THE LANGHAM

LONDON

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Intn oduqtyon

Opened in 1865 as Europe's first 'Grand Hotel', The Langham, London has an unrivalled location at the top of Regent Street in the heart of the West End. The hotel offers 380 luxurious guest rooms and suites, classically styled and evoking a warm residential feel with fiawless service.

The Langham, London has an exclusive partnership with Michel Roux Jr., who oversees the entire food offering at the hotel. In Palm Court, guests can enjoy breakfast, The Langham's celebrated afternoon tea, and an exciting new dinner concept from Chef Michel Roux, Chez Roux. Artesian, a glamorous bar designed by the acclaimed David Collins Studio, serves as a social hub for chic Londoners to enjoy classic and innovative cocktails. The Wigmore, a modern British tavern, delights guests with reinvented pub classics, excellent wines on tap, cask ales, and craft beers.

Additionally, Sauce by The Langham, the hotel's very own cookery school, offers a number of classes suitable for all cooking abilities that are both educational and fun.

CHUAN Body + Soul

Chuan Spa Health + Wellness offers a luxury haven in the heart of the West End with a philosophy steeped in the values of Traditional Chinese Medicine. As an innovative wellness concept in London, guests are offered an individually planned holistic journey based on the five elements of wood, fire, earth, metal, and water. Chuan Spa Health + Wellness facilities include a gymnasium with state-of-the-art Technogym equipment, saunas, steam rooms, and a 16-metre swimming pool.



Bynyng

In-Room Dining

As part of our unique partnership with Michel Roux Jr., The Langham, London is delighted to offer our guests a carefully tailored in-room dining menu showcasing our diverse food offering. The Langham Service team would be delighted to take your order so you can enjoy a broad selection of dishes in the comfort of your room.

Please refer to 'The Langham Private Kitchen - Dining In' for our in-room dining menu selection.

Monday to Sunday

Served 24 Hours. To place your order, please call Langham Service by dialling '0'. For Breakfast you can alternatively complete a breakfast card and leave this outside your room before midnight.





The Wigmore

Taking inspiration from the great British public houses of the past, The Wigmore offers a social drinking, eating, and meeting place with a luxury accent refiecting the distinct history of the British Tavern. Enjoy a quintessential Wigmore breakfast or our celebrated Sunday Roast, showcasing hearty British food overseen by Michel Roux Jr. With an ever-changing list of the best beers Britain has to offer, excellent wines, creative cocktails, and 'hoptails', The Wigmore celebrates British Tavern culture.

Breakfast

Wednesday - Friday	8:00am - 11:00am
Saturday	9:00am - 11:00am
Sunday	9:00am - 11:30 am

Lunch

Monday - Saturday	12:00pm - 4:00pm
Sunday Roast	12:30pm - 4:30pm

Dinner

Monday to Saturday	5:00pm - 9:00 pm





Palm Court

By retaining its original name, Palm Court is a direct link to The Langham, London's illustrious past that dates back to 1865. In the mid-19th century, the cream of Victorian society gathered to enjoy the indulgent splendours offered by The Langham.

Palm Court is famed as the place where the Afternoon Tea tradition was born. Passing through the hand-crafted bejewelled iron gates, your senses are immediately captivated by the slightest scent of our ginger fiower fragrance.

We are delighted to serve breakfast in Palm Court, classic à la carte favourites, an elegant Afternoon Tea and a delightful "Chez Roux" dinner menu designed by the culinary icon himself.

Sunday - Wednesday	4:00pm - 12:00am
Thursday - Saturday	4:00pm - 1:00am





Artesian

The world-famous bar occupies a stunning room; designed by David Collins Studio, the high ceiling and scene-stealing chandeliers create an exceptional drinking experience, with the décor harking back to the hotel's Victorian heritage and an age of exploration.

Artesian has two power moves: five-star service and well-balanced, artistic cocktails.

