

Sincura^{the} / Group

CONCERTE . LIFESTYLE . TICKETS . EVENTS



INTRODUCTION

The Sincura Group are the world's leading curators of luxury, providing concierge services, unique lifestyle management, exclusive tickets, events and experiences to prestigious members worldwide.

Founded with innovation, courtesy, service and fairness at our heart we are always striving to put our members, clients and partners first and provide the best service available.

As a result we maintain three simple principles:

Being the best connected, our global contacts allows us to obtain the unobtainable.

Offering a private and personal one-to-one service to our members.

Being fair to our clients by offering the best priced concierge service on the market.



CONCIERGE

conciierge
'kɒnsiɜːʒ/

noun: conciierge; plural noun: conciierges

1 (especially in France) a resident caretaker of a block of flats or a small hotel.

2 a hotel employee whose job is to assist guests by booking tours, making theatre and restaurant reservations, etc
mid 16th century (denoting the warden of a house, castle, prison, or palace): French, probably based on Latin
conservus 'fellow servant'.

To us the conciierge is someone that is always at your service, and we see all our staff as not just your conciierges, but advisors, confidants, helpers, and guides. We help manage not just your life but your life-'style'. The often misunderstood and misrepresented part of the industry. Think of us as a helping hand and a leading light in all the fields. In turn we will always be honest, polite and forthcoming.



OUR OFFERING

Our personable and highly skilled team are hand-picked industry experts in their respective fields and are available around the clock to handle all your requests.

We make a point of meeting each member to better understand your needs and tailor your concierge experience specifically to you.

Whether you are a private client looking for assistance with your busy life or a corporate looking for unique staff benefits we are here to assist. From priority reservations at the most exclusive restaurants to luxury travel planning, VIP tickets to sold-out events to exquisite domestic services, we have it all covered.

Throughout our different membership options you are given access to the full range of Sincura services. Membership options are as follows:

Personal

Tickets & Events Membership

Chrome Membership

Chrome Elite

Ghost

Business

Corporate

White Label



OUR SERVICES

GASTRONOMY

Our hassle-free restaurant reservation service

At Sincura we pride ourselves on our exceptional knowledge of all things cuisine related. We have assembled a highly skilled team which includes celebrated Chefs, former Michelin-starred Maitre-d's and food critics. This ensures our members remain up-to-date with the latest launches, menu changes, and sought-after culinary hot spots.

We are on hand for all culinary requests including priority table bookings, exclusive experiences including chef's tables and kitchen tours, sourcing venues, Michelin-

starred catering for private or corporate events and sourcing the perfect venue.

We host regular soirees, attended by special guests and our members, showcasing leading restaurants and culinary experiences allowing you to experience them first-hand.

As London is fast becoming the gastronomic capital of the world we have compiled a selection of our most popular preferred restaurants to for our members looking to dine in the capital.

WANDERLUST

Our one stop shop for everything travel related

The perfect holiday means different things to different people. Whether it's sub-Saharan safaris or scuba-diving in South Asia. Breakfast in the Big Apple or cocktails on Caribbean Cruises. The Sincura Travel team are here to ensure you get the most out of every travel experience. Our team of experts pay attention to every last detail making sure that everything is just right, and exactly how you like it, saving you any hassle. And with 100% financial protection on everything you book you can be sure that your holiday plans are in the safest possible hands.

With artisanal detail, our travel team will craft perfect holiday experiences. Our worldwide network of partnerships allows us to ensure the Sincura experience is seamless throughout, like a constant companion with you on your travels. Members enjoy local insider

knowledge and expert itinerary building, along with; use of airport lounges, preferential rates with our partner airlines, upgrades at hotels, use of our international car service, access to the finest dining and nightlife experiences, and tickets to the most exclusive events from the Monaco Grand Prix to Cannes Film Festival to name just a few.

We pride ourselves on being able to provide a unique travel service to our members. We oversee your holiday from the booking to the moment you return - a truly personal service! Headed up by Olivia, our team of travel consultants work with a plethora of destinations whether it be a once in a lifetime trip, a family holiday or a weekend away. We offer you the best financial protection in the industry, and all our partners are covered by ATOL giving you that extra peace of mind.

