

A man with short, dark hair, wearing a grey suit jacket over a light-colored shirt and brown sunglasses, is talking on a gold-colored smartphone. He is standing outdoors next to a dark-colored helicopter with red and white stripes. The background is a blurred airfield.

LVH



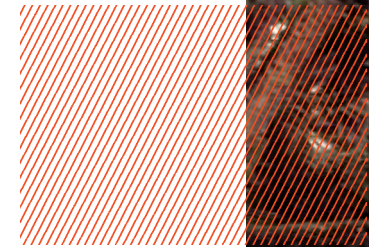
THE OWNER EXPERIENCE

LVHGLOBAL.COM

## WHO WE ARE

Founded in 2016, LVH is a leader in luxury home charters, management and vacation experiences. LVH delivers the highest standard of excellence for full-service luxury vacation homes. With thousands of five star homes in over 100 global destinations, LVH's experience managing luxury real estate is best-in-class. Each home experience is carefully curated to exceed expectations with unrivaled amenities and unparalleled service.

LVH homeowner partners enjoy peace of mind knowing our team of highly experienced and qualified service professionals protect your home, privacy and health.









# OUR DESTINATIONS

## UNITED STATES

Aspen  
Carmel  
Hamptons  
Hawaii  
Los Angeles  
Miami  
New York  
Palm Springs  
Park City  
Bar Harbor  
Big Island  
Charlotte  
Lake Tahoe  
Oahu

## EUROPE

Cannes  
Courchevel  
Ibiza  
London  
Mallorca  
Marbella  
Milan  
Mykonos  
Paris  
Sardinia  
St. Tropez  
Tuscany  
Verbier  
Zermatt

## ASIA & AFRICA

Bali  
Cape Town  
Marrakech  
Thailand  
Dubai  
Maldives  
Sri Lanka  
South Island  
Massai Mara  
Marrakesh  
North Island  
Rayong  
Abu Dhabi  
North Island

## CARIBBEAN

Anguilla  
Bahamas  
Cayman Islands  
Dominican Republic  
Jamaica  
St. Barth  
Turks & Caicos Private Islands  
St. Martin  
Casa De Campo  
British Virgin Islands  
Turks And Caicos

## LATIN AMERICA

Bahia  
Bocas Del Toro  
Cabo  
Cartagena  
Guanacaste  
Playa Del Carmen  
Puerto Vallarta  
Punta Del Este  
Punta Mita  
Punta Sayulita  
Puntarenas  
Rio De Janeiro  
Santa Teresa  
Tulum

## WHAT WE DO

### LUXURY VACATION HOME MANAGEMENT

For years, LVH professionals have been garnering an industry reputation for excellence in luxury vacation home management. The world's elite trust the LVH commitment to perfection to take care of some of their most prized possessions including not only architecturally significant homes, but all of their contents as well.

Our platform was designed to be exact. It provides accurate information about our properties including availability, pricing and complete booking history. Also, homeowners and their teams will be able to receive maintenance notifications, reports and access to detailed statements.











## FULL SERVICE HOMES

Our network of elite luxury homes is unrivaled in its coverage across the four corners of the globe and represent artistic expressions of architecture, locations of rare beauty, and amenities for the most discerning guests. Our homes, villas, chalets, castles, private islands and townhouses offer a wealth of exploration opportunities.

Guests have come to expect, love and rely on our host of included and additional services. Every

booking includes an on-site team including a butler, maid and home ambassador. Concierge services, chauffeured transfers, and home amenities including a unique welcome ceremony, pre-stocking, unpacking and luxury spa products are also included to pamper our guests. Our additional services open a world of endless possibilities.

