



Best Western Hotel Viterbo

INCLUSIVE HOTEL

Best Western and L'abilità Associazione ETS

working together to welcome guests with Autism Spectrum Disorder (ASD).

Best Western Italia and L'abilità ETS 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 organizing 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 Hotel Viterbo** is located in Viterbo in Via San Camillo de Lelli n°6.

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**.

Valentina Biscarini is responsible for the Inclusive Hotel project at Best Western Hotel Viterbo.

You can contact her by e-mail at valentina@hotelviterbo.com or by phone on 0039-0761/270100.

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 Best Western Hotel Viterbo's lobby is accessible through a revolving door. You will find sofas and armchairs, and a TV that shows various images.

The lobby is 180sqm and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 08.00 am and 10.00 am
- between 05.00 pm and 7.30 pm

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

In the lobby we offer a Welcome Drink with water, buns and some cakes.



Common areas

💡 No neon lighting.

🎵 Background music is playing at volume level 13 low.

spaces	location	characteristics
Bathroom	Ground floor	Dressing room with 2 sinks, bathroom without windows. Internal lighting with motion sensors
Restaurant	Ground floor	Behind the reception, breakfast area
Lobby	Ground floor	1,40mt desk semi-circular shape and 2 working stations



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.

Our french windows don't have locks on the handles. Instead, they have both traditional openings and vasistas, from the glass door you can access the terrace. In the room there is a mini bar fridge with free water bottles, Smart TV with our guide to services and other useful information for the stay.

Please contact Reception dial n°9 for any **assistance** you may need and **room service**.

You will also find **augmentative and alternative communication** material in your room concerning:

- Breakfast menu
- Rules of behaviour
- Communication tables
- An information sheet on Viterbo



Restaurant

Our restaurant is located on the Ground floor.

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:

- From 7.30 pm to 9.30 pm

The times of **increased client influx**, that may lead to a higher risk of sensory overload are: from 8.00 pm to 9.00 pm

Background music is played at a 13 volume low.

Guests can bring their **own food and drink** to 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

To uphold our commitment to sustainability, we have eliminated single-use plastic from rooms and have made several courtesy products available at Reception.

A Riello #f641 bus stop is located 500 meters from the hotel and allow to reach Porta Fiorentina train station in Viterbo.