



# Hotel Modena Resort

# 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 Plus Hotel Modena Resort** is located in Casinalbo di Formigine, in via Giardini Nord 438.

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**.

Attilio Lanza is responsible for the Inclusive Hotel project at the Best Western Plus Hotel Modena Resort.

You can contact him by e-mail at [info@modenaresort.it](mailto:info@modenaresort.it) or by phone on +39 059511151.

**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 Modena Resort** has a Reception and a bar area. You access the hotel and the lobby through the automatic sliding door.

The Reception desk, lit underneath by a LED light, is located in front of the entrance. At the back of the Reception, on the wall, there is a TV always switched on.

In the lobby, there are black armchairs, white sofas with white and red cushions and tables. Near this area, there is a floor display with magazines and newspapers.

In the lobby, there are evergreen plants and display cases with local products and swimwear and pool accessories.

The bathroom is situated on the side of the Reception, in the corridor on the right.

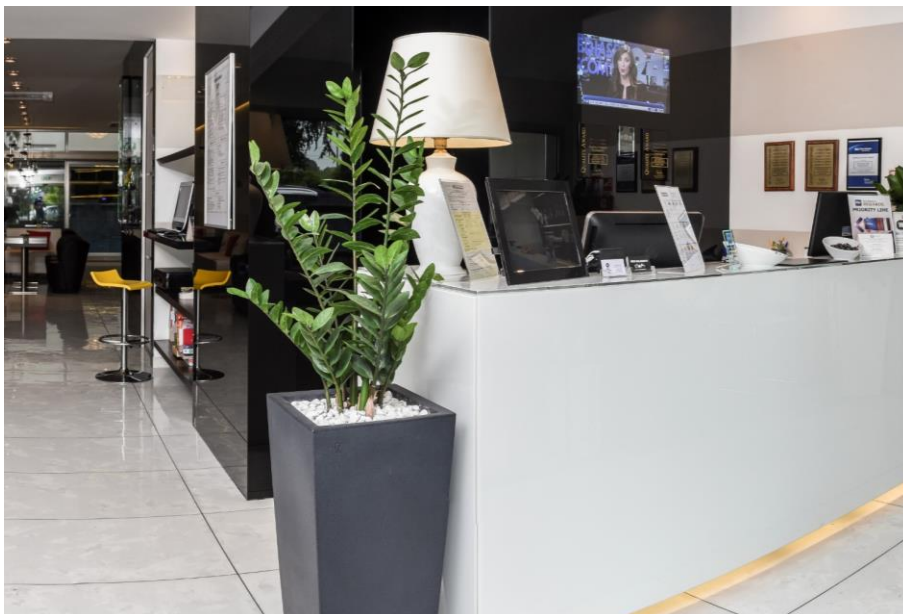
Between the lobby and the bar area, there is an Internet Point with a printer.

The lobby and the bar area measure 200 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 10.00am
- between 06.00pm and 9.00pm

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



## Common areas

☀ No neon lighting (except in the changing rooms of the wellness area).

🎵 Low background music.

spaces	location	characteristics
Lobby and Bar Area	Ground floor	<ul style="list-style-type: none"> <li>• 1 TV in the lobby, always switched on</li> <li>• 2 TVs in the Bar Area, usually switched off</li> <li>• Soft warm LED lights</li> <li>• View of the indoor pool from the bar area</li> </ul>
Bathroom	Ground floor	<ul style="list-style-type: none"> <li>• Automatic lighting, recessed downlights</li> <li>• Paper towels</li> <li>• Wide dark tinted window</li> </ul>
Wellness Area	Ground floor	<ul style="list-style-type: none"> <li>• Indoor pool, whirlpool tub and waterfall jets, Turkish bath</li> <li>• Cool LED lights in some areas and NEON lights in the changing rooms</li> <li>• Open from 6.00am to 11.00pm</li> </ul>
Gym	Ground floor	<ul style="list-style-type: none"> <li>• Treadmill, cross trainer, bench, weight stand, stationary bike, multifunctional equipment, Swedish ladder, glass tables, towel bin</li> <li>• TV always switched on</li> <li>• Open from 6.00am to 11.00pm</li> </ul>
Restaurant	Ground floor	<ul style="list-style-type: none"> <li>• Located 10 metres from the hotel</li> <li>• Large room with bar counter, many tables and chairs, some banquettes and chandeliers</li> <li>• Display cases and potted plants</li> <li>• TV switched on during Breakfast</li> </ul>
Outdoor pools	Ground floor	<ul style="list-style-type: none"> <li>• 3 outdoor pools, open from May to September, to the hotel guests and public</li> </ul>





## 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.

According to the number of guests, the hotel will assign you a double or a triple room. In the double room, located on the first floor, there is a double bed and a balcony. There is a balcony sliding door that overlooks a quiet internal area of the hotel. The triple room located on the ground floor has a double bed and a single sofa bed. There is a patio sliding door that overlooks the outdoor patio and private garden.

The rooms can be blacked out almost entirely by drawing the curtain.

In both rooms, there are: a double bed, two bedside tables, a chair, an armchair, a desk, a two-door wardrobe, a full-length mirror, a TV, a mini-fridge with water, drinks, and snacks, and pictures above the bed. Above the TV and the bed, there are LED lights that can be turned on manually.

Both bathrooms have showers.

For **room service** please dial n.9 or 851

Please contact the 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 Modena and its surroundings



## Ristorante

The Nero Balsamico restaurant is located next to the **Best Western Plus Hotel Modena Resort** (10 metres).

**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:

- Breakfast is served from 06.30am to 10.00am
- Lunch is served from 12.30pm to 02.30pm
- Dinner is served from 07.30pm to 10.30pm

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

- From 07.00am to 09.00am
- From 08.00pm to 10.00pm

**Background music** is played at a low volume, except for live piano bar nights on Fridays, when usually the volume is much higher.

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 4 star **Best Western Plus Hotel Modena Resort** is located in Casinalbo di Formigine, near Modena.

The hotel is in a very quiet area and is surrounded by greenery. Ideal starting point to reach the major towns of the province: Modena, Maranello and Sassuolo.

The hotel has a wellness area with indoor pool, whirlpool tub, Turkish bath and gym. It also features three outdoor pools set in a large garden with secular trees (opening months: from May to September).

The train station Baggiovara is 200 metres from the hotel.

The bus station Casinalbo is 350 metres from the hotel.

The centre of Modena is about 8 Km from the hotel.