



## Frequently Asked Questions...

### **1. Who are the owners of Azur?**

Azur is owned by Nejat Sarp and Anthony Ross, two hoteliers with a combined 50 years of experience with luxury resorts and hotels like Mandarin Oriental Hotel Group and Beaufort Hotels.

### **2. How can I book accommodation at your resort?**

The quickest way to reserve a villa is to use our on-line reservation service, available on the website. Alternatively send us an email directly to [rsvns@azur.co.nz](mailto:rsvns@azur.co.nz). Your travel agent can also find Azur under the "LH" code in the GDS.

### **3. How far is Azur from Queenstown?**

Azur is only five minutes drive from the centre of Queenstown.

### **4. How can I get to Azur from the Airport?**

All Azur guests are met at Queenstown airport by Azur staff and are transferred to the lodge in our discreet luxury vehicles. Transfers are included in the villa tariff.

### **5. How can I get to Queenstown?**

Queenstown is around one hour by air from Christchurch or two hours from Auckland. There are also direct flights from Sydney and Brisbane, and Melbourne during the ski season. The airlines servicing Queenstown are Air New Zealand and Qantas.

Auckland is serviced by many international airlines, with direct flights from the major cities of Australia, Los Angeles, Honolulu, the islands of the Pacific, Tokyo, Osaka, Seoul, Hong Kong, Bangkok, Kuala Lumpur, Singapore. Indirectly, Auckland is serviced by a number of European airlines and Emirates.

Many visitors choose to fly to Christchurch and take the beautiful 5 ½ hour drive to Queenstown. Printable driving directions can be found with the lodge "Fact Sheet". Please contact us for assistance with rental cars.

### **6. What kind of accommodation is available at Azur?**

Azur has nine identical free standing 75sq meter villas.

They all have uninterrupted lake and mountain views, 10 sqm sun deck, super king sized bed, separate sitting area, and ensuite bathroom.

### **7. What are the facilities available in the villa?**

Azur's villas all contain the following:

- Complimentary local wine on arrival
- Personal bar containing complimentary beer, soft drinks, juices, snacks and water. Spirits are provided at reasonable charge



- Tea and fresh coffee making facilities
- Combination safe
- Gas fire place
- Local and International books, magazines and newspapers
- 32" flat-screen LCD television with 17 Sky Digital Satellite TV stations
- Denon DVD/CD player and Energie speakers
- A selection of DVD movies and music CDs
- Writing desk with office supplies
- Wireless broadband access
- International electrical plug adaptors
- Three direct-dial telephones
- Super king beds featuring 300 thread count Egyptian cotton linen, and hypo-allergenic goose down pillows and duvets from PLOH
- Alarm clock
- Spa bath, dual vanities, rain forest shower and separate WC
- Bathroom amenities by Linden Leaves of New Zealand
- Aromatherapy oil burner and a selection of essential oils
- Luxurious towels and bathrobes
- Complimentary sunscreen and insect repellent

**8. How many people can be accommodated in one villa?**

Each villa contains a super king bed, some of which can be converted to twin single beds. One extra single bed can also be set up per villa. Each villa can accommodate a maximum of three people.

**9. Can I access the internet at Azur**

Yes, Azur is covered with a broadband wireless network and in-room connection for guests who travel with their own computer. There is also a computer with broadband and Microsoft Office in the library for guests' use. All internet access is complimentary.

**10. Does Azur provide babysitting?**

Yes, Azur can arrange baby sitting services. Please let us know if you require assistance with this or any other needs for your infant.

**11. What spa facilities are available in Queenstown?**

We recommend Hush Spa, located about five minutes from Azur. Hush Spa is the area's premier day spa with a full range of body and facial treatments available. <http://www.hushspa.co.nz/>

A range of therapeutic and relaxation massages villa from qualified therapists are also available in your.

**12. What are some of the most popular activities available in Queenstown?**

Queenstown is known as the "Adventure Capital of the World", but also offers fantastic relaxing and leisurely pursuits in a beautiful natural environment.