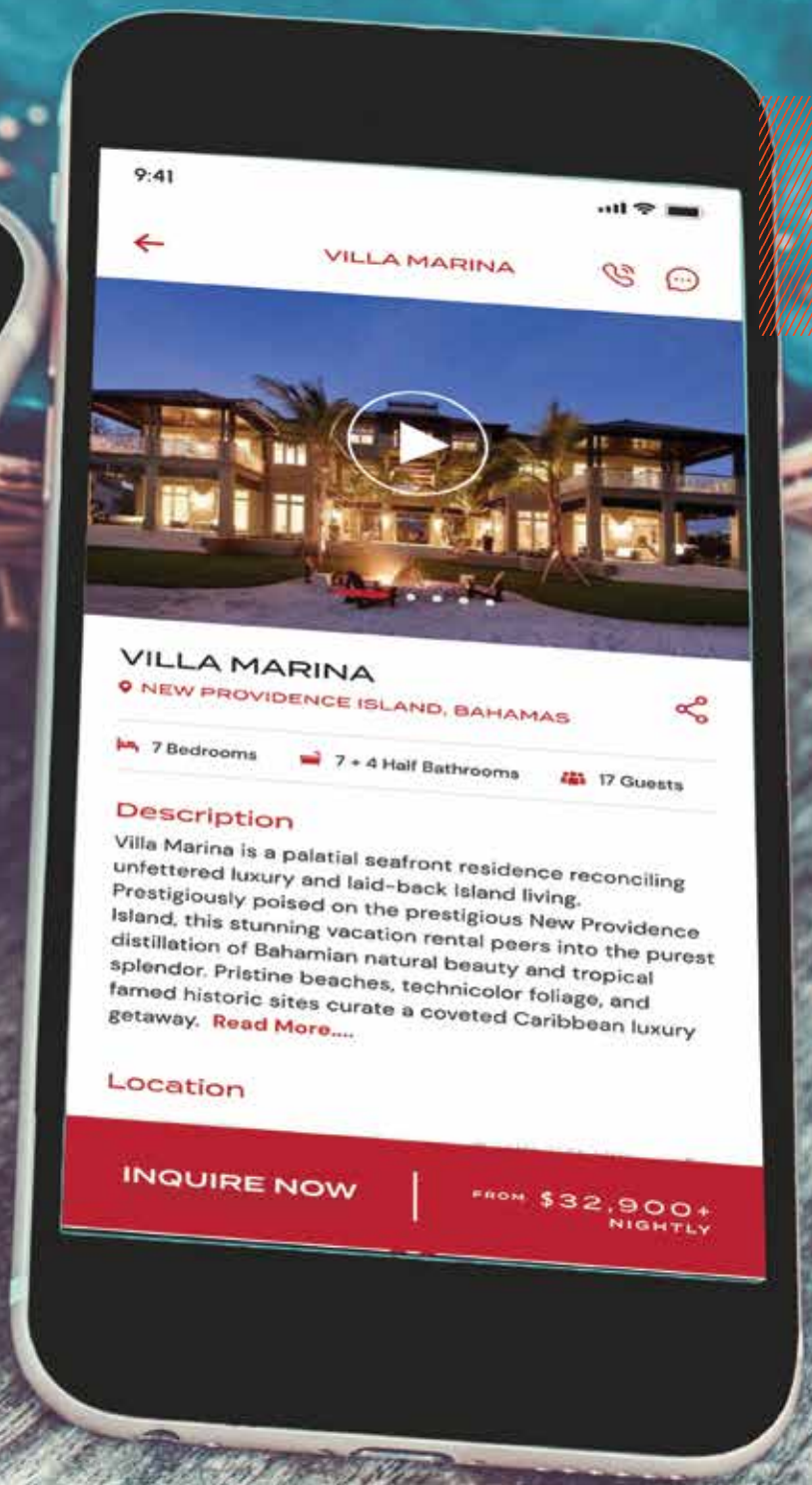
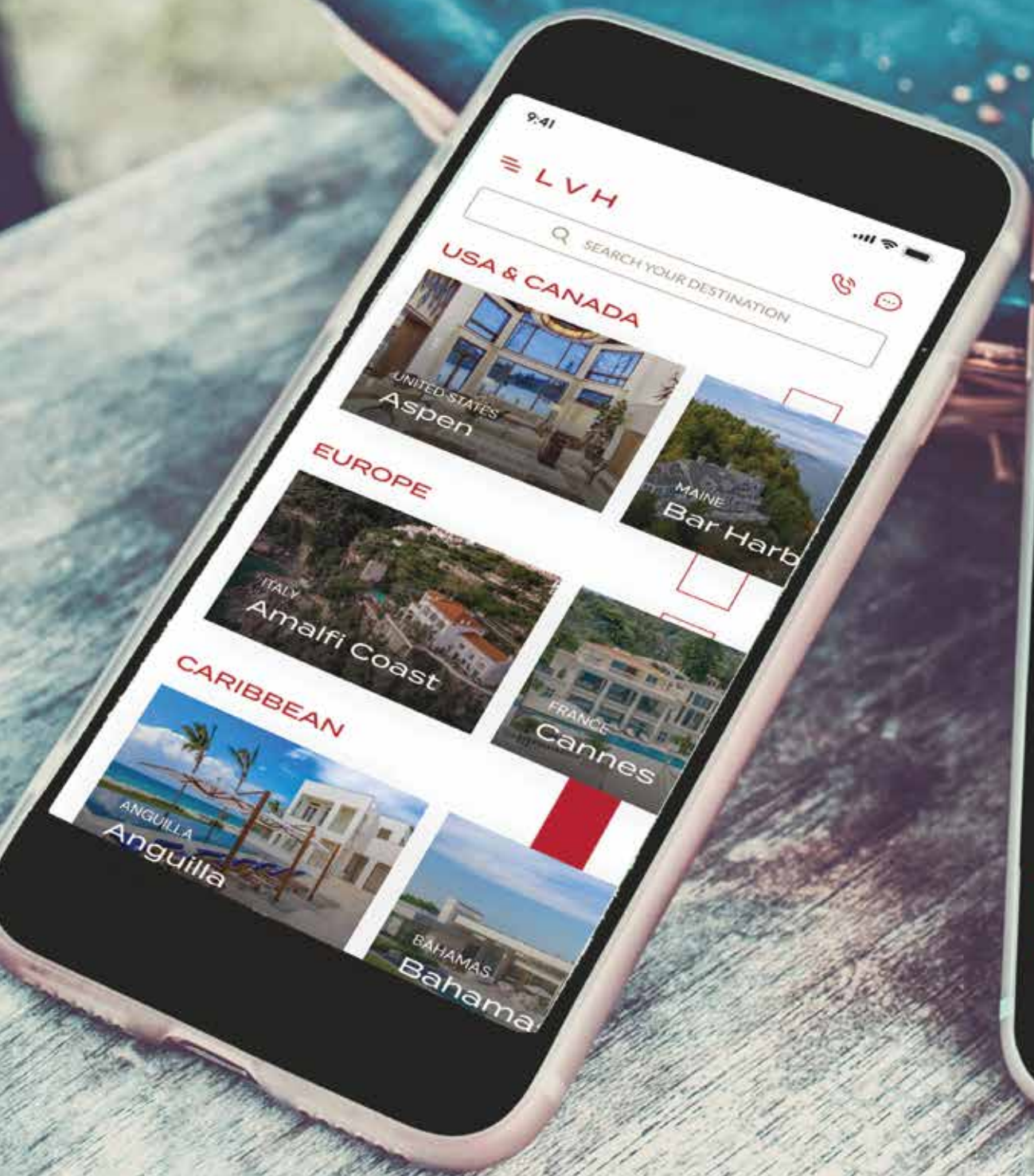
## AMAZING EXPERIENCES

