

A – Account Enquiries to Airport Information

ALARM CLOCK

A digital alarm clock is provided. This is located on your bedside cabinet.

ACCOUNT QUERIES

Your account is kept updated throughout the day, for any enquiries relating to your current balance, please contact Reception.

AIR CONDITIONING

Each room is equipped with an individually controlled air conditioning unit.

On some occasions the heat pump may take up to 10 minutes before warm air is produced.

AIRLINE RESERVATIONS

Most major airlines have booking agents in Christchurch, for enquires regarding bookings please contact the airline required as listed below. For further information please contact the Concierge at The George.

Air New Zealand

Ph. 0800 737 000

www.airnewzealand.co.nz

United Airlines

Ph. 0800 747 400

Qantas Airlines

Ph. 0800 808 767

www.qantas.co.nz

Singapore Airlines

Ph. 0800 808 909

www.singaporeair.com

Virgin Australia

Ph. 0800 670 000

www.virginaustralia.com

Cathay Pacific Airways

Ph. 0800 456 339

www.cathaypacifc.co.nz

Japan Airlines

Ph. 0800 885 88

www.nz.jal.co.nz

Emirates

Ph. 0508 364 728

www.emirates.com/nz



AIRPORT

Christchurch International Airport is located 8kms from The Kilmore Collection. Travelling time is usually 20 minutes however, extra time should be allowed for peak hour traffic.

B – Baby Sitting to Bus routes

BANKING SERVICES

The Kilmore Collection is within walking distance of all major banks,

Banking hours are Monday to Friday, 9:00am until 4:30pm, some have slightly extended hours on late shopping nights.

BANQUETS

Refer to Conference Facilities at The George

BAR

Located on the ground floor of The George, 50 Bistro Bar is open from 11.00am till late. A wide selection of beverages and cocktails are available along with a tasty Snack Bar Menu.

BATHROOMS

Bathrooms offer a walk-in shower, WC, and vanity unit plus a washer/dryer combo machine. All bathrooms are fitted with heated towel rails.

BATTERY RECYCLING

We can recycle your batteries for you. We invite you to leave these on the desk or bedside table, on departure. These will be collected and recycled on your behalf. From hearing aid batteries, AA, AAA, 9V and more, we are happy to do our part to ensure that used batteries do not go to landfill.

BEAUTY SALON

A variety of Beauty Salons are located nearby. For recommendations or an appointment, please contact the Concierge at The George.

BICYCLE HIRE

E-bikes and helmets are available to house guests, at a cost of \$15.00 per use, for cycling around Christchurch. To organise a bike, please contact the Concierge at The George.

N.B. Cycling helmets are compulsory by law on New Zealand roads. Please use the helmet provided.



BREAKFAST

Breakfast is served in 50 Bistro from 6.30am to 10.30am Monday to Friday, and 6.30am to 11.00am Saturdays, Sundays, and Public Holidays.

Room Service breakfast is also available. Please note a \$10 tray service fee applies.

BUS ROUTES

There is a bus stop opposite the front entrance of The George, on Park Terrace. Buses leave for the City/Airport approximately every half-hour, Monday to Friday, and at 1½ hour intervals on Saturdays and Sundays. For further information please contact:

Christchurch Bus Info Line

Ph. 366 8855

www.metroinfo.org.nz

C-Car Hire to Credit Cards

CAR HIRE

Refer Rental Cars

CAR PARKING

We have limited off-street carparking available at the front and rear of the Hotel. Cost is \$25 per day. However, The George takes no responsibility for damage or loss of your vehicle while parked at the Hotel.

If there is no carparking available at The George, we have an arrangement for additional guest parking at 48 Peterborough Street. Simply park your car, then contact The George reception or email reservations@thekilmore.co.nz with your registration number so that we can coordinate the charge onto your account \$25 per day.

CATERING

refer to Conferencing Facilities

CHECK OUT TIME

Check-Out time is 10:00am.

