

## Welcome to Langdon House

Your hosts John and Annie King are pleased to welcome you to Langdon House. This compendium is designed to give you all the information you may need during your stay. If there is anything else you need please ask us.

### Safety

Your safety is of paramount importance to us, please take a moment to read this section. A fire safety notice is also inside your room and on show in the guest lounge.

### Fire

If a fire is discovered leave the building immediately, only tackle the fire if it is very small and no danger is presented to you. A fire extinguisher and blanket is in the kitchen. Make sure you raise the alarm, **call 111** you do not need to dial anything for an outside line. Report the fire, your location is:-

Langdon House  
92 Grants Road, Papanui,  
Christchurch Tel 03 354 2425

### Smoke alarms

Langdon House is equipped with smoke alarms, if you should hear these activate - a loud high pitched sound - leave your room or lounge immediately via any door to the deck and the garden.

### Assembly point

The assembly point is the **front** drive to the house beyond the Curly Willow tree, about 20 m from the house.

### Personal possessions

Please leave the building immediately, do not wait to pick up personal possessions and *never* re-enter the building if on fire.

### All clear

John or Annie will let you know when it is safe to return to the building.

## Langdon House

Langdon House is situated in the North West part of Christchurch city just off Papanui Road the main road that leaves the city to the north. Acquired by the present owners John and Annie King in 2004 the main house was built in 1992 for a local judge, Judge Williamson. Unusually for Christchurch, due to urbanisation, the house enjoys large gardens of over 3200 sq.m. The adjacent park further adds a feeling of space and yet the house is just minutes from anywhere in Christchurch.

During 2006 extensive renovation and extension was completed, improving the Rakaia and Wilberforce suites and extending the house size to nearly 500 sq.m. Aimed at the luxury accommodation market Langdon House has been accredited by Qualmark as 5 star Guest and Hosted – defined by Qualmark as exceptional and amongst the best available in New Zealand. Qualmark is New Zealand's official mark of quality.

Your hosts John and Annie are both well traveled people. John has had a career in senior management of a number of high profile International companies and has worked around the world. A keen recreational pilot John also holds a commercial pilots license and instructs part time at the flying school at Christchurch International Airport.

Annie is multilingual speaking German and Hungarian as well as English. Also a private pilot, Annie enjoys the spectacular flying scenery that New Zealand has to offer. Annie with a keen eye for design is working to make Langdon House a special place to stay.

## Christchurch and the Plains

Christchurch is the South Islands largest city with a population of 350,000 people. It sits at the base of the long arc of Pegasus Bay, bounded to the north by the Waimakariri River and to the south by the old crater complex of the Port Hills and Banks Peninsula.

The heavily braided rivers of the South Island of New Zealand bring greywacke rock from the Southern Alps to the west, forming the huge alluvial pan (750,000 ha) of the Canterbury Plains. Braided rivers are rare worldwide, found elsewhere only in Alaska, Canada, and the Himalayas. They form a network of ever-changing channels weaving between temporary shingle islands. In some places, the gravel they have transported from the mountains formed by the clash of the Indo-Australian and Pacific Plates is as much as 500 meters deep.

Banks Peninsula, named for explorer Captain Cook's botanist, consists of two overlapping extinct volcanoes, the Lyttelton Volcano and the Akaroa Volcano. Since the last eruptive activity some six million years ago, the volcanoes have been heavily eroded, dropping them from a peak of 1,500 meters down to around 500 meters.

During his quick 1770 visit, Cook mistook the peninsula for an island, but the build up of the Canterbury Plains has seen it joined to the mainland for at least 200,000 years.

Breaches in the crater walls have produced two long harbors: Lyttelton to the north and Akaroa to the south. The former is the port for Christchurch, and European settlers in the 1860s were quick to bore a tunnel through to Christchurch rather than tackle the steep hills and long swampy walk into the early settlement. The original idea was to settle at the end of Lyttelton Harbour, but the huge mudflats exposed at low tide put paid to that plan.

The shallow green waters of Lake Ellesmere (Waihora) to the south of the city offer a refuge for wildlife. The estuary for the small Avon and Heathcote rivers, just to the north of Lyttelton Harbour, is home to godwits, curlews and other visitors from Siberia and Alaska, as Asian and American birds reach the southernmost point of their annual migrations here.



