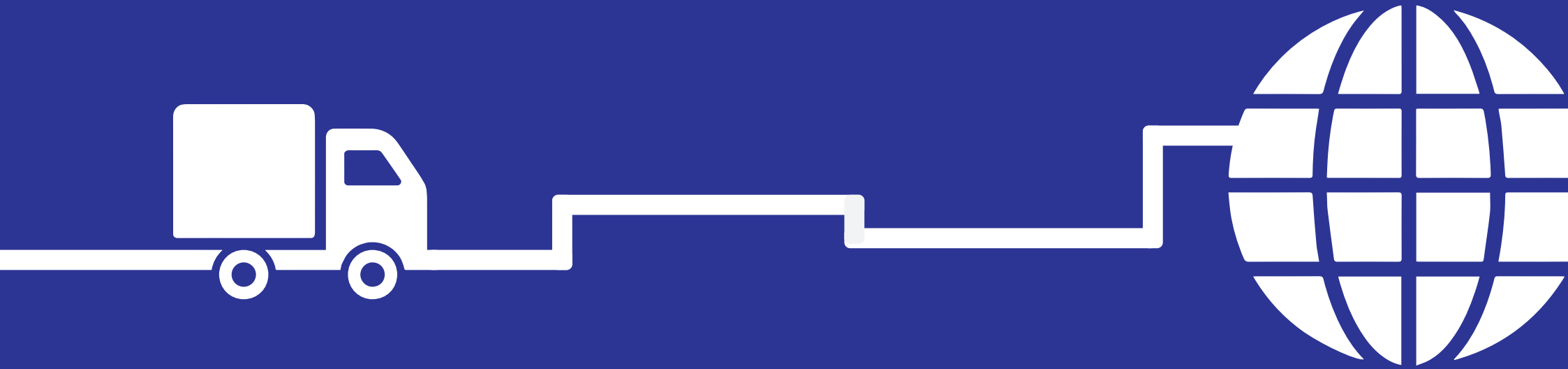


Your International Moving Guide



RELOCATIONS



1300 363 916



palmersgroup.com.au

REMOVALS, STORAGE AND INTERNATIONAL SHIPPING



At Palmers, we know about moving home and just how many things you'll have to think about. We have created this simple International Moving Guide to make things easier for you. Our step-by-step checklist of things you'll need to do before and during your move will help you to remember all those important details, like making sure your post is redirected to a family member or preparation of electrical appliances.

Follow Palmers' Moving Guide for a smooth and happy move.

Three Months Before



We at Palmers Relocations recommend that this is an ideal time to arrange for a pre-move survey. The information that you gain at your survey is invaluable for your move. The survey is free and the quotation carries no obligation to use Palmers (although we hope that you do!). Not only do you gain your rates for your international move, but you are also advised on specific customs and quarantine requirements relating to your consignment. More importantly you will receive a personalised move plan tailored to your forthcoming relocation.

Six Weeks Before



Six weeks prior to your move we recommend that you book your international sea freight consignment. This will allow for adequate notice with your local Britannia branch and ensure your move takes place on the specific dates that you request.

If you have pets; book and confirm your pet transportation company. Please be aware some destinations require a longer lead in time to book kennel space for quarantine purposes. If undergoing long term medical treatment seek advice for transferring of medical histories to new care giver.

Four Weeks Before



This is an ideal time to cancel long term memberships including the gym, library etc. Make final preparations for the last day of your child's/children's day-care.

Final preparations should be underway with your foreign exchange company to make those all important currency transfers.

Contact your destination bank and arrange collection for your new bank cards, many overseas banks have head offices that are located in the Australia which allow this service.

Three Weeks Before



Arrange childcare for your moving day – although older children may well want to be involved in your move, you may decide that it will be less stressful for younger children, and for you, if you arrange for them to go to relatives or friends on the moving day itself.

Make final arrangements for moving your pets with your pet transport company. Confirm your pet's itinerary, paperwork and delivery address. Moving can be very disruptive for pets so you may want to ask your vet and transportation company for special advice on taking care of your animals and how best to avoid distressing them.