CHEMIST / PHARMACY

The closest chemist is 1.3km meters from The Kilmore Collection, approximately 20 minutes' walk:

Forte Health, 132 Peterborough Street, Christchurch



Open Monday – Friday 8.30am - 5.30pm

For after-hours requirements:

Urgent Pharmacy

212 Bealey Avenue

Ph. 365-1234 Open every day 9.00am – 10.00pm

If you require additional information or directions, please contact Concierge at The George.

CHROMECAST

To screen Netflix, YouTube, and other content from your mobile devices to your TV, look for the Chromecast icon on your TV screen, select and you will be directed to the “Casting Instructions” page.

CINEMAS

Hoyts Riccarton, Westfield Mall, Riccarton Road

www.hoyts.co.nz

Hoyts Entx, 617 Colombo Street, City Centre

Lumière Cinema, Arts Centre, Rolleston Avenue,

www.lumierecinemas.co.nz

COMPUTERS

Complimentary Wi-Fi is available in your apartment.

To connect to the internet, look for

Network: The George Vistagate WLAN

Password: tui.

CONFERENCE FACILITIES

Should you require a meeting, special function or to host a cocktail party in your suite, The George is fully equipped to handle any request.

We have five conference rooms available, capable of catering for 5 to 180 people.

Contact the Conference Coordinator conferences@thegeorge.com for assistance.

COURIER SERVICE

For prompt and fast courier service, we recommend:



Local and National:

Courier Post

Ph. 0800 268 743

International:

Federal Express

Ph. 0800 733 339

CREDIT CARDS

We accept the following credit cards:

American Express

China Union Pay

JCB

MasterCard

Visa

Farmlands

We offer an online checkout facility for guests using these accepted credit cards. A surcharge of 2.5% applies to all credit card payments.

D – Dentist to Duty Free Shopping

DENTIST

The following dental establishment is recommended:

Bealey Dental, 163 Bealey Avenue, Ph: 366 2912

Please contact Concierge at The George if you require any further assistance.

DEPARTURE

Refer to Check Out Time

DOCTOR

The most conveniently located medical centre is:

Pegasus Health 24 Hour Surgery

401 Madras Street

Ph. 365- 7777

DRUG STORE

refer to Chemist

DUTY FREE SHOPPING

Duty Free Shopping is available in the International Departure Lounge at Christchurch Airport.

E – Earthquake to Email

EARTHQUAKE

In the event of an earthquake crouch and take cover under or beside a solid object or wall. Please do not attempt to evacuate the building unless the alarms sound.

ELECTRICITY

The power in New Zealand is 240 volts. Please contact Reception at The George for a transformer if your electrical equipment is not compatible. The George and The Kilmore Collection are proud to use a carbon neutral electricity supplier.

E-MAIL

Refer to Computers

F – Fan to Functions

FAN

Your apartment comes equipped with a pedestal fan. This is stored in your wardrobe.

FILMS

Refer to Cinemas

FILMS AND PROCESSING

The closest film-processing outlet is 1.3km meters from The George, approximately 20 minutes' walk:

Life Pharmacy, Merivale Mall

193 Papanui Road

Ph. 355 9049

Open Weekdays 8.30am - 6.00pm &

Saturday 9.00am – 6.00pm Sunday 10.00am – 5.00pm

FIRST AID

For assistance with injury or illness The George has First Aid Certified staff. Contact Reception who will contact the appropriate people to assist you.



FUNCTIONS AND CONVENTIONS

Refer to Conference Facilities

G – Garden to Gymnasium

GARDEN

Relax on the lawn, quietly reading, or enjoying a refreshing beverage. The Garden is located adjacent to The Library in The Residence on the ground floor and is available to guests to use should there be no functions booked.

GOLF

Christchurch has more golf courses per capita than anywhere else in the world. We recommend the following:

Hagley Golf Course

Hagley Park

(Adjacent to the Hotel)

Ph. 379-8279

Christchurch Golf Club

Shirley Golf Course

Horseshoe Lake Road

Ph. 385- 2738

Russley Golf Club

Memorial Avenue

Ph. 358-4612

Clearwater Golf Club

Clearwater Avenue

Ph. 360 2146

Terrace Downs Resort

Coleridge Road

Ph: (03) 318 6943

To arrange transport and equipment hire contact Concierge at The George for assistance.

