



Hotel Universo

INCLUSIVE HOTEL

Best Western and **L'abilità Associazione ETS** 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**.

Domenico Cosentino is responsible for the Inclusive Hotel project at **Best Western Plus Hotel Universo**.

You can contact him by e-mail at domenico.cosentino@lvrh.it or by phone 06 91506875.

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	Ground floor	<ul style="list-style-type: none"> • Screens used as signage systems • Business corner with internet point
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
Salone Costantino	Ground floor	<ul style="list-style-type: none"> • The living room has dark parquet flooring, is divided with planters into a seating area and a restaurant area • Living room: tables with glass tops, yellow armchairs and sofas, shelves with books, 85-inch TV screen tuned to news and sporting events
Meeting rooms	Level -1	<ul style="list-style-type: none"> • Large area with gray sofas and toilet with hand dryers and faucets with sensors • Congress Centre
Rooftop Bar and Restaurant	8th Floor	<ul style="list-style-type: none"> • Access by lift in the lobby or via stairs, entrance through a glass door in an area with ivory sofas and grey tables, grey stoneware floor. • The walls are opening windows and there is a louvered roof covering, which can also be opened. There are potted plants located around the perimeter of the area. • Bar: LED backlit counter with high stools placed in front. Rack with bottles. Grey coffee tables with grey chairs. • Restaurant: grey wooden tables, grey chairs and benches on wall. There is an open kitchen.
Gym and Wellness Area	Level -1	<ul style="list-style-type: none"> • Carpeted floor, mirrors, water dispenser, 50-inch flat-screen TV tuned to music channels • Cardio equipment, weights and barbells, sauna and turkish bath • Changing room and bathrooms

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 about 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

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

The VE.RO Rooftop Restaurant is located on the 8th floor. It can be accessed by elevator or via stairs. At the restaurant it is possible to consume Dinner from 18.00 to 22.00 (with the busiest time from 19.00 to 21.00)

In both restaurants, piped music is kept at a low volume. A table will be reserved in a secluded area without elements of sensory disturbance, away from the passage of many people.

It is possible to consume your own food and drinks at the reserved table.

If you communicate in advance, the kitchen will try to cater for every special need.



Restaurant “Quattro Stagioni”



VE.RO Rooftop

Hotel Information

USEFUL SERVICES NEAR THE HOTEL

Autobus (Bus)/Metro to

San Pietro – Vatican City:

from via Nazionale stop Nazionale/Torino take bus 64 towards "Stazione San Pietro" for 11 stops and get off at the Cavalleggeri/San Pietro stop or take bus number 40 for 6 stops and get off at the Lgt Sassia/S. Spirito (H) stop.

Colosseo-Fori Imperiali-Domus Area:

from Termini Station take the Metro B towards Laurentina and get off at the Colosseo stop. It is possible to reach the destination on foot (distance 1.4 KM) proceeding along Via Cavour.

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: Bper - Piazza dell'Esquilino, 3

Tobacco Shop: Via principe Amedeo, 7e

Pharmacy: Piazza dei Cinquecento, 51

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 69883114 from 8.30 am to 1.30pm.

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