



BorgoLecco Hotel

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 carers.

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 as well.

We wish you a pleasant stay.

General Information

The **Best Western Plus BorgoLecco Hotel** is located in **Arcore** in via Giacomo Matteotti, 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**.

Angelo Mietto is **responsible** for the Inclusive Hotel project at Best Western Plus BorgoLecco Hotel.

You can contact him by e-mail at info@borgolecchohotel.it or by phone on 0039 0396012058.

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 BorgoLecco Hotel** has a check-in counter, a little bar, two televisions, a small bookcase, sofas and chairs with tables and two laptops with internet connection.

The lobby is 90 square metres wide and the reception is 50 square metres wide and at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

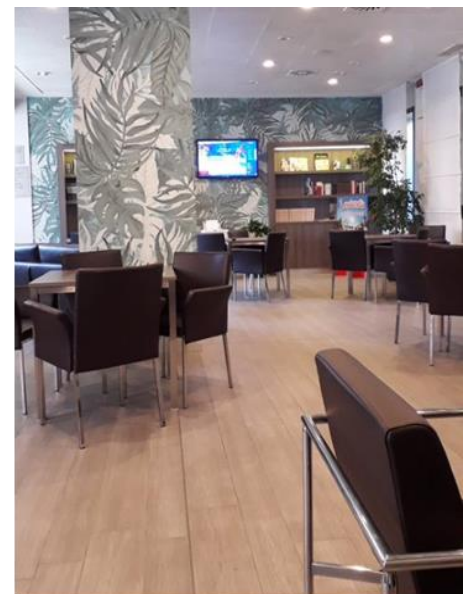
During the day the most crowded times are:

- between 8.00am and 10.00am
- between 6.00pm and 9.00pm

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

The hotel is located in a cul-de-sac and has free parking nearby and a pay-and-display underground parking.

Near the hotel's entrance there's a restaurant- pizzeria.



Common areas

💡 Shielded and indirect **neon** lighting.

🎵 Low volume **background music**.

spaces	location	characteristics
Bathroom	Ground Floor	<ul style="list-style-type: none">• Green and red walls, automatic faucets
Breakfast Room	Ground Floor	<ul style="list-style-type: none">• Tables with different coloured place mats (depending on the season).• Coffee machine with automatic coffee grinder and toaster
Lobby	Ground Floor	<ul style="list-style-type: none">• Botanical wallpaper with large green leaves• Corner bar with sofas and armchairs, tables and magazines• Flyers and cutouts of Leolandia park



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 windows are provided with **blackout** curtains to completely darken the room.

There are hopper windows in the room.

Every room is equipped with mini bar, hair dryer and TV.

There is a shower in every room.

For **room service** please dial n°9.

Please contact reception by dialling 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 on Arcore



Restaurant

The **Best Western Plus BorgoLecco Hotel** doesn't own a restaurant but adjacent there are: "DECIMO" Ristorante-Pizzeria and "GOSS".

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:

- Lunch is served from 12.30pm to 2.00pm
- Dinner is served from 7.30 pm to 10.00pm

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

- between 1.00pm to 1.30pm
- between 8.00pm and 9.00pm

Background music is played at a low volume.

Guests can bring their **own food and drink** at the table prior notice.

If you communicate any **special needs** in advance, the hotel kitchen will do their best to satisfy your requests. If you prefer, we can ask the restaurant to deliver your order at the hotel so you can enjoy your dishes in a quieter area of our breakfast room.

You will also find in your room, the breakfast menu with **augmentative and alternative communication symbols**.



Hotel Information

The **Best Western Plus BorgoLecco Hotel**, in the centre of Arcore, is located near the main highways that provide fast access to all the main cities of the Lombardy region, allowing guests to reach all the major interest sites in the area. The proximity to the station, just 900 metres away, allows you to move autonomously and comfortably.

Free parking spaces available near the hotel and underground parking.

Small-sized pets allowed.