Clear out unwanted belongings – planning a fresh start in your new country is an ideal time to have a good clear out of any unwanted belongings. Local charity shops will welcome smaller items such as books, ornaments or clothing. You should also be able to find local furniture recycling charities who will collect items you do not want to take with you. Your Palmer's Sales Representative would have taken into account the belongings that will not be travelling with you.

Start emptying your freezer – remember that your freezer will need to be emptied and defrosted before your move so try to use up as much of its contents as you can to avoid unnecessary waste.

Two Weeks Before



We at Palmers Relocations recommend that this is an ideal time to arrange for meter readings and service disconnection – contact your essential service providers and notify them of your move.

Contact your phone provider for disconnection on your landline and mobile – have your mobile number transferred or arrange for international roaming coverage. Arrange for your final bill to be sent to you.

Arrange for your post to be redirected – contact Royal Mail if you want to have your post redirected to a friend or family member. They need at least five working days notice to arrange the service and you can have post redirected for between one month and two years.

Organise the disconnection of domestic appliances – organise for a qualified plumber, electrician or gas fitter to disconnect your appliances (washing machine, cooker, gas fires etc).

The Day Before



If you have a lot to move, or if time will be limited on your moving day, we may need to begin packing your belongings one or two days prior to your move. Prepare as much as possible to make packing on your moving day easier. To make your moving day run as smoothly as possible, you should prepare some things in advance. You can usually leave drawers and trunks with their contents intact, provided there are no breakable items inside. Don't completely fill large chests or trunks with heavy items such as books. For your personal/private belongings, Palmers can supply several cartons for you to pack prior to the arrival of the crew.

Liquids, oils and paints must be placed into sealed containers. We cannot transport flammable/hazardous substances for you so you'll need to make sure that any petrol mowers, paraffin fires etc are drained and cleaned before we can move them.

Unless included as an extra service in your moving plan, you should take down curtains or blinds and have them ready for the removal team to pack.



Small furniture keys, nuts/bolts and fixtures and fittings can easily go astray so place them in a small bag and tape this to the appropriate item of furniture.

Put together a 'do not remove pile' - start putting aside the essential things that you will not want us to remove such as travel documents (passports/tickets), coats, handbags, snacks and cleaning materials.

Some small valuable items such as jewellery, watches, trinkets, money, bonds, coins, stamps etc are not covered by removers insurance. Pack these separately and take them with you.

If you have an airfreight consignment scheduled, ensure that these items are separated from your main sea freight consignment. Have a clear idea/list what is to go via airfreight.

THE BIG DAY



Last minute essentials - your moving day has finally arrived. You can leave the hard work to us, but you will need to take care of a few essential things yourself.

Make sure that all the meter readings you have pre-arranged are taken, leave a copy at your old home and keep a note of the readings yourself.

If nobody is moving into your old home straight away, make sure that the power and also the water supply is turned off.

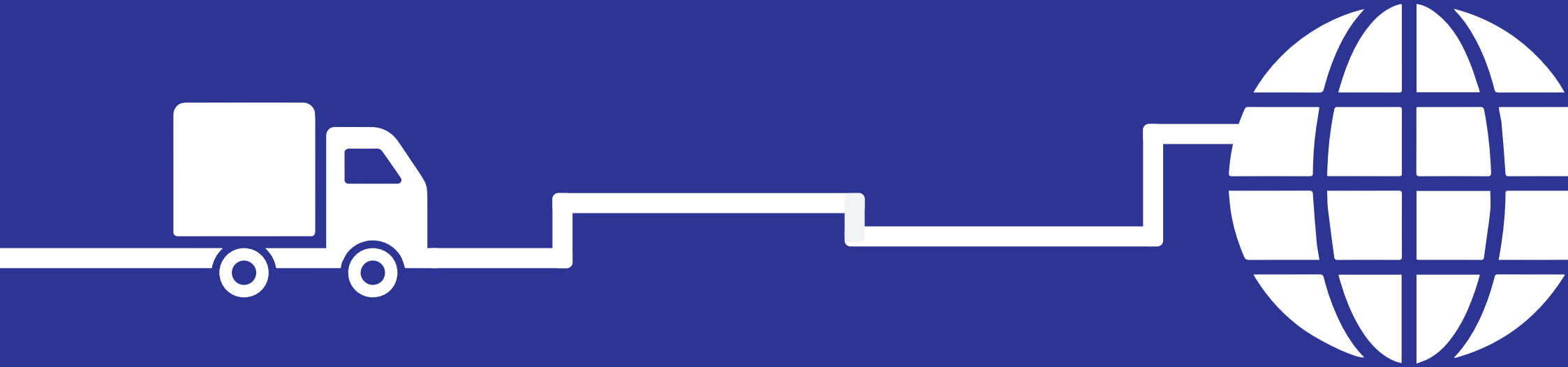
Make sure that your old home is secured, closing and/or locking all doors and windows.