This image was acquired by the Enhanced Thematic Mapper plus (ETM+) sensor flying aboard the Landsat 7 satellite on September 25, 2001.

## **Christchurch City**

Christchurch has a unique blend of historic charm and exciting city life. It combines a delicate balance of hustle and bustle with peace and tranquillity. Within the confines of the inner city and within easy walking distance of Cathedral Square – the Botanic Gardens is a beautifully maintained, 30 hectare (74 acre) garden area with undoubtedly the finest collection of exotic and indigenous plants in New Zealand, bounded by the 161 hectare (500 acres) of Hagley Park one of the worlds largest inner city parks.

The International Antarctic Centre is the only attraction of its kind in the world. Experience an Antarctic storm first hand, with temperatures dropping well below the zero... a great place to chill out.

And whilst Christchurch can boast the fine gothic architecture of its cathedral, the grey stone nineteenth century buildings and tree lined avenues that allow it to call itself the garden city, is full of nightlife as well. Christchurch is a truly cosmopolitan city with fine dining, great theatres and amazing museums and art centres.

## Directory of Services

### Airport

Christchurch is served by Christchurch International Airport, it takes approximately 10 minutes to drive to the airport. Parking is available close the terminals, you should allow an extra half an hour for rental car return and shuttle bus transfer to the terminal.

Flight details can be found on Teletext on your room page no. 435, by phone by calling your airline or on the internet under [www.christchurchairport.co.nz](http://www.christchurchairport.co.nz) for live flight information.

#### Airline contact numbers

Air New Zealand	374 7100
Singapore Airline	0800 808 909
Freedom Air	0800 600 500
Emirates	0508 364 728

### Baggage Storage

Check out is 10.30 a.m. if you wish to leave luggage with us for the day please let us know and we can store it for you to collect later.

### Banking Services

Banks are open in Christchurch from 09.00 to 16.30 hours Monday to Friday and Saturday at selected branches.

Cash machines (ATM) are widely available and take most international cards.

The nearest bank machines are at WestPac and ANZ banks in Papanui. (5 minutes walk)

### Bath Robes

Bath Robes are provided for your convenience.

### Bed Linen

As our contribution to the environment we change linen every three days. If you would like a change more often please let us know.

### **Bible**

A bible is available on request.

### **Blankets /Electric Blankets**

Suites have electric blankets. Additional blankets are provided in the room.

### **Board Games / Puzzles**

A selection of board games and puzzles is available in the guest lounge.

### **Breakfast**

Breakfast is served in the guest dining room, please let us know the night before if possible what time you would prefer to breakfast.

### **Business Cards**

Guests are provided with "in residence" business cards these provide you with contact/address details during your stay. If using taxis please give one to your driver for your return to Langdon House.

### **Business Services**

Langdon House is equipped with Jet Stream Hi-Speed Broadband. You can access this using your own wireless laptop if it operates on 802.11 (we have a wireless access point) or by using our loan laptop.

We have most office facilities; photocopier, fax, phone, photo quality printer, office stationary items and we can copy some Flash photo card formats or direct from your camera DVD/CD for you if you have a USB or fire wire cable.

### **Cancellation Policy**

We accept that itineraries can change and will always do our best to resell rooms even if cancelled at the last minute. If we can't then we charge 30% if cancelled with 30 days and 100% if cancelled within 7 days.

### **Check Out**

In order to service the rooms for incoming guests we would ask that you vacate rooms by 10.30, we are happy to store your luggage for you until later in the day.

### **Chemist**

A chemist is located in Papanui 5 minutes walk. A 24 hours pharmacy is located in the medical centre on Colombo Street (see below Doctor)

### **Coffee/Tea Making Facilities**

Your room has tea and coffee making facilities with a wide selection including decaffeinated coffee and herbal teas. Please let us know if you require and further supplies.

## **Complaints / Praise**

Langdon House is committed to serving the interests of our guests. Our goal is to give a 'seamless' service. We hope that there will be no reason to complain.

However, if guests feel dissatisfied with any aspect of the contact they have with us, then we welcome the opportunity to put things right. Alternatively if you have a suggestion or would like to compliment our service then we welcome feedback. This will give us the opportunity to monitor our performance and make the necessary adjustments to the service we provide.

