.