



Hotel Universo

INCLUSIVE HOTEL

Best Western and **L'abilità Onlus**

working together to welcome guests with Autism Spectrum Disorders (ASD).

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 that 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 **Best Western Plus Hotel Universo** is located in **Rome**, in **Via Principe Amedeo, 5**.

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**.

Andrea Risati is responsible for the Inclusive Hotel project at **Best Western Plus Hotel Universo**.

You can contact him by e-mail at andrea.risati@rhr.it or by phone +39 06 91506841.

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 **Best Western Plus Hotel Universo** has comfortable green and grey armchairs and sofas for waiting.

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

During the day the most crowded times are:


- between 7am and 10am
- between 6pm and 9pm


It is therefore advisable to check-in and check-out outside these hours, or to check the effective crowd by calling the reception.

The hotel is always open.

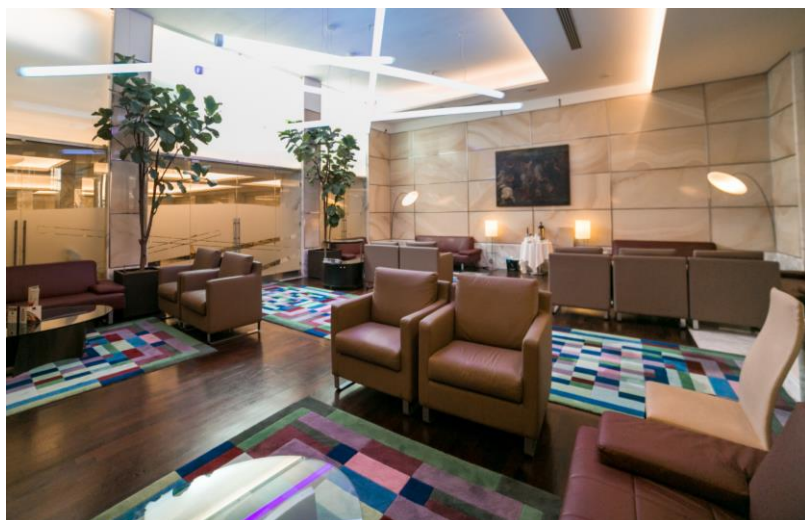


Common areas

 No neon lighting.

 Low volume background music.

spaces	location	characteristics
Lobby and Salone Costantino	Ground floor	<ul style="list-style-type: none"> Lobby: access to common areas at ground and level -1, screens used as signage systems, Business corner with an internet point Salone Costantino: parquet flooring, red sofas, glass tables, colourful carpets
Restaurant	Ground floor	<ul style="list-style-type: none"> Marble flooring Buffet counter in the middle of the room Cream-coloured chairs and dark brown placemats Large window facing Salone Costantino
Bathroom	Ground floor	<ul style="list-style-type: none"> Automatic bathroom lighting Paper towels and electric hand dryers
Bar and Ristobar	Ground floor	<ul style="list-style-type: none"> Bar: tables with succulent plants in white pots, stools, mirrors and some biscuits under a glass case on the counter Ristobar: private and quiet, 55-inch TV monitor tuned to news channels and a bookshelf
Meeting rooms and Wellness	Level -1	<ul style="list-style-type: none"> Large area with toilettes and black sofas Congress Centre and Wellness Area with steam room and sauna
Gym	Level -1	<ul style="list-style-type: none"> Carpeted floor, mirrors, water dispenser, 50-inch flat TV screen tuned to music Cardio equipment, weights and barbells



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 a runner, 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 rooms have different types of windows: French windows, others also have a terrace and some have windows at normal height. It is possible to darken the room completely with curtains.

There is a minibar in all the rooms. There is a shower in the bathroom. For **room service** please dial n°853.

Please contact the 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 Rome



Restaurant

The “**Quattro Stagioni**” Restaurant of the Best Western Plus Hotel Universo is located on the **ground floor**. The restaurant can be accessed by a few steps from Salone Costantino.

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 6.30am to 10.30am
- Lunch is served from 12am to 3pm
- Dinner is served from 7pm to 10pm

The time of **increased client influx**, that may lead to a higher risk of sensory overload is between 1pm and 2pm.

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 SERVICES NEAR THE HOTEL

Autobus (Bus)/Metro to

San Pietro:

From Via Nazionale o Termini Station take bus number 64 for 15 stops and get off at *Cavalleggeri stop* or take bus number 40 for 7 stops, until *Borgo San Pietro stop*.

Colosseo-Fori Imperiali-Domus Area:

From Termini Station take bus number 75 for 5 stops or take Metro B in Laurentina direction and get off at *Colosseo stop*.

Piazza di Spagna-Fontana di Trevi:

From Termini Station take Metro A in Battistini direction and get off at *Spagna stop*.

Piazza Navona-Campo dei Fiori:

From Termini Station take bus number 64 for 10 stops and get off at *C.so Vittorio/Navona stop*.

Piazza Barberini-Via Veneto:

From Termini Station take Metro A in Battistini direction and get off at *Barberini stop*.

Post Office: Via delle Terme di Diocleziano, 30

Bank: BNL - Via Marsala, 11

Tobacco Shop: Galleria Caracciolo

Pharmacy: Via Marsala, 29

Shopping streets: Via del Corso, Via dei Condotti, Via Nazionale, Via Cola di Rienzo, Via Veneto.

For the meeting with the Pope you need to make reservations. Please call +39 06 69883273 or send a fax to +39 06 69885863, from 9 am to 4.30pm.

The Pope only receives on Wednesday mornings. In August he receives at Castel Gandolfo.