Complaints to John and Annie of Langdon House can be on any matter relating to your stay such as;

- the quality of service provided
- the standard of accommodation
- the facilities offered

Langdon House has no responsibilities for services such as tourist attractions, restaurants or other facility that may have been recommended to you. Recommendations are made entirely on this basis but Langdon House does its best to recommendation reputable providers. Any complaint on these should be directed towards the management of the facility.

### **How can a guest make a complaint?**

If guests have reason to complain, complaints can be made in a number of ways:

- in person to your hosts, (very much preferred)
- by email [info@langdonhouse.co.nz](mailto:info@langdonhouse.co.nz)
- by phone – +64 3 354 2425
- by filling in a customer satisfaction form available in the suites or from your hosts.

### **Complaints process**

There are two stages to the complaints process. We aim to be able to deal with most complaints in stage one, but if guests remain unhappy with the first response they may take a complaint to the second stage.

#### **Stage 1**

The first stage is to contact your hosts verbally. We treat complaints as a valuable way to improve our service and your complaint will be dealt with courtesy, respect and sensitivity. We understand some people are reluctant to complain and we will try to make the experience, if necessary, as painless as possible

Once a complaint has been made we will:

- Try to deal with the complaint on the spot where it is straightforward and easily resolved, while also ensuring that we investigate what led to the complaint to see whether there are any actions we can take to avoid a similar problem arising again.
- For more complex complaints - carry out a thorough investigation and where we have made a mistake we will try to put it right. We will advise guests of any conclusion that will be used to improve our service.
- Where we have to seek further information on a complaint we will advise guests when a response can be expected.

## **Stage 2**

If guests are unhappy with the response they have received they can go to the next stage of this complaints procedure by setting out the complaint in writing. Your hosts will then investigate your complaint further. We aim to give you a response within five working days.

## **Praise**

Please tell if you particularly enjoy an aspect of your stay, it helps us enormously and completing a guest satisfaction form is an ideal way to help.

## **Cakes**

Annie's homemade cakes are available every afternoon from 3.30pm in the dining room, please help yourself.

## **Credit cards**

We accept MasterCard and Visa.

## **Dentist**

Weekend Emergency Dental care is provided through the New Zealand Dentists Association members. The contact number is 0276830679.

During the week:-

Team Dental, 178 Riccarton Road Christchurch. Tel 03 341 1122. Hours; Monday to Thursday 0830 to 2000 hours Friday 0830 to 1700 hours Saturday /Sunday 0900 to 1700 hours.

## **Digital photo Printing/CD making**

Subject to format we can download digital photos to a CD/DVD - NZ\$15 per disc.

## **Dining**

Langdon House is situated close to many restaurants, a selection of menus is available in the guest lounge but please ask your hosts for a recommendation.

Langdon House guests are eligible for 20% discounts at selected restaurants please ask your hosts prior to booking.

## **Doctor**

24 hour surgery is at:-

931 Colombo Street, Christchurch, New Zealand

Phone: +64 -3 -365 7777

Email: [enquiry@24hs.co.nz](mailto:enquiry@24hs.co.nz)

## **Dry Cleaning**

Dry cleaning is available in Papanui.

## **DVD/CD/Videos**

We have a small library of DVD/CD's which you are welcome to use. These are stored in the guest lounge. If you would like popcorn to accompany your movie evening please ask your hosts.

## **Electric Blankets**

All beds are equipped with electric blankets. Please ensure that these are turned off prior to sleeping or when the room is unoccupied. Settings are clearly marked on the controls.

## **Electric Current**

New Zealand has 240/50hz electricity supply. We can supply international adaptors.

## **Earthquake Procedure**

New Zealand experiences hundreds of earthquakes every year. Most of these are either very deep in the earth's crust or centred well offshore, and cause little damage or injury. In the event of a major earthquake the civil defence recommended procedure is;

### **DURING AN EARTHQUAKE – INSIDE**

Take cover under a table or brace yourself in a doorway.

Do not attempt to run outside.

If in a lift, stop it at the nearest floor and get out.

Do not look for pets until shaking ceases.

### **DURING AN EARTHQUAKE – OUTSIDE**

Move no more than a few steps to a safe place, drop, cover, and hold on.

