



How Alora works

for owners, guests and service partners

An AI concierge that answers guests day and night, keeps the villa running, and gives owners one calm place to see everything.

One concierge, three audiences

Alora sits between the people who own the villa, the guests who stay in it and the partners who look after it. Everyone talks to Alora in their own language, on the channel they already use.

Owners

See every booking, task and guest conversation in one dashboard. Alora handles the questions so you don't answer the same thing forty times a season.

Guests

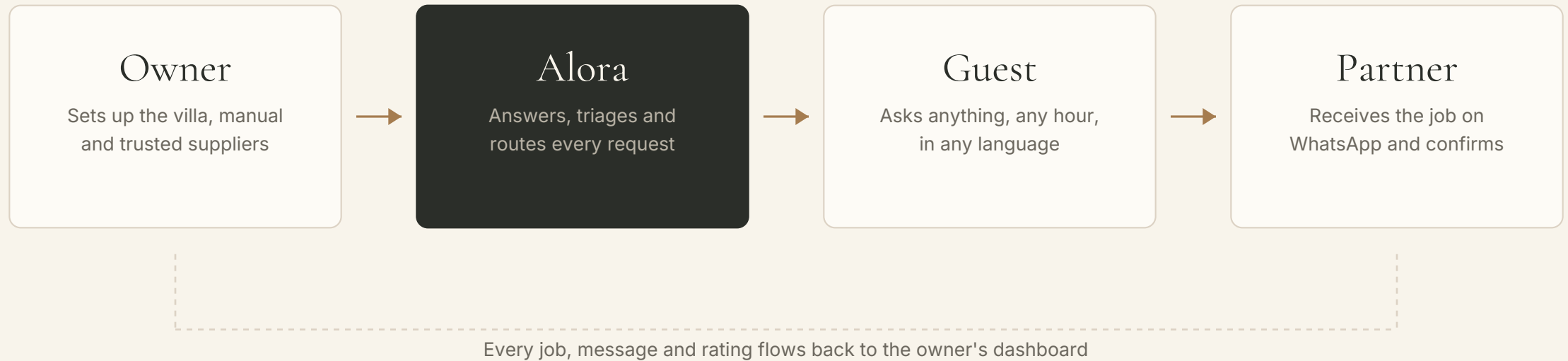
Message Alora on WhatsApp or in the browser, in their own language, at any hour. Directions, house manual, restaurants, taxis, trips — instantly.

Service partners

Cleaners, maintenance, pool and taxi teams receive clear work orders on WhatsApp, accept with one reply, and log the job when it's done.

THE LOOP

How a stay flows through Alora



Nothing is lost in a WhatsApp thread. Each request becomes a task with an owner, a status and a time stamp — so the villa runs the same whether you are on site or three countries away.

FOR PROPERTY OWNERS

Set it up once. Alora runs the season.

01

Add your villa

Photos, house manual, wifi, appliances, check-in details and your local pins.

02

Connect your calendar

Import Airbnb, Vrbo, Booking.com or direct bookings by iCal — or add them by hand.

03

Invite your suppliers

Cleaner, maintenance, pool, taxi, restaurants. They join free by WhatsApp link.

04

Send guests their link

One link or WhatsApp invite opens their itinerary and their concierge.

Then what?

Alora answers the guests, schedules the cleans, chases the jobs and shows you the whole picture — you step in only when you want to.

What you get back

- Fewer messages

Alora answers the repeat questions — wifi, aircon, beach, taxi — before they reach you.

- Cleaning under control

Turnovers scheduled from your calendar, with checklists and photo evidence.

- A guest record

Flights, transfers, itinerary and preferences stored against each booking.

- Nothing forgotten

Every request becomes a tracked task with a supplier, a status and a time.

- Escalation that works

Anything urgent or personal is passed to you on WhatsApp, with the full context.

- Reputation

Guests rate each service, so you know which partners deserve the next job.

A concierge in their pocket

Guests never install anything. They open a link or message on WhatsApp and Alora replies in their own language — Turkish, English, French, German or Russian.

- Before arrival
Itinerary, flights, transfer, directions, and answers about the villa.
- Arrival day
Pickup details, arrival time, door codes at the right moment, welcome guide.
- During the stay
Restaurant tables, taxis, boat trips, massages — booked with trusted partners.
- Anything wrong
A photo of the problem reaches the right supplier and the owner in seconds.
- After
A quick star rating for each service, so the next guest gets the good ones.

Because Alora knows the property manual, the local partners and the booking, the answer is specific — not a search result. "The pool heating switch is in the utility room, second panel" beats "please contact your host".

FOR MAINTENANCE & SERVICE PARTNERS

Work orders on WhatsApp. No app to learn.

01

Invited by the owner

You get a WhatsApp link, sign up free in a minute and confirm where you're based.

02

Jobs arrive with detail

Villa, address, what's wrong, photo, when it's needed — in your own language.

03

Reply YES to accept

One word accepts the job. The owner and the guest see it accepted instantly.

04

Close it out

Mark it done, add a note or photo. Cleaners get checklists and a 5pm reminder the day before.

Restaurants, spas and local businesses too

Local partners can publish a discount or offer for Alora guests, receive table and booking requests by WhatsApp, and earn Keys when they refer another villa or supplier.

Careful with people, careful with data

- Owner stays in charge

Alora escalates anything sensitive, personal or urgent straight to the owner.

- Separate accounts

Owners, partners and guests each see only what belongs to them.

- Verified partners

Only suppliers the owner has invited can receive work for that villa.

- Access codes protected

Door codes and sensitive instructions are released only in the right window.

- Guest privacy

Guest details are tied to the booking and are never shared with other guests.

- Always a human

Alora never invents a service. If it isn't arranged, she says so and asks the owner.

Alora

Ready to see it on your villa?

We set up your property, import your calendar and invite your suppliers with you. Most owners are live within a day.

aloraconcierge.com

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