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"Having the best suppliers on site is essential and I have my drivers who are in house to help me when I have something happening."

Regions of operation: Europe

Countries of expertise: France

Special categories: Family Trips, Honeymoon, Celebrity Assistance

What is one of your all-time favorite experiences you've been able to pull off for guests?

We have created amazing experiences for a billionaire family who loved our itinerary and the fact that we could privatize entirely some museums such as Versailles castle and providing with bodyguards day and night last minute. Something that cannot be booked online!

Do you think the events of recent years have permanently changed the role of the specialist/agent? Any forever pivots that you've made?

Yes totally especially in big cities where you cannot navigate without having someone who creates and books everything in advance for you and puts you on guest lists to avoid the long queues everywhere.

How do you deal with unforeseen issues on the ground?

Having the best suppliers on site is essential and I have my drivers who are in house to help me when I have something happening. I asked one of my driver to help me to pick up the son of a rap singer who was still in the jacuzzi of his hotel while his plane was about to depart.

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