

# Welcome to Mona.

## RESIDENCE ACCESS

We operate a 24 hour Front desk. You can reach our team on the following numbers: +30 21 0 324 5804 and +30 698 207 6474.

## ELECTRICITY

A card is at your disposal that will activate your suite's electricity. We care deeply about our planet and encourage you to remove your card as soon as you leave the room.

## CONTACTING RECEPTION

You can use your iPad's FaceTime application to call or text (IM) Reception.

## COFFEE MACHINE

The fresh coffee beans in the provided sachets make a much better brew than wasteful capsules. If you need assistance using your coffee machine, you can find instructions on a separate document on this iPad. Or please call Reception.

## IPAD

Mona is a TV-free zone. However, you have access to a personal iPad in your suite. All iPad's are disinfected prior to a guest's arrival.

You may browse the internet, listen to our spotify playlists, watch Netflix, or use iMessage to get in touch with the Reception team.

You can find useful info about the mini-bar, food & drink menus, as well as services, the artworks & garments catalogue and hand picked items for sale.

## MUSIC

A MARSHALL speaker is present in your suite, together with unlimited access to Spotify from the iPad, including our House of Shila curated playlists. To get connected, click on the MARSHALL's Bluetooth® icon and select the MARSHALL speaker from your phone's (or the iPad's) Bluetooth® menu. Once connected, you can manage the volume from your phone / iPad.

## BREAKFAST

Every morning, a freshly made breakfast is served in our ground floor Living Room area from 08:00 till 13:00. If you prefer, you can also have it in your room or on the rooftop by pre-ordering from the previous day. To make arrangements or specify a time please text the Reception (see iPad).

## **FURNITURE & DECOR**

We have decorated your room with bespoke creations - most of the items are handmade, by House of Shila design studio, commissioned, or sourced from local Athenian antique shops. Each piece is special, and tells a story – so please treat them with care.

Some unique pieces we regularly list for sale via our creative studio @Shila\_Maison\_Dobjets. Please inquire at the Front Desk for more information.

## **ART COLLECTION**

All corners of Mona, including your room, feature one-of-a-kind works from Greek and international artists that interact and deepen the story of its surroundings. You can browse through the art catalogue in the Guest Guide shortcut > SHOP section on this iPad where prices are listed. Feel free to inquire about a purchase.

## **WIFI**

Wi-Fi name: Mona

Wi-Fi password: Monamour

## **PRIVATE HIRE**

Mona's raw luxury setting offers a unique aesthetic for all kinds of events — from art shows to film & photo productions, live music to birthdays, weddings, private dinners. To make a reservation for small or large events, please enquire at the Front Desk.

## **EVENTS AT MONA**

Throughout the year, Mona plays host to art, culinary, music, and literary events. If you are interested, do subscribe to our newsletter and instagram page, or you may also enquire at the Front Desk to see if something is happening during your stay. Want to host your own event at Mona? We'd love to hear your proposal. Share your idea in person by speaking with a member of our team, or via email at: [events@mona-athens.com](mailto:events@mona-athens.com)

## **ACTIVITIES & DINING**

We want you to get the most from your trip to Athens. If you would like help planning your visit – guiding you to a curated list of restaurants, cafes, and sites we love – ask someone at the Front Desk to point you in the right direction.

## **COLLABORATIONS**

Mona is a stage for creative experimentation. We welcome proposals from artists, performers, curators, event organisers, or whoever has a brilliant idea to be staged in our buildings.

Please write to [events@mona-athens.com](mailto:events@mona-athens.com)

## **MEMBERSHIP**

The House of Shila brings together a curated community of curiously creative individuals. The HOS membership grants access to our roof garden, living room, and underground club, as well as discounts to our spaces in Athens and New York. Priority bookings to our events, and special offers in stays are part of the perks. If you would like to become a member, you may apply here: [www.houseofshila.com/membership/](http://www.houseofshila.com/membership/)

## **DRINKING WATER**

It is safe to drink tap water in Athens. You may also purchase bottled mineral water at local cafes or “periptera” (kiosks), which are common all over the city.

## **ELECTRICAL VOLTAGE**

The voltage supply is AC 220-240V. If you need an international adaptor, please ask at the Front Desk.

## **EMERGENCY PROCEDURE**

In case of emergency, please inform the Front Desk or call us directly on 0030 210 3245 804. In the event of fire, please vacate your room immediately and stand outside the building.

## **HEALTHCARE**

Should you need health supplies or medicine, Front Desk will point you to the closest pharmacy or contact a doctor.

## **CLEANING**

Cleaning of your room takes place on a daily basis from 9am to 9pm. Towels are replaced daily, whereas, for sustainability purposes, we change sheets every second day.

#### **LAUNDRY**

Unless stated otherwise, items will be machine-washed and returned folded and on hangers. Please ask the Front Desk for more information on this service.

#### **PRIVACY – DO NOT DISTURB**

To prevent staff entering your suite, please hang the tassel (‘fountitsa’) on the hook outside your front door.

#### **SETTLEMENT OF ACCOUNT**

Mona accepts all major credit cards. We encourage you to pay your bill by card — all payments are then processed in Euro.

#### **TIME ZONE**

Greece is 2 hours ahead of GMT.

#### **TIPPING**

No service charge is added to any of our services, nor on the final bill. If you would like to leave a much-appreciated gratuity, it will be shared between all the staff at Mona.

#### **PRIVATE TRANSPORTATION**

We are happy to organise our private driver to cover any of your transportation needs (including airport or ferry terminal transfers). We pay particular attention to Health and Safety regulations for transport.