



Hotel Parco Paglia

INCLUSIVE HOTEL

BWH Hotels Italia & Malta and non-profit association **L'abilità Onlus** working together to welcome guests with Autism Spectrum Disorder. (ASD)

Best Western Italia & Malta 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 Parco Paglia Hotel** is located in **Chieti** in via Erasmo Piaggio, 13.

The hotel staff has been **trained and sensitized** to the knowledge of the characteristics of people with **autism spectrum disorders**, their needs and how the hotel must be organized to make it **fully inclusive**.

The **managers** of the Inclusive Hotel project of the **Best Western Parco Paglia Hotel** are **Erica Di Lanzo** and **Syria Di Roberto**.

They can be contacted at the email info@parcopagliahotel.com or tel. +39 0871 574300.

Contact them for:

1. More information
2. Book a room that suits the needs of a person with ASD
3. Communicate your special needs
4. Communicate your arrival time

We have a free outdoor square located right in front of the hotel, where you can park your car, and a private underground garage, for a fee.



Check-In and Check-Out

The lobby of the **Best Western Parco Paglia Hotel** has a check-in and check-out counter. At the right of the counter there is the breakfast and bar area characterized by white tables and colored seats, there is a no-volume television on ~~but without volume~~. On the left there is a lounge area with a table with a white tablecloth and colored plastic seats, a white coffee table and a light blue frosted glass table, both low and positioned near white armchairs and black leather sofas. The LED lights are circular in shape.

In the lobby of our hotel there may be moments of great turnout with consequent **increase in waiting times** and possible **sensory overload**, especially in the morning during breakfast time (from 7:00 to 10:00) as the breakfast area is right next to the reception counter and the hotel entrance/exit door.



The most crowded hours:

from 7:00 am to 9:00 am

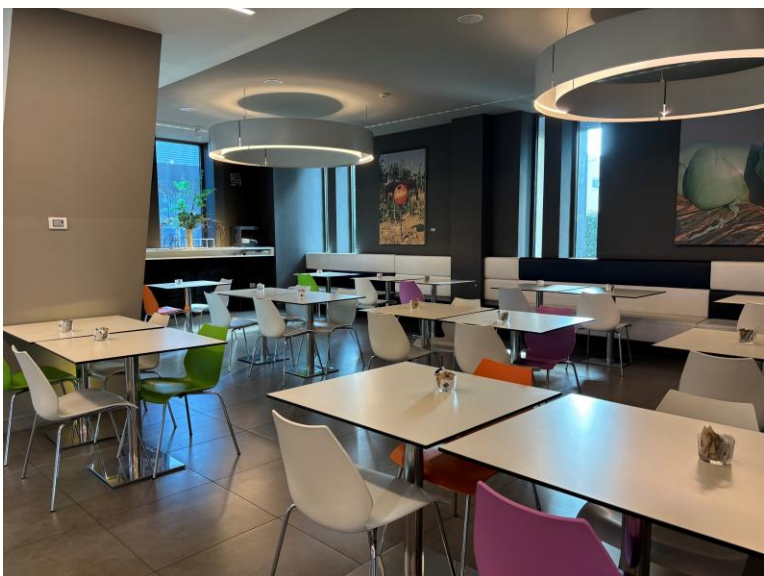
from 06:00 pm to 08:00 pm



Common areas

-  No neon lighting.
-  Low volume background music.

| spazio | dove | caratteristiche |
|--------------------------------|--------------|--|
| Bathroom | Ground floor | There are no switches, the light turns on via sensors Scent diffusers are present Women's bathroom: counter with sink, one accessible bathroom and two more bathrooms Men's bathroom: counter with sink, four bathrooms |
| Lobby | Ground floor | The hall is an open space that includes reception, bar, lounge area There are large windows Scent diffusers are present |
| Breakfast room and bar counter | Ground Floor | Unique space that is set up only during breakfast hours There are large windows Scent diffusers are present |



Room

The rooms dedicated to customers with ASD have a series of features that can **help** in case of **abnormal sensory reactivity**:

1. Room away from noise sources
2. Use of cleaning detergents with neutral fragrance
3. No use of air fresheners

The **bed linen** is white. The duvet is available to guests.

The hotel has rooms with French windows that can be opened with safety glass and rooms with bottom-hung windows.

The view can be on the city of Chieti, on the main roadside or on the outdoor parking lot.

The windows have a white curtain and an orange blackout curtain. In each room there is a Smart TV positioned in front of the bed; underneath there is a long counter that ends with a clothes rail. In the lower part of the counter, inside the cabinet, there is a minibar (empty in standard rooms/with drinks in privilege-type rooms). In the superior-type rooms there is a glass bottle of natural water, a kettle, herbal teas and glasses on the cabinet. Next to the bed there are low wall units, above which is placed the telephone, a notepad and a pen.

All rooms have a shower with exposed frosted glass that divides the sleeping area from the bathroom area. Next to it, there is the sink with towels and bathroom kit, while the area with toilet and bidet is separated and closed with a sliding frosted glass door.

You can request **room service** or any **information** at number 9, we are active 24 hours a day.

In the room there is material available in alternative **augmentative communication** regarding:

1. Breakfast menu
2. Rules of conduct
3. Communication tables
4. A fact sheet on Chieti and surroundings



Restaurant

The Best Western **Parco Paglia Hotel** offers a service that includes a room with breakfast.

In the adjacent structure there is the "**Ristofficina**" bar/restaurant, open from breakfast to dinner, within walking distance. Inside there is a children's area with slides and games.

Alternatively, our reception can provide you with a list of the best restaurants in the area.

