



Best Western Hotel Universo

In this document, we will provide you with information regarding the accessibility of our hotel.

You will find the description of these areas:

- Car park and access to main entrance
- Main entrance and Reception
- Lifts
- Internal routes
- Toilet facilities
- Rooms
- Catering

For more information or any particular requests, please write to universo.rm@bestwestern.it

CAR PARK AND ACCESS TO MAIN ENTRANCE



The hotel does not have a car park.

MAIN ENTRANCE AND RECEPTION



When entering there is a doorbell to request assistance.

The access door has an automatic sliding door system. The door has no handle.

Inside there is a carpet runner/doormat and there is a marble flooring.

In the lobby, there are seats, namely armchairs and sofas.

The portering service is available.

Height of reception desk	cm 120
--------------------------	--------

LIFTS



Our hotel has 3 lifts to access the floors and these are located in the lobby.

Size of inner cabin lift 1	cm 90x110
Size of inner cabin lift 2	cm 140x110
Size of inner cabin lift 3	cm 140x110
Height of call button	cm 120
Sliding doors	yes
Type of door opening	on one side only
Width of clear opening	cm 90
Audible indication of floors	yes, with just an acoustic signal
Call button with braille or raised characters	yes
Button panel with braille or raised characters	yes
Button panel with large characters	yes

INTERNAL ROUTES



The corridors have carpeted floors. In the communal areas there are marble, wood parquet and carpeted floorings and along the paths there are no doors or passages narrower than 90 cm.

There is no protruding wall decor.

Stairs

Our hotel is an 8-storey building.

Handrails in the corridors	no
Handrails along the stairs	yes
Stairlift	no
Floor markings at the beginning and end of each flight of stairs	no

Lighting

Lighting location	ceiling lighting
Light control system	always on

TOILET FACILITIES



The toilet facilities are located on the ground floor.

There is no bathroom access room.

Bathroom features

Size of bathroom	cm 250x260
Type of flooring	tiles
Door style	sliding door
Type of lighting	automatic sensor
Alarm bell/pull cord	yes
Pedestal sink	yes
Mixer tap	automatic sensor
Tilted mirror	no
Wall hung toilet	yes
Bidet shower next to toilet	yes
Floor-level shower	no
Grab bars	yes
Baby changing table or station	no

ACCESSIBLE ROOM



There are 5 accessible rooms for people with motor disabilities.

All rooms are equipped with a private ensuite.

Room service is available upon request and at a surcharge.

Type of flooring	carpet
Door style	hinged door
Lock style	keycard
Type of handle	knob handle - lever handle (internal)
Space around bed	on both sides
Window style	manual
Control mechanism of blackout blinds or shutters	manual
Light control system	manual
Air-conditioning	button/touchscreen operating panel

Accessible bathroom features

Size of bathroom	cm 210x225
Type of flooring	tiles
Door style	sliding door
Type of lighting	switch
Alarm bell/pull cord	yes
Pedestal sink	yes
Mixer tap	lever head tap
Tilted mirror	no
Wall hung toilet	yes
Bidet shower next to toilet	yes
Floor-level shower	yes
Grab bars	yes

The hotel has several types of rooms in various sizes and with different features. Please contact us if you need further information and to find the most suitable solution for your stay.

CATERING



Breakfast Room

The hotel's breakfast room is on the ground and has the following features:

Difference in level/obstacles	yes
Type of flooring	marble
Main door style	double hinged door, always open
Shape of tables	square
Position of table legs	central
Type of seats	chairs
Table service	yes
Easy reading/braille menu	no
QR code menu available for tablets or smartphones	yes
Personalised/allergy-friendly menu available	yes
Highchairs and tableware for children available	yes

Restaurant

In the hotel there is an accessible restaurant that is located on the ground floor.

Difference in level/obstacles	yes
Type of flooring	marble
Main door style	double hinged door, always open
Shape of tables	square and round
Position of table legs	central
Type of seats	chairs
Easy reading/braille menu	no
QR code menu available for tablets or smartphones	yes
Personalised/allergy-friendly menu available	yes
Highchairs and tableware for children available	yes

Bar

In the hotel there is an accessible bar that is located on the ground floor.

Difference in level/obstacles	yes
Type of flooring	wood parquet
Main door style	not present
Shape of tables	square
Position of table legs	central
Type of seats	chairs
Easy reading/braille menu	no
QR code menu available for tablets or smartphones	no
Height of counter	cm 120
Table service	yes
Open 24 hours	no