From the moment you book your stay with LVH, our concierge and experience teams will help you, your family and your staff plan the vacation you most desire. Our carefully curated list of experiences come from a long history of relationships in the travel industry. World class experiences meet every need from cultural activities and institutions,

adventure excursions, refined shopping and dining, rare and exclusive private events, nocturnal delights and even customized experiences that meet your specifications. Our in-home additional services offer private chefs, fitness instructors, childcare and hundreds of other choices; your travel wellness is our main concern.









## INNOVATIVE TECHNOLOGY

LVH is at the forefront of home chartering and luxury home management with technological platforms purpose-built to manage the complex data, processes and needs of both our guests and homeowner clients. Our property management platform manages the short and long term needs of your home ensuring a complete service solution.

With our mobile app, LVH Homeowner Partners and their teams receive maintenance notifications, reports and access to detailed statements. Homeowner Partners enjoy the peace of mind of our full-service home management solutions that both protect and enhance their treasured homes.

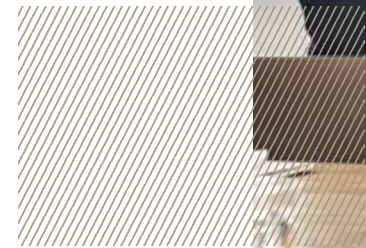
## BECOME A HOMEOWNER PARTNER

# EXPERT MANAGEMENT LUXURY SERVICES

Many LVH Homeowner Partners start as guests and then become LVH Homeowner Partners. Competent luxury home management is an art-form, one that we have mastered. Our tiered levels of partnership allow you to choose the best option for your prized luxury home assets. All Homeowner Partners with LVH receive premier services during

guest stays that ensure the integrity, security and care of your home as a first priority.

