

**TEN** | Concierge

**Your life, but better**



Use the concierge service and  
enjoy more quality time with  
friends and family





A trusted service



# Why Ten Concierge?

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Our mission is to be the most trusted service in your life.

This may be a bold claim, but it's one we've been working towards since 1998.

Now, with over 20 offices worldwide and more than 450 lifestyle managers, each expert in their own field, it's a claim which we can more than live up to in travel, dining, entertainment and lifestyle.

Our focus on extraordinary customer service has seen us grow to more than two million members worldwide.

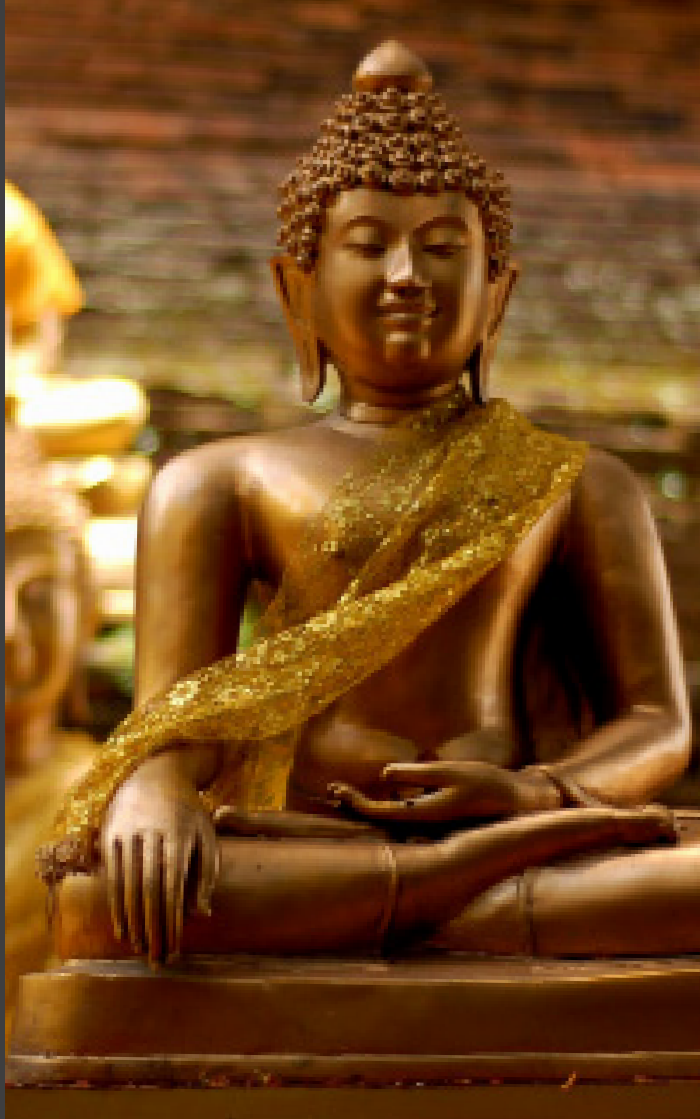
And because we are funded by membership fees we do not charge additional commission for the goods and services we source for our members.

Welcome to Ten - your life, but better.

Alex Cheatle, CEO and co-founder

Worldwide travel

Inspiration and  
insight from  
local experts



# Perfect travel experiences

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Over the past 20 years we've developed fantastic relationships with all major airlines and the world's best hotels.

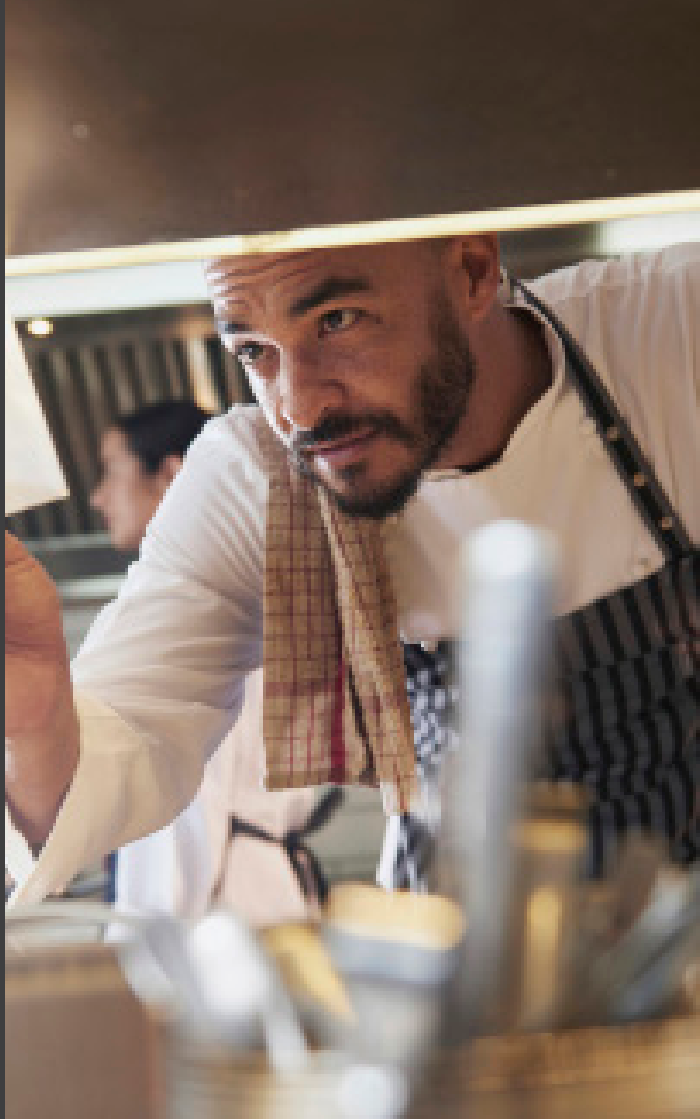
We have access to directly negotiated rates for flights departing from the UK with Ten's partnered airlines, including various long-haul destinations with British Airways. We also have discounted rates for flights departing from the UK with Ten's other partnered airlines, including Emirates, Singapore Airlines, Etihad Airways, Virgin Atlantic and United Airlines.