Sunday - Tuesday	Food Served
4:00pm - 12:00am	4:00pm - 11:00pm
Wednesday - Saturday	Food Served
4:00pm - 1:00am	4:00pm - 12:00am





The Langham Club

Located on the third fioor, the Langham Club redefines the club concept with the ultimate in exclusivity, modern conveniences and attentive service.

By reserving an Executive Club Room or above, you will enjoy our all-day complimentary service in The Langham Club Lounge.

Overseen by Michelin-starred Chef Michel Roux Jr., The Butler's Pantry in The Langham Club Lounge serves a delicate and sophisticated taste of culinary highlights including scones from Palm Court's renowned Afternoon Tea and Cocktails from Artesian Bar.

If you are unsure if your rooms include club access, please speak to our Reception team.

Monday - Sunday
6.30am - 9:00pm

Breakfast
6:30am -12:00pm

Afternoon Refreshments
2:00pm - 4:00pm

Evening Light Refreshments
5:00pm - 8:00pm





Sauce By The Langham

Learn cooking skills in our acclaimed cookery school in the heart of London. We've created a dream kitchen at Sauce by The Langham, where you'll find the very best equipment in a welcoming and stylish setting.

The Langham's talented team of chefs have created an exciting range of courses in which they share their trade secrets.

A wonderful treat for both novices and accomplished cooks alike, you will learn to create delicious food, then enjoy eating it in one of our beautiful private dining rooms, in the company of fellow participants!

To book a class please visit
saucebylangham.com/upcoming-classes

or to book a private class please call:
44 (0)20 7973 7513.





Chuan Body and Soul

Discover Europe's premier Chuan Spa Health + Wellness, nestled in the heart of London. Embracing ancient Traditional Chinese Medicine (TCM) principles, our spa redefines tranquillity and rejuvenation. The name 'Chuan' symbolizes flowing water, embodying life's essence. With a heritage spanning millennia, TCM is renowned globally for its ability to harmonize body and soul, enhancing personal well-being and happiness. Central to its philosophy are the five elemental forces—metal, wood, water, fire, and earth—and the complementary Yin and Yang energies.

At Chuan Spa Health + Wellness, our approach is holistic. Therapists apply TCM's guiding principles, harnessing energy flows and elemental forces to craft personalized treatments. Experience our serene Chinese-inspired ambiance, designed to nurture Jing (life force), Qi (vital energy), and Shen (mind and spirit).

Consult with our therapists over elemental tea to tailor treatments addressing elemental rebalancing and individual Yin-Yang harmony.

Indulge in our swimming pool, sauna, and steam room, then unwind in our spa treatment area enveloped in harmonizing aromas and relaxing music. Complete your journey with a cup of Chuan Elemental Herbal tea. Couples can enjoy joint treatments in our dedicated rooms.

Chuan Spa Health + Wellness offers an array of signature treatments integrating Chuan Signature and luxurious skincare ranges. Additionally, our Jet Lag Revival is the ideal treatment to combat jet lag.



Chuan Spa Health + Wellness

Opening Hours:

Monday - Sunday
9:00am - 8:00pm

Treatment hours may vary on public holidays. Conveniently located on the lower ground fioor of The Regent Wing, Chuan Spa Health + Wellness epitomizes luxury and relaxation.

Chuan Fitness Centre:

Our fully equipped fitness centre offers state-of-the-art Technogym equipment, a 16-meter swimming pool, and amenities such as Peloton bikes, steam rooms, saunas, and changing facilities. We are open 24/7 Monday - Sunday for hotel guests. For members and visitors, our health club opening hours apply.

Chuan Health Club Opening Hours:

Monday - Sunday
7:00am - 9:00pm

Opening hours may vary on public holidays. Children under 16 are welcome to swim during designated family-friendly hours, ensuring a welcoming environment for all guests. For more information, please contact our Spa Concierge by dialling ‘0’.

