



We can help to smooth your move

Beginning with just one man and a van in Belgium back in 1930, Gosselin has been moving people ever since. We now have 56 offices in 34 countries worldwide, and more than 80 years' experience helping individuals, families, offices and diplomats hop around the globe.

From teams of professional packers who can save you the burden of packing everything yourself, to fine art specialists who can make sure that Ming Vase makes it there in one piece, we can handle everything you can possibly imagine when it comes to relocating, no matter where in the world you're off to.

In the following guide, we'll give you an overview of the key services we can offer, and provide some handy moving tips and suggestions along the way. Of course if you have any questions or concerns, your personal Move Manager will be more than happy to answer them.

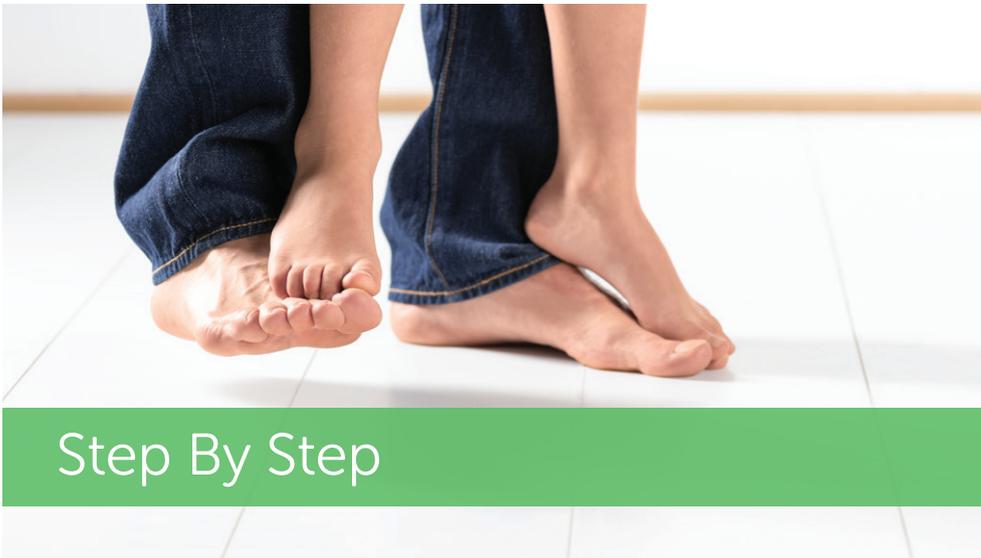
Whether you're moving to the other side of the world or to the other side of the street, we have the expertise, the resources and passion to take you there.

Enjoy reading this guidebook and feel free to consult your **Gosselin** consultant who is trained to guide you in the planning of your move.

The Gosselin Team



Get in touch with us today: www.gosselin-moving.com



Step By Step

Meet with Move Manager

- We discuss your move and/or relocation and its special requirements
- Date may be set for your pre-move survey

The Pre-Move Survey

- Volume of your move assessed
- Exit relocation needs assessed
- Materials and resources for your move planned
- Timeframes, documentation, customs regulations and restrictions, insurance and storage options discussed

At origin

- Professional packing
- Custom-made crates for unusually sized items
- All documentation and insurance organised
- Goods loaded from your residence
- Transportation organised via road, sea or air
- Short or long-term storage

In transit

- Transportation via road, sea or air
- Export clearance organised
- Move Manager monitors shipment and keeps you informed

At destination

- Customs clearance procedures
- Door-to-door delivery
- Relocation entry packages
- Professional unpacking services
- Short or long-term storage

After the move

- We provide you with a quality survey
- We keep in touch to make sure you're completely satisfied

HANDY HINT

Whether this is your first move or your fiftieth, it always helps to have an idea of the steps you need to consider along the way. We know better than anyone that no two moves are ever the same, but here we outline the key stages Gosselin can help you with, so you can have an idea about how your move will unfold.



The Pre-Move Survey

To get a clear idea of how much you need to move, and the special requirements your move will most certainly call for, we send a specialist out to visit you well in advance. The pre-move survey has three main aims:

To view and assess the volume of your move

We work out the appropriate amount of materials and resources that will be required to carry out your move successfully. We'll spot any unusual items and talk you through how we might move those, and also see how we can best access and park at your residence to help us on moving day.

