



Mirage Hotel Fiera

INCLUSIVE HOTEL

Best Western and L'abilità Onlus

working together to welcome guests with Autism Spectrum Disorder.

Best Western Italia 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 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 at 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 Mirage Hotel Fiera** is located in **Paderno Dugnano (MI)** in Via Valassina, 95.

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**.

Arianna Dell'Aquila is responsible for the Inclusive Hotel project at Best Western Mirage Hotel Fiera.

You can contact them by e-mail at sales@miragehotel.it or by phone on 02 99044331.

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 **Best Western Mirage Hotel Fiera** has a large waiting area with a bench, sofas, high tables with stools, two TV corners with PCs, a vending machine for drinks and snacks, large windows overlooking the external garden, the elevator, and finally the stairs leading to the garage and the upper floor.

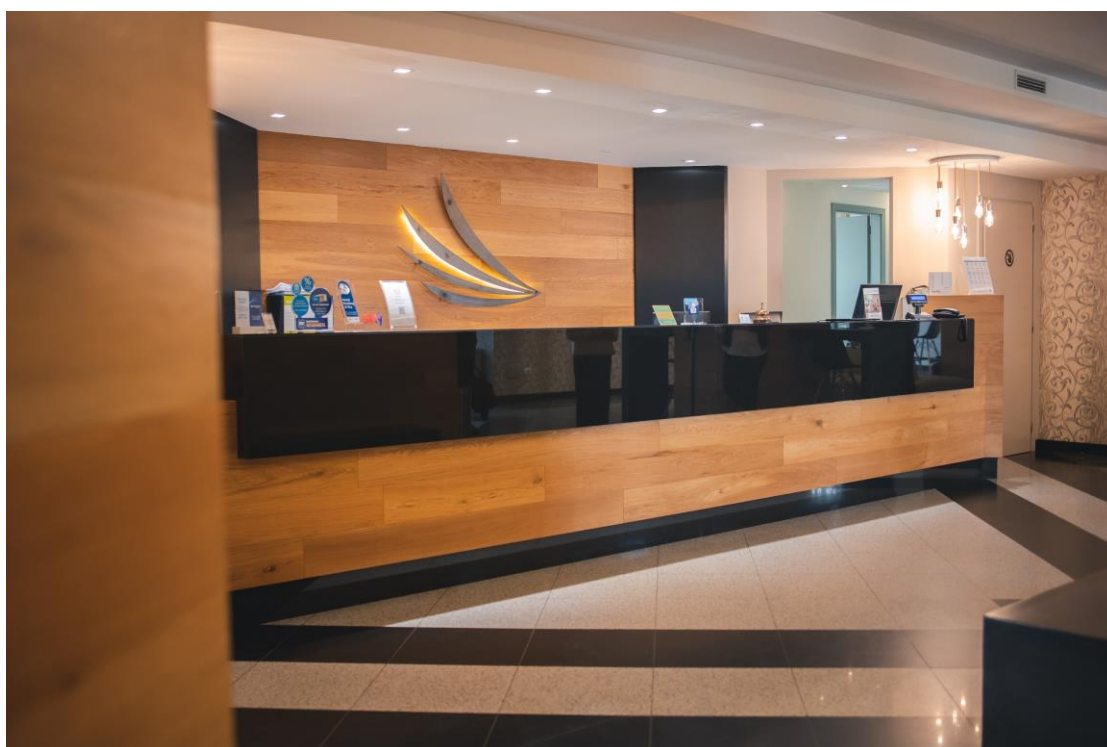
The lobby is, despite its spaciousness, adjacent to the hotel bar and has two small meeting rooms, therefore at peak times **crowding** and **increased waiting times** could induce **sensory overload**.

During the day the most crowded times are:

- Between 7.30 and 10.00
- Between 17.30 and 19.00

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

The hotel has a large internal garden with green lawn, trees, bushes, a gazebo, a small house with an outdoor kitchen, and a dog area. There is also an outdoor terrace of the Fuoco & Vino Restaurant, located within the premises, where meals (breakfast, lunch, dinner, and banquets) are served. In the same wing of the restaurant, there are three meeting rooms that can accommodate up to 250 people during peak times. Customized offers are also available for organizing private dinners and parties.

