



## EUROPEAN MOVES

Making your move happen your way





**OUR DEDICATED TEAM**

Don't worry, our expert consultants will be there to help you every step of the way.

## SET THE SCENE

### Your Move, Your Way

At Bishop's Move, every single move is handled with the same high level of care and consideration, from the very first call to the last handshake and at every step in between. This becomes even more important when we move our clients across Europe. With European moves, our international move consultants offer clients the choices and the best transportation advice to take the hassle out of the move.

### Advice for your move

Whether you are moving from or to the UK, emigrating, retiring abroad or being relocated by your employer, you can choose the packing, transport, and if needed, storage methods. As the experts, we will advise you every step of the way, offering you the choices to make it your move, your way.

We can advise on the best materials and cartons to be used to ensure your belongings stay safe. Specific items can be specially export wrapped, if required and, if you are moving fragile items that require casing, we can tailor-make crates to protect them.

Make use of our many years' experience of preparing paperwork and dealing with customs regulations. Our modern, purpose-built warehouses are the secure answer if you decide to put some, or all, of your belongings into storage.

Our move consultants can advise on insurance cover and arrange on your behalf if required. Bishop & Sons' Depositories Limited are authorised and regulated by the Financial Services Authority for Insurance Mediation activities only.

Established in 1854, we are now the largest family owned removal company in the UK. We pride ourselves on offering tailor-made services with high levels of attention to detail, delivered with traditional values. From a private individual to a multi-national business, we understand the importance of providing a consistently high quality service, tailored to suit the needs of the thousands of individuals that trust us each year.

Moving internationally requires specialist knowledge and experience. Bishop's Move European Division has a team of experts and fully trained staff committed to ensuring that your move overseas is as stress free as possible from start to finish. You will be given a single point of contact to help achieve that.

**To start your move, why not call us to arrange a completely free, no obligation survey**



**"HOW REFRESHING TO FIND A LOCAL BRANCH OF A NATIONAL COMPANY WHICH CARES SO MUCH ABOUT GOOD SERVICE, KEEN PRICES AND HARD WORK TO ACHIEVE CUSTOMER SATISFACTION. THANK YOU TO THE TEAM FOR THE FANTASTIC PERFORMANCE".**

Mrs Newton, Birmingham

## PACKING AND WRAPPING

Some customers would rather pack their own possessions and we can simply supply the relevant packing materials.

Most clients find that our packing service is more effective and efficient, whether its just for the delicate or unusual items or most often, for all of their belongings.

We understand how precious your items are. All our packing staff are trained to BAR (British Association of Removers) standards and use a wide range of packing materials to ensure maximum protection for your items throughout their journey.

A trained packing team will arrive at your address equipped with the boxes and packing materials they need to carefully pack each item, making sure it is suitably wrapped and packed for shipment overseas. No matter how fragile or awkward the item, we have a carton or packing material to protect it.

We professionally pack china and glassware, books and linen, paintings and mirrors, and much more.

Custom crates may be required for fragile or valuable items to provide added protection such as pianos, chandeliers, paintings and ornamental mirrors. Our surveyors will advise you about this.

Regardless of the size and shape of your belongings, the final step is to record an inventory for each package, before being loaded onto the vehicle.



**“THE REMOVAL MEN,  
CLIVE AND MATT  
WHO SPENT FOUR  
HOURS PACKING ALL  
THE FRAGILE ITEMS  
WERE ABSOLUTELY  
BRILLIANT. THEY PACKED  
EVERYTHING SO WELL  
THAT NOT A SINGLE ITEM  
WAS BROKEN. WE ARE  
DELIGHTED,  
THANK YOU”**

Graham & Sue Bott,  
East Sussex

### **Export wrap**

For individual items that need extra protection, make use of our special export wrapping service. For certain destinations a full export wrap service is recommended.

### **Euro Wrap**

For most items being transported to Europe, our Euro wrapping will protect your goods.



Export wrapping artwork



Euro wrapping a dining chair



Euro wrapping smaller items



Euro wrapping a dining table



Packing a large sofa



Dedicated vehicles for part loads



## MOVING

When it comes to transporting your goods, we have the options and choices to make your move work best for you.

