



BHR Treviso Hotel

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 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 Premier BHR Treviso Hotel** is located in **Quinto di Treviso**, in Via Postumia Castellana 2.

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**.

Luca Pizzolato is responsible for the Inclusive Hotel project at Best Western Premier BHR Treviso Hotel.

You can contact him by e-mail at info@bassohotels.it or by phone on +39 0422 373704.

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 Premier BHR Treviso Hotel has a bar, a Kinder House, an Internet point, sofas, chaise lounges, bookcases, air fresheners and led lighting. There are various contemporary art paintings. Sometimes the lobby can be used as a sponsor area or an event accreditation area.

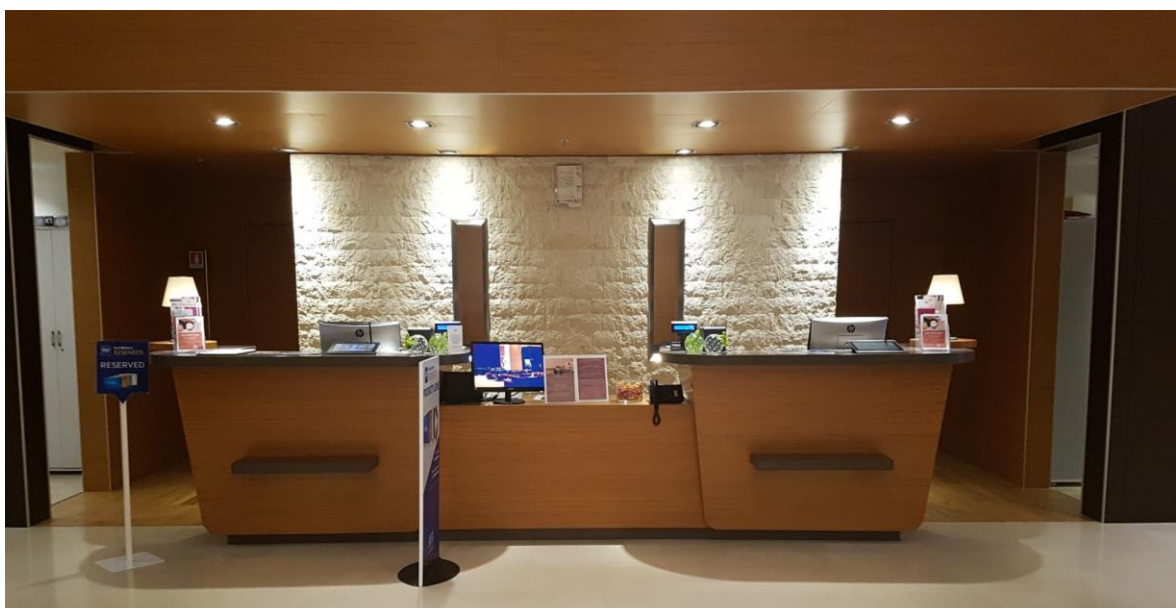
The lobby measures 550 square metres and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- between 07:30 am and 09:30 am
- between 06:00 pm and 8:00 pm

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

The hotel has background music in all common areas. There are flat screens showing the various conferences taking place at the hotel. There is a TV in the bar where various SKY channels are broadcasted (essentially news and sports channels). There are also exhibitors with various tourist information, bookcases with newspapers and books, display cases with products for sale and sport material (Pinarello).



Common areas

☀️ No direct neon lighting.

🎵 Medium/low volume background music.

High volume music could be played during bar events.

spaces	location	characteristics
Lobby	Ground floor	<ul style="list-style-type: none">• 550 square metres• TV / monitors with conference indications and details• Background music• Room fragrances• Internet point• Adjacent bar with common TV
Bathroom	Ground floor	<ul style="list-style-type: none">• Accessible via a single corridor• Background music• Dark mosaic tiles with white fugues
Restaurant	Ground floor	<ul style="list-style-type: none">• Large restaurant area facing the entrance• The bistro area is smaller and shielded by a wall with mobile slats• Social table used as a buffet area at the entrance• The restaurant is also used to serve breakfast



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 hopper windows and the room can be completely darkened. In the room there is a minibar with alcoholic drinks, soft drinks and snacks. There is a directory with hotel information, a pen and a notepad. In the bathroom there are complimentary toiletries and customers can choose a room with either a shower or a bath.

For **room service** please dial 9.

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 Treviso and surroundings



Restaurant

The DiVino Osteria Trevigiana restaurant is located in the Best Western Premier BHR Treviso Hotel.

A table will be reserved for you in an area of the restaurant (red area - subject to availability) free from anything that could induce sensory processing disorder, away from busy passageways.

At the restaurant:

- Lunch is served between 12:30 pm and 2:30 pm
- Dinner is served between 07:30 pm to 10:30 pm

The times of **increased client influx**, that may lead to a higher risk of sensory overload are:

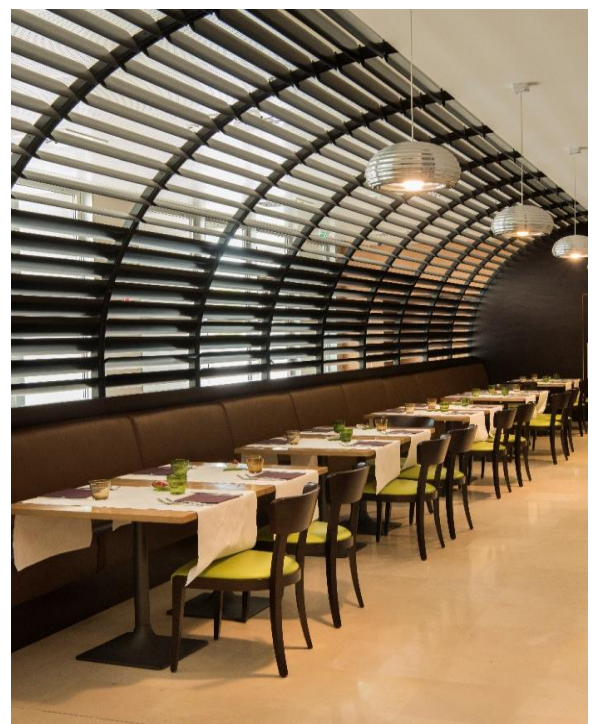
- From 1:00 pm to 2:00 pm and from 8:00 pm to 9:30 pm.

