

Facilities and Services

Airport - Christchurch International Airport is 7 minutes drive. Allow time for parking or rental car return.

Baggage Storage - We are happy to store luggage for you, whether you require us to store luggage for a few hours until a flight later in the day or if it is luggage you do not require on this part of your trip and you wish to store it until you return to Christchurch.

Banking - Most banks are open Monday-Friday, 9am-4.30pm. ASB is also open on Saturday morning. The Airport has a Bureau de Change which is open prior to all International flights. There is also a cash machine which gives cash in Australian dollars.

Birds - We have visits from many different birds throughout the year. Common birds are Blackbirds, Thrush, Starling, Sparrow, Hedge Sparrow, Fantail, Wax-eye, Pukeko, Welcome Swallow, Red Polls and Chaffinches. Seasonal visitors are Californian Quail, Pheasant, Avon River ducks, Mallard ducks, Paradise ducks. Special visitors include Bellbird, Kingfisher, Peacock, Harrier Hawk and a Morepork.

Blankets - There are 2 woollen blankets in your wardrobe. If you would like to borrow a rug for a picnic, we have one available for you to borrow or if you need it to keep warm if you are going to the Rugby. You are in Canterbury, which is Crusader country!

Books/Reading Material - There is a selection of books in the Lounge upstairs for your reading enjoyment (please ask if you would like to exchange a book). There are also magazines on cars, planes, property, golf and cuisine available. Travel and accommodation guides can be found, along with information on Christchurch.

Bottles of Clements Estate Pinot Noir, Rose, Port and Olive Oil - All available for purchase. Our wines can be taken out of New Zealand as it has all the appropriate label details required to enter the US, UK etc. for customs. Our olive oil may be consumed in New Zealand but as the bottles are not sealed, there is a risk that they will not make it in to some countries jurisdictions.

Breakfast - Is usually served downstairs in the kitchen/conservatory, unless it's just too nice to be inside and then you can enjoy breakfast al-fresco on the terrace or, if you would prefer more privacy, we can serve breakfast in your room. Please let us know what time you would like breakfast before you retire to bed. Breakfast is usually served between 7.30am and 10am, depending upon guests desires.

Business Services - Internet facilities are available for guest use in the guest lounge. There is no charge for this at present (unless you download movies). You can use your own laptop, as we are Wifi enabled. Any problems, just ask Robin.

Check Out - Is 11am from your room. You are welcome to use the guest lounge and downstairs bathroom if you have a flight later in the day and we are happy to store your luggage. If you have an early flight we are happy to settle your account the night before.

Chemist/Pharmacy - Most open at 9am until approx 6pm and have a late night Thursday or Friday. Many suburban shopping blocks have a chemist, as do the larger malls and city.

Child Minding Facilities - Only by prior arrangement. We have a port-a-cot and high chair. There is a \$30 charge for these. We have a toy basket and a selection of games to keep the children entertained. Please supervise children on the playground and at all times within the pool enclosure.

Credit Cards - All major cards accepted on our eft-pos terminal.

Dentist - Please see Sue or Robin. There is an on-call emergency dentist (ph 025 6830 679) for after-hour's emergency treatment.

Doctor - If you require medical attention, please let us know. Christchurch Public Hospital has a 24 hour Accident and Emergency Department. For any other medical treatment, there is a 24 hour Surgery, Cnr Columbo Street and Bealey Avenue in town. This has general practitioners and a pharmacy. We have First Aid certificates, a First Aid Kit and paracetamol for headaches etc.

Dry cleaning - There is a dry-cleaning list and bag hanging in your wardrobe. Please have dry-cleaning ready by 9am for collection and let Robin or Sue know it is ready. It will be returned same day, by 4.30pm.

DVD - We have 1 DVD player which is available for guest in-room use on request. We have a small selection of movies, which are with the 50-inch HD TV in the lounge (with surround sound). There is a video village (for DVD hire) 5mins away at Bishopdale or Northwood.

