



Sure HotelSM
COLLECTION
by BEST WESTERN

Hotel Firenze

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 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 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 **Hotel Firenze, Sure Hotel Collection by Best Western**, is located in Verona in Corso Porta Nuova n.88.

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**.

Giulia Carli and Laura Sabaini are **responsible** for the Inclusive Hotel project at Hotel Firenze.

You can contact them by e-mail at direzione@verona-hotelfirenze.com or by phone on +39 0458011510.

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 **Hotel Firenze** has coffee tables, yellow sofas, and red armchairs for waiting.

At the entrance, there are green plants, and next to the armchairs, there is a newspaper rack. On the wall, TVs are tuned to the news channels (muted). There is a Bar with a table in the centre, stools, and exposed bottles in front of the Reception desk.

Annexe to the lobby, a small meeting room can be used by the public when there are no ongoing meetings. Next to this room, there is an internet point with a monitor, a keyboard, a mouse, and a printer.

The hotel also has a safe deposit for your luggage.

The lobby is 230sq metres and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.



During the day, the most crowded times are:

- between 11:00 am and 3:30 pm
- between 6:00 pm and 8:00 pm

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



Common areas

-  No neon lighting.
-  Low volume **background music**.

spaces	location	characteristics
Lobby	Ground Floor	<ul style="list-style-type: none"> • No diffuser • Meeting room with Internet Point • Newspaper rack • TVs always on but muted
Bathroom	Ground Floor	<ul style="list-style-type: none"> • Suitable for motor disabilities • Pot-pourri with very light fragrance • Sink with traditional tap • Automatic lighting • Toilet with push button flush • Terry towelling • Very shiny tile flooring
Bar	Ground Floor	<ul style="list-style-type: none"> • Annexe to the lobby • Table in the centre with stools, exposed bottles
Breakfast Room	Lower Ground Floor	<ul style="list-style-type: none"> • Buffet arrangement • Round tables for two • Double tablecloth, darker one on the bottom, lighter one on top, light-coloured napkins



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 with an orange bed runner. 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 is a hinged window that faces other buildings.

It is possible to darken the room with electric shutters whose power button is integrated into the remote-control box near the bed.

Inside the room, you will find a minibar with drinks and snacks, and you can ask for either bathroom with shower or with bathtub. For **room service** please dial 578.

Please contact 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 Verona



Breakfast Room

In the Hotel Firenze there is the Breakfast Room “Bacosi”.

A table will be reserved for you in an area of the breakfast room free from anything that could induce sensory processing disorder, away from busy passageways.

At the breakfast room:

- From 7:00 am to 10:30 am

The times of **increased client influx**, that may lead to a higher risk of sensory overload are from 9:00 am to 10:30 am

Background music is played at a 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 Hotel Firenze is located in Verona's historic centre, within walking distance from Piazza Bra, the city's heart, where you can find the Arena (80 mt.)

You can easily walk to the most famous places of artistic and tourist interest from the hotel: Juliet's House and Tomb, the Roman Theatre, the Scaliger Tombs and Castelvecchio Arches.

The hotel's strategic location will allow you to reach the train station on foot in a few minutes. And it is only a short drive to the Verona Fair, home to important events such as Vinitaly, Marmomacc, and Fieracavalli.

At 700 mt. from the hotel, there is a bus station and the "Porta Nuova" railway station.

There is a charged car park just 80 mt. from the hotel. The cost is € 20 per night.