



# Hotel Royal Santina

# INCLUSIVE HOTEL

**BWH Hotels and L'abilità Onlus**

working together to welcome guests with Autism Spectrum Disorders.

BWH Hotels and L'abilità Onlus have launched a project dedicated to guests with Autism Spectrum Disorder.

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 Disorder**, 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 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 Royal Santina** is located in **Rome** in Via Marsala, 22.

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**.

Mrs. Stefania Grande are responsible for the Inclusive Hotel project at Hotel Royal Santina.

You can contact them by e-mail at [stefania.grande@rgrhotels.it](mailto:stefania.grande@rgrhotels.it) or by phone on +39 06 44875200

**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 **Hotel Royal Santina** has green sofas and armchairs.

The lobby, restaurant and bar are an open space. The area is 320 mq.

**Background music** is played at a low volume.

To the left of the hall there is the reception desk.

The desk is lit up by colourful LED lights (red, blue, green and white) on front panels.

To the right there is a bookshelf with books and magazines which are at the disposal of the guests and some plants in pots.

At peak times **crowding** and **increased waiting times** could induce **sensory hyperstimulation**.

During the day, the most crowded times are:

- between 7.00 am and 3.00 pm
- between 6.00 pm and 9.00 pm

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

The hotel is always open.



## Common areas

☀ No neon lighting.

🎵 There's low volume **background music**.

spaces	location	characteristics
Lobby and bar	Ground Floor	<ul style="list-style-type: none"><li>• The reception and bar are illuminated by colored LED lights</li><li>• There are several monitors where run images of the hotel, promotions and advertising</li><li>• At the bar there is a 85-inch TV monitor tuned on news channels</li><li>• Counter with water and promotional and information materials</li></ul>
Bathroom	Ground Floor	<ul style="list-style-type: none"><li>• The bathroom light is controlled by a sensor.</li><li>• Electric hand dryers</li></ul>
Restaurant	Ground Floor	<ul style="list-style-type: none"><li>• The restaurant and lobby are an open space</li><li>• White chairs and tablecloths</li><li>• Bright coloured painting and a sculpture</li><li>• Noise absorbing devices on the ceiling and walls</li><li>• Space separators about 1.50m high</li></ul>
Fitness Room	Mezzanine floor	<ul style="list-style-type: none"><li>• Parquet floor, mirrors, water dispenser, 50-inch flat TV screen tuned to music channels</li><li>• Cardio equipment, weights and barbells</li><li>• The gym is accessible through few steps</li></ul>





## Room

The rooms dedicated to clients with ASD are equipped with features that can help in the case of **sensory processing disorder**:

- there are no neon lights, but there is a soft lighting
- the room is located far from noise sources
- cleaning products are fragrance free

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 with them.

The windows in the rooms are sky / earth, it is possible to darken them completely with curtains

There is a minibar in all rooms. There is only the shower.

There is a lighting system with colourful LED lights, which can be autonomously set by the guests.

For **room service** please dial n°9 or 24.

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 restaurant is located on the ground floor.

**A table will be reserved** for you in an area of the restaurant free from anything could induce sensory processing disorder and away from busy passages.

At the restaurant:

- Breakfast from 6.30 am to 10.30 am
- Lunch from 12.30 am to 02.30pm
- Dinner from 07.00pm to 09.00 pm

The hours of **increased clients flow**, that may lead to a higher risk of sensory overload are:

between 01.00 pm and 02.00 pm

**Background music** is played at a low volume.

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

If you communicate any **special needs** in advance, the hotel kitchen will do the 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 per

#### San Pietro – Vatican City:

From Via Nazionale o Termini Station take bus number 64 for 13 stops, until *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, until *Colosseo stop*.

#### Piazza di Spagna-Fontana di Trevi:

From Termini Station take Metro A in Battistini direction, until *Spagna stop*.

#### Piazza Navona-Campo dei Fiori:

From Termini Station take bus number 64 for 10 stops, until *C.so Vittorio/Navona stop*.

#### Piazza Barberini-Via Veneto:

From Termini Station take Metro A in Battistini direction until *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 reserve at Tel. +39 06 69883273 from 9:00 am to 4:30 pm. He receives only on the morning of Wednesday. During August He receives at Castel Gandolfo.