

## Rebecca Recommends Welcomes The Hari, London



Dear Friends,

It is our distinct pleasure to introduce you to the newest Rebecca Recommends portfolio addition: [The Hari in London](#). This stunningly stylish retreat is a jewel of Belgravia, offering a sanctuary for those seeking both understated elegance and contemporary comforts.

For your clients who wish to be convenient to shopping, dining and top sightseeing destinations - yet feel comfortably tucked away when not out on the town - The Hari provides a chic and unpretentious home away from home. The 85-room hotel borders Chelsea, Kensington and Knightsbridge and is just a short walk away from Harrods, Hyde Park, Buckingham Palace, The Royal Albert Hall and more.



The fact that The Hari is family owned (a homage to Hari Harilela, father of Chairman and CEO Aron Harilela) shines through in its personalized service and playfully thoughtful touches that can be found throughout the property. The Harilela family aims to deliver nuanced life experiences for the modern and sophisticated traveler who enjoys creative hospitality.



The Hari has thus become not only a place for guests to discover, but for locals to love - a nod to the hotel staff's passion for informal but attentive service presented with a noticeable injection of personality. The family's own art collection is displayed throughout the property and Harilela's favorite Tagliatelle Cacio e pepe is featured in the restaurant.



Distilled down to its finest elements, The Hari is superbly located, offers a fantastic selection of guest rooms and suites (including hard-to-find connecting rooms and American twins), and is exceptional value. The Garden Terrace is a favorite intimate spot for drinks and nibbles year-round, with a theme for each season. Il Pampero is a beloved destination restaurant in its own right with a menu that features a selection of delicious Italian favorites,

and delightful mouth-watering surprises. Families and dogs are warmly welcomed at The Hari, and should one wish to explore the local area, there are complimentary bicycles available for guest use.



The Hari is perfect for clients who relish charming service inspired by the spirit of community and adore the neighborhood feel in the city. The locals tried desperately to keep The Hari all to themselves, but the secret is out.

Fondly,

*Rebecca*

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To gain more insight into the personality of The Hari, we spoke with three key staff members. In their words ...

### ***Head Concierge, Ben Malpass***

**1. Tell us a bit about The Hari's location and why it's optimal for those seeking an authentic London experience.**

The Hari is located in the heart of London's ultra-affluent Belgravia district. Belgravia boasts some of the capital's finest shopping and dining experiences, not to mention the architectural splendor and history of the area.



**2. For guests returning to London after the pandemic, what are your must-see and do suggestions?**

Go to the theater! We used to have over 60 shows each evening and as the pandemic subsides these shows will return. It will be our pleasure to acquire the tickets on clients' behalf!



**3. What is your favorite experience to arrange for guests of The Hari?**

A private walking tour of London with one of our famous “Blue Badge Guides” is tough to beat. Let them accompany you on a stroll around London’s most famous sights while enriching your stay with their outstanding knowledge and insight.

***Kerstin Remy, Director of Sales and Marketing***

**1. Describe The Hari’s personality in three words.**

Cultured, contemporary and spontaneous



## **2. What personalized amenities can a guest expect at The Hari?**

There is no one size fits all at The Hari. We take the time to know and understand our guests and we tailor each amenity to suit them. This could be any gesture from noticing their favorite cocktail is a G&T and placing a cocktail set up in their room with their favorite spirit brand, or noticing a particular passion of theirs. For example, our team found out that one of our family arrivals had a child who was a big Harry Potter fan and so, we surprised him with a magic wand and the team were each told three spells which they must act out if they heard the young guest chant. For the duration of the stay, members of the team were either making animal noises, freezing or walking backwards whenever he waved his magic wand.

## **3. Which are your favorite rooms at The Hari?**

Our Studio King Suites are probably my favorite, purely for the view from the bathroom. Perfect for a bubble bath, glass of champagne in hand, overlooking the stucco mansions of Belgravia. But, our Penthouse Suite on the top floor does have the most space with a separate living room and bedroom, a private bar and almost a 360-degree view of London from its own terrace ... it's too hard to choose!