Do not attempt to run whilst outside

If you are driving, pull over to the side of the road. Stay in the vehicle until the shaking stops

If you are near the coast, drop, cover and hold during an earthquake and then move immediately to higher ground when the shaking stops.

## **AFTER AN EARTHQUAKE**

Expect aftershocks and help those around you if you can

Report injuries or fires to the emergency services (dial 111).

Put out small fires. Evacuate the building if the fires cannot be controlled.

If you smell gas, turn off the outside main gas valve and report it from a neighbour's home. If you see sparks or broken wires or suspect electrical system damage, turn off the electricity at the main fuse box.

Listen to the radio for advice and information.

If your property is damaged, take notes or photos for the loss adjustor.

Do not go sightseeing and stay out of damaged buildings

## **Emergency Information**

See Doctor/Dentist

Christchurch Hospital also provides accident and emergency facilities it is located at:

[Christchurch Hospital, Riccarton Avenue, Christchurch. Telephone all departments 364 0640](#)

## **Evacuation Procedure**

To evacuate the building please leave by the nearest door into the garden, keys are in each door. Assemble in the **front** drive 20 m from house past curly willow tree.

## **Fire**

In the event you discover fire, immediately evacuate the building using the closest door and go to the assembly point. Do not wait to pick up personal possessions. If possible contact the fire service by dialing 111.

## **First Aid Kit**

Please ask your hosts for access to the first aid kit. Your hosts are qualified in first aid.

## **Hygiene**

Your host has completed a course in "Food safety methods in a food business" and holds a current certificate.

## **Hairdresser**

There are numerous men's barbers close by in Papanui. For Ladies and Gentlemen's hairdressing we recommend;

[Belle Coiffure. Hawkesbury Building, 209 Papanui Road, Merivale. 03 356 1245](#)

## **Heating**

Your suite has either under floor heating or wall mounted electric convector, the Rakaia and Wilberforce have air conditioning for cooling. Bathrooms have under floor and ceiling heating. Please turn off air conditioning if leaving your room for the day to conserve power.

## **Hairdryer**

Each suite is equipped with a hairdryer

## **Hosting**

We would be delighted for you to join your hosts John and Annie for a glass or two of New Zealand wine and some nibbles each evening prior to dinner and discover New Zealand from people who live and work here. We normally meet in the dining room at 6 p.m.

## **Housekeeping**

Rooms are serviced daily in the morning. We are very keen to do our best to support New Zealand's environmental conservation efforts and therefore will change guest room towels every three days unless you request us to do so more often. Please leave towels on the bathroom floor or in the shower if you would like your towels changed. Please contact your hosts if you have any further housekeeping needs.

## **Internet Access**

Langdon House is equipped with Jet Stream Hi speed internet access. We have a wireless access point or we can lend you a wireless laptop. Internet access charges are included in your room rate.

## **Iron / Ironing Board**

Suites are equipped with a steam iron and an ironing board. You can also call a dial up 24 hour ironing service, should you require. 0800 02 IRON

## **Keys**

Suite keys also open the door to the garden or balcony, a house door key is also attached please return you key prior to your departure. A house key is attached to your fob. Please ensure in the evening after 9 p.m. you lock the front door after entry.

## **Languages**

Your host Annie can speak German, Hungarian as well as English.

## Laundry

We are happy to wash small items, please contact your hosts.

## Loss or damage

We cannot accept responsibility for any loss or damage to your property. Each room is provided with a room safe.

## Lost and Found Policy

Prior to your departure please ensure that you have collected all your personal items. If we discover any items during room servicing we will retain these for fourteen days. We will endeavor to contact you if you have left us contact details. Items will be disposed of after fourteen days.

## Luggage Storage

We are able to provide luggage storage at your responsibility, please ask your hosts.

## Massage

We can arrange for massage either in house in your room or at a local studio, please contact your hosts for information.

