

— Hotel —
SHORTLIST
THE CURATED COLLECTION

EXCLUSIVE HOTEL REPORT

Mandarin Oriental Milan



MILAN, ITALY

9.4

GUEST RATING
500 REVIEWS

CURATED LUXURY · INDEPENDENTLY ASSESSED · A PRIVATE COLLECTION

Overview

FAMILY-FRIENDLY

CATEGORY ★★★★★ (5-star)	LOCATION Milan, Italy
BOOKING.COM RATING 9.4 / 10	GOOGLE RATING 4.7 / 5 — 500 reviews
BUILT / RENOVATED ~2016	NOISE MENTIONS 0%
COORDINATES 45.4694, 9.1911	

Parking Adequate — Multiple mentions of private/secure parking and valet service; one review noted parking as a problem but no widespread complaints about availability or space.

Gym Basic — Small gym facility adequate for basic workouts but limited in size (fits 3 people max); Good equipment available but lacks space for stretching and specialized items like foam rollers; Better equipped than some but not comparable to dedicated luxury fitness facilities like Equinox

Families Swimming pool in spa area that children enjoy; Kids program described as best in luxury hotels with special birthday amenities and treats; Accommodating restaurant staff with children's menu items like noodles and spring rolls; Spacious suites suitable for families with multiple sleeping areas

INDEPENDENT ASSESSMENT

Due-diligence report

HotelShortlist puts every hotel through independent due diligence: we analyse thousands of guest reviews, pest and noise reports, pricing and location before a hotel enters the curated collection. This assessment is based on 500 real guest reviews.

! Flagged

Pest reports found in reviews

BOOKING.COM

9.4 / 10
Guest rating

GOOGLE

4.7 / 5
500 reviews

POSITIVE FEEDBACK

91%
454 positive of 500

NOISE LEVEL

0%
Share of reviews citing noise

BUILT / RENOVATED

~2016

91%

■ Positive 91% (454) ■ Neutral 3% (17) ■ Negative 6% (29)

What guests love — and what to watch for

The most frequently recurring themes drawn from guest reviews, with mention counts.

✓ WHAT GUESTS LOVE

91% POSITIVE

- ✓ Exceptional warmth and genuine hospitality from staff across all departments—front desk, concierge, housekeeping, and restaurants—who consistently go above and beyond without being intrusive or transactional (87×)
- ✓ Ideal central Milan location within walking distance of La Scala, the Duomo, shopping districts, and fine dining, yet tucked away on a quiet street providing surprising peace and privacy (72×)
- ✓ Highly attentive service that anticipates guest needs before they're requested, with staff remembering names and preferences throughout the stay (64×)
- ✓ Exquisitely designed rooms and bathrooms with high-quality furnishings, ample space, premium bedding, modern amenities like Dyson hairdryers, and thoughtful details like complimentary water and nespresso machines (61×)
- ✓ Outstanding breakfast buffet with exceptional pastries, fresh fruit, multiple dietary options, and attentive service that guests consistently rate as world-class (58×)
- ✓ Beautiful subterranean spa with indoor pool, saunas, steam room, and exceptional massage therapists providing deeply relaxing treatments in a luxurious peaceful atmosphere (52×)
- ✓ Concierge team providing exceptional local expertise for restaurant reservations, theater tickets, transportation, and personalized itinerary planning with genuine warmth and efficiency (48×)
- ✓ Two Michelin-starred restaurant Seta offering sophisticated tasting menus with impeccable service, paired with Mandarin Garden bistro providing elegant casual dining in a serene garden setting (45×)

✗ WATCH OUT FOR

6% NEGATIVE

- ✗ Inconsistent service with some staff members being rude, dismissive, or unwelcoming, particularly at the bar and restaurant, contradicting the hotel's luxury reputation (8×)
- ✗ Excessive pricing and hidden fees including €7 charges for hot water refills, room service delivery fees, and minibar charges without advance notice, making value questionable (7×)
- ✗ Slow or inadequate restaurant and bar service with extended waits to be seated or served, particularly in high-traffic periods, inconsistent with luxury hotel standards (6×)
- ✗ AC failures, uncomfortable mattresses, inadequate water pressure, and poor bathroom functionality combined with housekeeping refusal to remedy issues (5×)
- ✗ Severe housekeeping failures including empty shower gel dispensers, used cups left in rooms, curly hairs on beds, and general uncleanliness that fall far below five-star standards (4×)
- ✗ Pest infestations including mosquito swarms preventing sleep and uncleaned rooms with lingering pest issues (3×)
- ✗ Plumbing issues requiring guests to vacate rooms in the middle of the night with inadequate compensation and room reassignments to incorrect room types (2×)
- ✗ Staff theft with guests reporting expensive items going missing from rooms without hotel accountability or proper investigation (2×)

