



# Green City Hotel

## INCLUSIVE HOTEL

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

**BWH Hotels 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 Green City Hotel** is located in **Parma** in Strada Cornocchio,55.

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**.

**Monica Moschini** is responsible for the Inclusive Hotel project at Best Western Green City Hotel.

You can contact her by e-mail at [info@hotelgreencity.it](mailto:info@hotelgreencity.it) or by phone on +39 0521 1798118.

**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 lobby of the **Best Western Hotel Green City** has 3 colorful fabric chairs and a table, there is a dispenser with detox water, consisting of a glass demijohn. The staircase and elevator have glass walls.

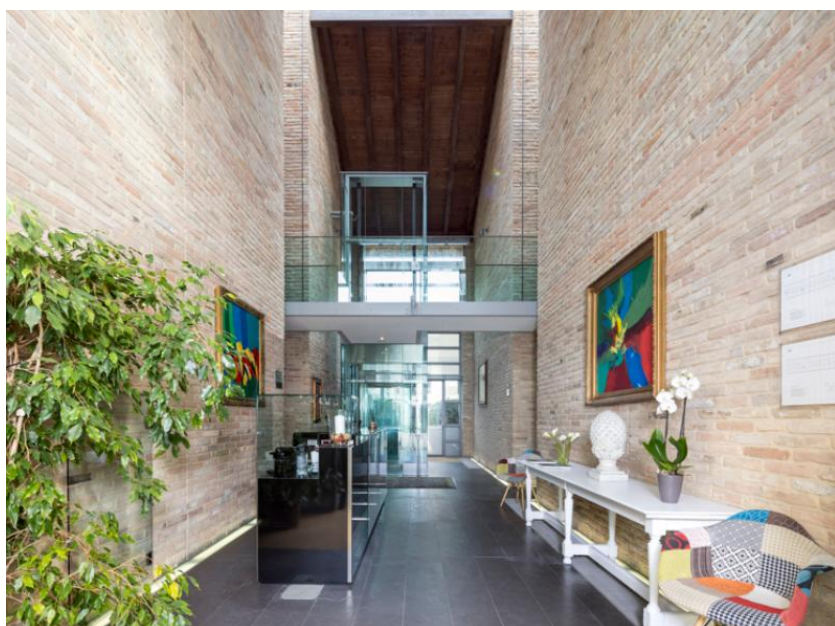
The lobby is 200 mq and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 07.00 a.m. and 10.00 a.m
- between 06.00 p.m. and 08.30 p.m.

It is therefore advisable to check-in and check-out outside these hours. Check in and check out is available 24/24h.

The hotel has a relax area separated from the hall where there is a sofa with TV and tables with chairs where you can wait to be assisted in case of crowding or take a breakfast separately.



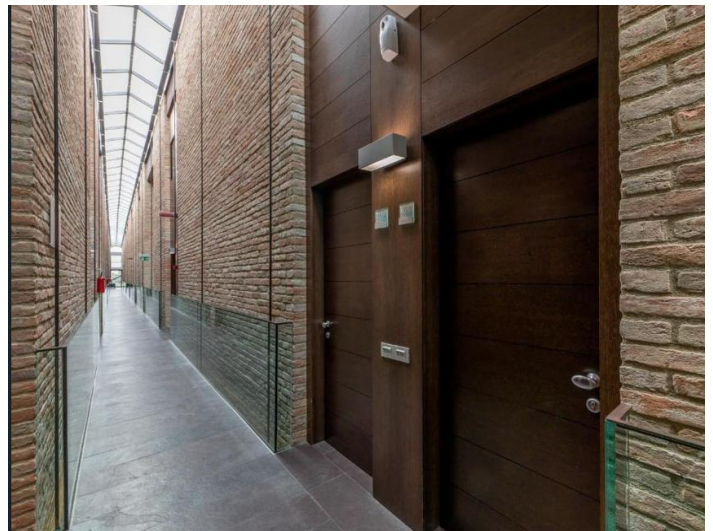
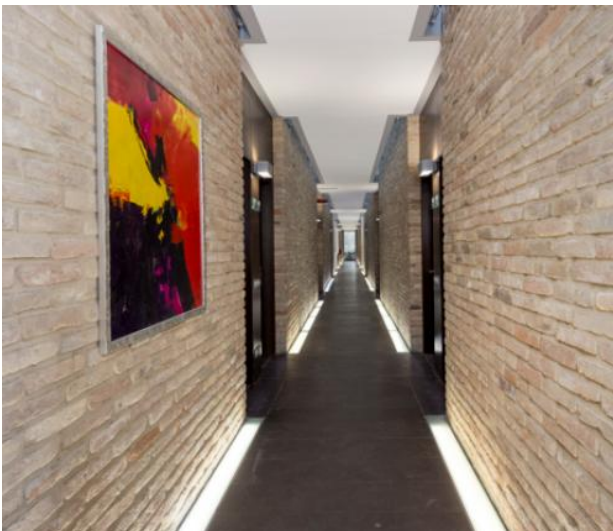


