



Charles Marlow
Concierge Experience





Our priority is to ensure you have a wonderful and relaxing stay while visiting our beautiful island.

Mallorca offers a world of opportunities to explore by boat, car, bicycle or on foot. We can help satisfy your culinary cravings by hiring a private chef or making reservations in the most renowned local restaurants. A myriad of water and land sports, wellness treatments, children's activities plus in-house medical assistance are all available to you.

Enjoy the ease of your holidays while our team of experts take care of organising all the details around what you wish to do, see and experience.

We look forward to assisting you!



Charles Marlow Concierge

To begin, we offer an introductory video or voice call with Hayley Newbury, our Concierge Manager, to say hello and really get a feel for what you are looking for. Hayley shall be delighted to discuss your upcoming holiday plans with you, someone from your group or a personal assistant.

From the moment we begin working on your itinerary, we will have a 4 week window within which to finalize all reservations. Any additions or changes will always be subject to availability.

Our pre-arrival availability is Monday-Friday 09:00 am to 17:00 pm

We understand the importance of clear communication. One week prior to your arrival you will be invited to join a WhatsApp group with your Concierge Manager and one other member from your group. This will ensure that communication remains fluid throughout your stay.

Our availability during your stay is Monday-Sunday 09:00 am to 22:00 pm

Concierge Manager

Hayley Newbury
+44 7837404814

On the Ground Assistant

Santi Lo Cascio
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“Your concierge makes our stay seamless and, rest assured, we do not take for granted how much time and effort goes into the itinerary.”
Jon

The background of the page is a photograph of a well-stocked produce section. It features several wooden crates filled with various fruits and vegetables, including red tomatoes, green peppers, avocados, carrots, and mushrooms. Below the crates, there are woven baskets containing potatoes, squash, and more vegetables. The produce is arranged neatly on dark wooden shelves against a dark wood-paneled wall.

The Arrival Shop

The Arrival Shop is helpful in making sure your first night and morning are more comfortable, particularly if you have a late flight or are traveling with children.

A Private Shopper will shop for the items of your choice and deliver and store them in the villa. Brand choices and items are purchased at the shopper's discretion and depending on availability and quality/quantity cannot be contested.

All items purchased are non-refundable and non-exchangeable. You will be invoiced and presented with receipts for the cost of all food and/or drinks purchased by your Private Shopper.



Cuisine

Our hand picked Private Chefs are chosen for their culinary expertise, high attention to detail and above all, their warm and friendly personalities. Working discreetly in your home or getting you involved, they can prepare anything from casual alfresco BBQ lunches and dinners to formal candlelit suppers. Allow your own Private Chef to create unique menus that cater to your individual requests or choose from one of their curated set menus.

Private Chef Service

- Breakfasts
- Lunches
- Dinners
- Paella Evening
- Champagne Breakfast
- Welcome Buffet & Welcome Basket
- Spanish Feast
- Paella Master Class
- Hosted BBQ
- Pizza Making Party
- Tapas & Cava
- Event Catering
- Yacht Catering
- Bespoke Menu Creation

On The Water

Whether you desire a fun filled day of watersports or sipping cold drinks while enjoying the breathtaking beauty of the Mallorcan coast from a private yacht, we are prepared to plan an array of beautiful experiences on the water. Our yacht charters offer stunning itineraries, onboard catering, access to the best restaurants for lunch, guided by qualified and professional Captains and crews.

Water Activities

- Private Yacht Charters (Sailing & Motor)
- Sunset Cruises
- Scuba Diving
- Snorkel Tours
- Watersports
- Large Event Yacht
- Large Group Sailing Days





On The Move

If you want to explore the island, require airport transfers or just want to get from place to place hassle free, we have a variety of reliable transport services at our disposal to ensure that all your transportation needs are met.

Transport Options

- Private Airport Transfers
- Chauffeur Service
- Minibus
- Coach
- Driver for the Day
- Car Hire Delivered to your Villa
- Vespa Hire
- Cycle Hire



Restaurants

There are a wide range of outstanding restaurants on the island of Mallorca from Michelin starred fine dining to traditional rustic fare and everything in between.

The island has become a favorite amongst foodies in the past few years and we have a carefully selected list of our best-loved to share with you! We always advise booking as early as possible to ensure availability.