Background music is played at a medium/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.



Bar

The Gioja Lounge Bar is located in the Best Western Premier BHR Treviso Hotel.

In some periods the bar is used as an evening dining area and it is possible to reserve a table.

During the summer the bar's outdoor terrace is used as a restaurant area and grilled food is served.

At the bar it is possible to consume food and drinks from 10:00 am to midnight.

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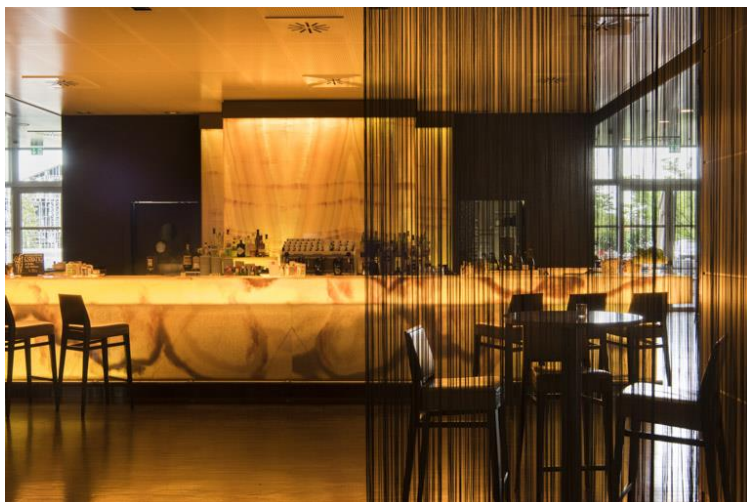
From 10:00 am to 11:00 am; From 12:30 pm to 2:30 pm; From 6:00 pm to 10:30 pm.

Background music is played at a medium/high 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.

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SPA

There is a SPA and Fitness area in the Best Western Premier BHR Treviso Hotel.

The SPA area is open from 07.00 am to 12.00 pm and from 2.00 pm to 11.00 pm. The SPA area includes a sauna, a Turkish bath, a chrome-aromatherapy shower, a jacuzzi and a relaxation room. It is possible to consume hot and cold drinks inside the SPA.

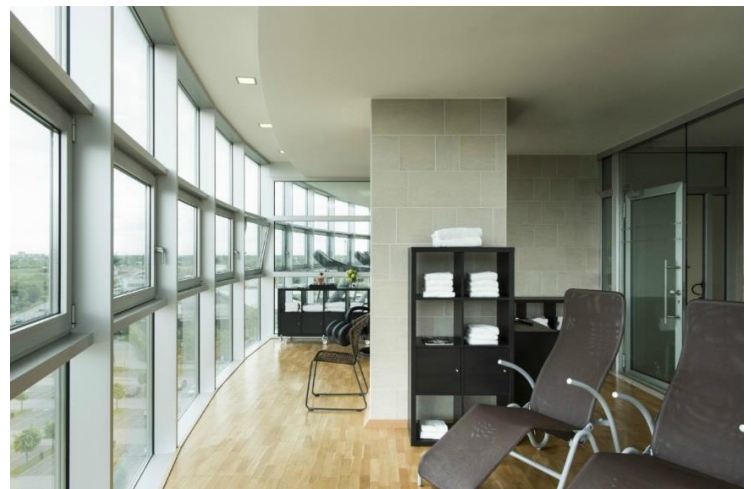
The fitness area is open from 06:00 am to 12:00 pm and from 2:00 pm to 11:00 pm. The fitness area includes treadmills, exercise bikes, steppers, weight benches and a vibrating bench.

In both areas there are: background music, perfumes and colored LED lights.

Entrance is free to access the Fitness area while reservation is necessary to access the SPA.

The hours with the greatest influx of customers and therefore possible sensory overload are:

- from 06:00 am to 09:00 am and from 6:30 pm to 8:00 pm in the fitness area
- from 6:00 pm to 10:30 pm in the SPA area



Hotel Information

The Best Western Premier BHR Treviso Hotel is a 4-star Business Hotel and Congress Centre, located just a few minutes away from Treviso City Centre and 30 km away from Venice.

The area is renowned for its cultural and artistic sites, besides being close both to mountain natural parks and sea resorts. Besides Treviso and Venice, the Ville Venete tour and the Asolo town are recommended.

There is a bus stop opposite the hotel (bus n. 11, 106, 107) and the last ride leaves at 8.30pm (depending on the season). Timetables are available at reception.

Treviso Centrale railway station, situated on the line Venice-Udine-Trieste and Milan-Udine, is only 4 km away.

The hotel is 2 km away from the Treviso Canova Airport and the Venice Marco Polo International Airport is only 20 km away.

The Best Western Premier BHR Treviso Hotel offers free outdoor and indoor car park for up to 600 vehicles. The hotel also provides a paid private CCTV-monitored garage.