



Best Western 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 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** about the hotel itself and about 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 him by e-mail at operation@grandhotelguinigi.it or by phone 0583 4991

Do not hesitate to contact him:

- 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 comfortable sofas and armchairs for waiting.

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 7.30 a.m. and 9.00 a.m.
- between 6.00 p.m. and 8.00 p.m.

It is therefore advisable to check-in and check-out at other times.

The hotel is always open.



Common areas



There is **no neon lighting**.



There is piped **music** kept at a low volume.

space	where	features
Hall	Ground floor	• Internet Point • Eco-sustainable 0 km water dispenser • Framed decorative works on wood, two sculptures and a wall painted wall
Outdoor area	Ground floor	• Located on the sides of the entrance • Sofas, armchairs and coffee tables
Bathroom	Floor 1	• Dispenser with paper towels • Wall-mounted hand dryer with air jet Sinks with photocells
Kids Area	Floor 2	• Blue sofa with yellow cushions, games, TV
Gym	Floor 3	• Technogym equipment (treadmill, exercise bike, multifunction equipment, bench), TV on 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.

The **windows** have manual opening with double hinged doors.

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 glasses**.

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 about Lucca



Restaurant

The restaurant is at 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 from 7.30 a.m. to 10.00 a.m.
- Dinner from 7.30 p.m. to 10.00 p.m.

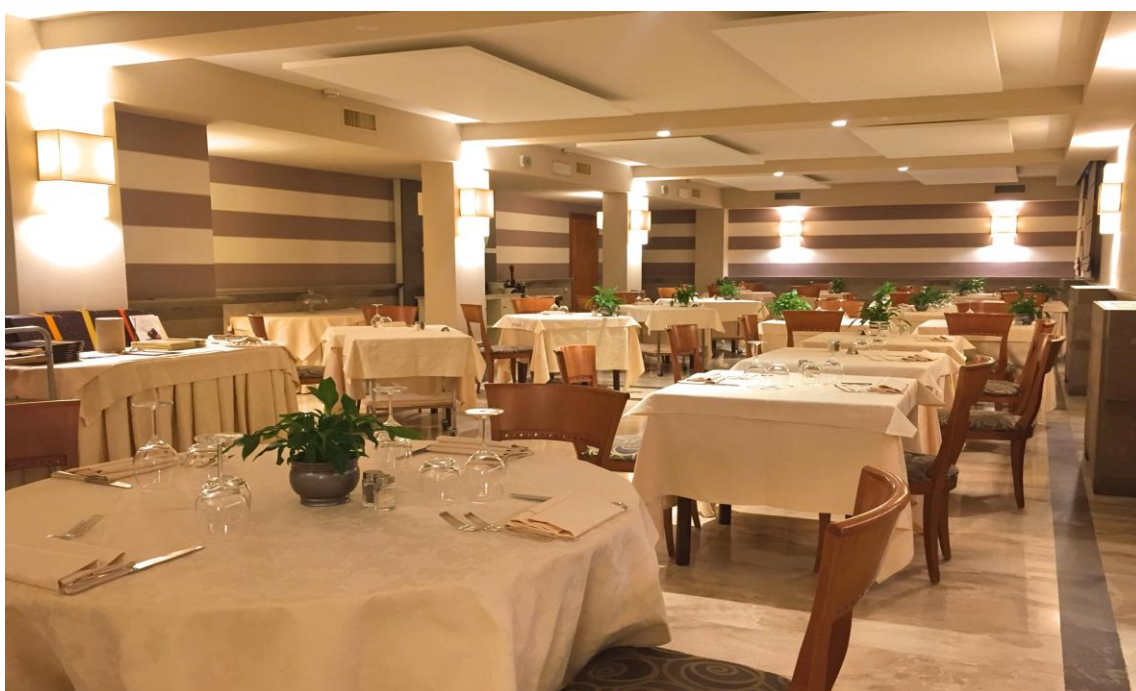
The times of **increased client influx**, that may lead to a higher risk of sensory overload are: from 7.30 a.m. to 8.30 a.m. and from 7.30 p.m. to 9.00 p.m.

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

Useful numbers:

Reception: 759

Restaurant: 808

Bar: 807

For external phone calls: dial 0 + phone number

For internal calls: dial the desired extension number directly

Free High-Speed Wi-fi connection in all the hotel

You must select "BW-GHG Meeting Network and write the following password:

Guinigi1psw (the first G is capital).

The hotel has a bicycle rental service for a fee. For rental, please contact the reception.

Laundry service:

From Monday to Friday. Fill in the form and deliver it with the bag at the reception within 10.00 a.m. Return directly to the room within 24 hours.

Free items at Reception:

Free items available at the reception: electrical adapters, tooth kit, shaving kit, comb, sanitary napkins, mini-sewing set, shower cap, courtesy line, bathrobe, slippers, additional pillows, towels, towels, ironing board and iron.

Fax/photocopying is available for a fee.

On the day of departure, the room must be vacated by 12.00 noon. It will be available for free use our luggage storage (contact the Reception).

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

- Line 6, every 30 minutes

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

- Lam Blu - stops about 300 meters far from the hotel – S.Luca Hospital

On Sunday and public holidays, the service is available only after 2.30 p.m. each 20 minutes.

For information, timetables and tickets please contact the Reception.