Family Friendly Pool Hours:

Monday - Sunday
8:00am - 12:00pm
4:00pm - 6:00pm



Langham Senjce

Langham Service

Dial ‘0’ for assistance, available 24 hours a day. Some examples of things that we can assist you with are:

- Luggage Assistance
- Lost Property
- Room Maintenance
- Medicine Storage
- Photocopying
- Cashier
- Shoe Cleaning
- Toiletries
- Ice
- Wake-Up Calls
- Do Not Disturb Calls
- Wi-Fi Connection Issues

Langham Concierge

Dial ‘0’ to contact our Concierge. Some examples of assistance we can provide are:

- Airline Reservations
- Airport Transfers
- Car Hire & Parking
- Doctor & Dentist
- Postal & Courier Services
- Sightseeing & Shopping
- Sporting Facilities
- Jogging Trails
- Theatre Tickets
- Travel Arrangements
- Religious Services
- Pharmacy
- Banking



Telephone Charges

Calls are charged by the second at the following rates:

Area	1 Second	1 Minute
Local Call	£0.013	£0.80
National Call	£0.02	£1.20
Mobile Call	£0.02	£1.20
Europe	£0.06	£3.60
South America	£0.14	£8.40
North America	£0.07	£4.20
Africa and Middle East	£0.14	£8.40
Russia, Asia and Australasia	£0.12	£7.20

0800/0808/0500 numbers will be charged a £2.35 connection fee. International dial-up numbers used for modem connections will be charged at the relevant country tariff. Prices may vary without notice. For an up-to-date price list please contact The Langham Service.

Telephone Dialling Codes

United Kingdom	00 44	Italy	00 39
North America	00 1	Japan	00 81
France	00 33	Hong Kong	00 852
Spain	00 34	Australia	00 61
Germany	00 49	Emirates	00 971
Russia	00 7		



Additional Information

- Check-Out: 12:00 noon. Contact Reception for late check-out (charges may apply, subject to availability).
- Express Check-Out: We are pleased to offer 'Express Check-Out' as an additional service to our guests. Please contact Langham Service for more information.
- Dry Cleaning: Same-day express service is available for orders before 9:30am.
- Mini Bar: When removing an item from the mini bar it will be billed automatically to your room account. The temperature within the mini bar might fiuctuate and hence it is not safe to use for storage of medicines or perishable products
- Newspapers & Magazines: Enjoy complimentary access to PressReader for full-content newspapers and magazines on your tablet, laptop or smartphone after having connected to the hotel Wi-Fi. For print copies please contact Langham Service (charges may apply).
- Email Address For Guests: The Langham Service team can receive emails on your behalf, print and deliver to your room. Please ensure your name and room number is clearly stated as the intended recipient. The following email address should be used: tllon.info@langhamhotels.com
- Children: For children's programs, contact Guest Services.
- Adaptors: Voltage: 240v. For 110v use the desk plug. We have adaptors available upon request from Langham Service.



- Emergency Procedure: Dial 666 or press ‘EMERGENCY’ on your in-room phone.
- Payment Cards: The Langham, London welcomes the following credit cards: Visa, MasterCard, American Express, and Maestro/Switch.
- Security: See the Emergency Procedures section.
- Smoking: We are a non-smoking hotel however there is a smoking area at the main entrance. Penalty charges apply for in-room smoking.
- Florist: For every occasion, fiowers can be provided by the hotel, with a minimum 24 hours notice.
- Gift Vouchers: To arrange a gift voucher, please visit the hotel website
- Tube/London Underground: The nearest station is Oxford Circus underground followed by Bond Street Station which is a 15-minute walk away.
- Bathrobes: Available for purchase at Reception.
- Telephone: For room-to-room, dial 3 before the room number. For outside calls, dial the country code followed by the number.



Meetyngs and Eventz

The Langham, London has a long and illustrious history of hosting grand events. Originally the hotel's dining room, The Grand Ballroom has been the cornerstone of The Langham since it first opened in 1865.

In conjunction with The Grand Ballroom, The Courtyard Garden is a unique outdoor reception venue that accommodates up to 250 guests.

Langham House was originally a separate residential address when The Langham first opened and now it has been seamlessly integrated into the hotel's infrastructure. Set over two fioors, the four meeting rooms benefit from their own comfortable lounge-style pre-function areas as well as natural daylight throughout.