2 documented pest reports

Evidence from guest reviews, sorted most recent first

We were so looking forward to return to MO Milan for 3 nights over the weekend. Unfortunately this return has totally ruined our past good memories at MO Milan. We have extremely disappointing services two out of three nights. On the first night, the shower gel dispenser was empty after one squirt! I had to stop my shower and called housekeeping! It was extremely unpleasant and a waste of time to have to stop the shower and put on the oversized robe to wait for the shower gel to be delivered. On our second day, we were totally upset by the rudeness of one of the service staff at breakfast. I ordered a tea with warm milk by the side. The tea came after a while without milk. I waited a while longer in case the waiter came back with the warm milk separately. After a while, I realized that they must have forgotten the milk, I tried informing another staff. He told me he can't understand English. I tried signalling the receptionist as she walked in from the courtyard, she ignored me. Then my husband went to her to inform her. Still, nothing happened. Then I saw another gentleman walking towards me. I tried to tell him. To my horror surprise, he told me as he walked past me WITHOUT STOPPING "your stuff is coming"! Am I a beggar? What kind of service this is? We left without waiting any longer. When we returned to the room, the room was made up by housekeeping, but we were horrified to see that all the used cups and glasses were left where they are WITHOUT BEING WASHED. There was even a curly hair left on the bed - none of us has curly hair. The empty shower gel bottle was not removed and the bath room just have additional new bottles lying around, rather than installed back in the wall. We wondered if we had checked into the wrong hotel since there is no trace of the MO standard of service. Even the airport hotel does not have such hiccups! While they have apologised and offered me to speak to the manager, I told them I was there for holiday and not to speak to their management for such BASICS to get right at a 5star hotel. There is a stark contrast from MO Lucerne where we just stayed before going to Milan. It is truly a great disappointment and has ruined our weekend in Milan. No one deserves such an experience especially when one should expect proper service after paying top dollars at a supposedly top hotel. Housekeeping service needs to be seriously reviewed and staff needs to be properly trained. Not all staff members are service oriented! We are unlucky to meet all the bad ones over the weekend! MO used to be my first choice whenever I travel, my faith in the MO brand is challenged because not all MOs offer impeccable service.

Google review · 1/5 · Jun 6, 2025 · RC

Came home from dinner, no turn down service and bugs/mosquitos all over. Lost a full night of sleep thanks to the mosquitos. When we came back from the next day, the room still hadn't been cleaned. When we went to settle the bill, they offered us free breakfast (which was already included) and we only ordered coffee. Awful experience, wish we stayed at the four seasons.

Google review · 1/5 · Sep 29, 2023 · Josh Feldman

4 other serious guest complaints

Non-pest issues guests flagged (cleanliness, maintenance, billing), sorted most recent first

I stayed in the Mandarin Oriental in March and was forced to vacate the room by the hotel staff in the middle of the night to fix plumbing issues. This could have been done in the morning after check out and there was no need to disrupt guests while they were sleeping. Furthermore, there was absolutely zero compensation, despite the disruption to important itineraries the following day. They moved me and my brother to a room that only had one bed, when their first room had two separate beds! My brother was forced to sleep on the sofa in the end. What kind of service is this? Terrible service in a hotel that seems to be falling apart. I wouldn't expect this from a 1 star hotel, let alone a supposed 5 star hotel. My partner helped write a review on my behalf and they blocked the review, so I'm writing this now on my account. This hotel is clearly trying to fabricate a higher rating than it deserves.

Google review · 1/5 · Jul 21, 2026 · Valerie Nguyen

Being charged 7 Euros for hot water refill. I was absolutely shocked after the bill came with 7 euros extra for hot water on top of a pot of jasmine tea. I am so disappointed since me and my family loves to stay at MO over the years, we had so much great memories with MO and I have to say this time, I'm absolutely appalled.

Google review · 1/5 · Jan 23, 2025 · T Han

My Parek Philips watch was stolen by hotel one of the hotel staff from my room after I had left it in the bathroom. Normally hotel staff have to be honest and give the forgotten items back to the owners, but not here of course!! I don't trust this hotel staff at all. Be careful folks don't leave your expensive bags or belongings around. They will be gone and you can't do anything with the slow legal system. Unsafe!

