

# Welcome

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Dear Guest,

A warm welcome to **Mandarin Oriental, Milan**, the first hotel in Italy by the Mandarin Oriental Hotel Group.

The world's capital of fashion and design, Milan is renowned for its style and elegance. Throughout the year, the city hosts a range of events, including Fashion Week and the International Furniture Fair, both of which attract an international crowd.

For these reasons and many more, Milan is a vibrant cosmopolitan city, proudly retaining its Italian soul.

Leonardo Da Vinci moved to Milan from Florence in his search for work, and called the city his home for years, as did many others after him. From a glorious medieval centre to a spectacular Renaissance court. Milan has made considerable contributions to Italy's cultural heritage over the years, with its beautiful churches, state-of-the-art museums, opulent theatres, and majestic buildings harboring eden-like hidden courtyards. Its vibrant contemporary art scene and modern architectural marvels make this one of the country's most dynamic, forward-thinking metropolises. The famous La Scala Opera House, Da Vinci's Last Supper and the Duomo are just some attractions not to be missed. The city is expanding and evolving on a daily basis, with an ever-changing skyline offering striking architectural views. Milan offers a wealth of experiences, and, at the end of your day, you will receive a warm welcome to your second home at Mandarin Oriental, Milan where you can enjoy our bespoke service in many different ways.

At our signature Two Michelin-starred **Restaurant Seta**, Executive Chef Antonio Guida creates exquisite, refined dishes that deliver both delicate and intense flavors, and guides you through mouth-watering Italian delights.

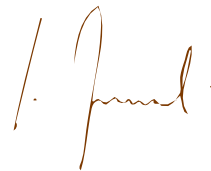
Chef Guida also masterminds the eclectic and dynamic menu at the **Mandarin Garden**, the ideal place for a casual breakfast, a business lunch, a laid-back moment, or to celebrate a special occasion. In the evening, our expert mixologists shake up creative cocktails while lounge music sets the mood.

Our Spa takes a holistic approach to wellbeing and offers a wide range of treatments carried out by experienced therapists, in an elegant and scented ambience.

In the privacy of your room, you can relax and unwind in a stylish setting where Italian design and comfort intersect, and the smallest details have been conceived to meet your needs.

Our mission is to turn your stay into a memorable and comfortable experience. With this promise, on behalf of the entire team, I would like to wish you the most pleasant stay with us.

Luca Finardi  
*General Manager*



# A

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## **Adaptors**

All power sockets in your guestroom are 220 Volts. Please ensure your devices are compatible with the voltage provided. If you need an adaptor or a voltage converter, please contact the Concierge.

## **Air Conditioning and Heating**

Individual control switchers allow you to regulate the room temperature, and airflow in your room. Please adjust the thermostat control unit to your desired temperature by pressing the up/down arrows on the control panel.

## **Airline Information**

The Concierge will be pleased to assist you in confirming your airline reservations and with any travel enquiries.

## **Airplay**

All of our TVs are equipped with Airplay that allows wireless audio and video streaming systems.

## **Airport Transportation**

Milan has two main airports: Malpensa and Linate. The travel time from Mandarin Oriental, Milan to Malpensa is approximately 50-60 minutes, while Linate Airport is 20-30 minutes away, depending on traffic. Arrangements can be made for transfers by chauffeur-driven limousine, taxi, train, or the shuttle bus departing from Milano Centrale Railway Station. Please contact the Concierge for additional information and reservations.

## **ATM**

Please contact the Concierge who will be pleased to provide you with directions to the closest ATM from the Hotel.

## **Audio and Video**

Blu-Ray players are available upon request. The audio-visual equipment in your room can be connected to various devices, and is complemented by an auxiliary panel that allows connection to more devices. Please contact the Concierge for a Technology Kit. For information on how to use the audio-visual equipment, please contact the Hotel Operator.

# B

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## **Baby Cribs and Cots & Baby Care**

Our Housekeeping service will gladly assist you with any requests to make your baby's stay more comfortable. Please contact the Operator for assistance. We offer cribs and baby care kits for the comfort of travelling families.

## **Baby-Sitting**

Please contact the Concierge who will be pleased to assist you to arrange baby-sitting services.

## **Banqueting, Meeting & Events**

To organize private events or business meetings in our private function rooms, or for special events in any of the Hotel facilities, please kindly contact our Events Office Team via the Operator for more information.