GRATUITIES

In New Zealand, the giving of gratuities is totally at the discretion of the guest and is usually based on the quality of service provided.



GUEST LAUNDRY

Your apartment comes equipped with a combination washer/dryer machine and laundry powder is provided with our compliments.

An iron and ironing board are located in the wardrobe of your room.

GYM

We are proud to be able to offer our guests access to Thrive Performance and Wellness, located immediately adjacent to The George hotel. Cost is \$10 per visit. Please see the reception team at The George for a swipe card to access the gym.

Hours of operation are 5.00am – 11.00pm.

Minimum age of 16 years to use the gym facilities.

The gym offers complimentary filtered water from a water dispensing station - please bring your own water bottle.

Towels are available from the gym.

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MPOWER Pilates is located within Thrive Performance and Wellness. Offering one-on-one or duet reformer Pilates classes which can be booked online. Concession cards are available for regular guests.

Please note there is a requirement to complete an online 'new client' form for health and safety prior to your class.

Grippy socks, available for purchase from the studio.

[Book a Pilates Class](#)

H – Hairdressers to Housekeeping

HAIRDRESSER

For recommendations or an appointment at a beauty salon, please contact Concierge at The George

HAIRDRYER

A hairdryer is supplied in either the wardrobe or bathroom of your room for your convenience.



HAMPERS

For day tours or leisurely picnics, please call The George +64 (0)3 375 4560 and they can arrange a picnic hamper.

HEATING

Refer to the Air Conditioning section

HOUSEKEEPING

Housekeeping team at The George is responsible for the servicing of your apartment.

Your apartment is serviced weekly (on day 5). If you would like to book an additional service, please contact the team at The George by 3pm of the day before. An additional fee of \$100 applies.

For your convenience, a vacuum cleaner is provided, this is stored in the downstairs cupboard.

I – J – K - L Internet to Lunch

INTERNET

Refer to WiFi

IRONS

An iron and ironing board are provided. You will find these in the wardrobe of your apartment.

KITCHEN

Your apartment offers complete independence and self-sufficiency. A fridge, oven, microwave, dishwasher, crockery, cutlery, and basic cooking utensils are provided.

Tea, coffee, milk, and sugar are provided with our compliments.

Your apartment has a Nespresso machine and a selection of coffee pods for your convenience.



LAUNDRY

Your apartment comes equipped with a combination washer/dryer machine located in the bathroom. Laundry powder is provided with our compliments.

An iron and ironing board are located in the wardrobe of your room.

An outdoor clothesline and pegs are available in your private terrace area.

LOST AND FOUND

Any items that have been found are held by Housekeeping at The George. Non-perishable and valuable items are stored for 90 days and are then given away to charity if unclaimed.

LUNCH

Available in 50 Bistro on Level One from 12.00 Noon – 3.00pm daily. To view the menu, see the Restaurants and Bar Section. Alternatively, Room Service also provides a comprehensive menu for anything from light meals to snacks. Refer to the Room Service section to view the menus.

Hampers and boxed lunches are also available.

M – Maintenance to Movies

MAINTENANCE

If you experience any problems requiring maintenance, please contact Reception at The George. Every effort will be made to ensure your stay with us is comfortable.

MESSAGES

Incoming messages will be delivered to your room.

MOVIES

For a list of local movie theatres refer to Cinemas.



N – Non-Smoking / Smoking Policy

NON-SMOKING ROOMS

All the rooms, terraces and public areas of The Kilmore Collection are designated non-smoking.

The non-smoking policy applies to both occupants and visitors in these rooms.

If smoking occurs during your stay a full night's accommodation as a cleaning fee will be charged to your account.

O - Outdoors

OUTDOOR FURNITURE

Your apartment comes complete with an outdoor table and two chairs.