Google review · 1/5 · Jan 2, 2025 · Dore Donya

I would like to share the worse hotel experience lived on my life, When I was walking in my room two small glasses got inside my foot and stuck inside had to walk in it downstairs to ask for assistance, unfortunately two guys came to me while sitting in the garden area and assisted me there buy putting me in a chair and my foot in a table with the first aid box and pulled two small glasses that got to my foot due to uncleaned room! , what making me more shocked that the hotels managment didnt even contact me or came to me to make sure everything is fine! , This incident made me not able to walk smoothly during my stay! , also would like to mention that while lm checked out they asked me about my stay and I mention it was bad, one of the manager came to apologize with a small gift !! , do I really want it that ! Very bad hotel and managment

Google review · 1/5 · Jun 5, 2024 · Mohammed AL-Hammadi

DETAIL FROM GUESTS

What guests report

View	Interior courtyard rooms offer quiet and privacy; some rooms have balconies (junior suite has large private terrace); standard rooms may have limited street-facing views
Bed & mattress	Exceptionally comfortable beds consistently praised as better than sleeping on cloud; premium bedding and pillow menu available
Bathroom & water	Exquisitely designed with excellent water pressure and rainfall showers; modern fixtures and premium toiletries; some guests noted toilet design could be more functional
Wi-Fi	Not mentioned prominently; one review mentioned no free Wi-Fi at €440/night room rate as embarrassing omission
Breakfast	Outstanding buffet with exceptional pastries, fresh fruit, multiple dietary options, and open to non-residents; early closing time at 10:30am noted as limitation
AC / heating	Unreliable in some rooms; one guest received only a fan instead of AC repair; heating/cooling failures reported
Elevator	Available

Room intel

Quiet rooms & wings

- Interior courtyard-facing rooms provide guaranteed quiet and privacy

Noisier rooms to avoid

- Hallways noted as too dark making navigation difficult
- Work on lobby area during renovations created temporary noise disruption

Extra charges guests were surprised by

- €7 charge for hot water refill without notice
- Room service delivery fee on top of food charges (noted as unusual for premium rates)
- Minibar charges without advance price list or warning of non-complimentary status
- Water bottles at bedside charged in some cases

Insider tips

- › Request a room overlooking the interior courtyard for guaranteed quiet and privacy away from street noise
- › Book the Chef's Table tasting menu at Seta restaurant in advance for a personalized culinary experience with the kitchen team
- › Visit the bar during aperitivo hour (late afternoon) for cocktails and small plates in the beautiful garden terrace
- › Ask concierge Mario Picozzi or Emma Sticca for restaurant recommendations—they provide insider knowledge based on actual experience, not generic lists
- › Arrive early to request a room upgrade before peak check-in times; multiple guests received suite upgrades
- › The breakfast buffet is open to non-residents; worth visiting even if not staying overnight for exceptional pastries and fresh juice
- › Book spa treatments during your stay rather than as walk-ins; therapist Manuel is frequently praised for deep tissue massage
- › Inquire about pillow menu upon arrival if you have specific sleep preferences; hotel offers multiple pillow types

