



# Park Hotel

# 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 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 Park Hotel** is located in **Piacenza**, in Strada Val Nure 5/7.

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**.

Andrea Provini and Davide Maini are responsible for the Inclusive Hotel project at the Best Western Park Hotel.

You can contact them by e-mail at [info@parkhotelpiacenza.it](mailto:info@parkhotelpiacenza.it) or by phone on +39 0523 712600.

**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 and Check-Out

The lobby of the Best Western Park Hotel has comfortable sofas.

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

Next to the lobby, there is a bar on the mezzanine floor.

During the day the most crowded times are:

- between 7.30 a.m. and 10.00 a.m.
- between 6.00 p.m. and 8.00 p.m.

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

The hotel is always open.



## Common areas

☀ No neon lighting.

🎵 Very low volume background music.

spaces	location	characteristics
Lobby	Ground Floor	<ul style="list-style-type: none"> <li>• 2 screens tuned to news channel</li> <li>• Very low volume background music</li> <li>• Business corner with internet point</li> <li>• Dark brown sofas and armchairs on both sides of the door</li> <li>• Sofas at the centre of the room around the stairs that lead to the basement floor</li> <li>• Fragrance diffuser</li> </ul>
Restaurant	Ground Floor	<ul style="list-style-type: none"> <li>• Very low volume background music</li> <li>• White or beige tablecloths</li> <li>• Wooden chairs</li> <li>• Exhibitors displaying wine bottles</li> </ul>
Bathroom	Floor -1	<ul style="list-style-type: none"> <li>• Light fragrance</li> <li>• Paper towels</li> <li>• Electric hand dryer in the men's bathroom</li> </ul>
Gym	Floor -1	<ul style="list-style-type: none"> <li>• Water dispenser</li> <li>• 40'' screen tuned to music channel</li> <li>• Cardio equipment, weights, gym balls</li> <li>• Sauna</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 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 windows can be opened entirely, and the room can be completely darkened.

The room has a shower.

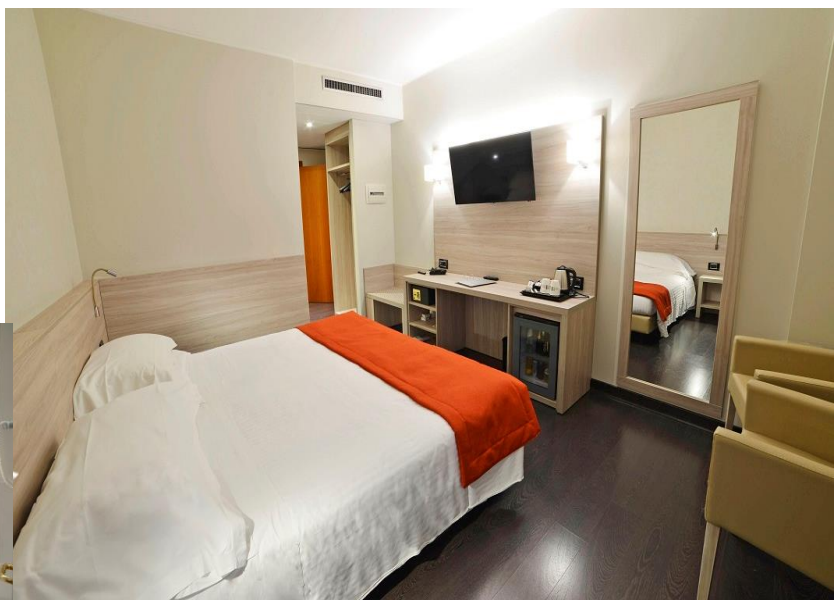
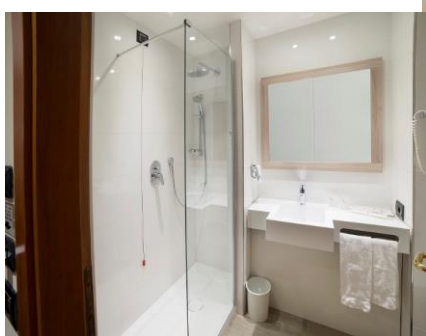
In the room there is a minibar with water, soft drinks, beers, miniature spirits, and snacks. There is also a kettle with disposable cups, plastic cups and tea and coffee bags.

For **room service** please dial number 709.

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 Piacenza and surroundings



## Restaurant

The “Veranda” restaurant is located in the Best Western Park Hotel.

**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:

- Lunch from 12.00 a.m. to 2.00 p.m.
- Dinner from 7.00 p.m. to 10.30 p.m.

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

- from 7.30 p.m. to 9.30 p.m.

**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 staff 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 Park Hotel is a 4-star Hotel in Piacenza situated in a spacious green area at 5 minutes from the city centre, the exit " Piacenza Sud" of the A1 highway and the exit of "Piacenza Ovest" of the A21 highway.

The Piacenza railway station is 4 km away and at just 200 metres from the Hotel, a shuttle service is available every weekday to reach the city centre for € 1.50.

Parma airport is 65 km away, Milano Linate airport is 70 km away, Milan Malpensa airport is 95 km away, Orio al Serio airport is 110 Km away.

It is possible to book a shuttle service by calling the hotel on +39 0523712600. Service available from 7am to 9pm.

The town of Piacenza offers several artistic and cultural interesting sites, besides being at a few minutes' drive from the natural areas of the "Valli piacentine".