For intimate gatherings, the charming Lower Carriage Rooms range in size for up to 40 guests. These rooms are traditionally styled, enjoy natural daylight and have varying features including fireplaces, unique artwork and wall-mounted screens.





Located in The Regent Wing, Sauce by The Langham and The Conservatory are available for a wide range of events from team-building experiences to decadent dinners. We've created a dream kitchen in our Cookery at Sauce by The Langham, where you'll find the very best equipment in a welcoming and stylish setting.

The Langham, London caters to modern business needs, affording seamless service, anticipating every requirement with fiexibility and fiair, skills honed with service spanning centuries. With an exclusive Michel Roux Jr. partnership, all guests can experience the legendary culinary expertise and haute cuisine of Michel Roux Jr.

For more information or to make a booking, please contact The Langham Service.

www.langhamhotels.com/en/the-langham/london/events



Conporate Socyal Rezponsibility

The Langham, London prioritizes environmental and social sustainability in its daily operations. We are committed to reducing our environmental and social impact, and have implemented comprehensive management plans and policies. Our goal is to meet responsibilities to guests, colleagues, stakeholders, and the local community in Westminster and London through sustainable practices.

CONNECT.

A Langham Hospitality Group Initiative

Our CONNECT program promotes active participation, engagement, learning, and awareness. The CONNECT Champion leads the CONNECT Committee, comprising dedicated colleagues from all departments. They drive environmental initiatives, oversee annual CONNECT programs, and set sustainability goals for the hotel, ensuring their achievement.





International Recognition

We hold Platinum Certification from the EarthCheck scientific certification program managed by EC3 Global, becoming the first luxury hotel in Europe to achieve this milestone in January 2020. This certification underscores our dedication to sustainable tourism and aligns us with the largest certifier of sustainable travel and tourism businesses worldwide.

Participation in EarthCheck ensures transparent, credible third-party reporting of our environmental and social performance. We are also ISO 14001 and Green Tourism Gold certified, and rated Gold Level on the TripAdvisor Green Leaders Programme.

Community Engagement

Our annual community program involves our colleagues volunteering and fundraising for local charities.

We support several organizations through sponsorships, donations, and volunteer work, such as Refuge Network UK, which serves disadvantaged and marginalized communities, and KIDS charity, dedicated to improving the lives of disabled children and their families.

We collaborate with PlanZheroes to donate surplus food to charities like Divine Rescue and assist event organizers in donating excess food from meetings and events.

For more details, please visit the charities' respective websites, and we encourage our guests and stakeholders to support them.



Sustainability

We strive for ongoing improvement in environmental and social sustainability through key areas such as reducing greenhouse gas emissions, enhancing energy efficiency, conserving water, engaging with our community, and managing solid waste. Our commitment to sustainable food sourcing is outlined in our Sustainable Food Sourcing Statement, and we've pledged support for the Sustainable Fish City initiative. Additionally, we operate a zero waste to landfill program.

As an environmentally conscious hotel, we prioritize our employees and endeavour to source products and services locally whenever feasible.

Our sustainability goals include conserving energy and water, reducing waste through reuse and recycling, and banning single-use plastics. Our action plans to achieve these goals involve installing energy-efficient lighting and equipment, using aerators in taps and showers, implementing dual fiush toilets, and providing recycling bins. Additionally, we're replacing single-use bathroom amenities with refillable dispensers and transitioning from plastic to wooden items.

To reduce CO2 emissions, we offer drinking water in reusable glass bottles sourced from our onsite filtration water bottling plant in bedrooms and meeting rooms.

We also recycle food waste using our onsite Orca food waste digester, pioneering this system in the UK since 2018. Furthermore, we're committed to using environmentally friendly, local, and seasonal products and ingredients. We aim to increase the availability of plant-based dishes on our menus, aiming for a 20% selection.



We would like to encourage our guests to help us to reach our goals by turning off lights when leaving the room, closing taps, recycle and participate in our Guest of the Earth Linen Reuse programme.