DREAM DESTINATIONS

Holidays dreams are made of

Our 'Dream Destinations' travel team work with a small selection of "dream destinations", a handful of these locations are renowned as the most desirable and exclusive in the world. An absolute must for that once-in-a-lifetime holiday getaway. Our team stringently vet

all of our destinations and are in regular contact with the staff and management. We enjoy unique relationships with every one of our 'dream destinations' to best ensure your ultimate holiday experience.

EXCLUSIVE VILLAS

The elegance and beauty of the luxury resort

If resorts are your idea of travel bliss, then Sincura Travel hold partnerships with the world's most luxurious and exclusive private villas, chateaus and apartments around the world. With access to over 5,000 privately owned properties from the Great Barrier Reef

to the Amalfi Coast in Italy we can offer something truly special. These destinations are not advertised on the open market; it is only through our unique relationships that we are able to grant our members access.

THE HOTELIER

Hotel reservations and recommendations par excellence

All Sincura members are welcomed by the most exclusive hotels in the capital and abroad. Benefits include complimentary upgrades, preferential rates, champagne on arrival and late checkouts.

Together with our travel team we can create full travel and hotel itineraries to ensure every stay is above and beyond what you expect. If you have already booked your stay we will contact your hotel to ensure you are treated like royalty from the moment you check in.

AFTER HOURS

Your unfettered access to the places to be and be seen

The 'After Hours' team holds relationships with the most exclusive clubs and venues internationally. We liaise directly with venue owners and the key decision makers to ensure that you and your guests receive the very best treatment; making sure no detail of your experience is overlooked. Members gain access to those inaccessible venues, complimentary entry (including your guests), table bookings and VIP entry with no queuing.

THE RESIDENT

Consummate support with all family educational, personal, social, home management and relocation needs.

Comprised of fully qualified educational, home-management, logistics, administrative, financial and legal experts as well as a team of personable friendly managers. Our dedicated team is at your service to ensure all your family affairs are handled with the utmost consideration.

SOCIAL

We understand that your social life is of the utmost importance and our team is on hand to ensure that your social calendar is up to date and expertly maintained

Event Management

Our event management team is expertly placed to organise any special occasions whether it be family days out or that perfect surprise birthday party.

Expand Your Network

We host regular Sincura soirées where you can meet other members, invited guests and expand your network.

Manage your diary

Our diary of events, and VIP invitations ensure that you never miss a hot event in your area; from the latest venue and product launches to seasonal parties.

EDUCATION

For over 10 years we have been delivering the highest calibre of specialist assessments, independent education consultancy and supplementary education management. We are extremely privileged to work in close association with leading European independent schools, as well as foremost international universities.

Carefully considered advice

Our range of advisory and management services includes: Independent schools, university, private tuition management, specialist mentor management and selected recommendations for affiliated services.

Specialist Assessments

Our Academic Assessors are all EDEXCEL trained. Our SEN Assessors are not only members of their respective industry bodies but also actively advise the British Dyslexia Association and are regularly published in their specialist areas.

Tuition Management

We pride ourselves on our unique education management offering, which encompasses all aspects of their education, be it formal schooling, private tuition, mentoring and special educational needs support.

PRIVATE & PERSONAL

Our team exercise their professionalism and empathy at all times. Members and their families can make use of our unique relationships with carefully vetted partners.

Health Care	Childcare	Financial Services	Personal Assistance	Legal Services
A considerable array of health care services including private health and all medical services.	Ensuring all your childcare needs are met.	Private family financial wealth management and planning, FCA authorised & regulated.	Personal assistants for all duties and to help manage your affairs.	Extensive experience and knowledge across a broad range of private legal services.

