

Seven Stars Galleria
Milan, Italy:

The Seven Stars Galleria sits in the middle of an historical building, the Galleria Vittorio Emanuele II, a gorgeous covered arcade with murals and marble floors, shops and restaurants, built around 1865. Two airports get you into Milan, and it is between 10-30 minutes from each one to the property.

We only stayed one night of our two nights at the Seven Stars property as Delta delayed our vacation by one and a half days, so it was a very short visit. (Note: never fly Delta. Ever.) The hotel is very modern considering the building it is nestled into. A walk into the courtyard offers an all glass elevator ride up to the reception desk, where your butler who takes care of your needs 24/7 meets you. Our room was directly off of the lobby/desk area so it was not very quiet unfortunately, and when we opened the door people in the lobby could see into our room. To welcome our arrival, the butler had placed chilled champagne, fruit and desserts out for us, (I think left there from the day before when we didn't arrive), which we were excited to dig into when we returned later that evening from exploring. (Incidentally, when we did return, the desserts had been removed – I guess they figured we did not want them, which was too bad, as we couldn't get them back.)

The room was very modern, and had a beautiful balcony overlooking the gallery, (with double paned windows which was very necessary as it was quite loud outside) and blackout curtains so we could sleep in. There was an open office/loft area, with a staircase leading to a stocked desk with laptop provided (and free internet); Nice perk if you or your boss needs to get some work done – printer/fax is also provided in the office area.

We were offered two continental breakfasts with the raffle win, but were not told by our waiter or butler that the foods we ordered were not on the continental list. We ended up paying over \$170 for two breakfasts - and did not find this out until we were checking out. I thought this was outrageous and dishonest, they did not offer to remove or discount the charges even after we explained we were not informed. Additionally, since we missed our first day and night in Milan, we also missed the tickets the hotel purchased on our behalf for "The Last Supper" viewing. They charged us full price for the tickets (understandably it was not their fault, but we hoped that they would then at least take off the breakfast charges but they did not offer anything). Even three star hotels in the states would know to keep a guest happy they offer to take something off of the charges (I guess having four more stars makes them exempt from that?)

On a good note about the restaurant – the food was delicious, all fresh organic offerings, fresh baked breads, and a variety of other foods. They have an extensive wine and drink list that is available to you at anytime of the day. And if you are hungry at 3am the chef is on site and will cook whatever you want (we didn't test it

out). We did read a review though from another guest who said the kitchen did not stay open and his butler had to run down and put in a microwaved pizza. This would have to be looked into. If your client gets hungry in the middle of the night, pack some protein bars for them just in case.

We had no real need for a butler, but perhaps your client would need one during Milan's fashion week (or the Grand Prix) to lay out their gowns or tux and have them pressed, pack or unpack their bags, procure hard to find items (we did ask our butler to get some Band-Aids and they were purchased and left on my bedside table when I returned back to the room, which was nice.) It is like having your own personal assistant (sigh...) and as for myself, I felt guilty asking him to do anything since I really didn't need help, but I think we all know our clients will have no issue asking. Our butler had a few other rooms to oversee as well; He told us he had been up all night working (and looked like it), so if your client is going to need constant attention from their butler, you might want to check how many other guests he is attending to just to be sure he is available for your client's needs at a moment's notice.

We slept comfortably in the king bed, the bathroom was decent sized with nice Italian bath products and the room is a pretty good size for two people. If your client is used to a spacious hotel suite, this was not the room for them. I was not offered a tour of the other rooms as they were sold out so I can't say from experience, but they do offer photos on the website. Our suite, the Donizetti, was approximately 240 square feet. There are eight suites altogether, and of those, one is the Ambassador Wing, which boasts 2 bedrooms with sitting rooms and 3 bathrooms. It looks nice on the site and would be a good room if your client were traveling with a nanny. Within close proximity to shopping, Duomo and other sights, so hotel is well situated for the tourist.

This property claims it is the only seven star hotel (of the usual five star rating variety) in the world. Not sure that I can agree with that statement; it is a very nice property, staff are very attentive, but my experience was clouded due to the few issues we had.

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