



Sure Hotel by Best Western Hotel Milano

In this document, we will provide you with information regarding the accessibility of our hotel.

You will find the description of these areas:

- Car park and access to main entrance
- Main entrance and Reception
- Lifts
- Internal routes
- Toilet facilities
- Rooms
- Catering

For more information or any particular requests, please write to:

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CAR PARK AND ACCESS TO MAIN ENTRANCE



The hotel has a private car park, both outside (uncovered) and underground. The pavement of the outdoor car park is tarmac, while that of the underground car park is concrete.

| | |
|--|------|
| Number of reserved parking spots for persons with disabilities, identified with signs (underground car park) | n° 1 |
| Distance from main entrance | m 70 |

From the outdoor parking lot, the path to the main entrance door is flat, the pavement is tarmac. From the underground car park, on the other hand, the entrance is 70m away and can only be reached by stairs.

There are not podotactyl indicators (loges) for the blind/visually impaired.

MAIN ENTRANCE AND RECEPTION



When entering, there is a bell to request assistance.

The access door has an automatic sliding system and has no handle.

Inside there is no carpet runner/door mat and there is marble flooring.

In the lobby there are seats, namely sofas.

The portorage service is not available.

| | |
|--------------------------|--------|
| Height of reception desk | cm 140 |
|--------------------------|--------|

LIFTS



Our hotel has 3 lifts to access the floors and these are located in the lobby.

| | |
|--|-----------------------------------|
| Size of inner cabin | cm 91x115 |
| Height of call button | cm 118 |
| Sliding doors | yes |
| Type of door opening | on one side only |
| Width of clear opening | cm 70 |
| Audible indication of floors | yes, with just an acoustic signal |
| Call button with braille or raised characters | yes |
| Button panel with braille or raised characters | yes |
| Button panel with large characters | yes |

INTERNAL ROUTES



The corridors have a carpet floor and along the paths there are no doors or passages narrower than 90 cm.

There is no protruding wall decor.

Stairs

Our hotel is a 5-storey building.

| | |
|--|-----|
| Handrails in the corridors | no |
| Handrails along the stairs | yes |
| Stairlift | no |
| Floor markings at the beginning and end of each flight of stairs | no |

Lighting

| | |
|----------------------|---------------|
| Lighting location | wall lighting |
| Light control system | always on |

TOILET FACILITIES



The toilet facilities are located on the ground floor.

There is not a bathroom access room.

Bathroom features

| | |
|--------------------------------|----------------|
| Size of bathroom | cm 205x195 |
| Type of flooring | marble |
| Door style | hinged door |
| Type of lighting | switch |
| Alarm bell/pull cord | yes |
| Pedestal sink | yes |
| Mixer tap | lever head tap |
| Tilted mirror | no |
| Wall hung toilet | yes |
| Bidet shower next to toilet | no |
| Floor-level shower | no |
| Grab bars | yes |
| Baby changing table or station | no |

ACCESSIBLE ROOM



There are 3 accessible rooms for people with motor disabilities. All rooms are equipped with a private ensuite.

Room service is not available.

| | |
|--|------------------------------------|
| Type of flooring | tile |
| Door style | hinged door |
| Lock style | keycard |
| Type of handle | knob handle |
| Space around bed | on one side only |
| Window style | manual |
| Control mechanism of blackout blinds or shutters | button/touchscreen operating panel |
| Light control system | button/touchscreen operating panel |
| Air-conditioning | button/touchscreen operating panel |

Accessible bathroom features

| | |
|-----------------------------|----------------|
| Size of bathroom | cm 194x240 |
| Type of flooring | tile |
| Door style | hinged door |
| Type of lighting | switch |
| Alarm bell/pull cord | yes |
| Pedestal sink | yes |
| Mixer tap | lever head tap |
| Tilted mirror | no |
| Wall hung toilet | yes |
| Bidet shower next to toilet | no |
| Floor-level shower | yes |
| Grab bars | yes |

The hotel has several types of rooms in various sizes and with different features. Please contact us if you need further information and to find the most suitable solution for your stay.

CATERING



Breakfast Room

The hotel's breakfast room is on the ground floor and has the following features:

| | |
|--|--------------------|
| Difference in level/obstacles | no |
| Type of flooring | marble |
| Main door style | single hinged door |
| Opening direction | inwards |
| Shape of tables | square, rectangle |
| Position of table legs | central |
| Type of seats | chairs |
| Table service | no |
| Easy reading/braille menu | no |
| QR code menu available for tablets or smartphone | no |
| Personalised/allergy-friendly menu available | yes |
| Highchairs and tableware for children available | yes |

Restaurant

The hotel restaurant is currently closed (expected to open soon).

Bar

In the hotel there is a bar located on the ground floor. It is open during breakfast hours, from 7 to 10.

| | |
|---|--------------------|
| Difference in level/obstacles | no |
| Type of flooring | marble |
| Main door style | single hinged door |
| Opening direction | inwards |
| Shape of tables | square, rectangle |
| Position of table legs | central |
| Type of seats | chairs |
| Easy reading/braille menu | no |
| QR code menu available for tablets or smartphones | no |
| Height of counter | cm 122 |
| Height of lowered counter | cm 117 |
| Table service | no |
| Open 24 hours | no |