With an on-site team, including a Butler, Maid and Travel Ambassador, you can be sure that your home is cared for expertly and returned in better condition than received.











## HOW WE MANAGE YOUR HOME

We have a four-tiered plan for managing your home:

1. In the pre-contract phase, we do an initial evaluation and inspection of your home, providing feedback on pricing, going over and finalizing the agreement.
2. During onboarding, video and photo shoots, home set up plans, calendars and verification of bank details take place.

3. Marketing. We utilize direct, partner, and third party marketing and advertising.

4. Operations include the booking process, managing bookings and providing a quarterly overview.

Our platform provides accurate information about our properties, including availability, pricing, and complete booking history. As a valued homeowner, you will receive maintenance notifications, reports, and access to detailed statements.

## LISTING YOUR HOME

At LVH we've created a very friendly, easy process where the Homeowner or Manager authorizes us to list their home under a non-exclusive contract, with cancellation at any time.

**BY LISTING YOUR HOME IN OUR PROGRAM**, you will gain access to the most exclusive, high end net worth amount of travelers from around the globe.

**WE ACCEPT** only five and six-star homes into our listing program.

**OUR EXPERT** management team can come to your home to provide a complimentary inspection report and consultation to learn how you can benefit most from our LVH listing program.

**EVERY HOMEOWNER OR MANAGER** can update prices and availability right on our mobile app at the tip of their fingers.





LET LVH  
MANAGE  
YOUR  
INVESTMENT



VILLA  
MANA  
CANGGU, BALI



FOR ELITE  
TRAVELERS



TOWNHOUSE  
ANASTASIA  
TRIBECA, NEW YORK

# MARKETING YOUR HOME

**OUR MARKETING TEAM** will create a unique campaign and incentive program to help attract guests to your home.

**OUR WEBSITE AND MOBILE APP** we will display your home in our optimized website

**OUR INDIVIDUALIZED MARKETING PLANS** delivered through various social media platforms and our mobile application is designed for your property to maximize bookings from the world's top global travellers, our own network and our strategic partners.

**PARTNERSHIP** we partner with the most exclusive Travel Agencies, Event Coordinators and

family offices from all around the globe to market your property.

**GLOBAL EVENTS** we will present your home at prominent global events like Cannes Film Festival, Oscar Awards and Monaco Grand Prix.

**PUBLIC RELATIONS** we have one of the best teams with tenured experience in this industry to create campaigns in influential publications.

**MAGAZINES** we will place an ad campaign in leading magazines like Forbes magazine and Rob Report.

**BLOGS** we feature articles on published blogs via various online different channels.

## PREPARING YOUR HOME

**WE WORK WITH EACH HOMEOWNER** or property manager to enhance and perfect the home to create the maximum guest appeal.

**WE INSPECT** each home thoroughly and provide a detailed report with recommended improvements to help maximize the homes' potential income. We select only the best homes to be listed in the most luxurious portfolio in the world. Upon joining us, we work closely with you and your property management team to implement all of our recommendations.

**PREPARATION** of an inventory checklist is created to assist and guide our local team with check-ins and check-outs. Before any guests arrive, we remove all of the homeowner's personal belongings and lock them in a secured storage area. Once guests have departed, our team will place back all personal belongings accordingly. The entire process is automated and managed by our world-class local staff.

