



Worldwide  
personal assistance



Global concierge



## PRIVILEGE

WHATEVER YOU NEED,  
WHEREVER YOU ARE,  
WE DELIVER

Global Concierge is an executive aide, social secretary and travel planner - on-call night and day, ready to respond to your every request.

From acquiring a distinctive anniversary gift, to planning a round-the-world trip that takes in both poles, just tell us what you need. We'll get right on it.

We recognise that every Global Concierge member is unique, each with their own demands and expectations. We're here to meet those demands, and surpass your expectations.

- Worldwide personal assistance and support
- 24/7 multilingual service
- Priority access to VIP events and exclusive experiences



### Concierge in action

A member was taking a 6-month sabbatical to travel on an epic journey spanning three continents.

In addition to providing 24/7 live travel support, we took care of his life back home - paying bills, collecting mail, even sending his grandmother a special birthday present.

## THERE FOR YOU, EVERY DAY

### TIME. THE GREATEST GIFT OF ALL

Time is the rarest of commodities. By taking care of routine tasks that eat into your day, Global Concierge can give you more.

We'll organise, co-ordinate, fix and facilitate, freeing up precious hours to spend on the things you enjoy.

And by opening doors and creating new experiences, your new found time becomes even more valuable.

- Personal concierge agents on hand 24/7
- De-clutter your personal life and business life
- Take care of multiple tasks with a single call



### Concierge in action

Desperate to find an unusual birthday gift for a dear friend, a member asked us to acquire a juvenile pet crocodile, specifying that the animal be healthy, well cared for, and purchased from a licensed dealer.

With ethics and the law as our guide, we quickly made contact with several exotic pet suppliers, finally selecting a reputable dealer who could source a suitable animal and take care of all the legal requirements. The young croc was successfully delivered in time for the birthday celebrations.



## TRAVEL

### WHEREVER YOU'RE GOING, WE'LL HELP YOU GET THERE IN STYLE

With a global network of exclusive travel partners, we create extraordinary itineraries that go far beyond the scope of even the most prestigious travel brochures.

Whether it's a business trip, city break, or round-the-world adventure, wherever you're heading, we'll tailor an experience just for you. Do you like to get close to local culture? Or maybe you prefer 5-star luxury all the way? Our concierge agents know just where to go for the best of both.

When you're on the road, we'll provide expert advice and unrivalled local knowledge to help you make the most of every second. And we'll be there with a helping hand if things don't go to plan.

- Expert advice and local knowledge – no one knows the world better
- Global assistance to help solve problems and get you swiftly back on track
- Fully ABTA and IATA bonded



### Concierge in action

The town of Smithers, deep in British Columbia. A member called with an urgent request - he had 6 hours to make a connecting flight from Vancouver, but there were no outbound commercial flights from Smithers.

Within one hour we responded with a range of options and costs. 60 minutes later, we chartered the private jet that took him to Vancouver in plenty of time to catch his flight.



## Concierge in action

A member was travelling to Shanghai to meet with his son and accompany him on the journey back to the UK. Recognising an opportunity to transform travel into adventure, they decided to take in diversions across China, Russia, Estonia and Lithuania, including a trip on the Trans-Siberian Railway.

We created a detailed itinerary covering each of their desired destinations, plus we took care of all accommodation and travel bookings, procuring appropriate visas to ensure the epic journey went without a hitch.

## EXPERIENCES

### MEMORIES YOU WILL

### TREASURE FOREVER

Of course, we can arrange luxury travel to worldwide destinations, and make reservations at the world's most exclusive resorts. But what sets us apart is our ability to create remarkable experiences when you're there.

Our international network of elite service partners gives you privileged access to exclusive VIP treatments, wherever you may roam. And you can draw upon the intimate local knowledge of our 500 well-travelled concierge agents.

The "secret cove" with access only by sea. The vineyard where they still tread their own grapes. These are the hidden gems we offer our members.

- 500 seasoned concierge agents with unique insights into destinations worldwide
- Global network of elite service partners
- Opening doors and creating remarkable experiences



## ASSISTANCE, HOME AND AWAY

### A HELPING HAND WHEN YOU NEED IT MOST

With Global Concierge, you'll never feel alone should the worst happen. We're equipped to deal with almost any eventuality, and we have the resources in place to act swiftly and come to your aid, wherever you may be.

Whether you've had your mobile phone and credit cards stolen, or your passport and luggage go missing 10,000 miles from home, we're here 24 hours a day to put things right and get you swiftly back on track.

Global Concierge provides a reassuring presence, both at home and away, preventing events turning into emergencies.

- Superior assistance to help solve any problem and get you swiftly back on track
- Multilingual concierge agents
- Worldwide service, 24 hours a day



### Concierge in action

A member called from Alicante Airport seeking help after his family's passports and travel documents were stolen. We immediately provided contact details for the nearest British Consulate, enabling him to swiftly arrange new passports.

Our Spanish-speaking concierge agent liaised with local authorities, and we also contacted Stansted Airport – the family's return destination – to pre-empt potential problems with their journey home. Our member and his family were able to enjoy a relaxing holiday, free from worrying about their return trip.



## ENTERTAINMENT

### LET US TAKE CARE OF THINGS

Have you ever lost an hour trying to book tickets to a show? Or failed to get a reservation at an exclusive new restaurant?

We provide priority access to all kinds of exciting events and experiences. From tee-off times at the world's finest golf courses, to touchline tickets at the big game, or a private box at the opera. Whatever your passion, we'll help you feed it.

It's what you do with your free time that makes it so valuable. Global Concierge makes it priceless.

- Priority access to exclusive events
- Round-the-clock-service
- Global coverage



### Concierge in action

A busy Friday night in London, and a member called to see if we could make a reservation for eight at a top restaurant... in one hour's time! Within minutes, we called back with a number of options at exclusive venues across the city.

The pick of the bunch was Maze by Gordon Ramsay, where the maitre d' had agreed to hold the chef's table while we checked back with our member. Not surprisingly, he confirmed the booking, much to the delight of his guests.



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