



**Sure Hotel**<sup>SM</sup>  
COLLECTION  
by BEST WESTERN

# Hotel Cristallo Relais

# INCLUSIVE HOTEL

**Best Western** and **L'abilità Onlus** working together to welcome guests with Autism Spectrum Disorder (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 who 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 **Sure Hotel Cristallo Relais** is located in Villa Adriana in Via Maremmana Inferiore Km 0,500.

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**.

Miss **Giuseppina Cofini** is responsible for the Inclusive Hotel project at Hotel Cristallo Relais.

You can contact her by e-mail at [info@hotelcristallotivoli.it](mailto:info@hotelcristallotivoli.it) or by phone on +393384943020.

**Do not hesitate to contact them:**

- 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 Sure Hotel Cristallo Relais is an elegant and spacious reception area: in the center of the room there is a marble counter that serves as a central point and welcomes guests.

There is also a mirrored column in it and, to the side of the lobby, there is a luggage room.

On the left of the hall, before the entrance to the bar, there is a welcoming space where there are a series of armchairs and above them, hanging on the wall, there is a large painting.

At the bottom there is an additional luggage rack that is placed as a piece of furniture. On the right side there are the entrances to all the other places of the hotel: stairs, lift and the door that leads to the restaurant.

There could be moments of great turnout with consequent **increase in waiting times** and possible crowding with **sensory overload**.

During the day the **most crowded times** are:

- between 10.00 and 11.00 am
- between 07.00 and 08.00 pm

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

The hotel also has three conference rooms of different sizes according to the needs of guests, and an outdoor swimming pool accessible to guests in the summer months.



## Common areas

💡 No neon lighting.

🎵 Low volume background music.

Space	Location	Characteristic
Bathroom	Floor 0 / Floor -1	<ul style="list-style-type: none"><li>• Spacious places with bathroom fixtures and mirrors</li><li>• Individual cleaning materials such as soap and dispensers</li></ul>
Restaurant	Floor 0	<ul style="list-style-type: none"><li>• Industrial-style room</li><li>• Diffused music in the background</li><li>• 15 round tables with 4 seats</li><li>• At the entrance on the right side there is the counter used for the cash desk</li><li>• In the middle of the room, there are shelves with plates and glasses</li><li>• At the bottom, some display cases with bottles of wine inside</li><li>• A piano, only as a decoration</li></ul>
Hall	Floor 0	<ul style="list-style-type: none"><li>• Spacious and welcoming environment with a vintage style</li></ul>





## 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.

The rooms are equipped with large sliding windows with opaque glass panes, which in turn are fitted with opaque curtains that obscure the light filtering into the room.

In addition, there is a mini-fridge in each room, while the bathrooms all feature a shower.

For **room service** please dial n° 301.

Please contact the Reception or the emergency number +393664287035 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 Villa Adriana and its surroundings



## Restaurant

The Torchio restaurant is located inside the Sure Hotel Cristallo Relais.

**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:

- The lunch is served from 12.45 to 03.00 pm
- The dinner is served from 07.45 to 10.00 pm

The times of **increased client influx**, that may lead to a higher risk of sensory overload are: 01.00-02.00 pm and 08.00-09.00 pm.

**Background music** is played at a soft 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

It is possible, by calling with advance notice, to reserve a parking space in our car park or, in case of need, to request the rental of the hotel van for travel or the NCC taxi service.

Available means of transport and distances:

- Cotral bus line stop outside the Hotel;
- Bagno di Tivoli railway station: 5 minutes' drive away;
- Tivoli motorway exit: 1 km away

The Hotel position is quite convenient to easily reach highly interesting cultural and naturalistic sites, such as Villa Adriana, Villa d'Este and Villa Gregoriana. The city of Rome (30 km) can be reached in less than 1 hour.