**PHOTOS & VIDEO PRODUCTION** LVH will arrange an exclusive photo and video shoot for

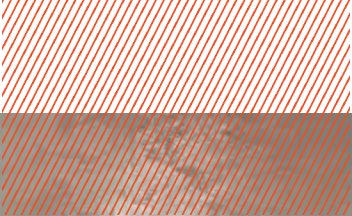
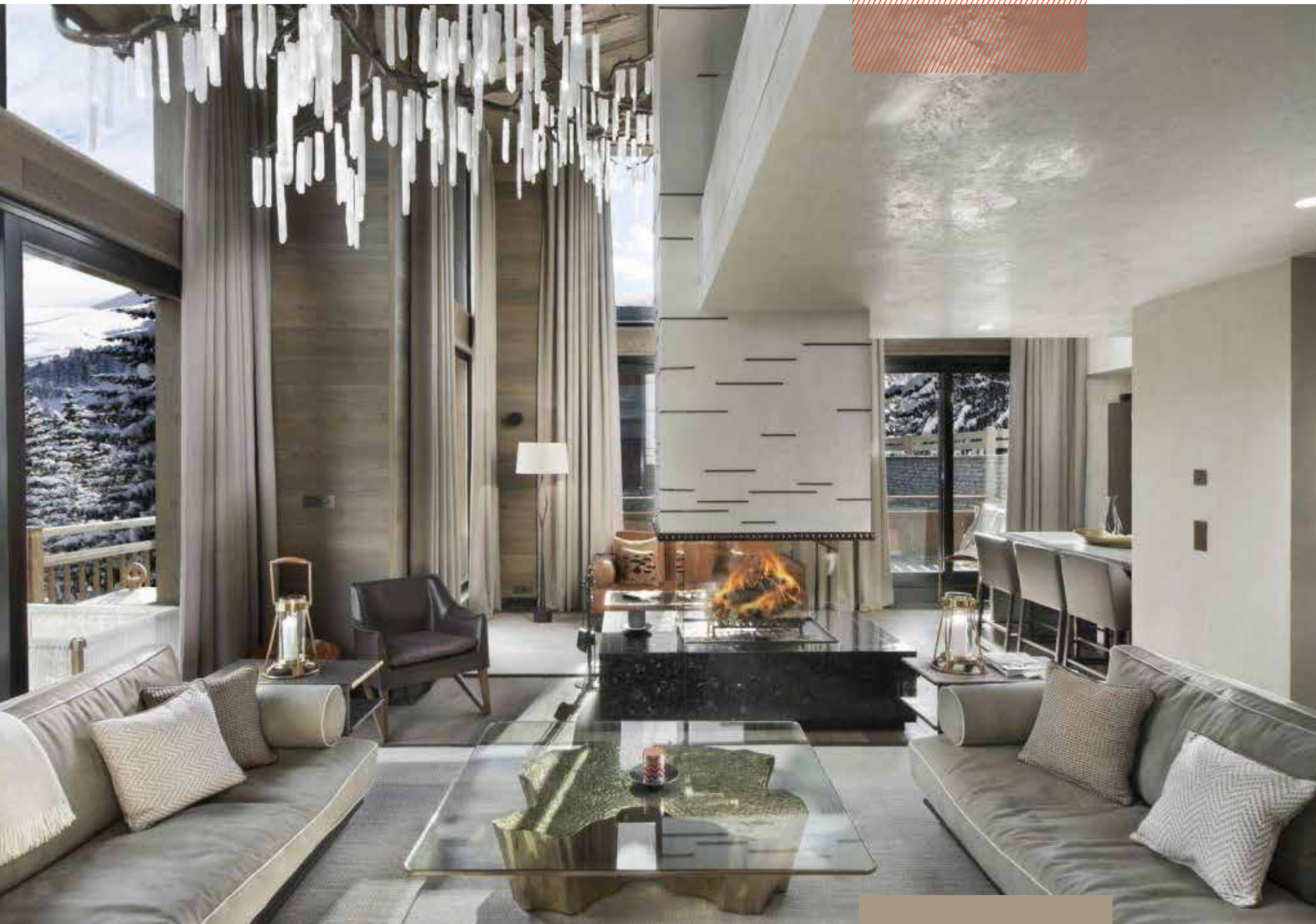
the property carefully styling and staging key areas that highlight the interior design and architecture of the house, staffing services, amenities along with a homeowner testimony.

**FINAL INSPECTION** will be performed in detail prior to each guests' arrival and work with your property maintenance team to ensure any concerns are addressed. A video inventory is maintained of the home condition and contents.

**HOMEOWNERS PERSONAL BELONGINGS** LVH Staff will remove homeowner's personal belongings and lock them in a secured storage area based on the homeowners instructions.

**WE CONVERT THE HOME** into a private resort with our spa products, branding and create unique energy and ambiance. Our expert local teams are there to ensure an unparalleled experience for our guests and homeowners alike.





## CHALET PERCE NEIGE

COURCHEVEL 1850,  
COURCHEVEL







## BECOME AN LVH GUEST

Homeowner Partners are more than welcome to enjoy luxury vacations as designed, planned and executed by the same team of professionals that manage your homes for other guests. Your possibilities are endless.