### **Bar**

Mandarin Garden is a stylish and vibrant venue, nestled in the heart of the hotel, with a luxuriant courtyard perfect for relaxing at any time of day. Here, experienced mixologists prepare exquisite cocktails, whilst contemporary music sets the mood. The elegant internal courtyard is a secret garden in the centre of the city and is perfect for a laid-back lunch or dinner. Our Mandarin Garden is currently open from 7:00 am for breakfast, lunch and dinner. Breakfast is served from 7:00 to 10:30, lunch from 12:30 to 14:30 and dinner from 19:30 to 22:30.

### **Barber Shop**

Please contact the Concierge for recommendations and to make an appointment.

### **Bathrobes**

The Hotel's exclusive guestroom and Spa bathrobes are designed by renowned luxury Italian textile companies. Kindly contact our Spa, should you wish to make a purchase.

### **Beauty by Mandarin Oriental Salon**

Located in the Spa. Please contact the Spa Concierge for information and appointments.

### **Bicycle Bike Rental Hire**

Take a ride on a bicycle to explore the city of Milan. Please contact the Concierge for further information and to arrange bike hire to organize possible rentals.

### **Blankets and Pillows**

Each guestroom features two firms and two medium-soft down feather pillows.

Please contact Housekeeping for alternative and personalized bedding and for special preferences and allergies. A spare blanket is located in each guestroom closet for your use during your stay. Should you be interested in making a purchase please contact the Spa.

### **Breakfast**

A generous Buffet Breakfast and A-La-Carte breakfast is served daily at Mandarin Garden from 7:00am to 10:30am.

If you prefer to dine in the comfort of your room, please contact In-Room Dining.

### **Business Centre**

A personal computer and a multifunctional printer (with fax, scanner and copier) can be set up in your room to accommodate your personal and business needs. Please contact the Concierge for further information and for additional business services.

# C

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## Car Hire

Please contact the Concierge to make arrangements to hire a car with or without a chauffeur.

## Catering

To make arrangements for social, private and business receptions, or to organize special events, whether in our private function rooms or at exclusive venues in and around Milan, please contact our Events Office for more information.

## Check-out Time

Check-out time is at 12 noon. Should you wish to enquire about availability and fees for later check-out charges, please contact the Reception.

## Concerts

Please contact the Concierge for the latest events programme with details on concerts in and around Milan.

## Country Codes

To make international phone calls from your room, kindly refer to the following country codes:

54	Argentina
61	Australia
43	Austria
973	Bahrain
32	Belgium
387	Bosnia-Herzegovina
55	Brazil
673	Brunei
1	Canada
86	China
385	Croatia
367	Cyprus
420	Czech Republic
45	Denmark
20	Egypt
358	Finland
33	France
49	Germany
30	Greece
852	Hong Kong
36	Hungary
91	India
62	Indonesia
98	Iran
353	Ireland
972	Israel
39	Italy
81	Japan
962	Jordan
254	Kenya
965	Kuwait
961	Lebanon
352	Luxembourg
60	Malaysia
212	Morocco
52	Mexico
377	Monaco
977	Nepal
31	Netherlands

64	New Zealand
850	North Korea
47	Norway
968	Oman
92	Pakistan
63	Philippines
48	Poland
351	Portugal
974	Qatar
40	Romania
7	Russia
966	Saudi Arabia
381	Serbia
65	Singapore
421	Slovakia
252	Somalia
27	South Africa
82	South Korea
34	Spain
94	Sri Lanka
46	Sweden
41	Switzerland
963	Syria
886	Taiwan
255	Tanzania
66	Thailand
216	Tunisia
90	Turkey
971	United Arab Emirates
44	United Kingdom
1	United States
598	Uruguay
58	Venezuela
381	Yugoslavia
260	Zambia
263	Zimbabwe

### **Courier & Postal Services**

The Concierge may arrange packaging and courier services with all major courier companies.

### **Currency Exchange**

Some foreign currency may be exchanged at the Reception located in the hotel Lobby. Please note that there is a 500 Euro limit on currency. Personal cheques are not accepted.

### **Credit Cards**

The Hotel accepts all major credit cards, such as Visa, American Express, Master Card, Diners Club, JCB, and Union Pay.

Outgoing national and international calls are subject to charges. An IDD charge will be applied to each outgoing international and national call made from your room. Please contact the Operator for details. Check with the Hotel Operator for the IDD rate.

# D

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## **Dentist**

Please contact our Concierge for assistance.

## **Doctor**

For emergencies and First Aid please dial the Emergency button on the telephone in your room.

