



AVELINO

PERSONAL ON-SITE MANAGEMENT

VIRTUAL PA SERVICE

We transform services into real experiences

About Us

Since 2011, we have been dedicated to receiving, welcoming, and directing guests to the best experiences and services in Portugal.

We have a natural drive to please others, by providing not only a highly professional, but also genuine and open-hearted service.



AVELINO



As such, we:

- 01 Guarantee a great new beginning in Portugal for every member of your family;
- 02 Enhance all your experiences in Portugal, whether on business or leisure;
- 03 Optimize your time as an interface between you and all the services you need;
- 04 Exceed your expectations, always going for the extra mile.



Our values, which guide our actions and define our approach, are:



Dedication

We do not rest until we make sure that your needs are completely fulfilled throughout your new life, also factoring in your personality, wishes and requests.



Collaboration

We are actively engaged in working to promptly address your requirements and guarantee a hassle-free personal experience in Portugal.



Quality

We are committed to recommending you the best-suited services, from our extensive local experience.



Respect

We respect your background and beliefs and incorporate your specific needs into the services.



Innovation

We are very dynamic and proactive, never stopping before a closed door.



Virtual PA

YOUR DAY-TO-DAY LIFE SUPPORT

Our Relationship Managers will take care of your well-being. You just need to approve, confirm or cancel. We will manage everything for you as you like it. Just focus on your loved ones.

We are:

- Pro-active
- Dedicated
- Organized
- Responsible
- Cordial
- Punctual
- With a leadership spirit

Always focused on you!



Cloud Storage

UPDATED IN REAL-TIME

Our Relationship Managers will update your:

- ❖ Virtual Agenda
- ❖ Transactions and Invoices
- ❖ Calendar
- ❖ Contact list
- ❖ Accounts
- ❖

.. everything you need!






Virtual Agenda

In your agenda you have access to:

- ❖ Personal Data
- ❖ Detailed task list:
 - ❖ Date
 - ❖ Provider
 - ❖ Description
 - ❖ Documents
 - ❖ Status (urgent, in process, today, next week, when possible, done)
 - ❖ Additional notes



Conway's Family
PA Service | 12 hours per week

NAME	ADDRESS	DATE OF BIRTH	PHONE	EMAIL	NIF	PASSPORT	INFO
Hilary Conway	Rua das Flores, 54 2º Dto. 1250 -123	12/07/1988	916 742 558	hilaryconway@gmail.com	201799602	PT 647 66 68	
William Conway		30/01/1984	920 575 400	williamconway@gmail.com	206 486 558	PT 267 44 58	
Katie Conway		8/3/2020			250 496 258	PT 365 86 914	
Benjamin Conway		25/6/2023			267 8620 110	PT 611 83 21	

LEGEND	
✔	DONE
🕒	1 - URGENT
👉	2 - IN PROCESS
📅	3 - TODAY
📅	4 - THIS/NEXT WEEK
📅	5 - WHEN POSSIBLE

DATE	TASK	PROVIDER	DESCRIPTION	DOCUMENTS	STATUS	NOTES
20/02/2024	Reschedule the eye appointments for Hilary	Cuf Tejo	need to be rescheduled if we don't have the two tests' results back yet - but hopefully not if we book in the eye tests quickly	Prescription	1 - URGENT	
20/02/2024	Check on refunds for the latest TAP changes	TAP	Booking reference: FR 159 654 Tickets n°: 25863114792 63114258792 5114792863	Tickets	1 - URGENT	
20/02/2024	Organizing Katie's 4th birthday		Inflatables Entertainment team Karaoke Catering Gifts Cake -		2 - IN PROCESS	Checking availability and waiting for quotes
29/02/2024	Contact Cuf about William's Exam Results	CUF Cascais			3 - TODAY	Waiting for Cuf's Email --> The results will be sent by email on 16/02/2024 (15 working days after his exam on 26/01/2024)
15/02/2024	Book Flights to Barcelona		Book the flights for the family. You can see his instruction on business vs. economy. Also, please make sure to use the TAP vouchers. Please book Gold to take them there and back.		3 - TODAY	
15/02/2024	TAP Corporate Ask for an Invoice for Hilary's Flight	TAP Corporate	Booking reference: FR 159 654 Ticket n°: 25863114792		3 - TODAY	
20/02/2024	Book a general clinic appointment for William	Hospital da Luz	Early in the morning		4 - THIS/NEXT WEEK	



Transactions and Invoices

In the transactions and invoices file you have access to:

- ❖ File updated in real-time with all the purchases
- ❖ Credit and debit balance
- ❖ Date of purchase
- ❖ Payment description
- ❖ Receipt or invoice
- ❖ Proof of payment
- ❖ Additional notes