As our guest, you will be able to select your favorite property preferences in terms of amenities, location and style. Once you have selected your destination, you will be able to

submit an inquiry with instant responses, real-time chat features, future trip planning and last minute special notifications. Our guests can manage their entire vacation from our app, submit and monitor all service requests and interact in real time with all local service team members. Guests have seamless access to their preferences and custom built itinerary and location guides. Additionally, the LVH platform allows our guests to access their current account statements.

## INCLUDED SERVICES

Every LVH guest and booking enjoys amenities and included services unparalleled in the hotelier, home chartering and resort industries. Every booking includes:

**STEWARD** - Ensures a personalized vacation experience by managing all in-home services

**HOUSEKEEPING SERVICES** - Provides immaculate and discrete cleaning services indoors and outdoors

**FIELD MANAGER** - Provides continuous oversight of home operations & maintenance

**ACCESS TO CONCIERGE** - Provides guests with 24/7 comprehensive concierge service

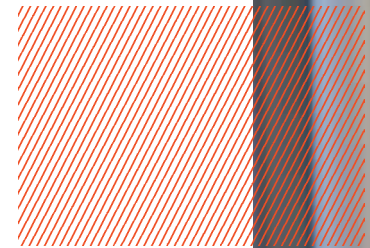
**PRE-STOCKING** - LVH teams will pre-stock homes with items based on guest preferences

**WELCOME CEREMONY** - LVH teams warmly welcome guests to their home with champagne, flowers, and a charcuterie board

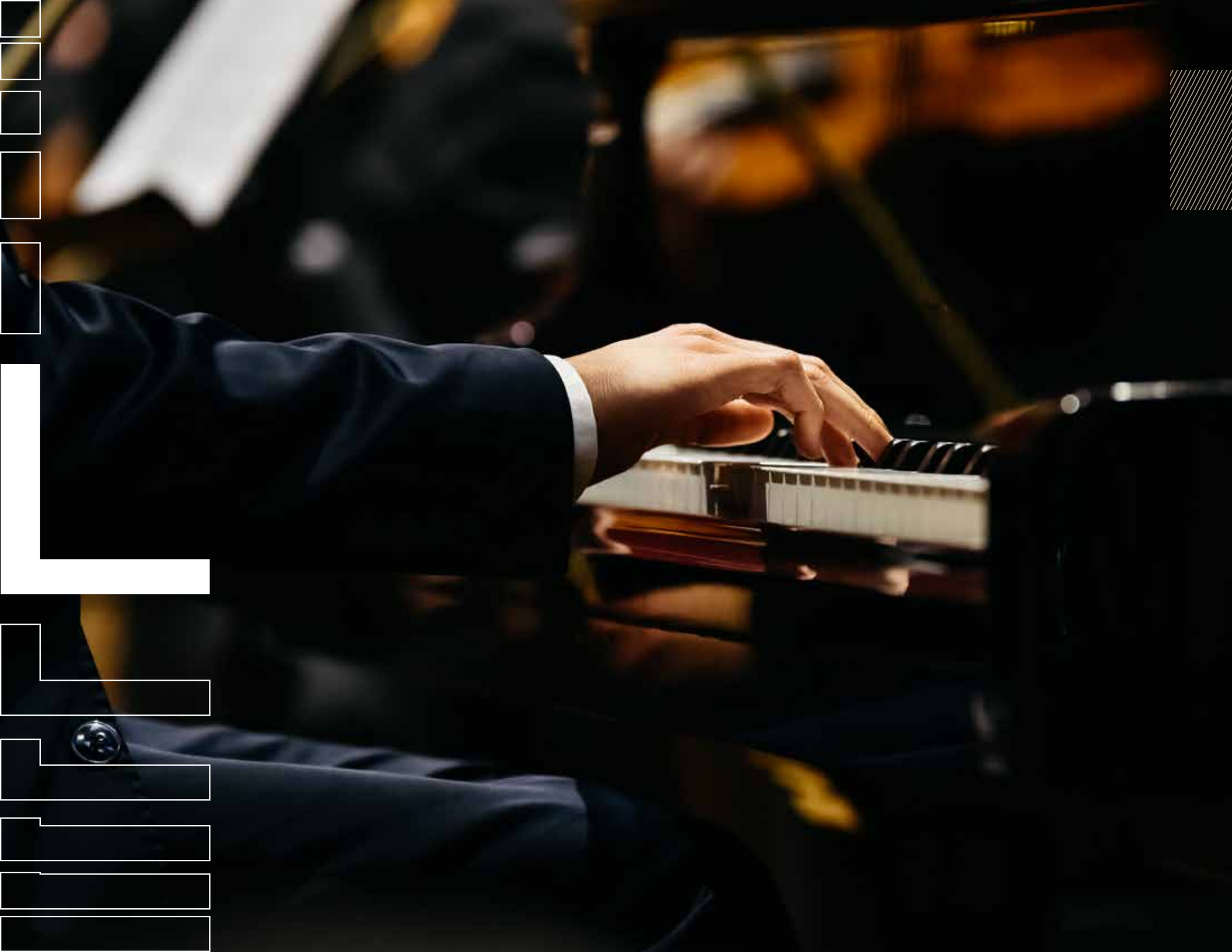
**UNPACKING** - Stewards will unpack all their bags upon arrival, and pack them before departure