Our Concierge will gladly assist you with making arrangements for a Doctor's visit.

The closest 24-hour care Hospital is Ospedale Fatebenefratelli, located approximately 10 minutes from the Hotel by car.

## **Do Not Disturb**

Maintaining the privacy of our guests is very important to us. Please notify us if you do not wish to be disturbed by incoming calls or if you wish your calls to be screened/diverted.

Our Housekeeping service ensures rooms are cleaned daily between 8 am and 10.30 pm. If you do not wish to be disturbed, please turn on the "Do Not Disturb" signal. Kindly do not forget to turn off the signal after use, so that our housekeeping team may make up the room.

## **Disabilities**

For guests with disabilities, please contact the Reception for:

- Hearing impaired equipment, including TTY and emergency notification equipment.
- Accessible guestrooms.
- Platform lifts are located in guestroom corridors where steps are present to assist with mobility.
- Shower seats and booster toilet seats are available upon request.

## **Drinking Water**

Milan's tap water is safe to consume.

## **Dry Cleaning**

Dry cleaning services are available 24 hours a day, 7 days a week. Express (same-day) and next-day services are available. For more information, please refer to the dry-cleaning list located in your wardrobe.

# E

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## **E-mail**

Our e-mail address is  
[momln-info@mohg.com](mailto:momln-info@mohg.com)

## **Emergencies & First Aid**

For First Aid please touch the Emergency button on your guestroom phone. Please refer to the "Fire Safety" section of this directory to familiarize yourself with the Fire Alarm activation procedures.

# F

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## **Facsimile Fax**

A personal multifunction printer (with fax, scanner and copy capabilities copier) may be arranged in your room upon request by contacting the Concierge. Telephone charges apply for out-going facsimiles faxes. Incoming facsimiles faxes will be delivered to your room.

## **Fire**

The Hotel is fitted with a smoke detection and fire alarm, and a fire suppression sprinkler system. Hotel Security may be contacted 24 hours a day. Should the alarm sound, listen to the announcements over the public address system and follow the instructions carefully. In case of a fire alarm activation, you will be given instructions through the public address system: follow the instructions carefully. Posted on the back of your door you will also find a floor plan showing the location of your room and the nearest emergency exits. Kindly note that we conduct regular tests of our fire alarm system. In the event of a test, you will be duly notified ahead of time. We thank you in advance for your kind cooperation.

## **Fitness Centre**

Located in the Spa and accessible with your key card, the fitness center is available by reservation only from 7:00am until 10:00pm. It offers a range of state-of-the-art cardio machines and weightlifting equipment. Personal training sessions can be arranged on request. Children aged 16 and under must be accompanied by an adult.

## **Flight Confirmation & Airline Information**

The Concierge will be pleased to assist you should you wish to confirm your booking or enquire about the status of your flight.

## **Flowers**

The Concierge will be pleased to assist with any floral arrangements.

# G

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## **Games**

Upon request, we can provide video game consoles that connect to the TV screen. Please contact the Concierge to have a console delivered to your room.

## **Gift Cards**

Delight your friends and loved ones with a special gift experience. Elegantly presented, our Gift Cards offer a range of wonderful experiences at Mandarin Oriental properties in the world's most sought-after locations, from dining at Michelin-starred restaurants to treatments at award-winning spas, and much more. To purchase a Gift Card, please visit [www.mandarinoriental.com/gift-cards](http://www.mandarinoriental.com/gift-cards) or contact Reception.

## **Gift Shop**

The Spa offers a wide range of skin care and body care products including our signature Mandarin Oriental blends.

## **Golf**

Please contact the Concierge for details on nearby courses and tee-times.

# H

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## **Hair Straightener**

Please contact Housekeeping via the Operator to have a hair straightener delivered to your room.

## **Hairdresser**

Our Hair Salon is at your disposal for hair services from 10:00pm until 7:00pm. Please, contact the Spa Concierge to arrange an appointment.

## **Hairdryer**

A hairdryer is placed in the drawer under the bathroom sink.

## **Horse Racing**

The closest racecourse is at the Ippodromo di San Siro, approximately 25 minutes by car from the Hotel. Please contact the Concierge for details.

## **Housekeeping**

We provide housekeeping services twice a day, morning and evening between 8 am and 10.30 pm, with morning housekeeping and evening turndown service between 6 pm and 9.30 pm. Please do not hesitate to let us know if you would like housekeeping services to be carried out at a specific time. For any special housekeeping requests such as bed board panels, baby cribs, extra pillows, blankets, toiletries bathroom amenities etc, we kindly ask you to contact Housekeeping via the Operator.