Electric Blankets - Are on your bed. For safety reasons, these are usually switched off at the wall or plug box. Please let us know, before you go out, if you would like to come home to a warm bed and we will turn them on an hour before you return.

Electric Current - In New Zealand is 240V. You may require an adaptor to plug appliances in to the wall. The shaving points in the bathroom have residual current protection.

Earthquake Procedure - Crouch in a doorway or under solid furniture (e.g. dining table), away from windows. Proceed outside when it is safe to do so and meet in the car park on the main road side of the house.

Faxes and Photocopying - Just ask Sue or Robin (our fax number is 64-3-358 9131).

Fans - In the rooms during summer or on request from Sue or Robin.

Fire Evacuation - Raise the alarm!!! Downstairs, proceed outside through nearest exit. Assemble in car park on main road side of house. Upstairs, proceed downstairs and out the closest, safest exit. Assemble in car park. Follow directions of staff, who have regular fire evacuation drills with the fire service.

Garden Tours - Sue is happy to take you on a guided tour and can name most of the plants. If you, or your children, would like to pick fruit or vegetables from the garden please let us know. We have many seasonal fruits and vegetables. There may be strawberries, blueberries, cape gooseberries, cherries, apples, peaches, plums, greengages, tomatoes, peas, snow peas, corn, potatoes, walnuts and chestnuts. These can be seen growing and many can be eaten fresh when ripe, but please ask as sweetpea pods look similar to edible peas and are not recommended for eating.

Hairdresser - This can be arranged through Sue.

Hair Dryer - Can be found in the bathroom cabinet under the basin.

House Keeping - Rooms are serviced daily, at approx 11am. If you require anything, e.g. extra towels, please let us know.

Internet Facilities - Wifi is available throughout the Lodge. There is no charge for this at present (unless you download movies!). There is a laptop and printer in the upstairs lounge for guest use (a bit slow though!). Any problems, ask Robin.

Ironing - There is an ironing board and iron available for guests to use in the upstairs linen cupboard. There is a small charge if you would like Sue to do your ironing for you.

Keys - Your room key opens your bedroom door and the front door. Please leave it in the bedroom door when you check out. If you are going out and returning after dark, we will give you a code for the gate. If you have any problems with this, don't hesitate to press the call button at the gate and we will open the gates from inside. If you like an early walk or jog, there is a key pad inside the gate if the sensor in the drive doesn't pick you up.

Laundry - Sue will do laundry. There is a charge per load depending on whether you would like it ironed or folded. In New Zealand we usually hang washing outside on a clothesline. We have a clothes dryer if the weather is unsuitable or you need things dried urgently.

Lost and Found - We endeavour to return any guest possessions left with us, providing, we have information on where you will be next or a home address. We will email you to check if you would like it returned.

Luggage Storage - We are happy to store luggage for a few hours or if you have bags etc. that you do not require until you are on your way home, we are happy to take care of them until you come back to Christchurch.

Massage - In-room or in the city centre. See brochures in your bathroom for options.

Menus - There is a selection of Menus upstairs for various Restaurants. Some are little suburban restaurants which are close by, others are in the city. If you would like something in particular, we should be able to point you in the right direction. We are happy to make reservations for you and many of the local restaurants will take particular care of you. Some restaurants in Christchurch take last orders in their kitchens at 9pm.

Noise - Please be considerate of other guests, particularly around the pool or spa later in the evening. Thank you.

Parking - We have plenty of parking in front of the Lodge, preferably not in front of our garage doors. There is also plenty of room for your visitors. There is parking between the olive trees for large functions. In winter, we have a blade available to clear your windscreen of ice.

Pets - Please let us know if you have allergies to cats. We have 2 cats, both variations of black and white. Missy is 12 years old and the boss. Monkey (daughter named him!) was born in December 2011 and is long-haired. They are allowed in the conservatory and may come and say hello but are not allowed in the guest bedrooms.

Photocopying - Ask Sue or Robin.

Picnic Hampers - Can be arranged if you are going punting. These need to be booked the day before (especially in February).

Port - A decanter of our own port, and glasses, is available in the guest lounge upstairs.

