THE LANGHAM

HUNTINGTON
PASADENA, LOS ANGELES

DIRECTORY OF SERVICES

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A CALIFORNIA ICON

Welcome to The Langham Huntington, Pasadena. We're delighted you have chosen to stay with us and we look forward to familiarizing you with highlights of our hotel's rich history.

The Langham Huntington, Pasadena has provided memories for millions of guests in a tradition of luxury and elegance for over 100 years. The hotel was founded in 1907 as the Hotel Wentworth, but was forced to close after six months due to a lack of operating funds. In 1911, railroad tycoon and art collector Henry Huntington purchased the Hotel Wentworth, renaming it the Huntington Hotel. Huntington hired prominent Los Angeles architect Myron Hunt to redesign the main building and grounds. It reopened in 1914 as the Huntington Hotel, transformed into a beautiful winter resort and it has continued to flourish as an iconic landmark ever since.

Henry Huntington hired D.M. Linnard as the first manager of the hotel. An experienced hotelier, Linnard bought the hotel from Huntington in 1917 and in 1924 he turned the management of the hotel over to his son-in-law, Stephen W. Royce. Under his 45 year management, the hotel flourished despite the lean years of the Depression and World War II. Royce added California's first outdoor Olympic size swimming pool in 1926.

Inspired by Lucerne, Switzerland's Kappelbrücke Bridge, Royce commissioned resident landscape artist Frank Moore to paint pictures depicting California scenes to adorn the property's 228 foot redwood bridge's gables. The paintings took a year to complete and were unveiled in March 1933. Rehabilitated and restored in 2020, the landmark is considered America's only covered Picture Bridge, displaying over 40 reproductions of Frank Moore's original oil paintings over a gabled roof.

In 1954, Stephen Royce sold the hotel to the Sheraton Corporation. The hotel continued operating until 1985 when it was forced to close because of its inability to meet earthquake structural standards. By special election, Pasadena's residents voted on a historic preservation initiative to demolish and fully rebuild the hotel to meet safety standards; this work began in 1987 and allowed the hotel to fully reopen by 1991 with its original footprint intact. Today The Huntington Hotel remains an icon of Pasadena's rich history and an integral party of the community.

Visitors may recognize the property from its starring role as a backdrop for film and television since the silent movie era. From "Saving Mr. Banks" to "The Parent Trap" to "Melrose Place" and many more, it continues to be one of the city's most recognized film locations.

Thank you for choosing to stay at The Langham Huntington, Pasadena. Our entire team looks forward to ensuring that your time at our property exceeds your expectations.

RESTAURANTS AND BAR

The Royce | Wood-Fired Steakhouse

Features the finest selection of seasonal aged USDA Prime Cuts, Australian Wagyu and Australian Kobe Beef, which are expertly prepared on a wood-fired grill over White Oak and seasonal wood to sear in the maximum flavor and juiciness of each cut. The menu also includes a selection of fresh, seasonal seafood and comforting side dishes. The Royce features glass-enclosure and temperature controlled red and white wine rooms, which store most of our 3,000 bottle-strong collection. The red wine room is also a destination for individuals and small groups to enjoy tastings or private dining.

The Terrace

The Terrace serves breakfast and lunch daily. The comforting bistro style menu is comprised of seasonal and sustainable California cuisine, offering a variety of choices that will delight both the discerning and casual diner. The outdoor patio offers alfresco dining with views of the Picture Bridge and Lanai Pool.

The Tap Room

The Tap Room bar and lounge features hand-crafted cocktails, a unique wine selection, premium artisanal beers on tap from around the world and upscale bar bites. The bar includes stylish flexible seating, a fireplace with a surrounding "living room" and cozy couches, beautiful mahogany paneling and pillars, and a spectacular lounge-like outdoor patio offering beautiful vistas of The Langham's Horseshoe Garden and San Marino.

The Lobby Lounge

The Lobby Lounge features Langham Afternoon Tea Thursday-Sunday. Enjoy a selection of savory tea sandwiches, scones with Devonshire cream, and exquisite pastries, along with a variety of the finest teas. Guests can revel in the delightful atmosphere of the room, with floor-to-ceiling windows offering picturesque views of The Horseshoe Garden and San Marino.

Private Kitchen

The Private Kitchen offers a dining experience within the comfort of your own guestroom or suite. Choose from an extensive menu offered from 6am-10pm daily. The menu offers a variety of breakfast, lunch and dinner choices, including an All Day Dining Menu, and special selections and treats for children. Detailed menu is available via the digital dine QR code.

RECREATION

Tennis & Pickleball

Our Tennis/Pickleball Court is available for guests; equipment and court rental are available through the Concierge.

