



SIGNATURE
COLLECTION

by BEST WESTERN

Devero Hotel & SPA

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 Western Signature Collection Devero Hotel & SPA** is located in Cavenago di Brianza, in Largo Kennedy, 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**.

Ingrid Rizzo is responsible for the Inclusive Hotel project at **Best Western Signature Collection Devero Hotel & SPA**.

You can contact her by e-mail at info@deverohotel.it or by phone on +39 0295335412.

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 lobby of the **Best Western Signature Collection Devero Hotel & SPA** has a concierge and a baggage services and it's open 24/7.

The lobby measures 380 square metres 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 09.30am
- between 5.00pm and 8.00pm

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



Common areas

☞ No neon lighting.

🎵 Low volume background music.

spaces	location	Characteristics
Lobby	Ground floor	<ul style="list-style-type: none">• Carpet with geometric pattern• Interior glass balconies with geometric patterns• Scent diffused via the air recirculating system• TV always switched off• Dark purple sofa, 3 beige sofas and 4 beige armchairs• Wooden stools
Bathroom	Ground floor	<ul style="list-style-type: none">• Black and white tones• Black and white wallpaper with floral pattern• Paper towels• Traditional sink• Automatic lighting
Restaurant	Floor -1	<ul style="list-style-type: none">• Bistro is open from noon to 12pm non-stop• Coloured panels on the walls• Long and narrow area• Automatic clear glass sliding doors in the kitchen• Open kitchen• Central area with two small private rooms on the right
Gym	Floor -1	<ul style="list-style-type: none">• Mirrors and cardio equipment• 50ml bottles of still and sparkling water are available• TV always switched off
SPA	Floor -2	<ul style="list-style-type: none">• Background music• Swimming pool, sauna, steam bath and emotional shower



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.

There are two windows that can be partially opened from one side to the other. It is possible to darken the room with automatic blackout curtains.

There is a wardrobe, a vault, a minibar, a mirror, a Tv.

There is a shower in the bathroom, complimentary toiletries and white towels.

For **room service** please dial n°775.

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 Monza and Brianza



Restaurant

The DODICI/24 restaurant is located in the **Best Western Signature Collection Devero Hotel & SPA**.

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:

- Meals are served from noon to midnight

The times of **increased client influx**, that may lead to a higher risk of sensory overload are from 12.30pm to 2:00pm and from 7:30pm to 9:30pm.

Background music is played at a low volume.

Guests can bring their **own food and drink** at the table. In this case we ask guest to inform the hotel when booking.

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 Signature Collection Devero Hotel & SPA** is a 4-star superior hotel located in a strategic position between Milan and Bergamo and it's only 12 km from Monza.

In 2 minutes, you reach the Cavenago Cambiago A4 motorway exit.

The Gessate station (Underground line 2, leading directly to the centre of Milan) is 10 minutes (4 km) from the hotel.

The Z301 Line Milano-Bergamo bus stop is just 50 metres from the hotel.

Crespi d'Adda, a UNESCO heritage industrial village, is 13 km from the hotel.

The hotel has a free indoor parking with 150 spaces, an electric car charging station and two Tesla charging stations.