



## Dear owner of a wonderful property in the Canary Islands!

Welcome to the OXMAR JET team - your personal guide to the management, maintenance, and capitalization of your property in Tenerife! Before we tell you in detail how we can help you, ask yourself one question:

How often do you think about how to create a management system for your property so that everything works like a clock while you still can enjoy your free time?



- ✓ where the maids prepare the room efficiently and on time for the arrival of guests;
- ✓ where the technical personnel monitor the state of the facility in a timely and efficient manner and fixes the eventual faults promptly, when necessary;
- ✓ where upon booking, the guests receive full information about the property, logistics, rules of the check-in and stay, sign a lease agreement, and

bear responsibility for the safety of your house during the period of their stay;

- ✓ where qualified multilingual staff meet your guests and provide them with 24/7 support;
- ✓ where satisfied guests write positive reviews expressing their desire to return upon finalizing their vacation;
- ✓ where you can increase your first and second sales, income, and motivation to scale your assets.

We are sure that this happens quite often! We once faced all these questions and looked for the answers through our own experience for several years, so that today we can offer you a unique product –



# a tourist concierge service!

# What is a tourist concierge service (TCS)?

TCS is a service that allows delegating the full or partial scope of tasks related to management, maintenance, and capitalization of the real estate, together with the travel organization and assistance, to the professionals.

## What tasks does TCS cover for real estate owners?



Audit of the property and its documentary evidence



Provision of a Welcome Box to the guests upon their check-in



Laundry service



Preparation of the property for the start-up of the activities and its subsequent lease



Transfers



Dry cleaning services



Keys storage



Personal 24/7 manager for the guests



Solution of the day-to-day issues



Commercialization of the property



Provision of personal hygiene products for the guests



Property maintenance



Marketing and promotion through all possible channels



Provision of baby supplies for the guests (cribs, high chairs, bathtubs, toys, car seats, baby dishes)



Gardener services



Online / offline advertising



Provision of supplies for the animals (bowls, loungers)



Pool maintenance



Communication with clients (multilingual)



Quality control service



Revision of the property before the guests' arrival



Guided tour of the property and infrastructure for the guests



Maintaining financial records



Coordination of the guests' check-in/check-out



Cleaning service



Provision of accounting documents for the services rendered



Communication with utility providers and government agencies

## Additional services for your guests:

- Selection of domestic staff: nannies, maids, drivers, chefs
- Catering and event organization
- Car rental of any kind, including premium and sports vehicles
- Organization of excursions and private trips
- Organization of corporate events
- Translation services
- Organization of leisure
- Information and reference services

If necessary, we can provide the following additional services for you:

- Construction / renovation work
- Interior design
- Agency support of real estate purchase and sale transactions
- Legal support
- Accounting services
- Insurance
- Information and reference services

## Why is TCS important, convenient, and necessary?

For all the questions related to the ownership, exploitation and management of real estate! It all seems so easy, just purchase a property and lease it. No big deal! In fact, the road to profitability is much more tortuous. Everyone who sooner or later buys a property in Spain faces several questions, the answers to which have to be found through trial and error. How, through which company and what kind of Internet service should I contract? What happens if there is an overbooking? Why is the light off? How to pay taxes? There are dozens of tasks on the list, and, of course, one can complete them on their own, provided that they speak Spanish and have a lot of free time and patience.

An alternative option is to entrust the solution of all the important issues to the concierge service and professionals of OXMAR JET, a company with many years of experience in the field of travel services. Try it, and you will like your free time. In the meanwhile, we will make sure your property is safe and profitable.





First of all, **OXMAR JET** is a team of people who once faced all possible difficulties while working with the tourist rental, found solutions, and successfully apply them today. In 2011 we got the first house under our management, and today we are operating more than 50 properties under our management and as outsourcers for other management companies of the Canary tourism market.

**Our team includes:**

- sales managers
- marketing experts
- SMM specialists
- interior designers
- maids
- maintenance personnel
- check-in / check-out / accommodation managers
- quality department
- accountant
- taxation expert
- department responsible for resolving issues of any kind

**Our team also includes freelance specialists who are always ready to help you or your guests:**

- drivers
- chefs
- translators
- event organizers
- guides
- babysitters
- construction team



For each property and owner, we prepare a personal quotation for the required services. A full list of services and their cost will be sent to you in a private message upon request. To this end, please contact us over email / WhatsApp / Telegram.

If you have any questions or additional information that we need to know about, please contact us:

Email: [info@oxmar.com](mailto:info@oxmar.com)  
Telephone: +34 681 328 330  
(Monday-Friday from 10.00 to 20.00)



**DELEGATE TO THE PROFESSIONALS**

and enjoy a good night's sleep while your property investments generate a stable income!