***Andrew Coney, General Manager***

**1. What inspired you to go into hospitality?**

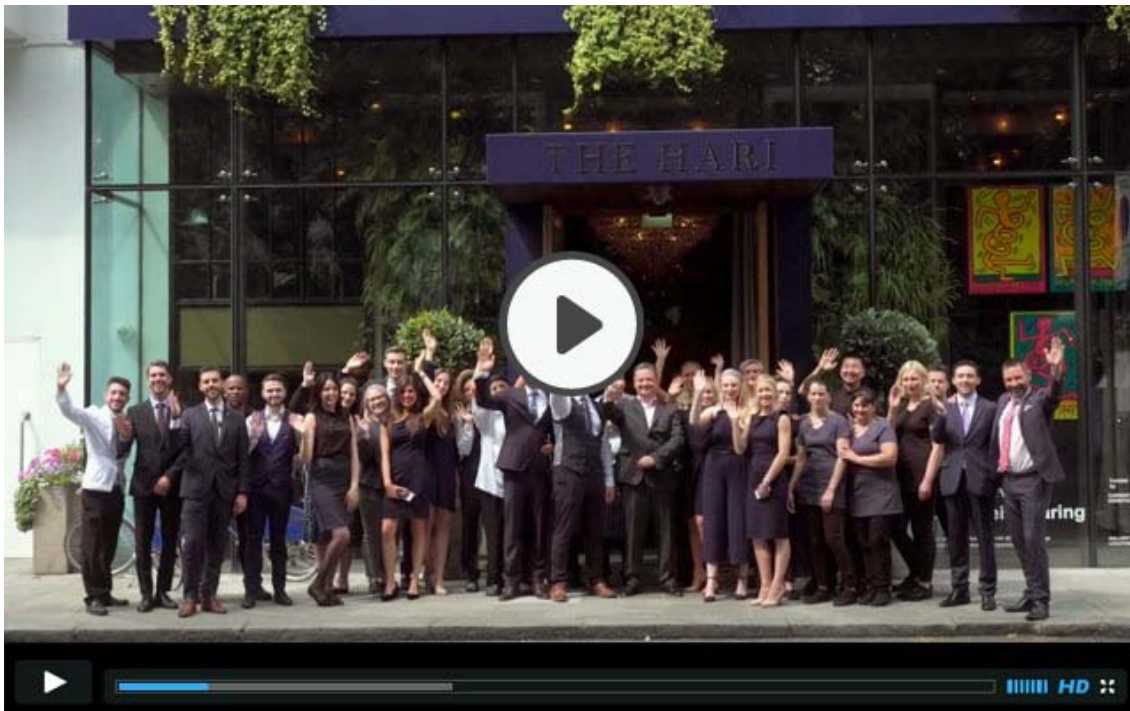
Having originally wanted to pursue a career in acting, I saw that hospitality could be seen as a different type of stage, from the busy front desk agents, to the waiters at the restaurant; there is always an act of showmanship. My first experience in hospitality was working during the summer holidays for a woman who owned a small hotel in Cornwall. She was so unconventional; it taught me that hospitality doesn't have to be stiff. Even if you are operating at the very top level, you can still have a degree of mischief around you, and people rather like that. It is an inspiration that I have kept with me throughout each stage of my career, even while working at some of the larger more corporate hotels, but here at The Hari, we're not afraid to have a bit of fun. I have been known to have two business cards, one stating General Manager and another stating Chief Mischief Maker.



## **2. What about The Hari makes it stand out from other London hotels?**

We really take the time to know and understand each guest. Creating a “tailored” or “personalized” experience is a term completely overused these days - but we absolutely take it to the next level with elements of The Hari’s spontaneity. A textbook greeting will no longer do, especially within the luxury five-star market. I empower my team to always find a way to enhance each guest’s stay. Prior to guests’ arrival we go through a process we call “positive stalking.” Essentially we do some research into the guest, whether on social media or a company website, for example - all public information! We then create an experience around their interests, hobbies, and passions or perhaps why they’ve come to London. This could be in the form of an in-room amenity, such as the theaters we’ve created out of chocolate for guests who are staying and heading to the West End. If someone has arrived saying they have had a lousy day, see if you can get a glass of champagne up to their room before they do. The creativity and the fun you can have around honing a very

personal experience makes all the difference. We're a boutique hotel, but one that takes it to another level.



### 3. How does the fact that The Hari is a family-run hotel give it an edge?

For us, it is all about the family atmosphere and creating a culture of service and hospitality where there is no request too small or large. The Hari as a brand was built as an ode to our owner, Dr. Aron Harilela's late father, who had set up our parent company, Harilela Hotels, 50 years ago and for this reason, family-style hospitality is ingrained in our DNA. Even behind the scenes, we are all happy to get stuck in, no matter the department!

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