**AIRPORT TRANSFER** - Chauffeurs transport guests to and from their homes, within a 30-mile radius

**LUXURY SPA PRODUCTS** - Homes are stocked with exclusive spa products









## ENDLESS EXPERIENCES

Every luxury vacation with LVH allows guests to choose every aspect of their experience; it is only limited by their imagination. Here are just a few of those possibilities:

- Special Events
- Personal Shopping
- Cultural Experiences
- Dining and Nightlife Reservations
- Theatrical, Music and Sporting Events tickets
- Personal Event Planning Services
- Extreme Adventures

## ADDITIONAL SERVICES

Every LVH guest and booking enjoys amenities and included services unparalleled in the hotelier, home chartering and resort industries. Every booking includes:

**YACHTS** - Exquisite yacht options for day cruises or weekly adventures

**CHEFS** - Professional chefs from all around the world will create meals for all tastes and dietary restrictions

**SUPER CARS** - Never leave home without the ability to drive a luxury vehicle

**PRIVATE JET & HELI CHARTER** - LVH curates the most lavish transportation arrangements from a fleet of luxury private jets and helicopters

**CHAUFFEUR** - Our professionally trained chauffeurs will provide expert and courteous service

**SECURITY** - Professional and discreet security services tailored to your needs can be arranged

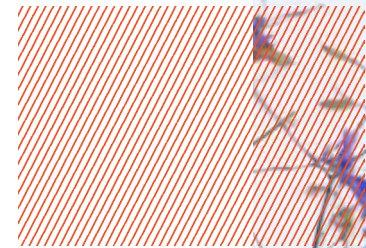
**WELLNESS** - LVH offers a number of choices intended to elevate guests' well-being

**SPA AND AESTHETICS** - Elite spa services can be arranged in the privacy of your LVH vacation home or at a nearby exclusive establishment

**WARDROBE CARE** - The LVH housekeeping team can schedule professional cleaning services or in-home laundry care

**EXPERIENCES** - LVH is unmatched when it comes to crafting truly unforgettable travel experiences

**ENTERTAINMENT** - LVH can provide you with access to the most prestigious and exclusive venues







V





# TRANSPORTATION

Handling every aspect of your private and exclusive luxury vacation can include a host of transportation options with LVH's preferred partners. From door to door service to providing exotic car rentals at your destination, we aim to make your journey as relaxing and personal as the vacation experience itself.

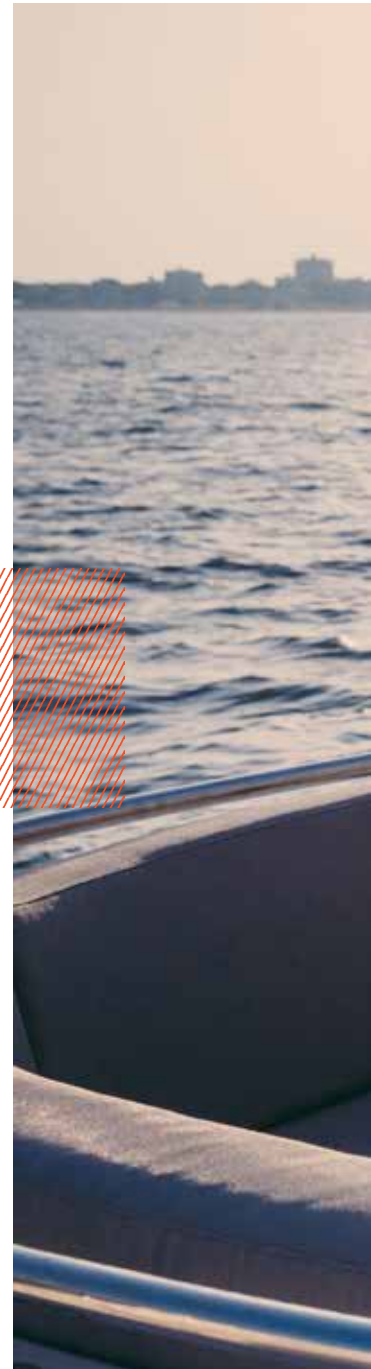
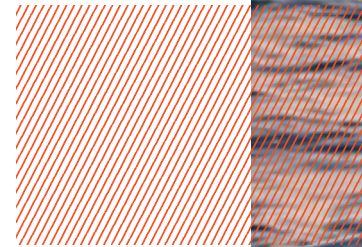
- Private Jet and Heli Charter
- Yacht Charter
- Car Transfer and Disposal
- Cars Rental
- Commercial Air Tickets
- Hotel Reservations

