



Hotel Galles

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 organizing 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 as well.

We wish you a pleasant stay.

General Information

Best Western Plus Hotel Galles is located in **Milan** in Piazza Lima 2.

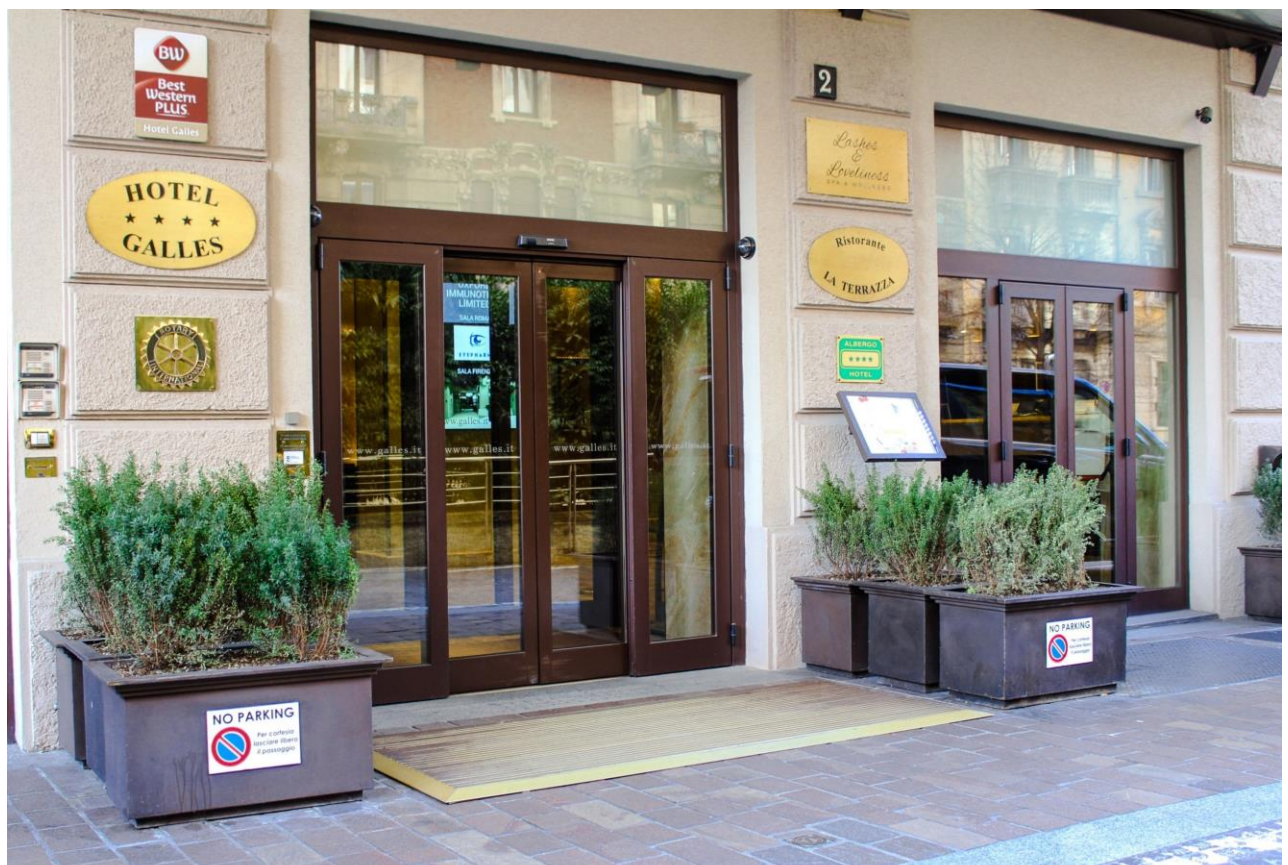
The hotel staff has been **trained** and is **aware** of the characteristics of people with **autism spectrum disorders**, of their special needs, and knows how to make the hotel **fully inclusive**.

Giuliano Esposito is responsible for the Inclusive Hotel project at Best Western Plus Hotel Galles.

You can contact him by e-mail at direzione@galles.it or by phone on 02204841.

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 Galles** has a check-in area at the entrance and a lounge area with comfortable sofas, a TV area and a bar.

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

During the day the most crowded times are:

- from 8am to 11am
- from 6pm to 8.30pm

It is therefore advisable to check-in:

- from 12pm to 2pm
- from 7.30pm to 10pm

and check-out:

from 10am to 11.15am.

The Hotel is always open.

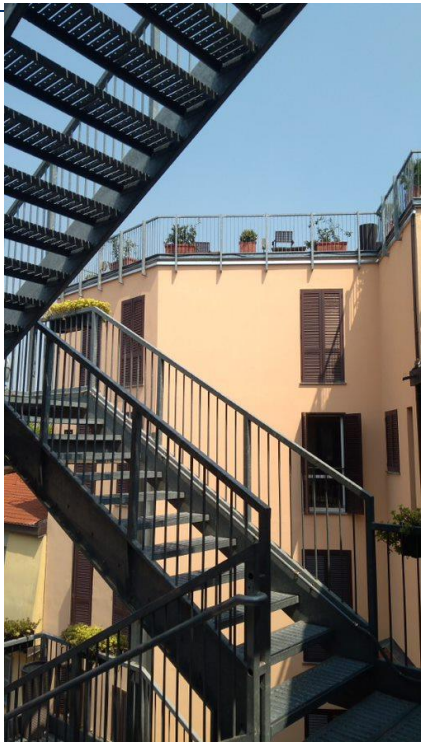


Common areas

☀ No neon lighting.

🎵 Low volume background music

spaces	location	characteristics
Bathroom	Lobby	<ul style="list-style-type: none">Automatic sink faucets and automatic toilet flushPowerful electric hand dryer
Restaurant	6 th floor	<ul style="list-style-type: none">Large windowsLED lightsBackground music
Lobby	Ground floor	<ul style="list-style-type: none">Sofas in the bar area with TV always onTablesShowcases, paintings and mirrorsLED lamps
Panoramic terraces	8 th floor	<ul style="list-style-type: none">Accessible by elevator to the 7th floor and then with one flight of stairsChairs and tablesMetal Balcony Railing



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.

Some rooms have French windows overlooking a small balcony. Some windows have only one door, while others have 2.

Rooms may have a shower or a bath. They are all equipped with a minibar, a desk, LED TV, a telephone and a safe.

For **room service** please dial n° 700.

Please contact the Reception (n° 9) 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 Milan



Restaurant

The Restaurant La Terrazza is located in the Best Western Plus Hotel Galles. From the restaurant it is possible to directly access, via a staircase, the two **panoramic terraces** to admire the city from above.

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 you can have:

- Breakfast from 7am to 10.30am
- Lunch from 12.30pm to 2.30pm
- Dinner from 7pm to 10.30pm

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

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 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 Plus Hotel Galles** directly faces Corso Buenos Aires and thanks to the proximity to the Milano Centrale railway station – only a few minutes on foot - and to the MM1 Lima underground station - located right in front of the hotel entrance - it is the ideal starting point for visiting Milan's points of interest.

Pay and display parking (€ 27 per day) available to hotel guests.

Small-sized pets allowed (€ 30 per day).