To discuss documentation, timeframes and special requirements

We talk you through all of the documentation that will be required along the way, including restrictions and customs information. We also discuss the best method for your move (road/sea/air), timeframes and whether you will require storage or insurance.

To prove that you're in good hands

When you're moving, it's not just your belongings we're taking from A to B, it's often your entire life. We therefore do our very best to bubble-wrap our clients first, and their furniture second. That is, we want to make you feel as safe and secure in our moving process as possible, so we welcome the chance to address your questions and concerns.

**DID YOU
KNOW ?**

When you're moving, there's no such thing as a stupid question. You're welcome to ask us about absolutely anything.

How you can help!

- Have a clear idea of what you'd like to move
- Let us know if you're planning on buying any new things before the move
- Show us any special or delicate items that will require expert attention
- If you have more than one shipment (air, sea, storage), try to have a clear idea which items are going in which shipment
- Prepare a list of questions, and remember that we'll be happy to address every single one of them



Bulky and sturdy or tiny and fragile, we've got the materials and the expertise to pack absolutely everything you require.

Our Packing Gurus

No matter what it is you need to move, our teams of specialist packers can handle it. They've had all manner of tricky, delicate, oversized and oddly shaped items thrown at them throughout their extensive training courses and careers, and are absolute experts in making sure everything is packed as safely and securely as it can possibly be.

Our First-Class Materials

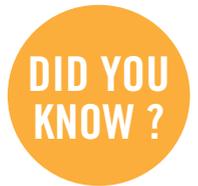
We manufacture our own super high-quality boxes, crates and packing materials to protect your goods as they journey from A to B. Book boxes, hanging wardrobe boxes, linen boxes and everything in between; we even do colourful Kids Boxes so that your children have a special place to transport their treasures.

Our Custom-made Crates

Have something unusual you need a special crate for? We have over 30 years' experience building custom-made wooden crates, and can craft sturdy and secure constructions of whatever size, thickness and lining you require.

Extras

We also provide detailed labelling and inventory services, as well as specialist fine art packing for all those collectibles.



Gosselin was the first company in Belgium to have achieved FAIM ISO, the international moving industry's most prestigious accreditation.





Temporary Or Long-Term Storage

From a box of books to the contents of an entire house, our state-of-the-art warehouses can take it all.

Our Secure Warehouses

If you're leaving things behind, of course you want to be absolutely certain they'll be in safe hands. Our purpose-built storage warehouses are equipped with modern digital security systems, temperature and humidity controls and 24-hour CCTV surveillance.

Our Storage Options

We can provide both short and long-term storage, at both your departure country and your new destination. We have our own facilities in 32 countries throughout Europe, Central Asia and the Caucasus, or can arrange storage with one of our approved moving partners around the globe.

**DID YOU
KNOW?**

Gosselin has 48 offices throughout Europe, Central Asia and the Caucasus, and each one is equipped with state-of-the-art storage warehouses.





GOSSELIN

Before You Go, You Need To Know

In general, there are regulations or outright bans surrounding the following:

Hazardous Goods

- Aerosols: deodorants, sprays, compressed gas canisters, cigarette lighters
- Flammable Goods: perfume, aftershave, household cleaning products, other flammable liquids
- Toner Cartridges or Ink

Dangerous Goods

- Explosives: ammunition, Christmas crackers, fireworks, fuses
- Radioactive Materials
- All Oxidising Substances & Organic Peroxides: bleach, mercury
- Corrosive Substances: all battery types, corrosive cleaning fluids, acids and alkalines
- Toxic & Infectious Substances: pesticides, insecticides, mercury, poisons
- Miscellaneous Dangerous Goods: asbestos, magnetised materials, dry ice

Restricted Goods

- Animal Products: animal skins (non-domesticated), furs, ivory and live animals
- Perishable Goods, Plants & Seeds, Pills & Vitamins: foodstuffs, medicines
- Money, items of exceptional value: money, negotiable items, pre-paid credit cards, jewellery and watches, antiques, artworks, precious stones
- Liquids: alcoholic beverages are not permitted to enter the USA and are restricted in many other countries
- Tobacco & tobacco products
- Pornographic material

HANDY HINT

Obviously there are limits on what you can take from one country to another. Some countries are stricter than others, but we'll make sure you're aware of the importation restrictions for wherever you're off to.