Swimming Pools and Whirlpool

The Lanai Pool and outdoor whirlpool with sundeck are located by The Terrace restaurant and Lanai building, near The Japanese Garden and Picture Bridge. The Royce Pool is located near the Royce Manor on the west side of the property. The pools are heated year-round and nearby showers, towels and chairs are available. Additionally, The Royce Pool offers daybeds, and cabanas with full service are available for an added fee. The pools and whirlpool are available for registered hotel guests only. Outside guests are permitted with use of a Day Pass or Pool Pass only.

Golf

Special arrangements with nearby golf courses can be made on request. Transportation can be arranged by the Concierge. For more information or to book a tee time, dial 3751.

Jogging

Area maps for a vigorous run or a leisurely stroll are available through the Concierge. Dial 3751.

Bicycling

Enjoy an exhilarating bike ride through the beautiful, scenic residential area of San Marino. Complimentary bike rentals and maps are available from the Concierge. Dial 3751.

Lawn Games

Select games such as ping-pong (located by Royce Manor), giant chess (Horseshoe Garden) and bocce ball are available year-round. Other activities and sports balls may be borrowed from the Front Desk upon request.

SERVICE INDEX

Adaptors
Dial 0
The electricity supply is 110 volts. Should you need the use of an adaptor or transformer, our Housekeeping Department will be pleased to arrange.

Airline Reservations
Dial 3751
Our Concierge is at your service to make or confirm reservations for domestic or international travel.

Airport Transportation
Dial 3751
There are several options for airport transportation available. Our Concierge will be happy to assist you in making these necessary arrangements.

Babysitting & Children's Services
Dial 3751
Our Concierge can provide contact details for local babysitting services and amenities for babies and young children.

Bed Boards
Dial 0
Should you need additional support for the mattress, our Housekeeping Department will be pleased to provide a bed board.

Bell Attendant
Dial 0
Please contact our bell staff to arrange for assistance with your luggage.

Business Center
Dial 0
Facsimile, photocopying, shipping, high-speed internet access and other business services are available. Please contact the Concierge who will be pleased to assist you.

Car Rental
Dial 3751
Our Concierge will be pleased to make all arrangements for car rental services.

Cashier
Dial 0
Complimentary safety deposit boxes are available at the front desk located in the main lobby.

Concierge Services
Dial 3751
Our multi-lingual staff is located in the lobby of the hotel. Among other services, our Concierge will be happy to provide information on transportation, theaters and restaurant reservations.

Dry Cleaning and Pressing
Dial 0
We are pleased to offer our guests same day dry cleaning and pressing of all garments turned in by 10:00 am. Express service is also available. Laundry and dry cleaning bags can be found in your closet.

Electricity Voltage
Dial 0
The electricity supply is 110 volts. Our Housekeeping Department would be happy to provide adaptors and transformers should you require them.

Emergency
Dial 66*
The hotel has trained staff available 24 hours a day to respond in the unlikely event of a fire or emergency situation. Further details outlining specific information and procedures can be found in the Guest Safety section of this directory.

Facials
Dial 6414
Chuan Spa offers a number of facials and treatments. Please inquire with the Chuan Spa for a full menu of available services.

Facsimiles
Dial 3751
The guest fax number is (626) 568-3700. Outgoing faxes can be sent through our Concierge located in the lobby.

Fitness Center
Dial 6414
Located at Chuan Spa, the Fitness Center is available on a complimentary basis to hotel guests. Staffed by health and fitness experts, the facility is open daily 24 hours via access code, which can be obtained at the Front Desk.

Flowers
Dial 3751
We are pleased to offer flowers and arrangements for every occasion through our Concierge.

Gift Shop
Find signature Langham items, local gifts and more at our Flavours of Langham gift shop, open daily on the Lobby Level. The shop also features a coffee bar and grab-and-go snacks with seating.

Guest Attire
Comfortable and casual best describes appropriate attire for Southern California. We do suggest a sweater or light jacket for evenings. Swimwear is not permitted at our indoor dining outlets and footwear must be worn in public areas at all times.

Housekeeping
Dial 0
A professional team of housekeepers is available 24 hours a day.

In-Room Dining
Dial 3700
For your comfort and pleasure, dining in the privacy of your room or suite is available daily. A detailed menu is available via the QR code in your room.

Internet Access
Dial 3721
Guests receive complimentary wi-fi in their guestroom and in public areas. Please contact our Front Desk at extension 3721 for the phone number to Tech Support, if required.

Jogging
Dial 3751
Area maps for a vigorous run or a leisurely stroll are available through our Concierge.