Activities and Adventures

Interested in seeing what the “real” Mallorca has to offer? We have hand picked some of the finest, most authentic tours on the island, organized by professional companies who have a passion for giving our guests the best experiences possible. Whether it’s an adrenaline rush or the rustic tranquility of the island you seek, we can customize each tour for a unique experience.

Activities & Adventures

- Private Vineyard Tour with Lunch Under the Vines
- Flamenco Wine Tour
- Heli-Dining Experience
- Olive Oil Tasting
- Guided Hikes
- Guided Cycle Tours
- Pop up Cinema

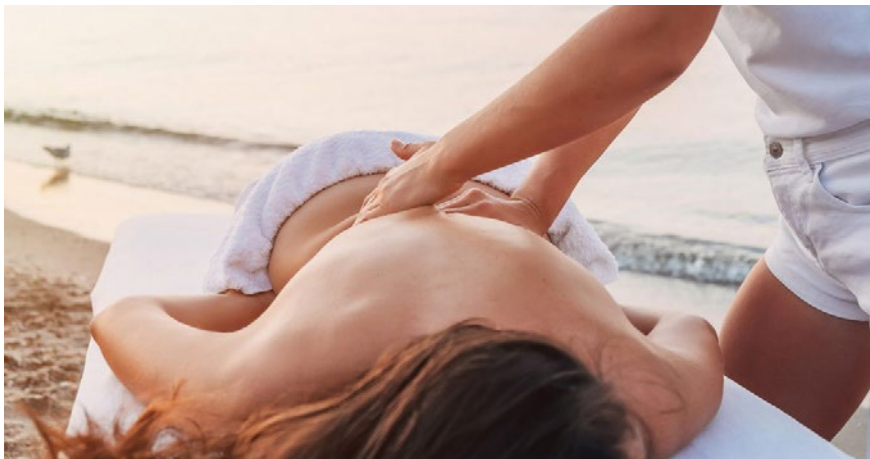


Wellness

Let us pamper you so that you feel rejuvenated and refreshed during your stay. We work with the most trusted and caring wellness professionals who offer a variety of relaxing and energizing treatments and sessions within the comfort of your villa.

Treatments & Sessions include:

- Massage Therapy
- Yoga
- Facials
- Manicure
- Pedicure
- Wedding Packages





Sports

If you wish to stay fit and active while on the island or even begin a new fitness plan, we have many options that will help get you motivated! Workout with one of our expert personal trainers, invite a professional tennis coach to your villa to hit with, visit one of Mallorca's pristine golf courses or try something new like Coasteering. Whatever your kick may be, we will help you plan.

Sports

- Private Tennis Coach
- Golf
- Cycle Hire
- Guided Cycle Tours
- Guided Hikes
- Coasteering
- Personal Trainers
- Watersports

Children

We know how important the little ones are and that when they are happy and looked after, everyone is happy! Being parents ourselves, we have put great effort into carefully choosing only to work with the most trusted, professional and child friendly companies on the island. Spanning a diverse range of skills and activities, from a simple fun loving Babysitter to in-villa activities, sailing lessons and scuba diving, there is something exciting for all ages.

Activities

- Private Nannies
- Newborn Nanny
- Babysitting
- Pamper Party
- Pizza Making Experience
- Cooking Classes
- Sailing Lessons
- Temporary Pool Safety Fencing
- Watersports
- Discover Scuba
- Snorkel Tours
- Yoga
- Tennis
- Cycling



Medical

We want you to feel safe while in Mallorca and part of that is knowing where to turn in the event that you require medical assistance during your stay.

Highly professional and trusted English speaking doctors can make house calls right to your villa, giving you full support and guidance for any medical situation that may arise. In addition, there are many excellent pharmacies on the island with helpful multilingual staff, ready to assist you with any minor issues.

Important Information



All concierge services are provided by our trusted concierge partner, My World VIP.

Payment for all activities and experiences are due in advance and we cannot confirm any bookings until all payments have been confirmed and cleared. However, your requested dates will be held for you while we wait to receive payments.

Please note that we hold insurance documents for everyone we work with. Services contracted outside of our preferred service list do not carry the same protection.

Should you require Full Villa Provisioning, which is large quantities of food, wholesale beverages and toiletries delivered to your villa, the service carries an extra charge but can be so helpful.

Please ask for details!



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CHARLES MARLOW & BROS
Real Estate Agents