

Visit London, and reach your Milestone

By  Brian Berkman

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Having a bespoke milliner on call is just one of the services that makes a stay at The Milestone Hotel, just across from London's Kensington Palace, a highlight...

Another plus is that Fido (or Fifi) is as welcome at the hotel as you and your human family are. A notable achievement is that this hotel, an intimate boutique property with just 45 rooms, 12 suites and six two-bedroom apartments, was named the UK's number one hotel in the TripAdvisor 12th Annual Travellers' Choice Awards in 2014.



The Milestone welcome and service second to none starts at the front door.

The original Kensington House once housed the mistress to King James II and later Count Peter Grigorevich Chernyshev, the Russian Ambassador to London, whose daughter Natalia achieved immortality in Pushkin's 'Queen of Spades'.

Today it is a protected Grade 11-listed architectural treasure named after the original milestone that marked distance.

They have everything taped

This is the kind of hotel that not only bathes you in luxury and considered details - teas personally selected by Red Carnation Hotel's

founder Bea Tollman, a desk drawer filled with useful things like scissors and sticky tape (things I always seem to need while travelling) and a quintessentially English umbrella - but also offers to whisk you the few blocks to Fortnum & Mason's, Harvey Nicks etc in their Bentley as well as collect your shopping for you.

I happened to be in the lobby while a fur-coated American diva shrieked about not being able to get a reservation for afternoon tea in the hotel's elegant Park lounge - a hot ticket at any time of the year. I would have slapped her in a nanosecond but the hotel's ever-patient and gracious reception staff elegantly smoothed her ruffled fur. Frankly, the United Nations would benefit from employing The Milestone's staff.



You'll enjoy your stay; even Fifi or Fido will as well.

Swimming against the current for a good workout

I loved the fact that in addition to a well-equipped fitness room the hotel also has an indoor pool, which, although small, was equipped with a counter-current swim system, allowing even a strong swimmer to swim lengths in a confined space.

Breakfast at Cheneston's (the original name for Kensington) was superb. The buffet selection includes Scottish smoked salmon, smoked halibut and a beautiful selection of charcuterie, British cheeses as well as pastries and sliced fruits along with just-squeezed juices. My poached eggs with Hollandaise and bacon were sensational.

A feast for Fifi, and a midnight feat for you

If you sign up for a Pampering Pet package, pooch (or feline friends) will receive a gift basket of tasty treats and toys as well as a grooming session at London's top groomers while you're at the spa. Special pet meals and a dedicated pet turndown in the evening are also offered.



If you plan a night out at the neighbouring Royal Albert Hall or late night on the town, The Milestone offers an in-room Midnight Feast.

As with all Red Carnation Hotels like Bushmans Kloof, The 12 Apostles and The Oyster Box in South Africa, each room is individually decorated. At The Milestone, I was impressed by the selection of Henry Moore drawings in our room and Bose Sound Dock that meant I could listen to my own music.

You're in excellent company



Excellent food, excellent service.

Public areas are comfortably and elegantly decorated. The Conservatory with its glass walls and roof is a bright space accentuated by monochromatic details while the adjoining Stables Bar has jaunty greens and press-studded leather furnishings with equestrian paintings on the wall.

As much as the hotel's prominent position matters, what makes The Milestone Hotel such a special place to be is the magnificent service team under the direction of GM [Andrew Pike](#). From the first interaction with the hotel's doormen to liaising with the chief concierge Jose and other front of house and restaurant staff, even the most exacting traveller will know they are in excellent company.

For more information go to www.MilestoneHotel.com, call +44 (0) 20 7917 1000 or email bookms@rchmail.com.

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