SECTOR CAPABILITY

LUXURY HOSPITALITY, PRIVATE AVIATION & CONCIERGE

Discreet security, medical and journey support designed around the guest, the principal and the service experience.



FOR HOTELS | AVIATION | CONCIERGE | PRIVATE OFFICES

UNITED KINGDOM | INTERNATIONAL

horizon.uk.com



THE SERVICE REALITY

Every handover shapes the guest experience.

A guest or principal can move from aircraft to vehicle, hotel, residence, yacht, event and public setting in one itinerary. Privacy, service and exposure change at every handover.

The principal

Individuals, families, guests, executives and accompanying personnel.

The experience

Aviation, transfers, residences, hospitality, events and leisure.

The provider

Reputation, discretion, continuity and accountable service.

AN INTEGRATED SERVICE PARTNERSHIP

A disciplined extension of the service team.

Horizon supports private offices, hotels, aviation operators, concierge teams and family representatives within established service arrangements. One Horizon lead remains accountable for delivery.

Your governance remains in control.

We work with existing security, household teams, crew, drivers, hotels and local partners without duplicating roles. Reporting lines remain clear, personal information is controlled and service standards are protected.

ENGAGEMENT MODELS

01	**ASSESSMENT**	Residence, itinerary or service review.
02	**ITINERARY**	One movement, stay, event or complete itinerary.
03	**SPECIALIST**	Protective, medical, intelligence or specialist support.
04	**RETAINED**	Ongoing oversight and agreed mobilisation.

A CREDIBLE DISCREET-SERVICE PARTNER

Already have arrangements? Add discreet capacity and assurance.

Established hospitality, aviation and concierge arrangements may still need specialist protection, independent assurance or additional capacity. Horizon can start with one requirement and work alongside existing providers.

01 Independent review

Benchmark an itinerary, residence plan or escalation process.

02 Second source

Pre-approved support when normal capacity is unavailable.

03 Surge cover

Additional capacity for a high-profile stay, event or threat spike.

04 Specialist task

Bring Horizon in for protective, medical or sensitive requirements.

05 Regional support

Fill a destination or service gap without changing the wider model.

06 Controlled transition

Move through a controlled handover where standards need to improve.

Start with one requirement. Keep the rest in place.



PRIVATE RESIDENCE AND ESTATE SECURITY

Security that belongs in the setting.

Residential security should protect people, privacy and property while respecting the rhythm of the household. Controls are proportionate, discreet and designed around daily life.

Perimeter

Grounds, boundaries, gates, lighting, detection and response.

Household

Family, staff, visitors, contractors, deliveries and routines.

Continuity

Incident response, escalation, handover and residence continuity.

PERIMETER | ACCESS | PATROL | RESPONSE

PRIVATE AVIATION AND AIRSIDE SUPPORT

Discreet support from lounge to aircraft.

Horizon coordinates airside access, vehicles, routes, crew liaison and protective support around the operator's procedures and the principal's schedule.

ADVANCE

Terminal, apron, aircraft, route, timings and contingencies.

COORDINATE

Operator, crew, handling agent, driver and onward destination.

DELIVER

Controlled handovers, appropriate presence and rapid adaptation.





CHAUFFEUR AND PROTECTIVE DRIVING

The journey should feel effortless.

Professional drivers combine discretion, presentation, route awareness and vehicle readiness. Protective capability can be added where the profile, destination or exposure requires it.

Advance

Route, timing, alternatives, set-down points and contingency review.

Interface

Coordination with PAs, concierge, aviation, hotels and hosts.

Continuity

One operating brief across aircraft, vehicles, residences and venues.

YACHT, MARINA AND MARITIME LIFESTYLE SUPPORT

Protection that moves with the itinerary.

Discreet support for owners, guests and crew, coordinated across marinas, tenders, shore movements, events and changing destinations.



MARINA Access, vehicles, public areas, service routes and local environment.

VESSEL Embarkation, guest movements, visitors, contractors and privacy.

TEAM Integration with captain, crew, concierge, drivers and local support.

SCALE One arrival, a charter, a season or retained support.



HOTELS, VILLAS AND PRIVATE-FLOOR SECURITY

Privacy starts at the threshold.

Accommodation security should preserve privacy, rest and service quality. A proportionate review identifies access, movement and response issues without turning the property into an obvious security operation.

The property

Entrances, reception, lifts, private floors, rooms, exits and service routes.

The stay

Arrivals, visitors, staff, housekeeping, vehicles, privacy and contingencies.

Security should strengthen the service experience while remaining calm, discreet and proportionate.

PRIVATE FAMILY AND LIFESTYLE SUPPORT

Present when needed. Unobtrusive by design.

Horizon coordinates proportionate protection around family routines, travel, education, leisure and public exposure, integrating with household teams and adapting as circumstances change.

01	02	03	04	05
ASSESS	INTEGRATE	SUPPORT	MONITOR	ADAPT





CONCIERGE, PA AND PRIVATE-OFFICE INTEGRATION

One discreet operating picture.

The best security support fits the service plan. Horizon works with PAs, concierge teams, private offices, household staff and operators so responsibilities, information and handovers remain clear.

Shared planning

Itineraries, guest preferences, access, transport, events, exposure and contingencies.

Information control

Need-to-know handling of movements, residences, guest details, incidents and changes.



MEDICAL, CRISIS AND CONTINGENCY SUPPORT

Prepared support wherever the itinerary leads.

Medical and security capability can be delivered independently or integrated into one discreet plan, with clear thresholds, reliable communications and accountable decisions.

Medical support

Qualified medics and trained responders for residences, aviation, yachts, events and travel.

Crisis coordination

Security and medical escalation, liaison, relocation, evacuation and continuity decisions.

Preparedness

Receiving facilities, alternative routes, communications, triggers and principal-specific contingencies.

ONE BRIEF | ONE ACCOUNTABLE LEAD | ONE OPERATING PICTURE

DELIVERY MODEL AND CLIENT ASSURANCE

One disciplined process. One accountable lead.

The same risk-led process applies from one movement or stay to an enduring private-client programme.

01

ASSESS

Principal, family, itinerary, property, exposure and existing controls.

02

DESIGN

Support, routes, access, communications, reporting and contingencies.

03

MOBILISE

Select, vet, brief and deploy suitable personnel and local support.

04

OPERATE

Support, liaise, report, monitor and adapt as circumstances change.

05

REVIEW

Review delivery, capture preferences and strengthen future support.

CLIENT ASSURANCE

2012
ESTABLISHED

UK + GLOBAL
REACH

BESPOKE
DELIVERY

CONFIDENTIAL
BY DEFAULT

SIA-licensed personnel where required. Role-appropriate vetting and selection. Client-specific conduct, confidentiality, reporting, supervision and escalation.

THE CLIENT OUTCOME

Protected privacy. Seamless handovers. Discreet, accountable support.

CONFIDENTIAL ENQUIRIES

Start with one requirement.

Whether the requirement is immediate, planned or exploratory, a confidential conversation is enough to consider one movement, specialist requirement or enduring programme.

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SCAN TO VISIT

DISCREET SUPPORT. SEAMLESS MOVEMENT. PROTECTED PRIVACY.