The Langham Club
Dial 3773
Located on the eighth floor, The Langham Club is a lounge featuring complimentary food and beverage presentations throughout the day, including breakfast, lunch, and evening cocktails and hors d'oeuvres. A dedicated concierge staff is available to handle details such as making dinner or theater reservations or planning a special shopping or sightseeing trip. The Langham Club is exclusively for those who have reserved a guest room on the Club level. Casual attire is permitted excluding swimwear. Footwear must be worn at all times.

Lost & Found
Dial 3759
For lost or found items, please contact Hotel security.

Luggage
Dial 0
Our Bell Captain will be happy to assist you with luggage or storage after checkout.

Maintenance
Dial 0
In the unlikely event that something should malfunction in your room, please contact guest services. Our engineers are on duty 24 hours to assure immediate response.

Manager On Duty
Dial 0
A Hotel Manager is available 24 hours a day.

Massage Services
Dial 6414
Chuan Spa is pleased to provide treatments by professional and certified massage therapists. Please inquire with Chuan Spa for a list of services available.

Medical & Dental Assistance
Dial 0
The hotel has a number of contacts with licensed medical doctors and dentists available on a 24 hour basis. If you require medical or dental assistance, please contact our Concierge or the Manager on Duty.

Meeting Rooms and Services
Dial 0
A number of meeting and board rooms are available to hotel guests. Our Meetings and Special Events Department would be pleased to make arrangements for any occasion. Audio visual equipment can also be arranged for any business needs.

Messages
Dial O
We are pleased to feature voicemail as our primary guest message system. Written messages can also be received and left at the Front Desk.

Notary Public
Dial 3751
Our Concierge will be pleased to arrange for notary public services.

Parking
Dial 0
Valet parking is available 24 hours a day. There is an overnight charge per car or a daily charge per car for all guests. Self parking is not available.

Pets
Dial 3721
Please contact the front desk to inquire about our dog-friendly policies and pet fee, or to view the hotel's pet policy.

Private Kitchen
Dial 3700
For your comfort and pleasure, dining in the privacy of your room or suite is available daily. A detailed menu is available via QR code.

Recycle
The hotel has a full recycling program in place. All trash receptacles are sorted and recycled after pick-up from guestrooms. The hotel is also certified by EarthCheck, a leading sustainable travel and tourism certification organization.

Religious Services
Dial 3751
There are a variety of denominational religious sites in the area. Our Concierge will be pleased to offer locations, directions and service times.

Restaurant Reservations
Dial 0
To make reservations for The Terrace Restaurant, The Royce Wood-Fired Steakhouse or for Afternoon Tea, please contact our team for assistance.

Safety Deposit Boxes
Dial 3721
Your guest room is equipped with a personal safe. Please note that the hotel is not responsible for any loss of valuables left unattended in your room. In addition to your personal safe, safety deposit boxes are available adjacent to the front desk in the lobby.

Security

Dial 3759

Hotel security is provided 24 hours a day by trained personnel. All areas are continually patrolled and monitored by closed circuit television coverage in much of the public areas. Always remember to practice common sense safety and always identify your visitors before admitting them to your room.

Shoeshine Service

Dial 0

We are pleased to provide complimentary shoeshine service. Simply put your shoes in the shoebag which can be found in your closet and place them outside your door prior to 12:00 am. If past 12:00 am, please contact our hotel operator to arrange for shoe pick-up and your shoes will be returned to you by early morning.

Shopping

Dial 3751

For complete shopping information, directions and transportation our Concierge will be happy to assist.

Shuttle

Dial 3751

The hotel's complimentary car provides service to select destinations within a three mile radius. Please contact our Concierge to arrange for a pick-up.

Smoking

Dial 3721

This Hotel is a non-smoking property. Smoking (including electronic cigarettes) in guestrooms, restaurants and other indoor areas is not permitted. There are designated outdoor smoking areas on property in ordinance with the City of Pasadena. Please contact the Front Desk for details.

Spa Treatments

Dial 6414

Chuan Spa is pleased to offer a full range of spa treatments. Please inquire with Chuan Spa for a list of services available.

Stamps

Dial 3792

Postage stamps are available for purchase via the Front Desk.

Taxes
Dial 3792
Occupancy tax charge on room accommodation is inclusive of the current California sales tax rate.

Television
We are pleased to offer our guests a wide variety of viewing options. Your television features the latest pay-per-view movies, local channels, as well as a variety of satellite channels.

Tennis
Dial 6414
Our tennis court is available for hotel guests; equipment and court rental may be arranged through the Concierge.

