

# **A VISITOR GUIDE**

FOR GUESTS WITH AUTISM SPECTRUM DISORDER OR OTHER COGNITIVE CHALLENGES

PUNTA CANA



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The information in this guide has been prepared by Autism Double-Checked in order to assist visitors with ASD when visiting Nickelodeon Hotels & Resorts, Punta Cana. For neurodiverse visitors, please make use of the information that may relate to your visit. For neurotypical parents, caregivers, or traveling companions, please make use of this to assist the special guest that you are accompanying.

#### THROUGHOUT THIS GUIDE, WE MAKE USE OF THE FOLLOWING SENSORY ISSUES ADVISORY TRIANGLES





CROWDS



DURATION

BODY AWARENESS



LIGHTING



SMELL

HEAT OR COLD



ABOUT THIS GUIDE



#### MAKE USE OF THE HOTEL WEBSITE AT:

https://www.karismahotels.com/nickelodeon-hotels-resorts/punta-cana



June to August (plus holidays) are the busiest months October, November, January, and February are the quietest months

Weekdays are quieter

Weekends are busier

Visitors who have problems with crowds may wish to take this information into account when planning a visit.





#### ADDRESS

CARRETERA UVERO ALTO, BAVARO, LA ALTAGRACIA, CP 2300

#### PHONE NUMBER

(809) 833-4560

#### WEBSITE

HTTPS://WWW.KARISMAHOTELS.COM/NICKELODEON-HOTELS-RESORTS/ PUNTA-CANA

## BOOKING METHOD

USE WEBSITE ABOVE OR CALL 1-866-527-4762

# NEAREST AIRPORT

PUNTA CANA INTERNATIONAL AIRPORT (PUJ) | 39.4 KM/24.5 MILES

#### NEAREST ER

DOCTOR ON SITE 24 HOURS

#### NEAREST PHARMACY

PHARMACY MAGNOLIA | 1 MILE

NUMBER	NUMBER OF	NUMBER	NUMBER
OF ROOMS	RESTAURANTS	<b>OF FLOORS</b>	OF BARS
460	9	3	4





CHECK-IN CHECK-OUT TIME **3 PM** 

TIME

12 PM

- Guests arriving earlier or departing later than normal times may request early check-in or late checkout. These will be handled on a "best efforts" basis, subject to availability, and cannot be guaranteed.
- Normal check-in does not normally involve long delays. There is a kid's lounge immediately adjacent to the front desk. For visitors who may have problems with even minor delays, you may check in online prior to arrival.

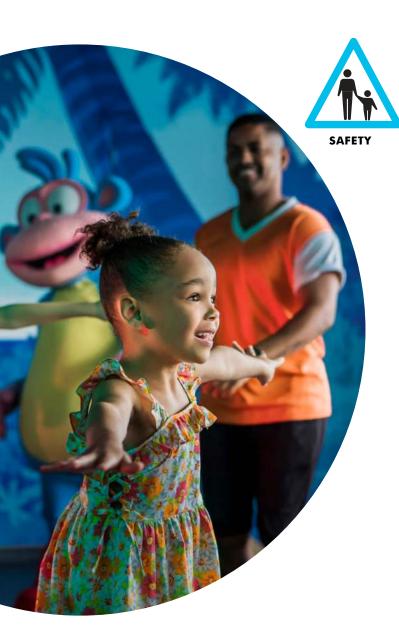
- Indoor public areas are all air conditioned and the prevailing temperature is set to a level that is comfortable for people without sensitivity to heat or cold.
- Rooms have thermostatic temperature control.
- For individuals who are sensitive to cold it may help to have extra clothing layers when inside buildings.
- For individuals who are sensitive to heat, they will need their lightest possible clothing while outside and, possibly, while inside.



HEAT OR

COLD





- If a family member gets lost, report to a member of the front desk staff and request an alert to all staff members who may be able to assist in searching.
- Give them as much information as possible including gender, age, race, clothing description, last known location, direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication.
- It is recommended that you have a recent photo available on your mobile device so that you can share it with the resort team.
- In normal circumstances GPS functions throughout the premises and there are no "blind spots."
- Stay at the front desk. This will enable the resort team to locate you as soon as possible once your family member has been located.
- A temporary hanging door alarm is available for use during your stay. There is no charge for this but a deposit will be required.
- All rooms open directly to an outside walkway. All rooms have either a balcony or a patio with a lockable door.
- China and drinking glasses can be changed for paper and plastic upon request (e.g., cups for coffee maker). If this is your preference, please request prior to your arrival. If that is not possible, please request it at check-in.
- The minibar in your room can be emptied upon request.









Background sound in most public areas is low volume music and normal conversational levels are possible. During busy times, the conversation of other guests may be the loudest sound. People with sensitivity to noise may need to use noisecancelling headphones.



**AWARENESS** 

Parts of the lobby area and the lounge areas feature high ceilings.



Indoor public areas are lit by LED/incandescent lighting with limited numbers of spotlights. There are no strobe or flashing lights and should be suitable to everybody except those with very high levels of light sensitivity.







#### POOLS

- Pools at the hotel and at Aqua Nick are outdoor and not heated.
- Most pools are entered by stairs.
- Splash pool at Aqua Nick has zero-entry access.
- At Aqua Nick there is a lazy river.
- A lifeguard is on duty.
- Diving is not permitted.
- Entertainment at the pool can sometimes be loud.