A copy of our Corporate Social Responsibility Policy is on display on our lower ground level of the main building and on our website.

For further information about our CSR programme, please visit our Sustainability and CSR pages on the bedroom television and our website or contact our Connect Champion at tllon.info@langhamhotels.com.



Fyne and Emengency Informatyon

The Langham, London has comprehensive emergency and security policies in place, which are reviewed on a regular basis. Hotel colleagues and the Emergency Team attend regular internal and external safety training, and regular safety drills are conducted.

A sophisticated automatic fire detection and alarm system is installed and offers the best possible protection in the unlikely event of an incident occurring. Fire action instructions with fioor plans indicating safe exit routes and locations of fire and safety equipment are located in every bedroom and various locations on guest fioor corridors.

It's crucial to familiarize yourself with the nearest fire exits from your room, know the escape routes in case of a fire, and understand how to activate the fire alarm. To aid your memory, walk to each fire exit starting from your room and count the number of doors along the way. This method will help you recall the distance and location of exits, which can be invaluable in low visibility due to darkness or smoke. Red fire alarm call points and fire extinguishers are located in the corridors of each guest fioor and are clearly labelled. The hotel is equipped with a public address system to communicate with guests during emergencies.



Disabled guests and guests who need assistance:

Our fire and emergency procedures prioritize the safety of all guests, including those with disabilities or who require assistance during emergencies. Upon check-in, we create Personal Emergency Evacuation Plans tailored to individual needs.

Our trained emergency team members are equipped to assist disabled guests and those needing support during evacuations. For enhanced safety, we provide specialized emergency equipment such as evacuation chairs, pagers, vibrating pillow pads, and strobe lights.

Additionally, all accessible bedrooms and public bathrooms are fitted with emergency alarm systems to ensure comprehensive preparedness.

If You Discover A Fire:

- Activate the Fire Alarm: Break the glass of the nearest Red Fire Alarm call point in the corridor, press the EMERGENCY button on your in-room phone, or dial 666.
- Close Doors and Windows: If safe, close doors and windows to prevent fire or smoke from spreading.
- Leave Immediately: Exit the building immediately through the nearest exit. Do not attempt to fight the fire.
- Proceed to Assembly Point: Head to the Assembly Point at Cavendish Place.
- Leave Luggage: Do not take your luggage with you.
- Avoid Lifts: Do not use lifts; use stairways instead.
- Stay Calm: Remain calm and follow instructions.



Fire Alarm:

When the fire alarm sounds continuously:

- Evacuate Immediately: Leave the building using the nearest fire exit or stairway.
- Do Not Use Lifts: Never use lifts during a fire alarm.
- Leave Belongings: Do not go back for personal belongings.
- Check Door Temperature: Before opening your door, test its temperature with the back of your hand. If cool, exit; if hot, stay inside.
- Follow Exit Signs: Use green emergency exit signs to find the nearest escape route.
- Assembly Point: Proceed to the Assembly Point at Cavendish Place or follow directions from fire wardens for alternate locations.
- Assistance: If unable to evacuate safely or if smoke obstructs your exit:
  - Stay in your room.
  - Dial 666 or press the EMERGENCY button on your in-room phone to alert hotel staff of your location.
  - Wait for assistance and stay calm.
- Guests with Disabilities: Press the EMERGENCY button or dial 666 for assistance. Fire marshals or emergency services will provide support or guide you to safe refuge points located on each lift landing.



Fire Alarm Test:

The fire alarm and voice annunciation system undergo weekly testing to comply with fire regulations. Prior to the test, a message will be broadcasted over the public address system to alert guests about the upcoming alarm test. No action is required from guests upon hearing this message.

In the event that the alarm sounds continuously without the preceding message, immediate evacuation of the building is necessary.

