



# Hotel Expo

# 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 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 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 Plus Hotel Expo** is located in **Villafranca di Verona** in **Via Portogallo 1**.

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**.

The General Manager Nicola Terlizzi is responsible for the Inclusive Hotel project at **Best Western Plus Hotel Expo**.

You can contact him by e-mail at [direzione@hotelexpoverona.it](mailto:direzione@hotelexpoverona.it) or by phone on +39 344 2410029

**Do not hesitate to contact him:**

- 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 Plus Hotel Expo** has 3 Desks and an Internet point.

The lobby is 400 square meters and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 7:00 and 11:00
- between 17:00 and 21:00

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

The hotel has a luggage service upon request, a shuttle to the airport and station (for a fee) and web check-in and speed check-out procedures.



## Common areas

☀️ There is **neon lighting** in the false ceiling.

🎵 **Low volume background music.**

spaces	location	characteristics
<b>Bathroom</b>	Ground Floor	<ul style="list-style-type: none"><li>• Lights in the false ceiling</li><li>• Slight ambient fragrance</li><li>• Low volume background music</li></ul>
<b>Restaurant</b>	Ground Floor	<ul style="list-style-type: none"><li>• Large breakfast room in the back - light colors and dimmable lights</li><li>• Space for à la carte restaurant in the first section</li><li>• No monitors</li><li>• Low volume background music</li></ul>
<b>Lobby</b>	Ground Floor	<ul style="list-style-type: none"><li>• Furnished with sofas and armchairs...</li><li>• Bar area with monitor - Lights in the false ceiling</li><li>• Low volume background music</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.

Large windows with limited opening for safety reasons, which can be completely darkened with curtains.

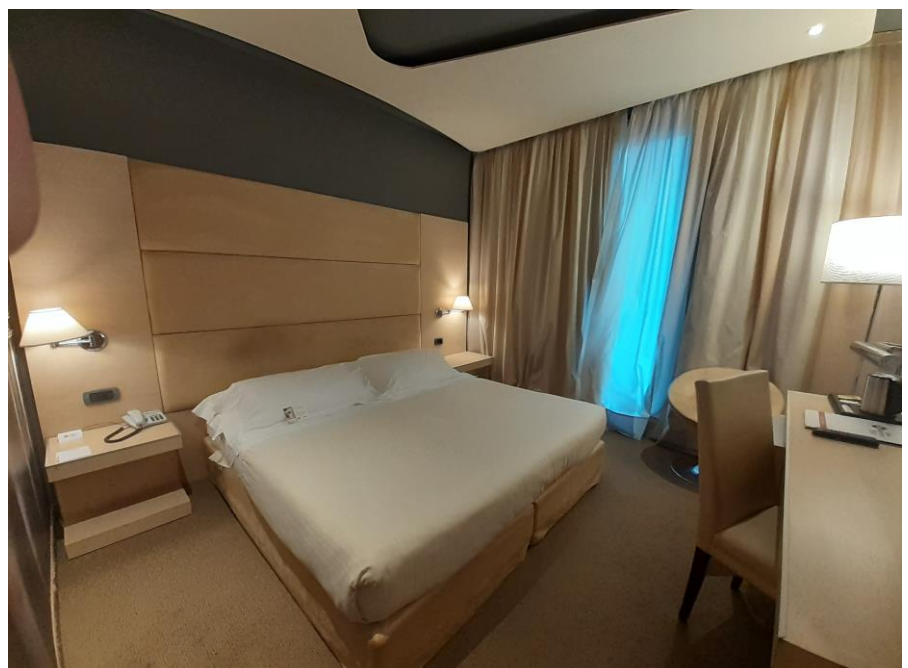
There are: minibar, Smart TV, USB socket, Wi-Fi, socket for network cable, independent thermostat, constant power socket.

For **room service** please dial 9.

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 Villafranca di Verona



## Restaurant

The Vittoria restaurant is located in the **Best Western Plus Hotel Expo**.

**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 from 7:00 to 10:00
- Dinner from 19:00 to 22:00

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

- from 7:30 to 9:00
- from 20:00 to 22:00.

**Background music** is played at a low volume.

Guests cannot 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 the breakfast menu with **augmentative and alternative communication** symbols in your room.



## Hotel Information

Inside the hotel you can find:

- An Internet point in the lobby;
- On floor -1, gym and spa;
- On floor -2 garages.

The hotel is close to Verona international airport Valerio Catullo (7 km) that you can easily reach by bus (bus stop in front of the hotel) or by car or taxi.

The hotel offers the opportunity to reach in a few minutes the centre of Verona, with remarkable artistic and cultural sites. In a short time you can also reach more open air natural and cultural interesting areas like Valeggio sul Mincio (10 km), Garda Lake (20 km), Mantua (30 km).

In the hotel surroundings (150 mt) you find the extraurban bus stop to Verona or Valeggio sul Mincio.