P – Picnics to Pillows

PICNICS

Refer to Hampers

PILATES

Mpower Pilates is located within Third Space Fitness. Offering one-on-one or duet reformer Pilates classes which can be booked online. Concession cards are available for regular guests. Please note there is a requirement to complete an online 'new client' form for health and safety prior to your class.

Grippy socks, available for purchase from the studio.

[Book a Pilates Class](#)

POWER SUPPLY

Refer to Electricity



R – Reception to Rubbish

RECEPTION

There is no reception at The Kilmore Collection.

Reception at The George operates 24 hours a day. If you would like any assistance, you will find that we have friendly, helpful, and well-informed staff ready to assist with information and advice.

RESTAURANT

The George's much awarded all day dining room 50 Bistro combines the freshest flavours, best local produce, and excellent wines. Situated in the heart of the hotel, 50 Bistro offers breakfast lunch and dinner in a relaxed and friendly atmosphere.

Open 6.30am-10pm.

View menus and make a reservation here www.thegeorge.com/dine.

ROOM SERVICE

Refer to the Room Service section

The George offers 24-hour room service. To view the menu and order see the Room Service section of the Compendium.

RUBBISH

Large rubbish bins are available if you wish to contribute to our recycling initiatives. These are located outside between the two wings of The Kilmore Collection.

The red bin is for general waste

The yellow bin is for mixed recycling



ROOM SERVICE

Room service is available from The George 24 hours. A tray service fee of \$10 applies. To book your room service, please call the hotel on +64(0) 3 379 4560

Breakfast – [Download the Menu](#)

Day Menu until 10:30 PM – [Download the Menu](#)

Overnight Menu after 10:30 PM - [Download the Menu](#)

S – Shopping to Street Maps

SHOPPING

Christchurch is full of speciality stores, boutiques, and department stores, all of which carry quality products. Concierge at The George will be happy to recommend some of the many excellent shops available.

SIGHT-SEEING

Christchurch, known as the “Garden City,” has views and attractions to keep the most avid sightseer in awe. There are many quality tours available, from short city tours to day trips into our magnificent countryside. For further information please contact Concierge at The George, who will be delighted to tailor an excursion to suit your requirements.

SPA TREATMENTS

A variety of Beauty Salons are located nearby. For recommendations or an appointment, please contact Concierge at The George. In-house spa treatments are available, and bookings can be made through Concierge.

STAMPS

Stamps can be purchased from Reception at The George or from Post Shops around the city.

For your convenience, contact Concierge to send mail on your behalf or to organise a courier.



STREET MAPS

A selection of local maps detailing shops, banks, major roads, attractions, and other points of interest are available from Concierge.

T – Taxis to Tours

TAXIS

Can be arranged through Concierge and are available 24 hours per day.

Alternatively, if you wish to make your own taxi arrangements, we recommend the following taxi companies.

Corporate Cabs

Gold Band

Ph: 0800 789 789

Ph: 3795 795

Blue Star

Ph: 3799 799

THEATRES

There are a number of excellent theatres a short distance from the hotel. For information on what is showing where, contact Concierge at The George.

TOURS

Christchurch, the Garden City, has views and attractions to keep the most avid sightseer in awe. There are many quality tours available, from short city tours to countryside day trips.

For further information contact Concierge who are happy to tailor an excursion to suit your requirements.



U-Z Umbrellas to Zebras

UMBRELLAS

Umbrellas are available for your convenience from our Concierge at The George.

Wi-Fi

Complimentary WiFi is available in your apartment.

Network: The George Vistagate WLAN

Password: tui

WINE TRAIL

Canterbury has many acclaimed established wineries, each with its unique characteristics. Many are available for visiting at your leisure, with cellar-door sales. There are also established companies specialising in wine tours, with access to vineyards and wineries otherwise private.

For further information contact Concierge, who will be extremely happy to tailor an excursion to suit your requirements.

ZEBRAS

We do not have any zebras but [Orana Wildlife Park](#) does. They also have Giraffes, Meerkats, Lions, Rhino, Tuatara, Tigers, Black & White Lemurs and more.