
Best Airport Concierge Company 2025 – UK

Oftentimes, the most stressful element of travelling by air is navigating the airport itself. With overwhelming noise, bustling activity, and time-consuming queues, the process is typically fragmented and frustrating, eliminating any excitement you may have felt about the journey ahead. Enter VIP Fly, a company offering dedicated, hassle-free airport concierge services that remove the stress from the process and allow clients to focus on their time away. As VIP Fly is named in the LUX Global Excellence Awards 2025, we took a closer look at its outstanding offerings below.

Since its inception in 2022, VIP Fly has been on a mission to transform the airport journey into a seamless, comfortable, and efficient experience for all kinds of travellers. The UK-based airport concierge company specialises in delivering luxury tailormade travel assistance and support at every step of the journey, whether clients are travelling for business or leisure, flying alone or with family.

Serving as one of the UK's most trusted airport concierge companies, VIP Fly has earned a reputation for the quality of its Meet and Assist service. A personal concierge is deployed to escort passengers from the moment they arrive at the airport through to departure, assisting them with all aspects of the journey: luggage handling, check-in, navigating security, and passport control.

When working with VIP Fly, fast-track access through dedicated security and passport control lanes is always included but clients can select from a range of additional services to enhance their experience. This includes access to premium executive lounges for refreshments and relaxation before departure and luxury chauffeur transfers in high-end vehicles, which run both to and from the airport.

VIP Fly also offers flexible, customised support tailored to individuals, families, groups, and business travellers, including for corporate bookings and events. Alongside this, the company also provides specialist services for VIP guests, unaccompanied minors, and travellers with mobility needs, dedicated to ensuring that every journey with VIP Fly is a seamless, stress-free, and truly premium experience.

At its core, VIP Fly is most passionate about the guest experience. Everything the company does is geared towards creating a seamless, stress-free, and premium airport experience that leaves a lasting positive impression in the minds of its clients. The team's dedication is directly reflected in consistently outstanding Trustpilot reviews, high client retention rates, and a steadily growing reputation across the UK.

This rising reputation has propelled VIP Fly to stand at the forefront of the industry. The company is officially licensed by all airports it operates within and currently holds licenses at four major UK airports: Birmingham (BHX), Liverpool (LPL), Leeds Bradford (LBA), and Manchester (MAN). With more licenses than any other provider in the industry, VIP Fly stands as the market leader in official airport concierge



services across the UK, providing passengers with confidence that its services are trusted, secure, and fully authorised.

Over the last year, VIP Fly has celebrated a number of significant business milestones, with its most notable being an expansion into its fourth UK airport, Manchester. This has been the company's largest operation to date, strengthening its position as the country's leading licensed airport concierge provider. Furthermore, the team have been approached by two further UK airports seeking to integrate the concierge into their services, reflecting the growing recognition of VIP Fly's quality and reputation.

During this period, the team has also seen record-levels of client satisfaction, continued strong retention rates, and the expansion of its corporate client base, each development further demonstrating the value and trust placed in its services. These achievements underscore VIP Fly's commitment to delivering a premium airport experience and its continued trajectory of growth and influence across the industry – earning itself recognition as the UK's Best Airport Concierge Company 2025.

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