



ECCOCONCIERGE

TAILOR MADE SERVICES

ESTD 2021 - VENICE

COMPANY PROFILE

LUXURY CONCIERGE - HOSPITALITY - PRIVATE EXPERIENCES

From essentials to exceptional.

ECCO Concierge SRL - San Marco 3441, 30124 Venezia, Italy

info@eccoconcierge.com - +39 345 636 3610 - www.eccoconcierge.com

July 2026



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Company Identity

EXECUTIVE SUMMARY

ECCO Concierge SRL is a Venice-based luxury concierge and hospitality management boutique designed to support private clients, property owners, travel partners and high-end hospitality operators with discreet, reliable and tailor-made services across Venice and selected Italian destinations.

The company combines operational precision with a refined service culture: guest assistance, private experiences, transfers, private dining, property support, lifestyle management and bespoke arrangements are coordinated through a trusted network of selected suppliers and local professionals.

ECCO Concierge positions itself as a white-glove operational partner for clients who require fast execution, confidentiality, high standards and a single point of contact capable of transforming complex requests into seamless experiences.

CORPORATE SNAPSHOT

Legal name	ECCO Concierge SRL
Core activity	Luxury concierge, hospitality support, private experiences and property-related guest services
Operational office	San Marco 3441, 30124 Venezia, Italy
Registered office	Corso Galileo Ferraris 69, 10128 Torino, Italy
VAT / Tax Code	12785430013
PEC	eccoconcierge@pro-pec.it
SDI code	USAL8PV
Email	info@eccoconcierge.com
Phone	+39 345 636 3610
Website	www.eccoconcierge.com



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Purpose, Mission and Vision

MISSION

To provide private clients and hospitality partners with a reliable, elegant and highly responsive concierge structure that simplifies every aspect of the stay, from essential logistics to exceptional experiences.

VISION

To become a reference luxury concierge platform for Venice and Italy, connecting international clients, private residences, real estate operators, DMCs, travel agencies and hospitality brands through a standard of service that is discreet, consistent and deeply local.

BRAND PHILOSOPHY

ECCO Concierge works on the principle that luxury is not defined only by exclusivity, but by timing, discretion, problem-solving and trust. The objective is to anticipate needs, protect the client experience and ensure that each request is managed with accuracy and personal attention.

"From essentials to exceptional."

COMPANY BACKGROUND

ECCO Concierge was developed from direct experience in high-end hospitality, short-term luxury rentals, real estate clients and private guest management in Venice. The company was created to answer a clear operational need: international clients and luxury partners require a trusted local team capable of managing both everyday assistance and exceptional tailor-made requests with the same level of professionalism.

Rather than operating as a generic service desk, ECCO Concierge acts as a curated operational layer between the client, the property, the partner and the supplier network.



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Services Portfolio

CORE SERVICES

VIP Guest Assistance Pre-arrival support, check-in coordination, in-stay assistance, local recommendations, emergency support and end-to-end guest care.	Private Experiences Tailor-made cultural itineraries, private tours, islands experiences, access coordination, art, craftsmanship, gastronomy and bespoke Venetian moments.
Transfers and Logistics Airport, train station and private arrival support, water taxi coordination, chauffeur services, luggage logistics and multi-supplier coordination.	Private Dining and Events Private chefs, in-residence dining, catering coordination, wine experiences, intimate celebrations, event support and supplier management.
Property and Owner Support Guest-ready preparation, operational coordination, owner support, maintenance follow-up and service supervision for premium residences.	Lifestyle and Personal Services Personal shopping, wellness, beauty, medical support coordination, personal care, reservations and bespoke daily-life assistance.

SERVICE PRINCIPLES

Discretion	Confidential handling of private clients, residences, sensitive requests and partner relationships.
Responsiveness	Fast operational reaction and clear communication before, during and after each request.
Local Expertise	Deep knowledge of Venice, its logistics, access constraints, suppliers, seasonality and hospitality dynamics.
Quality Control	Selected supplier network, service supervision and post-service follow-up where required.



