

# Luxury Rentals

M A D R I D

*We offer first quality medical coverage  
during your stay with us*

 quirónsalud  
La salud persona a persona

**LUXURY RENTALS MADRID** has signed a collaboration agreement with Quirónsalud, leader hospital group in Spain, to offer medical coverage to the customers staying in all the apartments and penthouses that we manage in Madrid.

This way, Luxury Rentals Madrid is one of the few companies in the holiday rental sector to offer this type of assistance with no cost for all the stays at any of our luxury apartments and penthouses.

This agreement with Quirónsalud is part of Luxury Rentals Madrid commitment to assure our customers' well-being under the leitmotiv: "You enjoy, we worry". This agreement goes in line with all the measures that we have already carried out in the last years regarding hygiene and cleaning, disinfection, security and control, sustainability, social commitment, technology and hosts well-being; together with those other measures that have been recently implemented to give answer to the current situation provoked by Covid-19 with the aim of providing maximum trust.

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# HOSPITALITY FOR LUXURY RENTALS MADRID CUSTOMERS



Call reception in a  
multi-language call center 24/7

 quirónsalud

## ACCESS 24/7

- Home and telematic medical service as courtesy of **Luxury Rentals Madrid** for their hosts.
- Transfer by ambulance, if necessary.
- For free.
- Premium admission circuit.
- No language barriers.
- Bureaucratic management of procedures with insurance companies included.

## GOALS

- Offer medical service to customers as a security and trust attribute.
- Develop a new concept of "customer experience", providing tranquility to Luxury Rentals Madrid hosts.

# 01

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# MEDICAL SERVICE PROCESS

- First hospital group in Spain and Europe, with more than 50 hospitals and 80 medical centers, with a prestigious medical team.
- Complete circuit of medical service in Spanish hospitals through a G24 multi-language call center. 24hrs / 7 days.
- Simplify the admission process with no idiomatic barriers and with the bureaucratic management of patients insurances included, which helps offering a quick and quality service to the patient.

**1.** Call reception in a multi-language call center 24/7  
**+ 34 901 123 456**

**2.** Notify the medical service to give assistance as soon as possible (in person or telematically).

**3.** After the medical visit at home, G24 manages all administrative aspects of the case.

**4.** If the patient requires it, he/she will be transferred by ambulance and will be personally received in the Emergencies of the hospital with a premium service.

02

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# WHO IS QUIRÓN SALUD?



- Quirónsalud is the first hospital group in Spain, and after the merger with Fresenius (Helios) firm, the biggest hospital group in Europe.
- More than 60 years of experience in health care and people well-being.
- All medical specializations at hand to offer an integral attention to each patient.
- National network with more than 100 hospitals, institutes and medical centers present in 13 Spanish regions.
- At international level, they are present in Dubai, Lisboa, Colombia and Peru.
- The Helios Group presents 113 hospitals in all Germany.
- A big team composed of more than 40.000 professionals.
- The most advanced medical technology available.

03

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YOU ENJOY,  
**WE WORRY**

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With **Luxury Rentals Madrid**  
*you don't need to worry  
during your stay in the  
capital of Spain.*

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You'll stay in apartments and  
penthouses totally disinfected and  
with all the security guarantees.

In case of needing medical assistance,  
you'll count with the service of the  
leader hospital group in Europe and with  
all amenities of the Premium treatment  
you worth.

04

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