Translation Services
Dial 3751
Our multi-lingual Concierge would be pleased to arrange translator services.

Transportation & Travel Arrangements
Dial 3751
Our Concierge will be pleased to arrange for your transportation needs, including our complimentary shuttle, limousine service, and chartered flights.

Valuables
The hotel is not liable for the loss of personal items in your guest room or the public areas. We recommend you use the personal in-room safe. For larger items, safety deposit boxes are available at the front desk.

Wake-up Calls
Dial 0
The hotel operator will be pleased to provide wake-up calls at any hour.

Weather Forecast
Dial 0
The hotel operator will be pleased to provide you with the daily weather forecast.

Wellness
Dial 66*
We kindly ask that should you begin to feel unwell during your stay with us that you call the Manager on Duty or dial 66* so that we can assist you. Please remain in your room and know that we will do all we can to ensure you are comfortable.

TELEPHONE SERVICES

Country Code 1
Pasadena Area Code 626
Hotel Telephone 626 568 3900
Guest Facsimile 626 568 3700

Calling Room to Room
Three digit room numbers: dial 7, then the room number
Four digit room numbers: dial room number only

Local Calls
Dial 9 (wait for the second dial tone), input the local number
Subject to the time and distance of the number called, charges may vary and are subject to taxes.
For directory assistance, call 9 (wait for the second dial tone), dial 411

*Long Distance Calls
Direct Dial: Dial 9 (wait for the second dial tone), dial 1, input the area code and number

Operator Assisted
Dial 9 (wait for the second dial tone), touch 0, dial the area code and the number. Before your call is completed, an operator will intervene to receive your instructions for the operator-assisted call.

Directory Assistance
Dial 9 (wait for the second dial tone), dial 1, input the area code and dial 555 1212

Our long distance companies are available to answer any questions you may have regarding rates, billing or service
AT&T: 1 800 222 0300

Long Distance Carrier
Guests may use the long distance carrier of their choice and may contact their chosen carrier for information on how to access their network from this hotel. Operator service calls from this telephone to locations outside this calling area are handled by AT&T, located at the following address: AT&T, P.O. Box 723, Basking Ridge, NJ 07920

Toll Free Calls (800, 888, 877)
Dial 9 (wait for the second dial tone), dial 1 plus the number

*International Calls
Direct Dial: Dial 9 (wait for the second dial tone), dial 011, the country code, the city code and the telephone number.

For Operator-assisted: Dial 001, the country code, the city code and the telephone number. An operator will come on the line to receive your instructions.

*The Langham Huntington, Pasadena rates for international and domestic and long distance calls charged to your room are billed at the daytime operator assisted rate, plus a hotel surcharge. Subject to applicable taxes.

EMERGENCY PROCEDURES

Emergency Contact Number: 66*

The Langham Huntington, Pasadena is committed to taking every measure to ensure guest safety. We are equipped with a fire life safety system including smoke detectors, sprinklers, fire alarms, visual strobes, and a public address system. A 24 hour Loss Prevention Department is ready to assist with guest safety and security needs. In case of an emergency, please dial 66* to reach Loss Prevention. A plan showing your nearest evacuation route and emergency exit is situated on the back of your guestroom door. Please take a moment to familiarize yourself with this plan.

Fire

In the unlikely event of a fire, please remain calm. If you are in your room and detect a fire, leave the area immediately, dial 66*, and report the location to Loss Prevention. Do not use the elevator when vacating the area. Take the nearest safe stairs which are clearly marked with exit signs, head downwards to the bottom floor, and proceed through the Emergency Exit.

If you are in your room and detect a fire outside the door, safely test the door to make sure it is not hot. If the door is hot, do not exit. Remain in your room, stay calm, and dial 66*.

If smoke should start to enter your room, seal off the door by placing wet towels or sheets at the bottom. Turn off your air conditioning unit. Fill your bathtub with water in order to maintain the moist cloths that are keeping the smoke out. Dial 66* and report your location. In the event of a fire, our fire life safety system will activate an alarm, and our Loss Prevention staff will provide further instruction via the public address system.

Earthquake

If an earthquake occurs, look for the safest place and carefully move towards it, and remain calm. If you are inside the hotel, do not go outside. Seek cover under a sturdy table or desk, or crouch against an interior wall. Avoid windows, mirrors, other glass objects and tall furniture. If you are in bed, stay there and bring pillows and covers over your entire body for protection. Do not use elevators.

After an earthquake occurs, do not panic or rush outside. Do not light matches, candles, or cigarettes. Protect your hands and feet from debris and broken objects. Be prepared for aftershocks, and await instructions from hotel staff.

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