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

**Address:** 1 Azure Promenade, Riviera Coast, FL 33480  
**Phone:** +1 (800) 789-1234  
**Email:** concierge@grandazure.com  
**Website:** [www.grandazure.com](http://www.grandazure.com)  
**Check‑In/Check‑Out:**  
• Check‑in begins at 2:00 PM  
• Check‑out by 12:00 PM

**🛏️ Luxury Accommodations**

| **Room Type** | **Features** | **Price (per night)** |
| --- | --- | --- |
| **Azure Deluxe Room** | King bed, garden/partial sea view, Smart TV, marble bath, minibar | $280 |
| **Azure Oceanfront Suite** | Sea-view balcony, living room, espresso, premium linens | $460 |
| **Azure Royal Penthouse** | Full sea view, private terrace, personal butler, private jacuzzi | $1,200 |
| **Personal Butler Service (Azure Royal Penthouse Only)**  **Guests staying in the Azure Royal Penthouse enjoy a dedicated personal butler, trained to provide discreet, top-tier hospitality. Butler services include:**   * **In-room unpacking, ironing, and garment care** * **Coordinating spa bookings and dinner reservations** * **Personalized wake-up calls with in-room breakfast setup** * **Drawing baths or jacuzzi setup upon request** * **Booking transportation and local experiences** * **Room preparation for special occasions (e.g. anniversaries)** * **Handling guest preferences (e.g., pillow type, beverage choice)** * **24/7 concierge-style availability for any custom requests** |  |  |

**🍽️ Dining & Bars**

* **Azure Bistro (Ground Floor) — Mediterranean cuisine & chef’s tasting menus *(12 PM–11 PM)***
* **Sunset Bar (Rooftop) — Signature cocktails & DJ nights *(4 PM–1 AM)***
* **The Garden Café (Lobby) — Buffet breakfast & brunch *(6:30 AM–12 PM)***
* **In‑Suite Dining — 24/7 via app or dial “Dining”**

**💆 Resort Amenities**

* **Azure Spa & Wellness — Spa, steam, sauna & yoga pavilion *(8 AM–8 PM)***
* **Infinity Pool & Lounge — Cabana rentals & poolside service *(7 AM–10 PM)***
* **Movement Studio — 24/7 gym with Peloton & trainers**
* **Business & Conference Center — Internet, meeting & video conferencing rooms**

**🧳 Guest Services & Pricing**

* Concierge bookings (dining, events): ~$30 service fee
* Daily housekeeping & turndown
* Express laundry: $20 per bag (same‑day)
* Private airport transfer (sedan): $95
* Yacht rental assistance: $500+/day
* Valet parking: Complimentary
* Car rental assistance & multilingual staff on request

**📝 Hotel Policies**

* **Cancellations:** Free up to 48 hrs before check‑in
* **Children:** Under 12 stay free with parents
* **Pets:** Dogs ≤25 lbs allowed ($75/night)
* **Smoking:** Entire hotel is non‑smoking
* **Events:** Facilities available for weddings, meetings; events team at ext. 3

**🕴️ Staff & Contact Directory**

* **General Manager:** Alexandra Hayes
* **Concierge Director:** Marcus Levine
* **Events Coordinator:** Olivia Kim
* **Spa Manager:** Javier Santos
* **Reservations Team:** reservations@grandazure.com
* **For special requests,** dial extension 9 or email concierge@grandazure.com

**❓ Frequently Asked Questions**

1. **Early check‑in/late‑check‑out?**  
   Available for a fee, subject to availability. Guests should ask concierge directly.
2. **Breakfast included?**  
   Included with suites. Deluxe room guests can add it for $25/person/day.
3. **Beach amenities?**  
   Towels, umbrellas, loungers provided upon request at no cost.
4. **Wheelchair accessibility?**  
   Yes — all rooms and public areas are accessible.
5. **Booking through Nova?**  
   Nova doesn't process bookings—only assists with options and referrals to official channels.

**Glossary of Terms**

**Personal Butler: A dedicated hospitality professional attending to a guest’s needs, available only with the Azure Royal Penthouse. Offers in-room care, reservations, and personalized assistance.**

**Butler Service: A luxury amenity where a trained professional manages guest preferences, from unpacking to personalized scheduling.**

* **Jacuzzi:** Private bathtub with jets producing massaging water flow.
* **Private Terrace:** Outdoor space exclusive to a suite.
* **Concierge:** Staff helping with reservations, recommendations, and local logistics.
* **Turndown Service:** Evening preparation of the room (e.g., fresh linens, bedtime setup).
* **Express Laundry:** Same‑day laundry service per bag.
* **Valet Parking:** Complimentary car drop‑off and retrieval service.
* **ADA‑Compliant Room:** Room equipped for guests with disabilities (wheelchair accessible).