



DIAMONDAIR

INTERNATIONAL

THE WORLD'S LEADING GLOBAL PROVIDER OF LUXURY MEET AND ASSIST SERVICES



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Diamond Air are the ultimate pioneers of an innovative and exclusive concierge concept. Our commitment to engaging with the latest technologies, combined with over 30 years experience, ensure our clients receive a world class service. We are available globally in over 500 airports and across some of the UK and Europe's busiest rail stations.

WELCOME TO THE WORLD OF THE LUXURY CONCIERGE SERVICE



WHY CHOOSE US?

We are innovators not imitators; we understand our market and our clients' needs, create an exclusive service and successfully deliver it.

Over 30 years experience, means we know our travellers and can anticipate their ever changing requirements.

For us, everybody is a VIP so business travellers or families with children receive the same extraordinary level of service.

We deliver a first class service, minimising travel time and stress, whilst ensuring a luxury experience.



We take you from airside to kerbside and vice versa covering over 500 airport destinations. Additional services include baggage porters, electric buggies, lounge access, personal shopping, executive car transfer, gifts and VAT reclaim assistance.



We provide meet and assist services at a selection of the busiest rail stations in the UK and Europe from train side to kerb side. Additional services include, baggage porters, personal shopping, lounge access, gifts and executive car transfers.



Our most prestigious and bespoke service, accessible at over 40 Airport locations where private terminal facilities are available. Tailored to the needs of the individual, our travellers experience the most exclusive, discreet and secure service.



Set up a corporate account today and we can help you to look after your most important people. Join hundreds of companies around the world that let us take care of their VIPs.

Often the most stressful part of travel is getting through the airport to your final mode of transport. Inevitably airports are busy and noisy with numerous queues and this, combined with locating where you need to check in, drop your bags and get through security creates maximum tension in an unfamiliar setting. This is exponentially greater when you're travelling in a group.

Let us remove this stress and take you through the airport experience. We believe that your travel experience starts from the moment you arrive at the airport and continues until you arrive at your final destination. Our professional services run effortlessly to create the total package for the entire journey. We really have thought of everything.



PIONEERS OF THE AIRPORT CONCIERGE CONCEPT



ADDITIONAL SERVICES

BAGGAGE PORTERS

An especially useful facility if you're travelling with a large group or have excessive luggage. There are no limitations to the number of bags, however luggage is always subject to airline restrictions.

AIRPORT LOUNGES

Book access to a range of airport lounges around the world, regardless of your airline or class of travel. Availability depends on your time of travel and the airport facilities available at the specific location.

PERSONAL SHOPPING

Whether you need assistance in finding a particular shop, or need something purchased while you relax in the lounge, we have it covered with our exclusive personal shopping service.

THE CORE SERVICE

DEPARTURES

- You will be greeted when you arrive kerb side by your personal Airport Concierge Agent
- Baggage porters can be arranged to collect and transfer your luggage
- We will assist you through check in and then escort you through security
- If you have booked a lounge, you will be escorted there while you wait to board
- A boarding time will be arranged with your Agent who will collect you from the lounge and escort you to the aircraft



ARRIVALS

- An Airport Concierge Agent will meet you at the gate
- The Agent will assist you through immigration, baggage reclaim and customs
- If you have a connecting flight your Agent will escort you to your onward gate
- If you have booked a baggage porter, they will collect your luggage for you
- You will then be escorted to your final mode of transport

EXECUTIVE CAR TRANSFER

Why not pre-arrange an executive chauffeur driven car. Relax in the knowledge that our professional chauffeurs will provide luxury transit complete with all your contact, address and flight information. Peace of mind to get you where you need to be.



ELECTRIC BUGGIES

This service can be pre-arranged and is subject to both availability and location of your aircraft. They operate between arrival and immigration or security and departure. There are passenger limits per buggy depending on airport facilities.

SECURITY PERSONNEL

Your safety and privacy are of the utmost importance, therefore we can offer additional levels of reliable and experienced personal security.

VAT RECLAIM

This can be a tedious process that can easily be avoided if you pre-book this useful service. It may include fast track or queuing assistance. Only available at selected airports around the world.

Enhance your rail journey experience with Platform Concierge; luxurious travel as it should be. Our luxury meet and assist service will help to support your end to end transit across London and Europe's busiest stations. We will assign one of our highly trained and professional agents to facilitate and improve your rail travel experience, from kerb side to track side.

This can include help with travel schedule monitoring and coordinating all travel arrangements. This service can benefit not only business travellers but also individuals, families and groups.



REVOLUTIONISE YOUR RAIL TRAVEL EXPERIENCE



ADDITIONAL SERVICES

BAGGAGE SERVICE

Our premium baggage collection and delivery service is especially useful if you're travelling with a large group or have excessive luggage.

EXECUTIVE TRANSFER

Why not pre-arrange an executive chauffeur driven car? Our professional chauffeurs will provide luxury transit complete with all your contact, address and journey information.

LOUNGES

Relax in style whilst you wait for your train. Book access to a range of station lounges around the world. Availability depends on your time of travel and the facilities at the particular station.