General Fire Safety:

- The Langham, London maintains a smoke-free environment throughout the hotel. Smoking is strictly prohibited in all areas.
- Please disconnect appliance plugs from electrical sockets when not in use, including irons, kettles, and hair dryers.
- Kindly report any electrical issues or defects promptly to The Langham Service team.
- For safety reasons, guests are prohibited from using cooking or heating appliances, candles, or any open fiames in bedrooms.
- All personal electrical equipment, such as phone chargers, must comply with EU and UK Health and Safety regulations. Any unsafe equipment will be removed from rooms to ensure the safety of all guests and staff.



Medical:

We have qualified first aid colleagues available 24/7, equipped with basic first aid supplies and Automatic Defibrillators.

In case of a medical emergency or accident, please dial 666, press the EMERGENCY button on your in-room phone, or notify a hotel colleague, and a first aider will respond promptly.

For more serious conditions or incidents, University College London Hospital's Accident and Emergency Unit is nearby.

Additionally, the hotel can assist in scheduling appointments with medical practitioners or arrange for a doctor to visit you onsite through our Langham Service.



Security:

- The Langham, London maintains round-the-clock security with professionally trained staff who conduct regular internal and external patrols. All security personnel are registered with the Security Industry Authority (SIA).
- The hotel is equipped with a 24-hour CCTV system for digital recording and monitoring. Additionally, a panic and intruder alarm system is installed throughout the premises, connected to an external control centre that links directly to police and emergency services. Electronic locks with security latches secure all bedroom doors for enhanced safety.
- Each bedroom is equipped with a safe box for guest use. While guests are encouraged to store valuables in these safe boxes, please note items placed inside are not considered deposited with the proprietor under the Hotel Proprietors Act 1956.
- Complimentary safety deposit boxes are available at Reception, subject to the Hotel Proprietors Act 1956. Please contact the Duty Manager for arrangements.
- Please ensure your room door is securely closed when leaving. Avoid propping doors open, even briefiy. Promptly report lost or missing room keys to Reception.
- Public areas such as the lobby, reception, bar, and restaurants are accessible to all guests and visitors. Please do not leave personal belongings unattended in these areas.
- Report any missing personal items immediately to hotel security by dialling The Langham Service. The management prioritizes guest safety and has established procedures to investigate reports of missing items.



- In the unlikely event of a missing item report, you may be asked to provide a formal statement. The security department can assist in reporting thefts of personal items outside the hotel to the police.
- Hotel staff are instructed not to grant access to rooms or other restricted areas without verifying identification, ensuring the safety and security of all guests and visitors.
- Please notify a staff member promptly of any suspicious persons or unattended items for immediate investigation.

Respect is at the heart of our guest experience. We ask that all interactions with our colleagues remain respectful and appropriate. Inappropriate or discriminatory behaviour towards our colleagues will not be tolerated. To learn more, please click here.



Out And About:

London, one of the world's most captivating capitals, draws millions of visitors annually. As with any bustling city, it's important to stay vigilant about personal safety and belongings. Follow these tips for a safer, more enjoyable visit:

- Keep your bag or camera visible by wearing them in front of you, especially in crowded areas like buses or trains.
- In restaurants, bars, theatres, or cinemas, never leave your bag unattended. Keep it where you can see it and be mindful of potential distractions from thieves.
- Purchase theatre or concert tickets only from reputable sources, not from street vendors.
- Be cautious of distraction thieves, particularly at ATMs. Avoid helping strangers with transactions that could compromise your security. Use caution when using mobile devices in public, as thieves on motorbikes or bicycles may attempt to snatch them.
- When walking at night, stick to well-lit, busy areas. Use well-populated bus and train stations and sit near the driver or with other passengers for added security.
- Use only licensed taxis identifiable by displayed licenses and driver badges. Avoid unlicensed taxis or pedicabs.
- If something goes wrong or your belongings are stolen, contact the police immediately by dialling 101. Inform the Duty Manager or Hotel Security Department to assist in reporting incidents. In emergencies outside the hotel, dial 999 or use the Emergency button on your in-room phone.
- The likelihood of encountering a terrorism incident is low, but if it occurs, remember RUN, HIDE, TELL: RUN to safety first. If unable to run, HIDE and silence your phone. If safe, inform the police by calling 999.

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