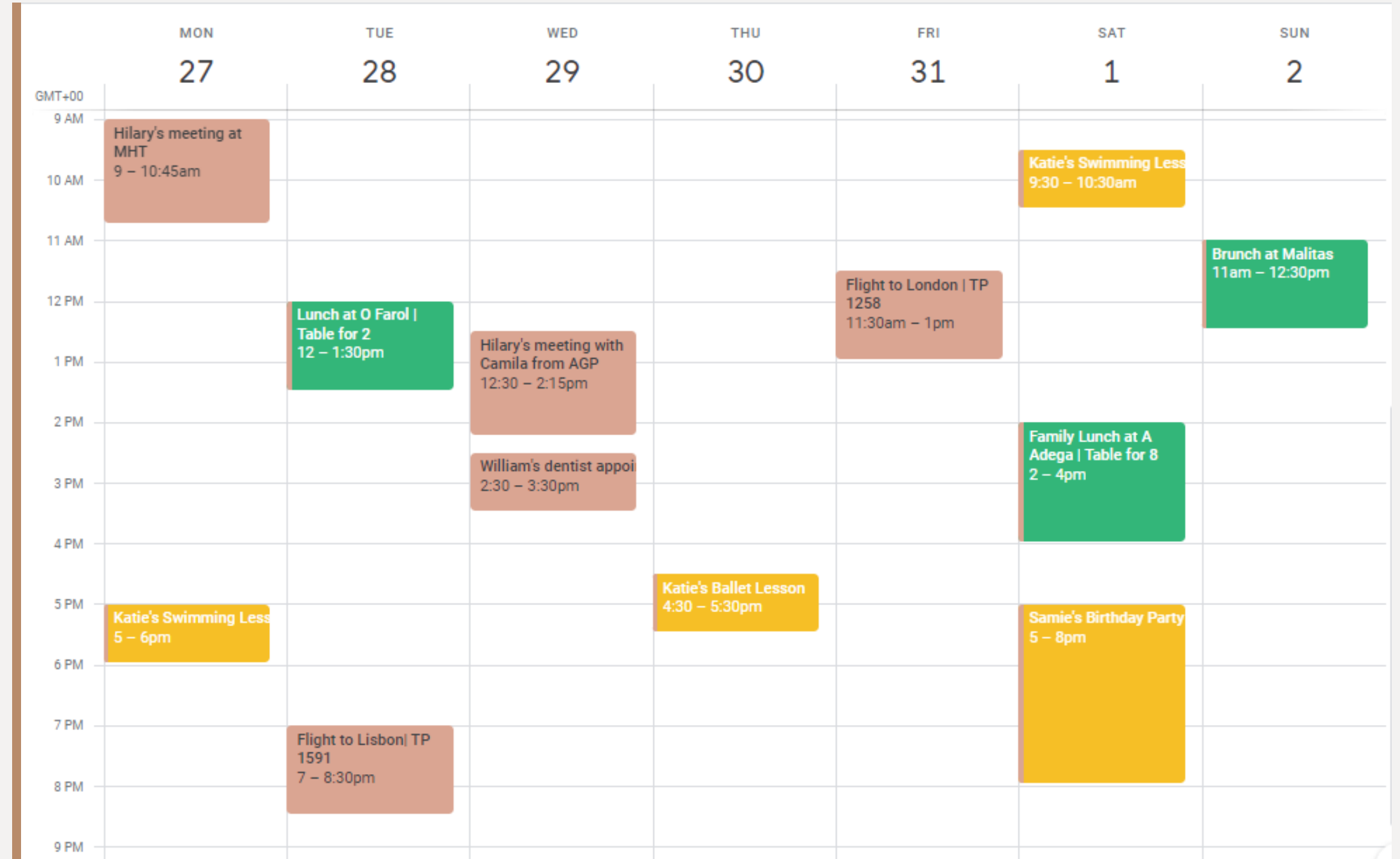
AVELINO		TRANSACTIONS AND INVOICES		CREDIT	110 060,71		
				DEBIT	19 540,86		
				TOTAL	1519,85		
DATA	Name	DESCRIPTION	CREDIT	DEBIT	INVOICE	Proof of Payment	NOTES
1/2/2024		Last Month's Credit	€9 030,29				
1/2/2024	Avelino	TAP Corporate John's Rebooked February Flights		€342,37	Click here	Proof of Payment	
1/2/2024	Avelino	Amazon order		€60,87	Click here	Proof of Payment	
1/2/2024	Avelino	CTT Customs Clearance of Jessica's Book		€14,93	Click here	Proof of Payment	Costs for customs clearance work carried out by CTT
1/2/2024	Avelino	Lufthansa John's February Flight - Part 2		€872,60	Click here	Proof of Payment	
2/2/2024	Avelino	Escalaz5 Chris's Climbing Classes		€160,00	Click here	Proof of Transfer	Details received via email
2/2/2024	Avelino	Continente Groceries		€120,00	Click here	Proof of Payment	
2/2/2024	Avelino	CUF Tejo Payment of Chris's Appointment on 31/01/2024		€16,00	Click here	Proof of Payment	
4/2/2024	Avelino	Lufthansa John's Flight from London to Munich		€494,57	Click here	Proof of Payment	
6/2/2024	Avelino	Notino 2 Garnier Hand Repair Creams' Order		€15,55	Click here	Proof of Payment	
6/2/2024	Avelino	TAP Corporate John's March Flights		€16,70	Click here	Proof of Payment	
6/2/2024	Avelino	TAP Jessica, John, Mary, and Chris's Flights to London		€1 538,57	Click here	Proof of Payment	
8/2/2024	Avelino	Tranquilidade Staff's Work Accident Insurance		€1 905,74	Click here	Proof of Payment	
9/2/2024	TAP	TAP Refund of John's Munich Flights	€ 516,22			Proof of Refund	
12/2/2024	Avelino	British Airways Chris and António's Flight from Milan to London		€122,16	Click here	Proof of Payment	
12/2/2024	Avelino	EasyJet António's Flight to Milan		€157,47	Click here	Proof of Payment	
12/2/2024	Avelino	2 Garnier Hand Repair Creams' Order		€80,79	Click here	Proof of Payment	
12/2/2024	Avelino	TAP Chris Flight to Lisbon		€301,99	Click here	Proof of Payment	
14/2/2024	Avelino	Lufthansa Airways Chris and António's Flight from Munich to Lisbon		€2 109,20	Click here	Proof of Payment	
16/2/2024	Avelino	Butchery order		€150,00		Proof of Payment	
17/2/2024	TAP	TAP Refund	€514,20			Proof of Refund	
18/2/2024	Avelino	Amazon		€4,99		Proof of Payment	
27/2/2024	Avelino	TAP Corporate John's Flights to London (27/02 and 01/03)		€737,37		Proof of Payment	
27/2/2024	Avelino	IT Services		€318,99		Proof of Payment	



