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QT LUXE

— QUEENSTOWN —
TRANSFERS



+64 212 788 915

Luxury Airport Transfers & Private Day Tours Queenstown • Central Otago • South Island • North Island

QT LUXE TRANSFERS

FREQUENTLY ASKED QUESTIONS

1. GENERAL

What do I need to pack or how do I prepare myself for the journey?

Queenstown's alpine weather can shift quickly - a layer for warmth and a light rain jacket are worth packing even in summer. Carry a refillable water bottle always with you to stay hydrated.

What areas around Queenstown do the hourly transfers cover?

Point-to-Point Transfers run within Queenstown itself, plus Arrowtown and Millbrook - perfect for dinner bookings, golf, weddings, or bouncing between attractions.

2. AIRPORT TRANSFERS

Do you track my flight?

Where you provide a valid flight number, we can use available flight information to help coordinate the pickup.

What if my flight is delayed?

We will make reasonable efforts to adjust the collection time based on the updated flight information. Major changes should still be communicated to us where possible.

Where will my driver meet me?

After collecting your luggage:

- i. Exit the terminal through the main public exit.
- ii. Follow the signs for Taxi Pick-Up.
- iii. Your QT Luxe driver will be waiting for you and will identify themselves by your name and/or booking details.

If you are unable to find driver, call QT Luxe Transfers on 0800 333 569. Keep reference number handy.

Is luggage included?

Standard luggage (1 main bag + 1 carryon bag) is accommodated subject to vehicle capacity. Oversized, unusually heavy or additional luggage should be advised in advance.

3. AMBASSADOR TOURS

Can I decide where we go during the booking?

Yes. Flexibility is one of the main advantages of an ambassador service. Your intended route and operating time should be discussed with us in advance.

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Can the driver wait while we dine or attend an event?

Where the required waiting period falls within your booked service time, the driver can remain dedicated to your group.

Can I book only one-way?

Ambassador Tours are not normally one-way services. Please enquire if your requirement is different.

4. HALF-DAY AND FULL-DAY TOURS

What's the difference between a half-day and a full-day tour?

A half-day tour runs about 4 hours and loops back to your starting point - great for a taster of Queenstown or Wanaka. A full-day tour is 8–12 hours and reaches further, out to places like Milford Sound, Mount Cook, or Doubtful Sound, with return or one-way options.

Can we stop for photographs?

Yes. Scenic and photography stops are an important part of a private sightseeing experience.

Can we turn a half-day tour into a full-day tour?

Subject to vehicle and driver availability, additional time may be arranged.

Can we customise the route?

Yes, subject to the destination, available time, road conditions and the agreed service.

Can we stop for lunch?

Yes. Lunch can be incorporated into the full day's schedule only, but the meal itself is normally at your own cost.

Can I add live commentary to my tour?

You can - it's a paid add-on where your Ambassador Driver shares local stories.

Can you build a tour around what we actually want to see?

Definitely - both our half-day and full-day options include a "design your own" itinerary, where we shape the day around your interests and pace rather than a fixed script.

5. POINT-TO-POINT TRANSFERS

Why choose this service?

There is no need to build a sightseeing itinerary when your requirement is simply reliable private transportation between two locations.

Is this a private transfer?

Yes. Your vehicle is dedicated to your travelling party.

Can you collect us from a restaurant?

Yes, provided the pickup location is accessible and can be safely serviced.

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Can I book a transfer for a golf course?

Yes. Golf-course transfers are one of the suitable uses for private point-to-point transport.

6. DESTINATION TRANSFERS

Will the driver stop at attractions?

A destination transfer is primarily transportation. Sightseeing stops should be requested in advance so the service can be priced and scheduled appropriately.

Can you arrange a return journey?

Yes. Return or multi-day arrangements can be quoted separately.

7. SKI FIELD TRANSFERS

What happens if the mountain road closes?

Safety comes first. If road authorities or operating conditions prevent travel, the itinerary may need to be delayed, changed or cancelled.

Is there room for my ski or snowboard bag?

Yes - our winter-ready vehicles are set up with generous equipment space. Just mention your gear when booking so we allocate a vehicle with enough room.

8. MULTI-DAY TOURS

Can you create an itinerary for us?

Yes. We can work with your proposed route and help structure the transport component.

Do we have to follow a fixed schedule?

No. multi-day journeys are designed to provide flexibility, although daily driving and service hours must remain realistic and safe.

Can you include attractions?

Attractions can be incorporated into the itinerary, but admission charges are normally separate unless expressly included.

What North Island destinations can you cover?

Auckland, Rotorua, Taupo and Paihia are the regulars, along with inter-island travel connections - all arranged as a custom itinerary.

9. VEHICLES & GROUPS

Can I choose the exact vehicle?

You may request a vehicle category, but the exact vehicle is subject to availability and operational requirements.

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Will luggage fit?

Vehicle selection takes passenger numbers and luggage into account. Please disclose unusual or excessive luggage before booking.

Can you arrange multiple vehicles?

For larger events, weddings or corporate groups, multiple vehicles can be coordinated subject to availability.

10. Cancellations & Changes

Can I change my pickup time or date after booking?

Usually, yes - get in touch and we'll do our best to shift things around, depending on what's available. Changes can occasionally mean a price adjustment and how prior can you let us know.

Does the cancellation policy change over the busy summer season?

It can - over December to February and Easter, and for multi-day itineraries, we sometimes apply a tighter cancellation window or a non-refundable deposit.

Still have questions?

For booking assistance or itinerary planning:

QT Luxe Transfers

Queenstown, New Zealand

WhatsApp: (+64) 21 278 8915 | Phone: 0800 333 569

Email: booking@qtluxetransfers.co.nz

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