Get Your Children Involved

Kids are usually a little unsettled by the moving process. Some more so than others, but by following our suggestions below, you can help them to feel more comfortable about their big move, and potentially more excited about it too.

Get them to plan their new bedroom

Ask your kids to think about their new bedroom. You can get them to draw a plan of their new room and imagine where they'll put all their favourite things. Tell them to be creative and use plenty of colours!

Get them to pack a survival kit

Give your children a special backpack or suitcase that they can keep with them on the journey. They can fill this with their favourite toys and treasures, games, magazines or books.

Make sure they keep in touch with friends

Provide your kids with an address book where they can write down the contact details of all their friends. This will help to show them that moving away doesn't mean that you can't stay connected.

Teach them about the country you're moving to

Begin a scrapbook to teach your kids about their new destination. Find out what sports and activities are available to make them anticipate living in this new place.

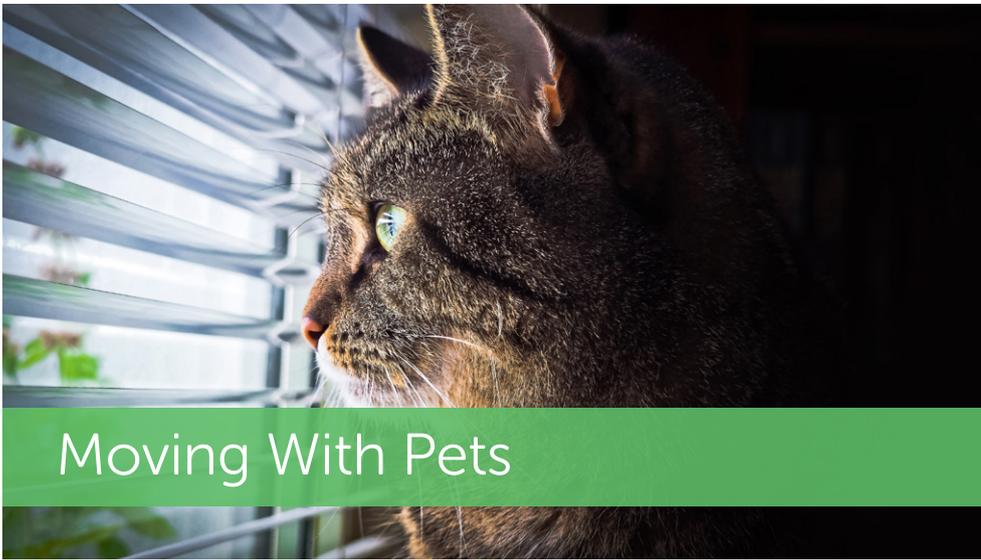
Keep them involved with the packing

Gosselin has designed moving boxes especially for kids. They can pack their own toys and treasures in these to feel more involved.

HANDY HINT

Children will take their lead from you. Stay as calm and organised as you can, and they'll likely find the whole process less upsetting.





Don't leave them behind

You don't have to leave your furred and feathered friends behind. We can transport your pets safely and securely to their new home, making sure they receive the devoted attention they deserve along the way.

Our pet relocation services include:

- Pre-departure health checks, certificates and veterinary documentation
- Provision of IATA approved containers or kennels
- Pre-boarding prior to departure
- Flight reservations
- Custom clearance upon arrival
- Delivery to your door
- Quarantine services
- Pet courier services

HANDY HINT

Pet sedation is not required or advised by airlines. Sedatives may result in side-effects when your pet is at altitude, and many airlines no longer accept pets that appear sedated.





Additional Services



When you're moving you appreciate all the help you can get. We offer a wide range of extras and additional services to make the transition to your new home as smooth as possible.

Relocation Services

We're equipped to do much more than move your furniture. We can also help you to find your new home, find a suitable school for your kids, provide area orientation programmes, organise visas and work permits, arrange temporary housing, help you manage your expenses and much more.