# I

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## **Ice**

Please contact In-Room Dining for fresh ice.

## **International Direct Dialing (IDD)**

IDD is available in all guestrooms. Please dial 9 + country code + phone number or contact the Hotel Operator for assistance.

## **Internet Access**

Wired and wireless (Wi-Fi) high speed Internet access is provided in all guestrooms and public areas of the Hotel. For assistance, please contact the Operator.

## **Interpreter and Translation**

Please contact the Concierge to arrange an interpreter or for translation services.

## **iPod and Portable Music Players**

To listen to your own music in your room, please connect via Bluetooth to the desk speaker. For assistance, please contact the Hotel Operator.



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## **Jogging**

Towels and bottled water are available at the Hotel's entrance. Should you wish to run or train indoors, our Fitness Centre is equipped with next generation treadmills and cardio machines.

# K

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## **Keys**

Should you need a replacement or a duplicate room key, please visit the Reception. Kindly bring a valid photo ID with you to ensure proper issuance.

# L

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## **Laundry**

Laundry service is available 24 hours a day, 7 days a week.

Express (same-day) and next-day services are available.

For more information, please refer to the detailed list of dry-cleaning services located in your wardrobe.

## **Limousine Service**

The Concierge will gladly assist you with organising transfers to/from the airport, and with any other chauffeur-driven services.

## **Linen**

Our 488 thread-count bed linen is made from 100% Italian cotton, manufactured exclusively for the comfort of our guests. Please contact the Spa should you be interested in purchasing any item.

## **Lost and Found**

For lost and found items please contact Security. The Operator will be pleased to assist you.

## **Lost Luggage**

If your luggage has been lost by an airline, please contact the Concierge for assistance in tracking it. Housekeeping will be delighted to provide a courtesy kit for your convenience and can assist with purchasing new articles of clothing and/or other items on your behalf.

# M

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## **Mail**

Please visit the Concierge who will be delighted to assist you.

## **Manager on Duty**

A Manager on Duty is available 24 hours a day. Please contact the Reception for information and assistance.

## **Massage**

Various types of treatments are available in our Spa. A detailed description of services is available in the Spa Brochure located in your room or at the Spa. Please contact the Spa Concierge in order to make an appointment.

## **Messages**

If your telephone indicates you have voice messages, please press the “Message” button to retrieve your messages on your handset or contact the Hotel Operator for assistance.

## **Museums and Galleries**

Milan has a rich cultural scene and offers a great variety of museums and art galleries. For further information, please contact our Concierge.

# N

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## **Newspaper**

A selection of complimentary newspapers can be delivered on request to your room daily. Please contact the Concierge for details. Additionally, during your stay you may access our range of e-complimentary newspapers and e-magazines library of on-line newspapers and magazines by visiting our online library at [www.MOLibrary.info](http://www.MOLibrary.info).

# P

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## **Parking**

Please contact the Concierge for details on Valet Parking services.

## **Pets**

The Hotel welcomes pets (cats and dogs) weighing up to 15 kg. Pets cannot be left unattended in the room.

## **Pharmacy**

Please contact the Concierge who will be pleased to provide directions to the closest pharmacy, which is within walking distance from the hotel.

## **Photocopies**

For photocopying services, please contact the Reception.

### **Pillows and Blankets**

Each guestroom has four goose down pillows – two soft and two firm. Should you have any allergies, or for any special requests or linen preferences, please contact Housekeeping services via the Operator.

You will find an additional hypoallergenic blanket and pillow in your wardrobe.

### **Postal Services**

The Concierge can arrange packaging and courier services with all major courier companies.

### **Power Supply**

All power sockets in your room are 220 Volts. Please ensure your devices are compatible with the voltage provided.

If you need an adaptor or a voltage converter, please contact the Concierge.

### **Pressing Services**

Pressing services are available 24 hours a day, 7 days a week. For further information, please refer to the itemized laundry list located in your wardrobe. Please call the Operator for collection.

### **Private Bar**

A private bar is located in your room. Please refer to the dedicated section in the In-Room Dining menu for selection and related prices an itemised list.

### **Public Relations**

Please contact our PR Department via the Operator for all media and PR related enquiries.

### **Public Transportation**

Milan offers a modern, efficient and easily accessible public transportation system: metro, tram, bus and train. Please contact the Concierge for further information and assistance.