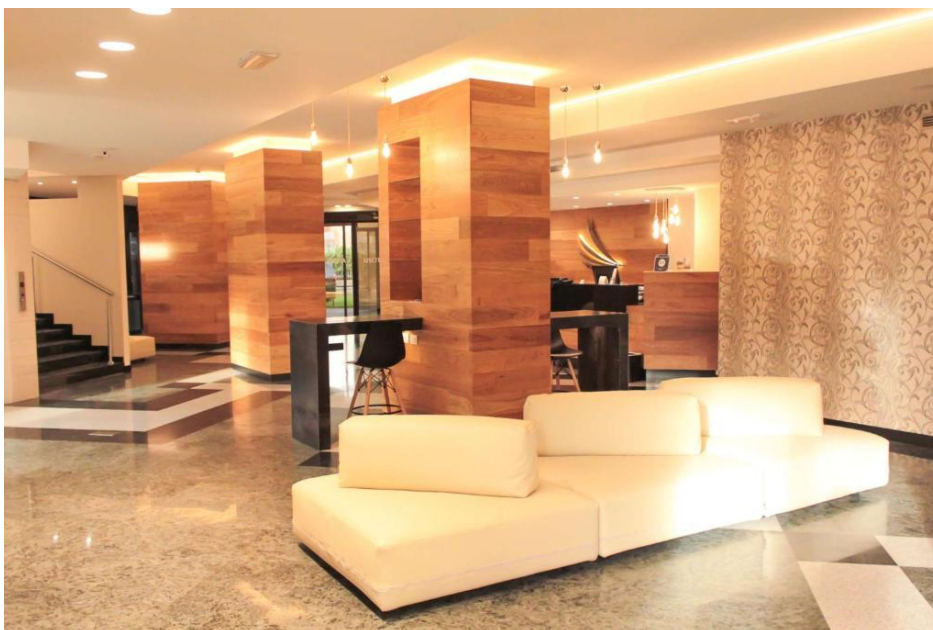


Common areas

💡 There are **neon lighting**.

🎵 There is a **background music** played at high volume.

spaces	location	characteristics
Bathroom	Ground Floor	<ul style="list-style-type: none"> • The restrooms are located in the corridor between the Lobby and the Restaurant/Conference Center • They are divided into Men/Women. Women's restroom: four small bathrooms with toilet, sink, paper towels, a large mirror, two additional sinks with electric hand dryer. Men's restroom: two small bathrooms similar to women's, plus one accessible restroom for people with disabilities.
Restaurant	Ground Floor	<ul style="list-style-type: none"> • A large space with industrial décor, with approximately 100 seats, with chairs or benches. • A counter, our "social table," where individual guests are seated to enjoy a quick meal. • Large windows on all sides overlook the garden, the external parking area, or the outdoor terrace • The kitchen is partly open (grilling area and fireplace), and during the summer, an outdoor kitchen is also set up.
Lobby	Ground Floor	<ul style="list-style-type: none"> • A spacious waiting area with bench, sofas, high tables with stools, two TVs, internet corner with PCs, vending machine for drinks and snacks, large windows on the external garden, elevator, and stairs leading to the garage and the upper floor. • Adjacent to the hotel bar and two small meeting rooms



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 windows in the rooms can be closed and opened using the handle located about a meter and a half from the ground. They do not have a lock and can be completely covered by blackout curtains. The room is equipped with a small desk, a television, and a minibar. In the bathroom, there is a shower or a bathtub (upon request), both of which have a high showerhead and a handheld showerhead.

For **room service** please dial 9.

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 Paderno Dugnano (MI)



Restaurant

The Fuoco&Vino – Brasa con Cucina restaurant is located in the Best Western Mirage Hotel Fiera.

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: 7 - 10 / Sunday and non-working days: 7.30 – 10.30
- Lunch: 12.15 – 14.00 / Saturday closed
- Dinner: 19.30 – 22.30 everyday

The times of **increased client influx**, that may lead to a higher risk of sensory overload are:
7 – 9; 13 – 14; 20 – 21.

Background music is played at 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.

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



Hotel Information

The Mirage hotel is located in a commercial area, close to the freeway and with many firms in the surroundings, which may cause sensory overload due to means of transportation passing by (cars, lorries).

The hotel can be easily reached by car on the Meda-Como freeway (exit Nova Milanese).

The closest train station is Palazzolo Milanese (1,5 km).

As for international airports, Milano Linate is 12 km and Milano Malpensa is 50 km far from the hotel.

The most interesting sites as for artistic and cultural points of view are:

- Milano (15 km), with its museums, churches, parks
- Monza (12 km) with Villa Reale and its Park.

For those interested in nature, north of Monza you find the area of Brianza with its woods and hills.