



Grand Hotel Guinigi

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 organizing 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 Grand Hotel Guinigi** is located in **Lucca** in Via Romana, 1247.

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**.

Mr. Daniele Montalto is responsible for the Inclusive Hotel project at **Grand Hotel Guinigi**.

You can contact her by e-mail at operation@grandhotelguinigi.it or by phone at +39 0583 4991.

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 **Grand Hotel Guinigi** has large white comfortable sofas and armchairs in the waiting area.

The lobby is modern and very spacious 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 9:00am
- between 6:00pm and 8:00pm

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

The hotel is always open.



Common areas

No neon lighting.



There is low background music.



spaces	location	characteristics
Lobby	Ground Floor	<ul style="list-style-type: none">• Internet Point• Eco-friendly water dispenser (0 miles)• Framed decorative works, two sculptures and masonry painted on the wall.
External area	Ground Floor	<ul style="list-style-type: none">• Located at the side of the hotel entrance• Sofas, armchairs, and coffee tables
Bathroom	-1 Floor	<ul style="list-style-type: none">• Paper towel dispenser• Electric hand dryer• Photocell sinks
Kids Area	2 Floor	<ul style="list-style-type: none">• Blue sofa with yellow pillows, toys, TV
Fitness Room	5 Floor	<ul style="list-style-type: none">• Technogym equipment (treadmill, stationary bicycle, multifunctional fitness chair, bench), TV tuned to music channels



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 double hinged **windows** that open manually.

It is possible to completely **darken** the room.

The bathroom has a **shower**. On request it is possible to have rooms that have both a **bathtub** and a **shower**.

The **minibar** in the room contains mineral water and plastic cups.

In the room there is a **kettle with thermal cups**.

For **room service** please dial 808.

Please contact reception, dial 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 on the city of Lucca



Restaurant

Inside the Best Western Grand Hotel Guinigi there is a restaurant that is located on the - 1 Floor. Table reservations are recommended for meals.

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 10:00am
- Dinner is served from 7:30pm to 10:00pm

The times of **increased client influx**, that may lead to a higher risk of sensory overload are from 7:30am to 8:30am and from 7:30pm to 9:00pm

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 staff 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

Useful numbers | **Reception: 759 - Restaurant: 808 - Bar: 807**

To dial an external line: dial 0 + phone number

To dial another room: dial room number (free of charge)

The hotel has a free Wi-Fi connection in all rooms and common areas.

Network: BW-GHG Meeting – Password Guinigi1psw

The hotel has a bicycle rental service, available for a fee. For rental, please contact Reception.

The laundry service is available from Monday to Friday. Fill in the form and deliver it with the bag at Reception before 10:00am. Your clothing will be delivered directly to your room within 24 hours.

Free items at Reception: electric adaptors, razor and shaving foam, toothbrush and toothpaste, comb, sanitary napkins, sewing kits, shower cap, complimentary kit, bathrobe, slippers, additional pillows, towels, face cloths, iron and ironing board.

Fax (sending and receiving) is free. Charges apply for photocopies.

Check-out time: before 12:00pm

Our luggage storage will be at your disposal free of charge. Please ask Reception for more information.

Public bus service to the city centre is available near the hotel:

Line n°6 every 30 minutes

On Sundays and public holidays, the service is not active.

Lam Blu - stop is 300 metres from the hotel – S. Luca Hospital

On Sundays and public holidays, the service is available only after 2:30pm, every 20 minutes.

For information, timetables, and tickets, please contact Reception.