## Common areas

☹️ No neon lighting.

🎵 Piped music volume **background music**.

spaces	location	features
<b>Bathroom</b>	Ground floor	<ul style="list-style-type: none"><li>• Hand wipe dispenser (no electric)</li><li>• Lever taps (no photocell)</li><li>• Hand soap dispenser (no electric)</li></ul>
<b>Restaurant</b>	Ground floor	<ul style="list-style-type: none"><li>• Single room for restaurant and breakfast</li><li>• Paintings on the walls</li><li>• Background music</li></ul>
<b>Lobby</b>	Ground floor	<ul style="list-style-type: none"><li>• Discreet and soft lighting</li><li>• Moderate volume and background music</li><li>• Chairs and visible elevator to go up to the upper floor</li><li>• Exposed glass elevator to go upstairs</li></ul>
<b>Garden</b>	Ground floor	<ul style="list-style-type: none"><li>• There are 2 large gazebos with green and pink plastic tables and seats and 2 smaller ones with lights with yellow light hanging</li><li>• Hedges and roses present</li><li>• There are 5 bunnies free in the garden</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.

The window is electric and opens to the outside with a button on the wall. There is a beauty handle, which cannot be used to open the window. The window is equipped with a curtain and blackout.

All rooms have a shower, minibar and coffee boiler; the minibar can be emptied on request and the coffee boiler can be removed.

For **room service** please dial n. 502.

Please contact n. 9 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 about Parma and surroundings.



## Restaurant

The restaurant is located in the Best Western Green City Hotel.

**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 from 06.30 a.m. to 10.00 a.m. (weekdays) and from 07.00 a.m. to 10.30 a.m. (holidays)
- Dinner from 7.30 p.m. to 10.30 p.m. except on Sunday closing day.

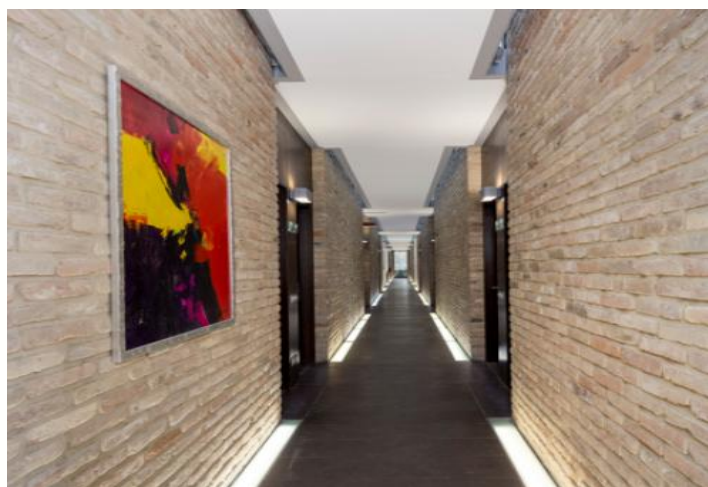
The times of **increased client influx**, that may lead to a higher risk of sensory overload are from 07.00 a.m. to 09.00 a.m. and from 08.00 p.m. to 09.00 p.m.

**Background music** is played at a moderate 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

In Parma, surrounded by greenery, there is a serene refuge. Away from the hustle and bustle of the city lights, the Best Western Hotel Green City is a place that gives peace and tranquility.

Our **4-star hotel** is a green choice for a stay you won't forget. A hotel structure of very recent construction, obtained from the careful and accurate restoration of an **old country house**.

We are located about 4 km from the center of Parma, 500 meters from the city airport and close to the Parma Fairs.