**The Grand Azure – Concierge AI Knowledge Base**

**🏨 Welcome to The Grand Azure**

**Address**: 1 Azure Promenade, Riviera Coast, FL 33480  
**Phone**: +1 (800) 789-1234  
**Email**: concierge@grandazure.com  
**Check-In**: From 2:00 PM  
**Check-Out**: By 12:00 PM  
**Official Website**: [www.grandazure.com](http://www.grandazure.com)

**🛏️ Luxury Accommodations**

1. **Azure Deluxe Room**
   * Plush king bed, garden or partial sea view
   * Starting at $280/night
   * Features: Smart TV, marble bathroom, complimentary minibar
2. **Azure Oceanfront Suite**
   * Panoramic sea view, private balcony
   * Starting at $460/night
   * Features: Living room, espresso machine, premium linens
3. **Azure Royal Penthouse**
   * Top-floor suite with full sea view
   * $1,200/night
   * Features: Personal butler, private terrace, indoor jacuzzi

**🍽️ Dining & Bars**

* **Azure Bistro** (Ground Floor)  
  Mediterranean fine dining, Chef's tasting menus  
  Hours: 12:00 PM – 11:00 PM
* **Sunset Bar** (Rooftop)  
  Signature cocktails, DJ nights  
  Hours: 4:00 PM – 1:00 AM
* **The Garden Café** (Lobby)  
  Breakfast buffet and brunch  
  Hours: 6:30 AM – 12:00 PM
* **In-Suite Dining**: 24/7 via Grand Azure app or dial “Dining”

**💆 Resort Amenities**

* **Azure Spa & Wellness**  
  Spa therapies, steam rooms, sauna, yoga pavilion  
  Open: 8:00 AM – 8:00 PM
* **Infinity Pool & Lounge Deck**  
  Poolside service, cabana rentals  
  Open: 7:00 AM – 10:00 PM
* **The Movement Studio** (Fitness Center)  
  Peloton bikes, personal trainers available  
  24/7 access with room keycard
* **Business & Conference Center**  
  High-speed internet, video conferencing rooms

**🧳 Guest Services**

* Personalized concierge (dining, shows, events)
* Daily housekeeping & turndown service
* Express laundry & dry cleaning
* Private airport transfers (luxury sedan, $95)
* Valet parking (Complimentary)
* Car and yacht rental assistance
* Multi-lingual staff on request

**📝 Hotel Policies**

* **Cancellation**: 48-hour window before check-in for free cancellation
* **Children & Extra Beds**: Children under 12 stay free with parents
* **Pets**: Dogs under 25 lbs. allowed with prior approval ($75/night)
* **No-Smoking Policy**: Entire hotel is non-smoking

**❓ Common Guest Inquiries**

* **Q: Can I check in early or check out late?**  
  A: Early check-in and late check-out are available for an additional fee and are subject to availability.
* **Q: Are beach amenities included?**  
  A: Yes, beach towels, umbrellas, and loungers are complimentary for guests.
* **Q: Is breakfast included?**  
  A: Included with all suite categories. Guests in Deluxe rooms can add for $25/person/day.
* **Q: Can I host a private event at the hotel?**  
  A: Yes, we have event planners and venues for weddings, meetings, and parties. Contact Events at extension 3.
* **Q: Does the hotel offer accessible rooms?**  
  A: Yes, all room categories have accessible options.