#### **CLUB NICK**

- Club Nick is open 7 days per week at no extra charge.
- This kids-only spot is for 4 to 12 year olds.

#### **RECREATION AREAS**

- Soccer field, tennis courts, and a giant chess board are provided at no extra charge.
- Vassa Spa has services available for an additional fee. Prices vary according to treatment.







All rooms have a lockable door which accesses a swim-up patio. Temporary alarms are available for use during your stay.



- Connecting rooms are available.
- All rooms offer seating in addition to bedding.
- All showers feature both a handheld shower head in addition to a fixed ceiling/wall-mounted shower head.





All rooms have blackout curtains. All rooms have multiple lighting sources which are operated by switches. It should be possible to achieve most lighting levels desired.

LIGHTING



In general terms, the quietest rooms are located in Nest Suites. Specifically, room numbers 7311, 8309 and 8311 are considered the quietest rooms.





#### WOK WOK

**ASIAN FUSION CUISINE** 5:30 pm - 10:00 pm Indoor/Outdoor Seating Seats 72 Inside/16 Outside

SERVICE TYPE Table

#### SPECIAL DIETARY



CASEN-FREE SOT-FREE OLUTION-FREE VIOLITAMEN WAIT TIME

5 - 20 Minutes

PRE-ORDERING NOT possible

LIGHTING Daylight/LED/Moderate Level

SOUND Guest Conversation/Moderate Level

#### **VERDELLO**

**SICILIAN KITCHEN** 5:30 pm - 10:00 pm Indoor/Outdoor Seating Seats 140 Inside/40 Outside

SERVICE TYPE Table

SPECIAL DIETARY Always available

WAIT TIME 5 - 20 Minutes

**PRE-ORDERING** 

NOT possible

LIGHTING Daylight/LED/Moderate Level

SOUND Guest Conversation/Moderate Level

#### **SUGARCANE**

LATIN AMERICAN CUISINE 6:30 am - 11:00 pm/12:30 pm -3:00 pm/6:00 pm - 10:00 pm Indoor/Cover Patio Seating Seats 436

SERVICE TYPE Food Display /Counter



WAIT TIME 1 Minute

PRE-ORDERING NOT possible

LIGHTING LED/Moderate Level

SOUND Guest Conversation/Moderate Level

#### **IN-ROOM DINING INTERNATIONAL CUISINE** 24 hours Room Service SERVICE TYPE Service Trolley **SPECIAL DIETARY** Always available WAIT TIME N/A PRE-ORDERING N/A LIGHTING Room Lighting

SOUND Room Sound

#### **FRESCO BAR & GRILL CASUAL DINING** 11:00 am - 5:00 pm **Outdoor Seating** Seats 48 SERVICE TYPE Table

SPECIAL DIETARY



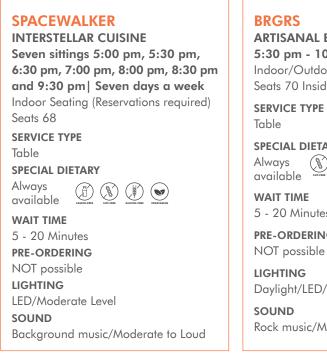
WAIT TIME 5 - 20 Minutes

PRE-ORDERING NOT possible

LIGHTING Daylight

SOUND Guest Conversation/Moderate Level





**ARTISANAL BURGERS** 5:30 pm - 10:00 pm Indoor/Outdoor Seating Seats 70 Inside/16 Outside

SPECIAL DIETARY  $(\mathbb{R})$ Upon request

5 - 20 Minutes

PRE-ORDERING NOT possible

Daylight/LED/Moderate Level

Rock music/Moderate to Loud

#### LIGHTHOUSE

**CARIBBEAN CUISINE** 8:00 am - 11:00 am/1:00 pm - 4:30 pm Indoor/Outdoor Seating Seats 50 Inside/130 Outside

SERVICE TYPE Food Display /Counter



WAIT TIME 5 Minutes

PRE-ORDERING NOT possible

LIGHTING Daylight/LED/Bright

SOUND Background music/Moderate to Loud

#### ZEST

**SEAFOOD & SNACKS** 8:00 am - 11:00 am (Character Breakfast) 12:00 pm - 4:00 pm (Lunch) Indoor Seats 106 Inside/96 Outside

SERVICE TYPE Food Display /Counter

#### SPECIAL DIETARY



Upon request

WAIT TIME 5 Minutes

> PRE-ORDERING NOT possible

LIGHTING Daylight/LED/Bright

SOUND Background music/Moderate to Loud



Wait times are likely maximum times.





SMELL

CASEIN-FREE SOY-FREE



GLUTEN-FREE VEGETARIAN







## FURTHER INFORMATION ABOUT THE AUTISM DOUBLE-CHECKED PROGRAM CAN BE OBTAINED FROM

### **AUTISM DOUBLE-CHECKED LLC**

156 Seaside Avenue, Suite 250 | Stamford, CT 06902 www.AutismChecked.com (203) 750-0000



This guide has been prepared in order to give as much information as possible so that parents or caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter a sensory challenge that has not been addressed, please contact Autism Double-Checked, and let us know of any suggested additional inclusions.