Our Private & Personal Team are here to resolve and advise on all sensitive and distressing issues our members might encounter. Ensuring the best provisions are made for you and your family, at all times

THE BUTLER

Our Home concierge - a modern day butler

Our home concierge service can source any product or service to enhance your domestic experience including: Cleaners, Domestic Staff, Nannies, Pet carers, Interior Designers, Building Suppliers and Decorators. Our partnerships with various domestic staff recruitment services uniquely position us to provide the finest staff for domestic, hospitality and corporate roles. From modern and traditional butlers, master chefs, drivers and house managers to live-in couples, housekeepers and estate staff, not to mention highly qualified nannies, governesses and maternity nurses, we can ensure your vacancy is filled with the perfect individual for the job. For those members that require full time assistance we have expertly trained, experienced, fully qualified PA's and butlers. Our aim is to create a bespoke service like no other. Making sure that your life at home is as

WELL-BEING & RELAXATION

A service centred around you and your mind body and soul

Curated by Health and Beauty experts our Well-being & Relaxation team are always updated with all the very best spas, trends in training, news regarding salons and health clubs ensuring we cater for both men and women in every facet. Members can make use of our unique relationships with priority bookings, complimentary memberships and trials, discounts and by appointment services. Our members are also invited to prestigious brand launches and private showcase evenings.

Our team is here to make sure that your needs are met whether it be training for a marathon or simply just a need for some well deserved pampering.

For him

The world of health and beauty is no longer simply just for her. Men also deserve to look their best, and because of this we have highlighted some of our favourite, tried and tested grooming destinations for the discerning gentleman.

CARRIAGES

Transportation through luxury and comfort

Our team of automotive experts are on hand to deal with any request you might have. From changing your vehicle, which we all know can be a time-consuming and stressful experience, to sourcing rare vehicles. That is why our experts are the best contacts to have in your address book! We exist to take the hassle out of finding the best deal for your transport needs efficiently and more importantly cost effectively. For members looking to purchase vehicles we have access to off-market models, ceased stock listed for discounted sale, and in addition we hold key relationships with all the major manufacturers as well as the UK's leading luxury car dealerships. Through our worldwide contacts and key relationships with a network of dealerships we have

privileged access to the most sought after cars.

Our ever-expanding fleet of the latest makes and models of self drive hire vehicles are available for collection or delivery to any airport, hotel or requested location in the UK. All cars are offered with self-drive or chauffeured options.

For everyday taxi requests we have corporate accounts for our members, so you can order your travel and pay at the end of each month. For chauffeured requests we have access to a fleet of luxury cars - from Mercedes S Classes to Rolls Royce Phantoms, Range Rovers and Bentley Continentals.

PERSONAL SHOPPING & STYLING

A service centred around you and the best that fashion has to offer

We have successfully built stellar relationships with most of the major luxury department stores around the world. These relationships are maintained by a dedicated team of retail experts who are on hand to assist with all

Fashion events

The Sincura Fashion Team hold unrivaled relationships in the worlds of fashion and retail. We work alongside leading couture houses and PR agencies to ensure access to label launches, catwalk shows, trade events like the London fashion weeks plus exclusive events.

of your shopping needs. We are also able to tailor make exclusive shopping experiences which cater to your every whim. In 2014 we were appointed the concierge and lifestyle managers for Covent Garden in London.

Personal shopping & Styling

Our team of personal shoppers are at your service. They will always work closely with you to make sure all your shopping needs are fulfilled. We are happy to source hard to find items or any must-haves. We regularly procure items such as; Hermes handbags, Louboutin Shoes and rare Rolex watches. Our style consultants enable us to offer personal styling **services as well as seasonal wardrobe management.**

FINANCIAL SERVICES

Understanding financial management and advice

The Sincura Group has its roots in London's Financial District and as a result we have always worked with the most prestigious commercial and private financial institutions. We have handpicked a team of financial experts to offer our members a full range of regulated services.

Through our unique heritage, our members can enjoy complimentary consultations with a host of the leading financial services experts usually unavailable to the public. Our expert team is on hand to advise members on any financial matter. Please do not hesitate to contact your concierge to find out more.

ADOBE

Managing all your property needs

Our property management team are at your service whether it's managing discreet property portfolios or any other property needs. We hold the sole mandate to properties in the capital and abroad, all off-market; ranging from famous hotels to iconic landmarks, Kensington mews houses to stately homes. We have also partnered with global real estate providers, managers and private experts to offer direct services including residential sales and investments, development consultancy, buyer representation, valuations & surveying, planning, mortgage advice and property finance. We understand that moving home can be a stressful time. Our trusted relocation partners are at your service to ensure our members a full relocation service to guarantee the process of moving house is as seamless and effortless as possible.