### **Moving by Road**

To most European destinations, road freight is the quickest and most economical option. Our road freight solution has two service levels available. We can advise and help you choose the one that works best for you.

### **Special Loads**

Special (or dedicated service) allows you to choose when your effects are collected and delivered.

### **Part Loads**

Part load (or groupage service) offers a cost effective solution for smaller consignments or where there is some flexibility on the dates. The service involves grouping together a number of smaller shipments that are consolidated and loaded onto a European vehicle for clients moving to similar destinations. The final delivery is scheduled with you by our European operations team.

This is the most economic service for smaller loads and we operate regular groupage services from the UK to the most popular European destinations.

For most European destinations, our larger vehicles will do most of the work. Depending on where you're moving too, access may be limited so with careful planning, we can use smaller vehicles for the final leg of your move and get your belongings to your door.

### **Customs Clearance & Red Tape**

Many clients take advantage of our many years' experience of preparing international paperwork and dealing with complex customs regulations. We ensure all the import clearance paperwork is ready for presentation to customs prior to sending your effects, minimising stress and costly delays at your destination.

### **Cars and large or unusual objects**

We don't just move household effects, we can also move cars, very large or heavy belongings and special collections, and help with the paperwork.



**"A FANTASTIC HASSLE FREE MOVE FROM GERMANY TO WALES, THANKS".**

Davy Kelly

## STORAGE

### Storage Facilities

We have modern, purpose built warehouses to provide safe and secure solutions for all your storage requirements, both in the UK and at destinations across Europe.

We can store the entire contents of your home or just a few specific items over a short or extended period of time. We pack and seal consignments in special wooden containers, and provide you with a full inventory. Using our advanced retrieval systems, we can locate your items quickly and efficiently, when you need them.

All our containerised storage facilities and those offered by our approved partner companies are purpose-built and designed to withstand the effects of fire and flood. They are clean, dry and are fully protected by sophisticated electronic alarm systems.

Our vehicles have phones and the majority have state of the art satellite tracking systems enabling us to continually monitor our vehicles wherever they are allowing, you security and peace of mind.



Secure crating



Computerised retrieval system



We take care of customs paperwork



Secure warehouse storage



## ON ARRIVAL AND SETTLING IN

Settling in to a new home can take some time to adjust but we can help by unpacking your goods and putting them away. As a matter of course, we will unload boxes into the rooms you ask us to but we can also go a step further and unpack the boxes, putting items away for you. We can also set up computers, TV's, sound systems and other electrical equipment, making your new house feel like home straight away.

We can also offer help for tricky tasks such as hanging mirrors, pictures or non standard dismantling and reassembly.

Our bespoke relocation services go a step further and offers you the choice for assistance beyond your actual move. We can help finding homes to rent or buy, new schools, doctors, sports clubs and more at your new destination, taking the stress away from you, leaving you ready to enjoy your new environment.



**“ALL THE STAFF WHO HELPED US MOVE TO FRANCE HAVE, WITHOUT EXCEPTION, PROVIDED A HIGH QUALITY SERVICE IN A FRIENDLY PROFESSIONAL MANNER, WHICH WAS FAR ABOVE THAT WHICH ONE WOULD EXPECT TO RECEIVE”.**

Margaret & Michael Poat,  
France



Unpacking and installing



Settling you in



Customer aftercare

## ACCREDITATIONS

### Global Network

Our global network of branches and accredited partners can be trusted to help you settle in to your new environment.

### Accredited Partners

Wherever in the world our services are delivered, our clients can be confident in the knowledge they will receive the same impeccable standards. We use a respected partner to perform the customs clearance, unloading, unpacking, setting up and debris removal. We only use partners that we perceive as offering the best possible service in their part of the world. Being independent we can use the best partner for each move.

Having been trading for over 150 years we have established longstanding relationships with respected global partners. However we still insist that our partners are affiliated to the main quality industry bodies. The accreditations below help us maintain the integrity and quality of our service right across our network and partners, so we can confidently give our customers the highest possible standards wherever they are. If our partner does not provide a great service then we are not committed to continue using them.