Year round, Queenstown's shopping, golf, wine trails, touring, and scenic flights are at their best, plus a wide range of adrenalin-stirring adventures including bungy jumping, skydiving, climbing, rafting, kayaking, mountain and road cycling, river surfing, jet boating, hang-gliding, and paragliding.

By winter, the reliable natural snowfalls offer the Southern hemisphere's best alpine and cross-country skiing, snowboarding, snowmobiling, and heli-skiing.

During the summer, the uniquely beautiful natural environment is the perfect stage for fishing, horse riding, hunting, sailing, or just a leisurely walk along a deserted beach.

Our staff, including the South Island's first *Les Clefs d'Or* Concierge, have a comprehensive knowledge of the many activities available, and will put together your perfect break in Queenstown.

### **13. Who do you recommend for personal guiding around the natural beauty of the Wakatipu basin?**

We recommend the services of South Island Guides.

<http://www.southislandguides.com/>

### **14. What arrangements does Azur make for dinner?**

Queenstown is in the middle of the world's hottest up and coming wine region, and is a mecca for those who love cuisine. Our staff, including the South Island's first *Les Clefs d'Or* Concierge, have a great relationship with the region's premiere restaurants of all styles, and will make reservations according to your requirements. Transfers to and from Queenstown restaurants are complementary.

Azur also offers an "in room dining" menu, and can cater small private dinners with advance notice.

### **15. What does the tariff include?**

Airport transfers, afternoon tea and refreshments, evening cocktails and canapés, transfers to and from town, accommodation, and full breakfast.

### **16. What is the weather like in Queenstown?**

**Summer - December/January/February:** At the peak of summer temperatures can reach 30+ Celsius (90 Fahrenheit) with zero humidity. Daytime temperatures generally range between 19 and 29 Celsius, (67-86 Fahrenheit), conditions are hot and dry. The hot sun rises early and sets late, and evenings are long and pleasantly warm. Fishing and watersports are at their peak during the summer months.

**Autumn - March/April/May:** The vivid reds and gentle golds of a Central Otago Autumn permeate everything in the most scenic of seasons. Expect warm balmy days, with temperatures ranging between 15 and 25 Celsius, (59-77 Fahrenheit). Autumn is a wonderful time for trekking, biking, and horseback riding. Enjoy the wine harvests.

**Winter - June/July/August:** Winter offers not only all the activities and fun of the other seasons but snow to boot! From June through to October, regular snowfalls coat the



towering landscape in a white blanket. Daytime temperatures range between 5 and 10 Celsius, (41-50 Fahrenheit) the days are clear and crisp.

**Spring - September/October/November:** Wild flowers spring up along country roads, vineyards start to bud with next year's vintage, and the rich, green pastures become peppered with newborn lambs, calves and fawns. The weather is often changeable and typical temperatures range between 9 and 15 Celsius, (48-59 Fahrenheit).

Click here for current conditions and the brief Queenstown forecast, from New Zealand MetService: <http://www.metservice.co.nz/default/index.php?alias=queenstown>

#### **17. How far are the ski fields and when is the season?**

Coronet Peak is around 25 minutes from Azur, and is an easy drive on sealed roads. The Remarkables is around 45 minutes drive. Cardrona Valley and the Waiorau Nordic ski area are around 1 hours drive. Treble Cone is around 1 ¾ hours drive. The Harris Mountains and Buchanans Ranges heli-ski areas are each around 25 minutes flight, and the Mt. Cook heli-ski area is about 40 minutes flight.

Depending on Snowfalls, the fields can open as early as the beginning of June and all are normally open at the end of June. The season can run into October, but will generally close sometime in the last half of September. The best powder is generally in July and August, but can fall at any time of year.

#### **18. What languages does Azur's staff speak?**

English, Spanish, Turkish, Japanese, Malay, Indonesian, and counting...

#### **19. Who do I contact if for more information?**

For reservations, rates and availability, or if you have any other questions or enquiries, please contact reservations on [rsvns@azur.co.nz](mailto:rsvns@azur.co.nz). Alternatively, contact your travel agent.