Packing & Unpacking

Imagine walking into your new home and seeing that not only has everything arrived safely, but that your furniture has already been reassembled and placed exactly where you want it, and your TV is ready and waiting to play your favourite show. We can offer full placement and setup services, following your directions to the letter.

Platinum Options

We can make it so that you almost literally don't have to lift a finger. Cleaning services, maid services and handymen, locksmiths and audio-visual installation experts, picture hanging services, interior designers, piano tuners, gardeners and more. If you have a special request, chances are that we can cater for it.

**GOOD TO
KNOW**

We've seen and done it all in our long career, and can cater for whatever requirement you may have.





What About Insurance?

Gosselin will always treat your belongings with the utmost of care, but when you're moving your entire life from one place to another, it's always worth taking out insurance for extra peace of mind.

We can provide:

- Clear and straightforward policy details
- All risk' insurance for goods in transit or storage

Handy hints

- Start filling out your insurance list early, and take your time with it
- Don't 'pick and choose' what to insure: our policy requires that everything you're moving is covered
- The value of your goods is their value at the time of removal
- For goods being transported via different modi (air, sea or road), you'll need to complete a separate form for each shipment
- You'll need to provide your fully completed and signed inventory form at least two days before your packing date
- Remember to keep a copy of your insurance forms: you'll need them in the event of a claim

**DID YOU
KNOW?**

Gosselin's insurance policy covers fire, theft and breakages.





Moving Checklist

Take it from us: organising your move always takes longer than you think it will. By following our general checklist below, you should be able to set a good timescale for yourself and cut down on last-minute hiccups.

4 Weeks Before the Move

- Confirm your moving date
- Decide exactly what you're taking, and dispose of any unwanted goods
- Make sure official documents (passport, drivers licence, ID card) are valid
- Obtain copies of medical and school records
- Organise vaccination and medical certificates for pets
- Decide whether you will sell your car or take it with you

1-3 Weeks Before the Move

- Arrange for your mail to be forwarded, and cancel/forward any subscriptions
- Fill any prescriptions you have
- Arrange for utilities to be disconnected and meters read
- Complete insurance and inventory forms
- Notify Gosselin and friends/family of your new address
- Make travel arrangements for yourself and your family/pets
- Pay any outstanding bills and cancel any standing orders
- Arrange for childcare/pet-sitters on moving day

1 Day Before the Move

- Separate the items that will be travelling with you (eg. keys, documents, passports, tickets)
- Defrost your fridge/freezer
- Dispose of perishable foodstuff
- Arrange with neighbours to leave sufficient parking space for moving trucks
- Disconnect large appliances (eg. washing machine)
- Charge your mobile phone and get a good night's sleep

Moving Day

- Meet with the move foreman and give any special instructions
- Advise the packing crew which items you'll need immediately so they can load these last
- Check the inventory list, sign it and keep a copy for your reference
- When the house seems empty, quickly double-check it. Look inside cupboards and other hiding places to make sure you haven't forgotten anything



Customer Support

From the moment you book your move to the moment the final box has been unpacked, we'll be here for you with your very own single point of contact.

When almost everything you own is in our hands, of course we understand that you'll want to keep in frequent communication with us. Your personal Move Manager will be your dedicated contact person, ready to give you updates and reassurances whenever you need them.

Did you know Gosselin has 56 offices in 34 countries

Europe

- | | |
|--------------------|-----------------|
| Belgium (HQ) | Lithuania |
| Belarus | Poland |
| Bosnia Herzegovina | Romania |
| Bulgaria | Russia |
| Croatia | Serbia |
| Czech Republic | Slovakia |
| Estonia | Slovenia |
| France | Switzerland |
| Germany | The Netherlands |
| Hungary | Turkey |
| Italy | Ukraine |
| Latvia | United Kingdom |



Central Asia & Caucasus

- | | |
|------------|--------------|
| Armenia | Kyrgyzstan |
| Azerbaijan | Tajikistan |
| Georgia | Turkmenistan |
| Kazakhstan | Uzbekistan |

Get in touch with us today: www.gosselin-moving.com