## Menu

Breakfast, depending on your accommodation package this may include our full gourmet breakfast menu or a continental option

A typical full menu is:-

Tea/Coffee & Juice  
Pukka Pineapple with bashed mint, Fruit Compote, Cereals  
Home Made Yogurt  
Bakery Basket – Breads and Rolls, Pastries, Croissants

Your choice of  
Hand-carved Ham off the bone with local cheeses  
Omelet with field mushrooms, cheese, flavoured with garden sage  
French toast with Langdon House home cured bacon and spicy plum sauce with  
Mascarpone cheese and maple syrup  
Hot smoked Salmon on a bed of wilted spinach topped with a poached egg and  
Hollandaise sauce

A typical continental menu is:-

Tea/Coffee & Juice  
Pears poached in red wine flavoured with cardamom, Cereals  
Home Made Yogurt

## Bakery Basket – Breads and Rolls

Your choice of eggs  
Smoked salmon and local cheeses

### **Pets**

Langdon House cannot accommodate pets but we can put you in touch with a local kennel.

### **Pick up Service**

We can arrange pick up from the airport or central city location on arrival, subject to your accommodation package. This will be through our arrangement with a local taxi service or via our sign written vehicle. Return to the airport is not included in your room rate but we can make arrangements with either taxi or airport shuttle service on your behalf.

### **Pillows**

Your bed has two feather pillows per person. If you would like additional pillows or a fiber fill pillow these are in your wardrobe.

### **Post Office**

The nearest post office is in Northlands Mall or Merivale on the Papanui Road. We have stamps available and can post letters and cards for you.

### **Radio**

Your suite has a clock radio and the lounge is equipped with a music system.

### **Reception Hours**

If you need to contact your hosts please knock on the family room door, press the call bell in the hall or ring 354 2425 at any time.

### **Restaurants**

Langdon House is situated close to many restaurants, a selection of menus is available in the guest lounge but please ask your hosts for a recommendation.

[Langdon House guests are eligible for 20% discounts at selected restaurants please ask your hosts prior to booking.](#)

### **Safe Deposit**

Your suite is equipped with a safe; please ensure that valuables are locked away as we cannot take responsibility for losses.

### **Scenic Flights**

We would be happy to arrange scenic flights for you please ask your hosts for recommendations.

## Smoking

Langdon House is a no smoking environment for your health and safety. Guests wishing to smoke may do so outside in the gardens, please ask for an ashtray.

## Snacks and Beverages

### Snacks

We provide complimentary potato chips (crisps), cake, nuts and popcorn.

## Beverages

Your suite has complimentary tea/coffee making facilities. Fresh milk is available in the guest fridge in the dining room, milk pots are in the tea/coffee chest in your room. Please help yourself to a complimentary drink soft/alcoholic from the guest fridge in the dining room.

## Taxi Services

Gold Band Taxi      379 5795

## Telephone service

A cordless phone can be provided on request, local calls are toll free you do not need to dial 03 for a local call, for example to ring Langdon House you would dial 354 2425. For areas not beginning with 03 you need to dial the prefix. national calls are charged 20c per minute. Phone books are available on request.

## Television

Channels available are: free to air and the Christchurch visitor channel. DVD's of popular movies are available in the guest lounge.

## Toiletries

Langdon House uses the finest New Zealand toiletries available. The Living Nature 100% pure and natural range made in New Zealand feature:

Organic wild crafted ingredients	No genetic engineering
No synthetic chemicals	No animal testing
No artificial preservatives	No mineral oils

Gift packs are available for purchase.

## Torch

Your room has a torch in the bedside cabinet.

## Towels

As our contribution to the environment we change towels every three days unless soiled. If you would like a towel(s) changed please leave it in the shower.

### **Tourist Information**

Please ask your hosts for any travel information you require.

### **Turndown service**

A turndown service is available at 7.30 p.m. if required please ask your hosts.

### **Wake up calls**

Your suite has a radio alarm clock. If you would like a personal wake up call please advise your hosts.

## **Appendix**

### **Langdon House Food**

Both Annie and John are both very keen cooks. Both make every effort to use local and where possible organic produce and as fresh as possible.

Below is a list of some of the foods we typically use. If you have any question or would like any recipes please ask.

- Eggs – local organic from Glencroft Down organic farm.
- Bacon – home cured pork belly using only salt sugar, and pepper. The absence of sodium nitrate means our bacon has a less bright red color compared to commercial bacon. We prefer not to add chemicals to preserve the color. The taste we hope you agree is wonderful
- Local hot smoked salmon
- Local smoked salmon
- Cheese – Kapiti cheeses
- Ham, Pork leg home cured using a River Cottage recipe
- Preserves, traditional home made preserves using local fruits
- Home made Pate
- Organic yogurt

- Home made cake selection