SINCURA FOR BUSINESS

The difference between winning and losing an important contract or client can often be down to the smallest detail. Attention to detail is the fundamental behind everything we do. Our goal is to enhance your offering to your clients, thus making sure every possible effort is made to secure that deal or contract.

Your clients

Your Employees

Our corporate team is here to provide your employees with the best lifestyle, travel, retail and assistance services that will save time, reduce stress and help motivate them. In return, you'll benefit from a more engaged workforce, a reduction in stress levels and better brand identity support from your employees.

Key benefits

Our Corporate offering will ensure you have the edge over your competitors by offering an additional level of service. We allow you to improve client loyalty and monitor usage whilst attracting new clients as well as offer assistance to your executive assistants and PAs

Through us you are able to interact with your clients and learn more about their needs and tastes. Our extensive white-label opportunities give you the opportunity to promote your brand. Allow us to take care of all your travel, client entertainment, corporate event and hospitality needs.

A brand commitment

Improve your company's image by demonstrating your commitment to your customers and their lives outside of your normal business interactions with them

Pricing

Our corporate concierge services are tailored to your company's specific requirements, based on the number of employees, level of seniority or level of services offered. Whether you want to use our services for your client entertainment and hospitality needs or in line with your human resource strategy, contact us now to discuss your



THE GROUP

We believe our service should match our clients, members and partners and this is reflected by our invitations. We have an exciting new programme of events every year, exclusively for our Members. Through the year we showcase some of the finest venues and services each city has to offer. It is a great way to see these venues first-hand, network with other esteemed members and meet more of the Sincura team along with our Sincura Experts.

The Sincura Group is made up of the concierge company, our tickets company and our events company.

Sincura Events

The Sincura Events team are all hand-picked event and hospitality experts with extensive experience creating and delivering bespoke events for a wide array of brands and companies. Whatever your needs, we are well equipped to deliver above and beyond your expectations. From fashion catwalks to film premieres, product launches to charity and corporate events to private parties the Sincura Events team continue to lead the market in event production.

Sincura Tickets

The Sincura Tickets team have two mission statements, firstly to be able to source any ticket for any event. Secondly, and perhaps more importantly to beat the market prices. We have been highly successful in doing this; we now supply tickets for 180 hotel concierges, credit

card companies and other concierges, plus our corporate and private clients. We are market leaders, officially appointed by the leading venues and events across the globe and were chosen as the VIP ticket partner for the London Olympics 2012 and the Rugby World Cup 2015. We manage the tickets, look after the artists, and produce the events putting us in an enviable position to provide tickets at unbeatable prices for you.

INTERNATIONAL COVERAGE

A service without boundaries

The Sincura Group is headquartered in the heart of London and even though the mainstay of our operations is in the UK, we have representative offices around the world - most importantly in the USA (New York, Los Angeles, Las Vegas, and Miami), France, Germany, Sweden, Denmark, Norway, Russia, Ukraine, UAE, South Africa, Nigeria and China.

Unlike other concierges we do not franchise our business and this ensures our high standards are met worldwide. We are committed to ensuring all of our members experience our personal service no matter where they are. Any expansion of our company is monitored meticulously and in territories where we are not represented we partner with selected concierges and VIP providers. Furthermore a lot of our partners are international brands meaning their services are extended to our clients no matter where they may be located.



OUR STORY

The group started life as more of a collective and less of a company. Based in the city of London in the early 90's through family aristocratic and government contacts the collective built an extensive 'Black Book' with a reputation for being consummate 'fixers'.

As members of various concierge companies they found the industry archaic, dated and stuck in old ways. In addition the image and public perception of the word concierge was still linked to the classic 'grand hotel' concierge.

Having decided that they could ignite what was often viewed as a boring and old-fashioned industry, Sincura was born. The founders were convinced they could breathe life into the concierge world and continue to do so till this day.



OUR PROMISE

We believe that all members, clients and partners are part of the overall sincura family. We expect excellence in all aspects from ourselves and understand that is what is expected of us. In turn we believe everyone deserves the best level of politeness, courtesy, manners and honesty. This is our solemn promise from us to you.

We look forward to welcoming you as a new member and forging a fruitful relationship

The Sincura Team

For more info contact the membership team

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