

SALES & MARKETING SERVICES

- **Management of Booking Enquiries**
Each enquiry is handled with speed, professionalism, and a personalised approach to secure the booking and enhance guest satisfaction.
- **Contract Finalisation & Payment Security**
We ensure all rental agreements are signed, payments are received, and breakage deposits are secured before key handover—protecting both owner and guest interests.
- **Marketing Across a Global Network of Holiday Rental Agents & Tour Operators**
Leveraging our extensive industry relationships to promote your property to a curated network of travel professionals worldwide.
- **Listing on Leading Luxury Booking Platforms & Channels**
Strategic placement on premier booking sites to attract high-end clientele and maximise exposure.
- **Management of Online Availability Calendar & Bookings**
Real-time updates across all platforms to prevent double bookings and optimise occupancy.
- **Rate Setting, Specials & Discount Strategy**
Expert guidance on pricing strategy, seasonal rates, and promotional offers to drive bookings and revenue.
- **Professional Photography & Property Styling**
Elevating your villa's visual appeal with high-end imagery and curated styling to captivate discerning guests.
- **Social Media Marketing (Instagram, Facebook & LinkedIn)**
Targeted campaigns to increase brand visibility and engage with a global audience of luxury travellers.
- **Responding to Social Media & Booking Platform Reviews**
Timely, thoughtful engagement with guest feedback and enquiries to build trust and encourage repeat bookings.
- **Secure Credit Card Payment Facility**
Convenient and safe payment processing for guests, ensuring a seamless booking experience.

GUEST SERVICES & CONCIERGE

- **Guest Support & Check-in/Check-out 24/7**
Personalized welcomes, seamless departures, and round-the-clock availability ensure an exceptional and stress-free stay.
- **Management of Difficult Guests & Contract Breaches**
Discreetly and professionally handling challenging situations and policy violations to protect your property and ensure guest compliance.
- **Ensuring Smooth Operation of All Support Services**
Proactive oversight to ensure all utilities, internet, and on-site services function without interruption during a guest's stay.
- **Housekeeping & Laundry Services**
Regular cleaning and linen changes maintain the villa's pristine condition, reflecting five-star hospitality standards.
- **Welcome Pack on Arrival**
A curated selection of essentials and indulgences to make the esteemed guest feel instantly at home.
- **Premium Guest Amenities**
Luxury natural bath products and thoughtful touches elevate the overall guest experience.
- **Creation of a Bespoke Guest Guide**
A comprehensive and beautifully presented guide featuring villa details and house rules.
- **Grocery Pre-Stocking Service**
Fresh groceries and guest-preferred items placed in advance for ultimate convenience upon arrival on request.
- **Managing Breakages**
Efficient and discreet handling of any damage or loss, ensuring minimal disruption to the guest experience.
- **Local Information & Recommendations**
Personalized tips and hidden gems shared with guests to enrich their stay and create memorable moments.

OPERATIONAL MANAGEMENT

- **Prompt Handling of Property Maintenance Issues During Guest Stays**
Efficient resolution of all maintenance matters to maintain seamless guest experiences without disruption.
- **Housekeeper Training & Supervision**
Continuous training to maintain impeccable cleaning standards and ensure a consistent luxury experience.
- **Pre-Arrival Inspections to Guarantee 5-Star Quality**
Thorough checks to ensure the property meets our exacting standards before each guest's arrival.
- **Strict Hygiene and Safety Protocols**
Adherence to rigorous standards to guarantee a safe, clean, and healthy environment for all occupants.
- **Post-Departure Inspections for Inventory Control & Property Condition**
Detailed assessments after each stay to monitor inventory, identify maintenance needs, and uphold property standards