

11 January 2011



Mr T Rubano  
c/- Michael Nees  
Guest New Zealand  
Lvl 1/538 Wairakei Road  
CHRISTCHURCH

Dear Mr Rubano

Thank you for taking the time to write to Guest New Zealand with your feedback after your stay here at Heritage Christchurch in December 2010.

From the outset, please accept our apologies. We aim to make you feel that *"You're Somewhere Special"* whilst staying with us and on this occasion we certainly have failed to meet your expectations.

The Heritage group is proud of its service standards and facilities, and in no way would compromise those standards knowingly. I am sorry to hear that you experienced excessive noise from outside the Suite during your stay. Our staff have made a note on your profile to ensure that you are allocated a quiet high level Tower Wing room on any future stays with us in Christchurch.

The matter regarding the ceiling fan has been addressed with the Maintenance Manager and I have asked him to investigate to ensure that this is securely fixed as required. We do apologise for the delay in action being taken in this instance and for the inconvenience this caused you at the time.

I also acknowledge your comments with regard to the quality of food in Maddison's Restaurant and this has been addressed with the Food & Beverage Manager and the Executive Chef for their review.

Once again, thank you for taking the time to provide us with this valuable feedback which is an essential tool in monitoring our Hotel standards and comfort levels.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Gary Jarvis', is written over a large, stylized blue flourish that extends downwards and to the left.

**Gary Jarvis**  
GENERAL MANAGER

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