## SPECIAL SERVICE REQUESTS

When you become a guest at one of our thousands of luxury homes in more than 100 destinations worldwide, LVH commits to making your every desire a reality.

Our professionals have become experts at fulfilling unique requests, no matter the scope,

cost or complexity. We have hosted private island birthday parties, filled homes with romantic gestures, purchased the 'unattainable' private event ticket and secured items for guests that were considered unobtainable. When you need the impossible accomplished on your perfect vacation, rely on LVH.









# PREFERRED HOME MANAGEMENT PROGRAM

We are excited to tell our elite luxury homeowners about the benefits of listing your property as a vacation home exclusively with LVH. Our Preferred Home Management Program and affiliated services are unrivaled in the luxury and ultra-luxury vacation home rental industry. Become a true partner with LVH in the management of your real estate portfolio including vacation charter management, property management and even lifestyle services available within your principal residences.

## WHAT YOU RECEIVE WITH YOUR EXCLUSIVE LISTING

Providing constant communication and updates about your home, its bookings with LVH and its management is our priority.

Standard services will ensure you have:

- A main contact client relationship manager
- An owner relationship manager to book requests, provide availability, pricing, marketing, scheduling home inspections, and quarterly reviews.
- A home experience manager who prepares the home for guests, oversees home maintenance, foots issues and rectifies guest damages.
- A guest experience manager pre-stocks the home for guests, provides concierge services and sees to all in-residence requests from guests.

## PREFFERED PROGRAM SERVICES

All services included in a general property listing as stated above in the homeowner program, plus:

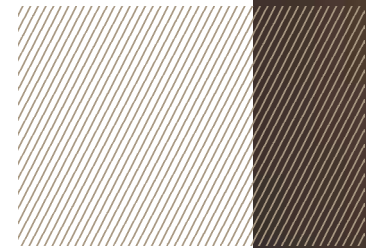
- Dedicated Home Experience Manager Vendor Management
- Oversight and Reporting

### ON-SITE PROPERTY MANAGEMENT

- Monthly Preventative Review
- Incident Resolution
- Upgrade Management

### CLEANING

- Weekly Light Cleaning
- Monthly Deep Cleaning Services







Jet fuel





## FULL ACCESS TO GUEST SERVICES

As one of our exclusive and preferred Homeowner Partners, you will receive unparalleled access to our remote concierge, guest and experience team services no matter where you are, or where you are staying. These services include:

- Full Access to Concierge Team\*
- Included Services
- Additional Services
- Special Service Requests
- Transportation Requests
- Experiential Planning

\*Concierge services available only in designated locations. A 15% administration fee is applied to all concierge services

# PREFERRED HOMEOWNER EXTRAS

Only available in select locations, homeowner extra services are available for In-Home Services at your principal residence, or any of your properties. Let our professionals serve you even at home.

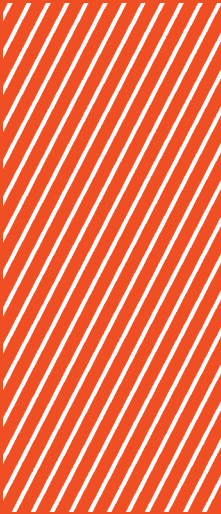
## IN-HOME SERVICES\*

- Maid Services
- Host Services
- Chef Services
- Security Services
- Wellness and Spa Services Other Staff Services
- Home Stocking
- Flowers and Decoration





LVH CURATORS OF  
IMMEASURABLE  
MOMENTS



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