



VIP arrival checklist

From the first call to the car leaving the gate: what must be done, and when

Three to four weeks out

- ☐ One lead contact named on each side, in writing
- ☐ Private or official visit? Any part public?
- ☐ Numbers travelling, and who stays in the house
- ☐ Protection detail: yes or no, and who leads it
- ☐ Guest profile sent: names, forms of address, diet, faith, allergies
- ☐ Health details kept on a separate, restricted page
- ☐ Visit file opened, named by date, not by the guest

Two to three weeks out

- ☐ Advance visit by the detail: route, rooms, exits, parking
- ☐ Floor plans and staff list sent to named people only
- ☐ Cars, drivers and their order agreed with the detail
- ☐ Guest list and seating agreed with the guest's office
- ☐ Certified halal or kosher food ordered, if needed
- ☐ Photographs, press and gifts: agreed in writing

One week out

- ☐ Run sheet and one-page visit brief sent for comment
- ☐ Confidentiality agreements signed by all staff and contractors
- ☐ Guest Wi-Fi: separate network, plain name, new password

- ☐ Rooms serviced: heating, hot water, lights, locks, blinds
- ☐ No cameras, microphones or voice assistants in guest rooms

The day before

- ☐ Full staff briefing held; conduct rules read aloud
- ☐ Rooms dressed and checked against the room standard
- ☐ Flowers small, unscented, checked against allergies
- ☐ Alcohol removed from the rooms if the guest does not drink
- ☐ Prayer mat and qibla card ready, if requested
- ☐ Final call with the guest's office; run sheet reprinted with version and time

The last hour

- ☐ Morning briefing: changes only, fifteen minutes
- ☐ Final walk of the route: gate, drive, steps, hall, rooms
- ☐ Cars clean, fuelled, in position; drivers briefed
- ☐ Mark where the guest car stops, with the door at the steps
- ☐ Steps swept (and salted in frost); umbrellas at the door
- ☐ Phones away; team in position, out of the line of walk
- ☐ The principal told where to stand and when

Arrival

- ☐ Detail calls at 15 and 3 minutes out; principal to the door on the second call
- ☐ Guest's door opened by the protection officer or the driver
- ☐ Principal greets; spouses greet each other
- ☐ Coats taken by one named person; luggage to the side door
- ☐ Aides and detail shown their rooms; drivers shown where to wait
- ☐ Bags counted in and recorded on the run sheet

The first hour

- ☐ A few minutes with the host, a drink as agreed

- ☐ Guest shown to the rooms; card with programme and Wi-Fi
- ☐ Two minutes in the room, then leave the guest alone
- ☐ At sixty minutes, check with the aide for changes

Departure

- ☐ Luggage down while the guest breakfasts; rooms checked for items left
- ☐ Cars at the door fifteen minutes early, engines off
- ☐ Gift given indoors by the principal, then handed to the aide
- ☐ Principal to the car; nobody leaves before the guest
- ☐ Gate closed before the team is told the visit is over
- ☐ Thank the team the same day; after-visit report within two days

For the day

Visit name (not the guest's name)	
Guest's office lead and phone	
Detail leader and phone	
House manager and deputy	
Arrival: time, door, where the car stops	
Departure: time, door, order of cars	
Bags in / bags out	
Nearest hospital with an emergency department	

THE FIRST RULE

Ask the guest's office. Put every question in writing, in advance, and keep the answer.

THE SECOND

The detail's word on safety is final. The welcome moves with the car.

THE THIRD

No photographs, no social media, no comment, before, during or after.

FROM THE PROTOCOL BOOK

This checklist comes from *The Protocol Book: receiving VIP guests in a private residence*, the Liorègne Academy guide for house managers, chiefs of staff, estate managers, family offices, butlers and private hosts. The book covers the whole visit, the house and the team, forms of address and precedence for the United Kingdom, Italy, France, Switzerland, Spain, the Holy See, the United States and the Gulf monarchies, and comes with seven editable Word templates. liorennehouse.com