### BAR

Bishop's Move is part of a dedicated group of companies within the British Association of Removers that specialises in all aspects of overseas removals. Members meet strict standards and subscribe to a financial bonding scheme to protect all pre-payments to the company.

### ISO 9001

As part of our continual improvement and commitment to quality Bishop's Move has been awarded ISO 9001 accreditation – the Internationally recognised standard for Quality Management Systems.

### IMMI

Bishop's Move Group has obtained an advance payment guarantee insurance from International Movers Mutual Insurance Company Limited ("the Guarantor") in respect of international removals of household goods. In the event of the mover suffering financial failure and ceasing to trade the customer's payments made in advance and will be secured through provision of equivalent removal services by another contractor limited to 125% of original price OR full refund of proportion of advance payments made at time of mover ceasing to trade relating to moving services which have not been provided.



# CHECKLIST



FORGET THE PANIC AND FEEL PREPARED WITH OUR CHECKLIST.

Using Bishop's Move will ensure that your move is successful and stress-free. However, there are a few things you can do to make your move simpler, and these are:

## A MONTH BEFORE YOU MOVE

- Book your moving date as far in advance as possible.
- Talk to your removal company about packing cases.
- Don't forget to arrange insurance cover for the move.
- Make a list of what you intend to take with you and what you want to leave behind.
- Ensure your passport, visas and any vaccinations needed are up to date.
- Cancel any club memberships and advise schools, doctors, dentists etc. of your departure. Obtain copies of medical records.
- Arrange to have your mail redirected.
- Transfer or close bank accounts. Check your tax position.
- Cancel milk and newspapers and pay local bills.
- Check if you are due a Council Tax rebate.
- Ensure your driving licence and car insurance will be valid. Ask your removal company to organise export certificates for any vehicles.

## THREE WEEKS BEFORE YOU MOVE

- Sort out your loft, attic, shed and garage.
- Speak to your removal company if you require storage.
- Contact your electoral office about postal voting forms. They can also be obtained from British Embassies abroad.

## TWO WEEKS BEFORE YOU MOVE

- Dismantle large items of furniture where possible.
- Arrange for a professional to disconnect kitchen appliances.
- Organise for utilities like gas, water and electricity meters to be read on the day of your move, your phone disconnected and any bills forwarded.

- Arrange for any rented items, like TVs and entertainment systems, to be collected.
- Start emptying your fridge and freezer.

## A WEEK BEFORE YOU MOVE

- Put important documents like birth and marriage certificates together ready to carry them with you on the move. Keep separate photocopies in a safe place.
- Double check details with your removal company.
- Obtain foreign currency to use on arrival.
- Empty any safety deposit boxes.
- Drain lawnmowers and other power equipment of petrol and oil.
- Defrost your fridge and freezer.
- Label your furniture and draw up a plan of your new home, indicating what goes where.
- Pack suitcases with items you need on the journey and immediately on arrival.

## ON THE DAY OF YOUR MOVE

- Leave the packing of furniture and possessions to the professionals.
- Put everything you are taking with you in your car, or keep it separate.
- Keep valuables and medicines with you for the journey.
- Before the removal vehicle leaves, have a final check that everything you want to move is inside.
- If no-one is moving into your old home, turn off the power and drain or turn off the water supply. Make sure it is left secure and hand over the keys to your estate agents.
- Enjoy your move!



## ASK ABOUT OUR EUROPEAN COUNTRY GUIDES FOR:

- Belgium
- Germany
- Italy
- Spain
- Cyprus
- Gibraltar
- Luxembourg
- Switzerland
- France
- Greece
- Netherlands
- Moving to the UK

## MOVING FURTHER AFIELD? ASK ABOUT OUR INTERNATIONAL GUIDES FOR:

- Australia
- Hong Kong
- South Africa
- Canada
- New Zealand
- USA
- Dubai
- Singapore

### **Bishop's Move HQ**

Bishop House,  
Davis Road Industrial Park,  
Davis Road,  
Chessington,  
Surrey, KT9 1TQ

### **For further information:**

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