Drop your keys at the estate agents if you need to.

Make sure you have received your copies of the documentation from the removal team. Your Palmers Sales Representative will provide you with ETA's for both your sea and airfreight consignments along with destination contact details.



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REMOVALS, STORAGE AND INTERNATIONAL SHIPPING

Three Months Before

- ☐ Arrange for a pre-move survey with Palmers
- ☐ Have a clear idea what you would to take with you
- ☐ Arrange for quote for the transportation of your family pet

Six Weeks Before

- ☐ Book move date with Palmers
- ☐ Agree moving plan with Palmers
- ☐ Make a list of items to be moved, which will need particular care
- ☐ Book pet transport carrier and confirm logistics
- ☐ Book pet transport carrier and confirm logistics
- ☐ Doctor – de-register. If undergoing hospital treatment, notify a new doctor as soon as possible

Four Weeks Before

- ☐ Advise schools/Day-care centres of movement and obtain records
- ☐ Cancel memberships including gym, library etc
- ☐ Cancel memberships including gym, library etc

Three Weeks Before

- ☐ Confirm childcare arrangements for moving day
- ☐ Plan the best way to look after pets on moving day and confirm itinerary for transportation
- ☐ Clear out unwanted belongings
- ☐ Start using up food from the freezer

Two Weeks Before

Contact service providers to arrange final accounts and meter readings

- ☐ Telecoms/digital/cable TV provider
- ☐ Electricity supplier
- ☐ Gas/Oil supplier
- ☐ Water Rates
- ☐ Local Council Taxes
- ☐ Credit card/store card or credit card protection companies
- ☐ TV Licence
- ☐ Notify all hire purchase/lease/standing orders or loans companies

Notify plans of movement:-

- ☐ Dentist
- ☐ Optician
- ☐ Amend insurance cover on buildings, household contents, motor, life etc
- ☐ National Insurance
- ☐ Child Benefit
- ☐ Motor vehicle registration
- ☐ Driving Licence (DVLA)
- ☐ Pension company
- ☐ Redirection of mail through the Post Office to family or friends (visit your local Post Office for details)
- ☐ Send out change of address cards to friends, relatives, clubs and organisations
- ☐ Organise the disconnection and reconnection of domestic appliances: washing machine, cooker, dishwasher

Two Days Before

- ☐ Defrost the fridge and freezer
- ☐ Cancel any regular deliveries (milk, newspapers)

The Day Before

- ☐ Check drawers and trunks/chests for any fragile items
- ☐ Place any liquids, oils and paints to be moved in sealed containers
- ☐ Take down curtains and blinds
- ☐ Put together a pile of 'do not remove' essentials: passports, tickets, itineraries, coats, handbags, snacks, cleaning materials
- ☐ Pack small valuables separately and leave with essentials pile e.g. jewellery, watches, money, bonds, coins, stamps etc
- ☐ Separate your airfreight consignment from your sea freight

The Big Day

- ☐ Confirm service meter readings and keep a spare copy of readings
- ☐ Switch off power and water supplies (if necessary)
- ☐ Lock all windows and doors
- ☐ Drop keys off with estate agent
- ☐ Exchange contact numbers and agree meeting time with removals team
- ☐ Confirm you have provided all required documentation for your sea freight/airfreight consignment