THE CORE SERVICE

UK STATION - LAND SIDE SERVICE

DEPARTURES

- You will be greeted kerbside outside the station as you arrive
- Luggage assistance and all arrangements handled, including sending your bags via EuroDespatch*
- Pre-assigned seating and pre-issued boarding cards
- We will check you in and accompany all passengers up to security check point
- We will monitor departure times of trains so you don't have to



ARRIVALS

- We will monitor the arrival time of your train
- We coordinate with driver/onward mode of transport to arrange logistics for travel
- We organise collection of luggage from EuroDespatch* and assist with luggage out to your transport
- We will greet you as you exit the Customs/Immigration inspection area
- We will escort you to your onward mode of transportation

VIP PLATFORM - EUROPEAN SERVICE

DEPARTURES

- You will be greeted kerb side outside the station as you arrive
- Luggage assistance and all arrangements handled, including sending your bags via EuroDespatch*
- Pre-assigned seating and pre-issued boarding cards
- We will check you in and accompany all passengers up to security check point or you will be escorted to the lounge (If applicable)
- We will monitor the departure times and escort you to the train platform
- We will assist with on-boarding of passengers and bags to your correct carriage and check seat numbers

ARRIVALS

- You will be greeted in your carriage and assisted when disembarking the train
- We coordinate with driver/onward mode of transport to arrange logistics for travel
- We organise collection of luggage from EuroDespatch* and assist with luggage out to your transport
- We will accompany you as you exit customs and immigration inspection area
- We will escort you to your onward mode of transportation

AVAILABLE DESTINATIONS

London Waterloo Station

London Victoria Station

Brussels Station

London Euston Station

London St Pancras Station

Paris Gare Du Nord

London Kings Cross Station

Edinburgh Waverley Station

Amsterdam Station

London Paddington Station

London Liverpool Street Station



This premium service makes the private jet experience available to all. For commercial travellers looking for the ultimate in discretion, privacy and exclusivity between plane side and kerb side, we provide transport to and from the tarmac to VIP suite facilities external to the public airport space; completely exclusive for you and your accompanying passengers.

Relax in luxurious surroundings, whilst we arrange security, customs, immigration and baggage transfer, before assisting you to your final mode of transport. A completely bespoke service that can include access to entertainment or spa services, personal shopping and catering so all you have to do is relax and enjoy the experience. Ideal for special occasions, long haul or frequent travel.



THE MOST EXCLUSIVE, DISCREET AND LUXURIOUS AIR TRAVEL EXPERIENCE



ADDITIONAL SERVICES

PRIVATE MEETING ROOMS

Professional, distraction free workspace, with high speed internet, document processing facilities and refreshments. Take advantage of a well equipped business environment whilst travelling.

PERSONAL SHOPPING, GIFTS & HAMPERS

Whether you need assistance finding a particular shop, or need something purchased while you relax in the lounge, we have it covered with our exclusive personal shopping and gift service.

SECURITY PERSONNEL

Your safety and privacy are of the utmost importance, therefore we can offer additional levels of reliable and experienced personal security.

THE CORE SERVICE

DEPARTURES

- Private chauffeur driven car will take you to the Exclusive VIP suite
- If pre-arranged, your additional services will be available here
- Staff will arrive at the VIP suite and check you in, conduct security and collect your bags to be boarded onto the plane
- We will monitor boarding and departure times then collect you and take you to the plane via private chauffeur driven car
- We will escort you to your seat with the option to be boarded first or last



ARRIVALS

- Private chauffeur driven car will collect you directly from the aircraft and take you to the Exclusive VIP Suite
- If pre-arranged, your additional services will be available here
- Staff from Customs and Immigration will arrive at the Private VIP suite to complete all formalities
- Your luggage will be collected and brought to you in the VIP suite, ready to be taken to your onward mode of transport

AVAILABLE DESTINATIONS

Austria – Vienna
Belarus – Minsk
Caribbean
Barbados
St. Kitts
Grenada
China – Shanghai
Czech Republic – Prague
Egypt – Cairo
Estonia – Tallinn
Finland – Helsinki
France – Paris

Germany
Berlin
Cologne
Nuremberg
Munich
Frankfurt
Ireland – Dublin
Israel – Tel Aviv
Latvia – Riga
Lithuania – Vilnius
Los Angeles
Malta

Mauritius
Netherlands – Amsterdam
Poland – Warsaw
Portugal – Oporto
Singapore
Spain
Barcelona
Madrid
Sweden
Gothenburg
Stockholm
Taiwan

Turkey – Antalya
UAE
Abu Dhabi
Dubai
United Kingdom
London City
London Gatwick
London Heathrow
Ukraine – Kiev

CATERING

We can provide a bespoke range of professionally prepared culinary options for any dietary requirements. Premium restaurant quality dishes prepared to your requirements.

POP UP SPA SERVICES

Incorporate a relaxing spa treatment in to your journey with many treatments designed specifically for travellers. Prepare for a flight, pamper yourself on a layover or relax after long haul.





A I R P O R T

CONCIERGE



P L A T F O R M

CONCIERGE



HOW TO BOOK

We are open 24/7, 365 days a year.
Ready and on standby to help.

diamondairinternational.com

reservations@diamond-air.co.uk

UK & Rest of World: 44 (0) 208 897 9183

USA: 877-854-5472

BE SOCIAL

Keep up to date with the latest travel
information and useful tips.





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