## Q

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### **Qibla**

Please contact Guest Relations for further information.

## R

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### **Radio**

A number of radio stations can be accessed via your in-room TV.

### **Restaurant**

Elegant and contemporary, Two Michelin-starred Restaurant Seta offers a veritable Italian culinary journey, with dishes prepared by celebrated Chef Antonio Guida. The restaurant is open from Tuesday to Saturday, from 12:30 to 14:30 for lunch and from 19:30 to 22:30 for dinner.



### **Room Reservations**

For future reservations at Mandarin Oriental, Milan or at other Mandarin Oriental properties, please visit [www.mandarinoriental.com](http://www.mandarinoriental.com) or contact Reception.

### **Room Service**

Please refer to the In-Room Dining menu to place an order. Room Service is available 24 hours a day.

# S

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## **Safety Deposit Box**

A personal electronic safe has been installed in the wardrobe of your room for added convenience. You may also store your valuables in the Hotel safe deposit boxes by contacting the Concierge. By law, Mandarin Oriental, Milan is not liable for the loss of personal valuables from the guestroom or from public areas of the Hotel.

## **Security**

For the safety of our clients, the Hotel is equipped with strategically located CCTV cameras that are monitored 24 hours a day.

## **Sewing and Mending Services**

Please contact Housekeeping via the Operator for any sewing or mending requirements. A sewing kit is provided with your bathing-rooms amenities, for your convenience and can be found in the wardrobe.

## **Shoe Shine**

We are happy to offer this complimentary service to our guests. Simply place your shoes in the tray located in your wardrobe, and it will be retrieved for cleaning; then returned to your room. Kindly contact the Concierge Operator for more further details.

## **Shopping**

Milan is also known as one of the world's most important fashion capitals. The Hotel is located in the heart of the city's shopping district, home to where all internationally famous and most prestigious Italian brands may be found. Please contact the Concierge for personal shopping services.

## **Sightseeing**

Please contact the Concierge, who will gladly provide for information on major sights and attractions in and around Milan, places of interest and bespoke touring options.

## **Smoking**

The Hotel is a non-smoking building. Please contact the Reception if you would like to enquire about our designated dictated smoking areas.

## **Spa**

Located on “-2” floor, the Spa at Mandarin Oriental, Milan is open from 7:00am until 10:00pm. It is a sanctuary for wellbeing and relaxation, inviting guests to switch off from the outside world. A detailed description of all services is available in the Spa Brochure or kindly contact the Spa Concierge for further information.

### Spa Personal Trainer

Our Fitness Centre is the perfect place to enjoy personal training sessions and yoga lessons, available upon request.

The Fitness Center features technologically advanced equipment, and offers bespoke programs with Personal Trainers to help you attain your fitness goals.

A Yoga teacher is also available on request.

For further information, and to make a booking appointment, please contact our Spa Concierge.

### Special Needs

Reception can provide the following:

- Hearing-impaired devices, including TTY machines and emergency notification devices.
- Accessible guestrooms
- Wheelchairs
- Platform lifts in corridors where steps are present
- Shower seats and raised toilet seats

### Sports

Please contact the Concierge for suggestions and recommendations for golf, tennis and other activities in the surrounding areas.

### Swimming Pool

Open between 7:00 am and 10:00 pm by reservation only, our 15-metre indoor pool is located in the Spa and can be accessed with your room key. Children aged 16 and under must be accompanied by an adult to access to the pool. Family swimtimes are 10:30 am-12:30 pm, and 3:00pm-5:00 pm, daily.

# T

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### Taxis

Please contact our Concierge to book a Taxi.

### Telephone

Each guestroom is equipped with IP telephones for excellent audio high-quality voice conferencing. Kindly refer to the quick guide, follow the below for instructions:

#### Local Calls:

Please dial 9, first, followed by the number.

Fees will be applied.

#### Calling Cards:

Please kindly note that an access charge to your calling card company will be applied to each outgoing call.

#### Overseas Calls:

Please dial 9 first + country code + area code + telephone number. Fees will be applied.

### Tickets

The Concierge will be delighted to provide information about tickets to soccer games, concerts, opera and theatre performances, and sporting events.

### Technology Kit

Please contact the Concierge in order to provide you with a Technology Kit.

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## **Umbrellas**

Umbrellas are available from the Concierge and Doorman.

# W

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## **Wake-up Calls**

Please contact the Hotel Operator who will be happy to arrange awake-up call for you.