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Clients and Target Market

PRIMARY CLIENT SEGMENTS

Private Clients and Families International guests seeking a discreet, trusted and responsive local concierge during their stay in Venice and Italy.	Luxury Property Owners Owners of villas, apartments and palazzi requiring guest support, operational assistance and premium services.
DMCs and Travel Agencies Luxury travel professionals seeking a reliable local white-label partner for high-value clients and complex itineraries.	Real Estate and Hospitality Partners Agencies, property managers, boutique hotels and private residences requiring concierge support for guests and owners.
Corporate and VIP Guests Executives, brands, athletes, artists and public figures requiring discretion, coordination and elevated service standards.	Yacht and Event Clients Clients arriving by yacht or attending Venice events who need logistics, transfers, dining, access and full local coordination.

TYPICAL USE CASES

- A luxury travel agency needs a Venice-based concierge partner for a family staying in a private palazzo.
- A property owner requires a trusted team to manage guest arrival, supplier coordination and in-stay support.
- A VIP client needs transfers, private dining, last-minute reservations and a single point of contact.
- A real estate partner wants to add hospitality value to a high-end rental or sales relationship.



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Operating Model

HOW ECCO CONCIERGE WORKS

1. Request intake	The client or partner shares the request, timing, budget, preferences and level of service required.
2. Feasibility and supplier check	ECCO verifies availability, logistics, suitability, pricing and quality of the proposed solution.
3. Curated proposal	A concise proposal, quote or operational plan is prepared, including inclusions, exclusions and payment terms where required.
4. Confirmation and coordination	After confirmation, ECCO coordinates suppliers, timings, contact persons, access points and contingency details.
5. Service delivery	The service is executed under ECCO coordination, with discreet support and real-time problem solving.
6. Follow-up and reporting	Where relevant, ECCO provides post-service notes, owner updates, partner feedback or financial reconciliation.

OPERATIONAL STANDARDS

- Clear written confirmation of requested services, pricing and cancellation terms.
- Use of selected suppliers and professionals suitable for luxury clients.
- Transparent coordination of live costs, extras and additional hours.
- Single point of contact for clients and partners whenever possible.
- Discreet tone, multilingual communication and high-touch client care.
- Documentation suitable for private clients, owners, partners and administrative review.



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Partner Value

WHY PARTNERS WORK WITH ECCO

ECCO Concierge is designed to protect and elevate the relationship between the partner and the final client. The company can operate visibly as ECCO or discreetly behind the partner brand where a white-label structure is preferred.

For Travel Agencies and DMCs

A local high-end execution partner in Venice, able to support complex requests, premium guests and last-minute operational needs.

For Property Owners

A professional service layer that improves the guest experience, protects the property and helps manage the residence with care.

For Real Estate Partners

A hospitality extension that strengthens client relationships and adds value to luxury rental and sale mandates.

For Hospitality Operators

Additional concierge capacity, private services and curated local experiences without building an internal structure from scratch.

COMMERCIAL POSITIONING

ECCO Concierge can support partners on a commission basis, fixed project fee, service-by-service margin, retainer structure or white-label collaboration, depending on the nature of the relationship and the level of operational involvement required.

CONFIDENTIALITY AND TRUST

Many requests handled by ECCO involve private homes, VIP clients, sensitive itineraries, payments, access arrangements or confidential partner relationships. For this reason, discretion, careful documentation and controlled communication are core components of the company approach.



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Company Details

ADMINISTRATIVE INFORMATION

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BANK DETAILS - FOR PAYMENTS WHEN REQUIRED

Account holder	ECCO Concierge SRL
Bank	Credit Agricole Italia
Branch	San Marco 4121, 30124 Venezia, Italy
IBAN	IT79Y0623002020000020930825
BIC / SWIFT	CRPPIT2PXXX

CONTACT

For partnership opportunities, client requests, luxury concierge support, private experiences or property-related hospitality services, please contact ECCO Concierge directly at info@eccoconcierge.com or +39 345 636 3610.

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