



Crystal Palace Hotel

INCLUSIVE HOTEL

BWH Hotels and L'abilità Onlus

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

BWH Hotels 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 Disorder**, 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 Crystal Palace Hotel** is located in Turin in via Nizza 11, zip code 10125.

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

Giusy Scuderi e **Michele Lanza** are responsible for the **Inclusive Hotel** project at Best Western Crystal Palace Hotel.

They can be contacted at the email info@hotelcrystalpalace.it and at +39 0116680273.

Contact them for:

1. Get more information
2. Book a room that suits the needs of a person with ASD
3. Communicate any special need



Check-In and Check-Out

The hall of the **Best Western Crystal Palace Hotel** is developed in length, there are tables and armchairs for waiting time, a crystal floor in the center, various plants and paintings with dark colors and abstract patterns.

Behind the reception desk there is a television that broadcasts information and videos of Turin. The access door to the hotel is sliding with a photocell.

The hall is not very large, there could be moments of great turnout with consequent **increase in waiting times** and possible crowding with **sensory overload**.

The busiest times:

1. from 8 to 11
2. from 12 to 15

It is therefore advisable to check-in and check-out outside those hours.
These hours may vary during events.

The hotel is always open.



Common Areas

- ☀️ There is no neon lighting.
- 🎵 Piped music kept at a low volume.

area	floor	features
Toilet	Floor -1	• 1 men's toilet and 1 women's and disabled toilet • Paper towel dispenser • Sliding door without photocell
Bar	Floor 0	• Coffee tables • Armchairs • Counter stools • Colorful paintings
Fitness Room	Piano 0	• Next to the bar • Natural light • Opaque glass (no view to the outside)



Bedroom

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

1. Non-neon and soft light
2. Room far from noise sources
3. Use of cleaning detergents with neutral fragrance
4. No air fresheners

The **bed linen** is white. The duvet is available to guests. If the guest has special needs, he or she can bring a **blanket or pillow** and the staff will arrange the bed.

The windows overlook the internal courtyard or the street. The windows open completely and are equipped with blackout curtains. There is a minibar with 500 ml bottles of water, a sweet snack, a savory snack and drinks. There is a kettle with two cups and an assortment of herbal teas and instant coffee. There is a vertical mirror.

There are rooms with bathtubs and rooms with showers, not all rooms have bathrooms with windows. Each request is subject to availability.

Room service can be requested **at** 615 until 12 noon.

Please contact the front desk at 9 for any **assistance needs**.

Information on TV channels, recommended restaurants, and minibar prices is available on a QR code placed on the desk.

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

1. Breakfast menu
2. Rules of conduct
3. Communication tables
4. An information sheet about Turin



Breakfast Room

The breakfast room is located on the top floor with a panoramic view.

A table will be reserved in an area without elements of sensory disturbance, away from the passage of many people.

The breakfast room hours are:

1. From 7 to 10, Monday to Friday
2. From 8 to 11, Saturday, Sunday and holidays

The time with the greatest influx of customers and therefore possible sensory overload is from 7 to 8.

Piped music is kept at a very low volume.

In the room there is a breakfast menu with the symbols of alternative augmentative communication.



Hotel Information

Transport:

1. **Porta Nuova train station:** exit the station on the Via Nizza side, the hotel is 200m away.
2. Sandro Pertini di Caselle Airport 20 km away. Take the "Arriva" shuttle at the airport and get off at the terminus in Piazza Carlo Felice in front of the **Porta Nuova railway station**.
3. Metro: the closest stop to our hotel is **Porta Nuova** inside the train station.

Points of interest:

1. Egyptian Museum: 1 km from our hotel, it is renowned for the importance of some of the most important artworks in the world.
2. National Cinema Museum of Turin: inside the Mole Antonelliana, symbol of the city, is 1.7 km from the hotel.
3. Automobile Museum: 3.5 km from the hotel, only 6 metro stops away.