



Hotel Villa Marsili

INCLUSIVE HOTEL

Best Western and **L'abilità Onlus**

working together to welcome guests with Autism Spectrum Disorders.

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 **BW Signature Collection Hotel Villa Marsili** is located in **Cortona** (province of **Arezzo**), in **viale Cesare Battisti 13**.

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**.

Maria Torresi and **Luana Falconi** are responsible for the Inclusive Hotel project at the **BW Signature Collection Hotel Villa Marsili**.

You can contact them by e-mail at info@villamarsili.net or by phone on +39 0575605252.

Do not hesitate to contact them:

- 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 **BW Signature Collection Hotel Villa Marsili** is large, bright and welcoming.

To enter the hotel, and the lobby, there is an automatic door. The lobby is connected to the bar area and the lounge area. It has a reception counter, round wooden tables with chairs on which tourist flyers are displayed. There are also two sofas, one is ochre, and one is orange, coloured cushions, floral curtains and carpets. In these spaces there are seasonal plants. A mirror and paintings hang on the walls. One of the areas has a fireplace that is lit in the winter evenings. Three French doors, usually locked, overlook the garden.

The lobby measures 245 square metres and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 7:30am and 9:30am
- between 5:00pm and 8:00pm

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

The hotel has a seasonal opening from March to November.

The hotel is not in a Limited Traffic Zone, it is located on the main street leading to the historic centre.

The hotel provides a free valet parking service with car pick-up and drop-off.



Common areas

☀ No neon lighting.

🎵 Very low volume **background music**.

spaces	location	characteristics
Lobby	Floor -1	<ul style="list-style-type: none">• Bar counter with cool-white LED backlit wainscoting (evenings)• Reed diffuser on the Reception desk• Neutral fragrance diffusers in the corridors
Bathroom	Floor -1	<ul style="list-style-type: none">• Classic chrome taps, paper towels, manual wall soap dispenser• Automatic diffuser with timer
Restaurant/ Breakfast Room	Floor -1	<ul style="list-style-type: none">• Round wooden tables and chairs, powder pink padded seats• White/ivory tablecloths• Porcelain decorations on each table
Inner Courtyard (Open Spring/Summer)	Floor 0	<ul style="list-style-type: none">• Accessible from the Reception, via lift or stairs• Brown rattan sofas, armchairs and tables• Wrought-iron tables and chairs• Evergreen shrubs and artificial grass• Decorations on each table
Garden	Floor 0	<ul style="list-style-type: none">• Accessible from the lobby, through the French doors• Wrought-iron tables and chairs with white and ivory cushions• Wrought-iron gazebo• Terracotta vases with flowers



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.

There are three soundproof thermal glass windows and green wooden shutters that can be fully opened. One of the windows overlooks the hotels' courtyard, two windows overlook an internal path. In front of one of the windows there is a round crown tree. The 45 square metre room, is separated from the sitting area by an arch. The bathroom is spacious and has a double sink, a corner Jacuzzi tub and a chrome therapy shower. The room also features a 32'' Smart Tv and a kettle with a selection of teas and coffees. In the minibar you can find sweet and savoury snacks, water and drinks. There are also some sweets, a note pad and a pen on the desk.

The room is located on the first floor and has a view of the valley.

For **room service** please dial 9.

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 Cortona



Restaurant/ Breakfast room

There is an internal restaurant in the BW Signature Collection Hotel Villa Marsili.

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 7:30am to 10:30am
- lunch is served from 12:30 to 2:00pm

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

From 7:30 to 9:30 am

Background music is played at a very 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 **BW Signature Collection Hotel Villa Marsili** is only 4 minutes' walk from the historic centre of Cortona.

Cortona offers many interesting sites as for artistic and cultural references. The main street, Via Nazionale, can be reached on foot with just a 2 minutes' walk, most of the restaurants, cafés, shops and museums are within 10-minutes-walk.

Next to the hotel there is a bus stop that takes you to the Camucia-Cortona railway station.

Up to 4 electrical bikes are available to adults at an additional cost.