Post Office - The nearest post office is at Bishopdale but many suburban blocks of shops have a Post Shop. You can buy stamps and post packages. Many book shops sell stamps.

Reception Hours - Normally 9am-11pm. Early/late check-in by arrangement.

Recycling - We have curb side recycling. If you have plastic bottles or other recyclable items, there is a basket in your wardrobe to place them in.

Religious Services - Ask Sue or Robin and we will find out when the services will be at our local churches.

Reservations - Can be made for any activity, show, restaurant or taxi. We can also help you with accommodation bookings. We can recommend Heritage and Character Inns of New Zealand. We know members all around the country and we are all Qualmark rated 4-Star or better, so you will be well taken care of. Please ask Sue or Robin, that is what we are here for!

Restaurants - There is a selection of menus in the upstairs lounge. We are happy to make reservations, supply maps or directions and make suggestions if you want something 5 minutes away or to drive in to Merivale or the city.

Room Service - Coffee/tea etc, cake, wine and breakfast can all be served in your room if you prefer.

Safe Deposit - You will find your own personal safe in the wardrobe. Instructions are provided but please ask if you need assistance.

Sewing Kit - If you have a button which needs to be sewn on or you would like to do minor repairs, please ask.

Smoking - New Zealand law now does not permit smoking inside in public places. If you would like to smoke outside, please ask and we will provide a dish of sand for you. If you would like to smoke on your balcony, please close your door. There is no smoking permitted in bars and restaurants in New Zealand but many have tables outside.

Spa - Our 8-seat spa is located within the pool complex. We have large beach towels available for pool and spa use, rather than our bathroom towels (there is no charge for this.)

Star gazing - Since you are in the Southern Hemisphere, if you would like to have the Southern Cross pointed out, please ask Sue. You can also visit our local observatory at West Melton. Times vary through the year with sunset.

Swimming Pool - The pool is available from 8am-10pm (in season). If you wish to swim earlier than this, please be quiet and considerate of other guests. Children may only be in the pool enclosure with adult supervision.

Taxi and Transport - We can arrange airport transfers, by Taxi, if you would like and book a Taxi to any other destination for you. Some Taxi companies conduct sightseeing tours, if your time is limited. We can make bookings for the Tranz Alpine and Tranz Coastal Trains or, if your time is limited, you could try Wings Over Whales. They will fly you from Christchurch to Kaikoura and connect with either the boat, plane or helicopter to have a close encounter with whales, seals and dolphins, and then return you to Christchurch all in one day. It is 2 1/2 hours drive to Kaikoura.

Tea, Coffee, Hot Chocolate etc. - Available any time. Ask Sue or Robin, or just help yourself from the tea, coffee station downstairs or in the lounge upstairs. There is always cake or muffins for you to enjoy in the cake stand in the kitchen.

Telephone - Dial 9 for an outside line. There is no charge for local calls. See phone instruction sheet in compendium.

Television channels - See page in compendium. If there is something particular you wish to see (e.g. sport or news) on Sky please ask Sue or Robin. Sky - we can choose two channels plus there are several Freeview (HD) channels. The 50-inch HD TV in the upstairs guest lounge also has Freeview (HD). If there is something particular you wish to see, just let us know.

Toiletries - We have bath fizz bombs on the edge of the bath for your enjoyment. If this is a romantic get away and you would like a candlelit bubble bath, you have only to ask.

Towels - If you would like towels to take to the Hamner Thermal Pools, please ask. Please don't take your bathroom towels. We have a number of beach towels available for this purpose or you can hire towels at the pools. It is a 90 minute drive to Hanmer.

Travel Pack - Available for purchase, includes shampoo, conditioner and hand/body lotion.

Wake Up Calls - Ask Sue or Robin. We can also help you set the alarm beside your bed.

Water - Christchurch has some of the purest drinking water in the world. Please drink as much as you like from the tap. You have iced water in your room, next to your fruit platter.

Water Heating - Is quick-recovery electric for the guest wing, which is filled from our solar-heated water system.