Calendar

You will receive calendar invites to all your upcoming events.

- ❖ Appointments
- ❖ Reservations
- ❖ Meetings
- ❖ Lessons
- ❖ Flights
- ❖ Transfers
- ❖ Birthday's
- ❖ Especial events
- ❖





Home Office Management



Calendar and daily agenda management

Events and Birthday Reminders | Appointments | Real-time online agenda with all the bookings, addresses, and recommendations.



Financial management

Management of monthly budget and deposits for house management and staff salaries (with pre-defined limits for expenses).



Checking, screening, and transmission of mails, reporting.



Administrative support

Documents, Utilities, Insurance, Condo & building matters, etc.





Family Management



Family day to day life

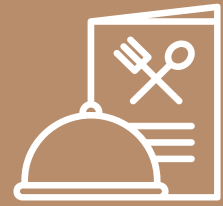
Activities| Education | Transport

- Help in setting up your everyday life (finding the best activities, the most important loyalty and discount memberships, the most convenient surrounding stores, or even a gift for a loved one);
- Support in school and in monitoring school affairs and school supplies' purchases;
- Suggest "what to do" in Portugal at any time adjusted to family profile;
- Plan holidays, weekends, book hotels, restaurants, or other services





Lifestyle Management



Lifestyle

Secure restaurant reservations | Day-to-day life | Book entertainment experiences.



Travel Management

Travel & Vacation Planning | Arrange travel services | Private aviation.



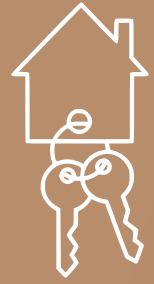
Events Management

Tickets and events | Dinner parties | Boat renting | Pre-out event planning (Planning Transport, makeup and hair, information about the event).





House Management



Key holding



Manage utility services: Water, Electricity, Gas. Manage Home TV, Broadband, SIM cards, and landline services



Errands coordination



Asset Protection | Home security systems





Management Support



Handling all problems and maintenance through reliable and trustable services



Representation tasks | Management of the relationship with neighbors



Guarantee house and clothes organization



Coordination and supervision of maintenance | Pool, garden, cleaning & housekeeping, etc



On-demand services | Renovation works management, First installation services, etc



Maintenance Reliable and trustable handymen



Re-stocking Essentials | Your accommodation will always be re-stocked with essentials.



Cleaning procedures and check list implementation and confirmation





Pricing

	PRICE			
6 MONTHS	1 330 €	2 310 €	3 245 €	3 850 €
3 MONTHS	770 €	1 330 €	1 925 €	2 310 €
1 MONTH	330 €	605 €	770 €	890 €
HOURS PER WEEK	3 HOURS	6 HOURS	9 HOURS	12 HOURS

Total payment before the 1st workday.

Stand up service extra 30€ per hour in your schedule / out of schedule 50€ per hour + travel fee if it's outside Lisbon area.





Exceeding expectations is what we live for

We never say no and that's why we got used to doing a little bit of everything. That's why we entered areas completely outside of our comfort zone. We did it with the same joy as a day-to-day service.

We accept every challenge, do our best and our goals are always achieved. Thank you to everyone who challenged us and continue to do so everyday.



LISBON - COMPORTA - PORTO - ALGARVE



HOW CAN WE HELP YOU?

WEARE@AVELINO.PT

WWW.AVELINO.PT

[+351 914 595 430](tel:+351914595430)

THANK YOU!

WE ALSO DO

CUSTOMER SERVICE TRAINING AND CONSULTANCY TO - HOTELS - CLINICS - RESTAURANTS - SHOPS

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