

**Let us know if there are any specific requirements on the move date:**

- Time the team should arrive
 - We usually aim to be on site between 8.30am and 9.30am unless otherwise agreed
- Parking restrictions
- Parking is strictly customer responsibility
- Parking available close to property
- If you require suspensions then we can arrange this for you or you can do it yourself with your local council
 - We will charge £50 as admin fee + council charges
 - Application process
 - Need to contact 7-10 working days prior to move to arrange suspensions
 - Stairs/ flights of stairs
 - If video surveys please inform us of any access issues etc.
 - Flight of stairs
 - Lift availability
 - Let us know if lifts are in working order
 - Packing your own personal belongings
 - High value items such as cash, jewellery, watches, and important documents are not covered in our insurance so it is your job to ensure you arranges for them to be transported.
 - Make sure you keep important keys with you at all times, especially car keys
 - Usually we will dismantle and reassemble furniture unless otherwise stated
 - If there are basic items such as beds and wardrobes we will do this in the quoted price
 - If there are anything that is awkward or time consuming then there will be extra charges which we will advise you of at time of quote
- If you are dismantling your own furniture make sure you know where the screws are
 - Ideally tape them with the furniture you have taken it from
- Pets can struggle on move day and it can be quite stressful for them, they can also get in the way of our team so it is best to either keep them in one room or the best scenario is to arrange for friends or family members to look after them
 - This can also apply to small children
- If items are going into storage and you require an inventory then please advise us of this at time of booking
 - We can arrange parking suspensions (admin fee of £50 is applicable) but this has to be advised to us at the time of booking the move
 - Please be aware that most councils require approximately 7-10 working days and requires an application process
 - If there are anything that is of high value or anything that exceeds the value of £5,000 then we are to be advised of this and declared at the time of booking.
 - This is so we can insure these items separately
 - We are fully insured but we limit our cover to £40 per item in the event of a damage or loss. You can opt to extend your cover up to the value of £50,000 but there will be additional charges for this.

**Removal only:**

- If you have chosen removal only then please ensure that you are packed and ready to move by the time the crew arrive on site
 - If you are not ready then you may incur additional charges
- Make sure you have sourced good quality boxes and packaging materials in advance of move day
 - We can provide boxes and if it is not quoted then you can buy these from us at a discounted rate
 - On the day of move we will usually bring:
 - Bubble wrap
 - Blankets
 - Bags to protect mattresses
 - Sofa covers
 - Make sure you get good quality boxes, singled wall boxes tend to be quite weak and break easily
 - Banana boxes are not good as they cannot be stacked properly
 - Black bags are not ideal for stacking and will waste space in the removal vehicle
 - Pack boxes accordingly
 - Medium
 - Books, plates and other fragile items
 - Use plenty of packaging to protect fragile items
 - Plenty of foliage in boxes
 - Rule of thumb is that nothing should move once inside boxes and if the box is dropped nothing should break
 - Large boxes
 - Clothes and large items
 - Tall boxes
 - Bed linen
 - Soft furnishing

Be kind when packing your own boxes as we too have backs

- Making sure boxes are labelled properly, ideally where you would like them to end up in your new property

**Fragile packing:**

- If you have opted for fragile packing then please note that we will only be packing breakables and fragile items
 - It is your responsibility to ensure that the remainder of the property is packed and ready to be moved
 - Our team will be instructed on what to pack prior to move as per the survey
 - If you have queries of what we will be doing and what is required from you then please do not hesitate to speak with your move manager
- We will bring the necessary boxes on the day to pack only the fragile items
- If you require boxes for the remainder of the property then please advise us of this at time of booking
 - If boxes are not included in the quote then additional charges will apply
 - If boxes are included then we will arrange convenient time for us to deliver boxes once you have paid your deposit and sent us your quote acceptance
- We will bring materials to protect picture frames, T.V's, mattresses, sofas and furniture will be protected by blankets
- Make sure the items you have packed are labelled accordingly to rooms they will end up in

Fragile packing:

- Usually everything is included in the quote
 - Boxes, materials, labour, vehicles etc.
- We will bring everything with us on the day of the move
- Usually 90% of the items will be loaded on the 1st day
 - if there are anything that you require then please keep it aside and advise us not to pack
- If we are going long distance 200 miles plus then we tend to do an overnight
 - We will pack + load + travel day 1 and deliver and travel back day 2 (typical scenario- but this will vary according to requirements of move)

This is the premium service, the type where you can sit back and relax. All we ask is that you take care of the following things:

- High value and sentimental items
- Parking



Inventory sheets:

- By doing an inventory, you are taking responsibility for what you are telling us
 - We will provide quotes based on the information you have given us
 - Please be clear and precise
 - We can and will charge if the move is as not explained via inventory sheet correctly
- If there are restrictions then let us know well in advance so we can be prepared

Payment:

- Full balance to be cleared 5 days prior to move
 - Cancellation or change of date will incur the following charges:
 - Within 5 days- 35% of total move value
 - Within 3 days- 50% of the total move value
 - Within 1 day prior to move- 75% of move value
 - On the day of move- 100% of the move value
 - Payments can be made via bank transfer, credit card, debit card, cash
 - Cheques will require 7 working days to clear
 - We can accept cheque for deposit payment but not final balance