When it comes to hotels, we are very proud of our Global Hotel Collection. This means our members can book extraordinary benefits and upgrades at over 1,500 of the very best four- and five-star hotels, such as complimentary breakfast and spa credits.

Members can speak to our team of in-house travel specialists, each with detailed knowledge of a region of the world, to shape their next trip. When it comes to special occasions, our experts will know just the thing to add a memorable finishing touch, from private excursions to unusual activities to authentic dining experiences.

Tables no one  
else can get

Proactive  
ideas and late  
availability alerts





# Remarkable dining

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We book near to 250,000 tables a year. This gives us enormous influence with the world's best restaurants. When you couple this with the profile of our members, we secure reservations that no one else can.

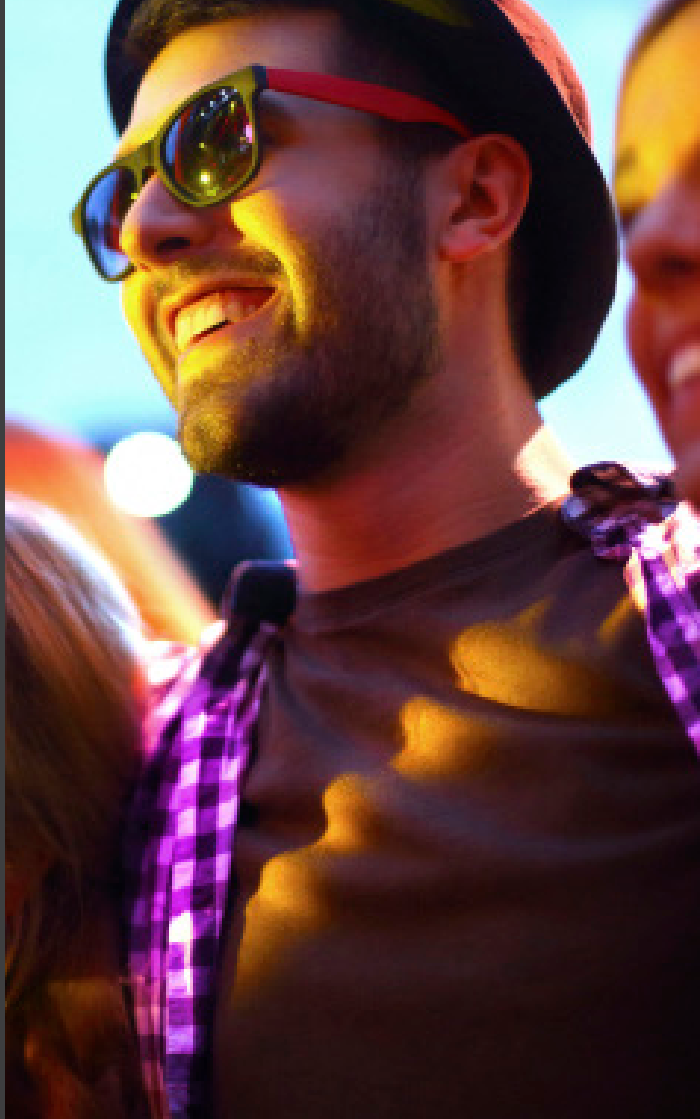
Not only do we have priority access and benefits at the world's best restaurants but our specialists also love to recommend local gems in all the destinations that our members love to travel to.

Members can speak to our team of dining specialists for the perfect recommendation whether it's for a leisurely brunch with a shady outdoor terrace, or a new gastro pub for a family reunion or a lively Italian for a pre-theatre bite.

To make their dining experience even better, our members will often be treated to a complimentary drink on arrival or a surprise course when booking through us.

The best seats  
in the house

On sale alerts  
before the  
general public



# Access all areas

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We use our insider access and industry connections, to make sure our members can cheer on their team, get into the top theatre shows, or enjoy their favourite bands even when tickets might be sold out elsewhere.

Because venues and box offices know we don't publically resell tickets, we get allocations for our members; this often includes premium tickets.

Our Entertainment has a hit rate of more than 94% sourcing face value tickets for shows and events which go on to sell out and we make sure any member who has expressed an interest in an event is alerted as soon as tickets are announced.

If a member requires tickets to a sold-out event we work with trusted official resellers to fulfil the request.

VIP treatment

Curated offers and  
member benefits



# Unrivalled benefits

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Our members enjoy a whole host of exclusive dining, travel, entertainment and retail benefits that have been negotiated with world-leading brands by our team of specialists.

From complimentary drinks and bespoke menus at Michelin-starred restaurants to behind the scenes tours of famous opera houses and theatres, you will receive unprecedented access and VIP treatment that is otherwise unavailable to the general public.

Whatever you require, you can trust us to deliver it. Our retail experts can recommend creative gift ideas, source a beautiful celebration cake or track down a must-have fashion item. Our lifestyle experts love recommending the best things to do on a city break, from the best private tour guide to the best new exhibitions or attractions and much more.

**Use our expertise to make the extraordinary happen**

No matter what your request, we are here for you 24/7

**Contact us on**

020 7479 3447

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