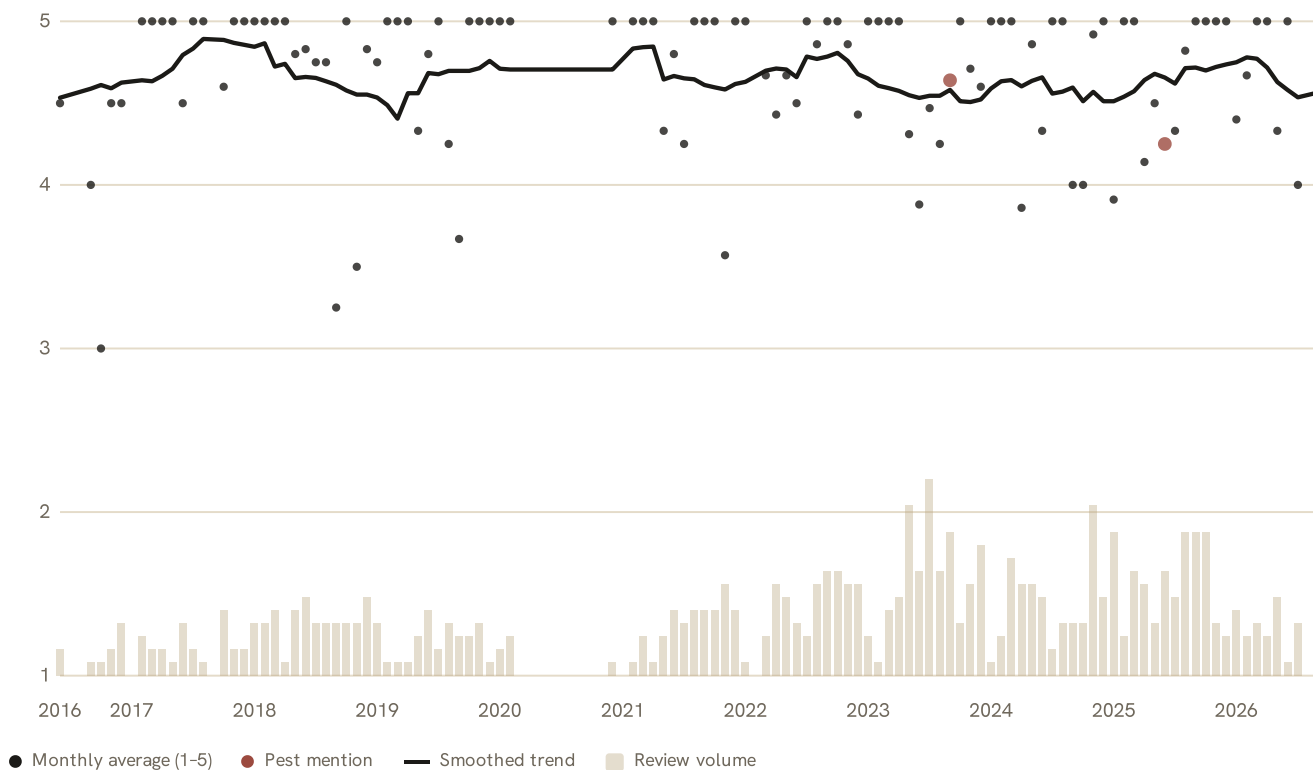
Design & architecture

- Contemporary Italian design with bold colors reflecting Milan fashion capital aesthetic
- Elegant understated design without ostentation, with sophisticated dark marble interiors and Eastern atmosphere
- Thoughtfully curated spaces including beautiful garden terrace, refined lobby with dark marble, and exquisitely designed bathrooms

REVIEW TRENDS

Reviews over time

Monthly average guest rating (1-5). The line is the smoothed trend, dots are the monthly average, faint bars show review volume.



words

Selected reviews, quoted verbatim in the original language.

★★★★★

Engr. Francisco Julao Vanguardia Jr. · Dec 2017

„This is a truly outstanding hotel by any standards. It compares well with Sandy Lane, Grand Hotel du Cap Ferrat & Splendido, Portofino. It is also eye wateringly expensive, particularly since the sterling crash. The standard of service is exemplary with nothing too much trouble for anyone - but with a genuine warmth of friendliness...”

★★★★☆

Joey Kim · Sep 2026

„We had a pleasant stay overall, although compared with other Mandarin Oriental properties we have visited, the experience felt somewhat ordinary. The service was perfectly fine, but lacked the exceptional warmth and attention to detail that I usually associate with Mandarin Oriental. The room was comfortable and well maintained...”

★★★★☆

Corinne Nemeth · Jun 2025

„Having stayed at several Mandarin Orientals, the first impression of the Milan hotel was good but as the trip went on we felt a bit disappointed. We were greeted by the hotel manager on arrival and had a great check in experience. The room was big and well appointed however, the complimentary fruit was left in the room for our entire...”

★★★☆☆

Elli Desale · Jul 2021

„Mandarin doesn't deserve the hype. The rooms are absolutely disgusting for the price you pay. The food made me sick especially the fettuccine and steak. Only nice thing was the bathroom.”

★★★★★

Chathura Gunasekara · Nov 2024

„Elevated Morning Experience. Breakfast buffet is a culinary journey worth waking up for. The spread is a feast for the senses, featuring everything from fluffy pastries and artisanal breads to savory egg dishes and fresh fruit. The highlight? Definitely the Croissants 🌟 The attentive staff and elegant ambiance complete the experience...”

LOCATION

Where it is



Milan, Italy

Coordinates: 45.4694, 9.1911

— Hotel —
SHORTLIST
THE CURATED COLLECTION

This report was compiled by HotelShortlist for its members. The curated collection contains only hotels that meet our quality and guest-satisfaction standards.

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