Why use a BAR Member?

Choosing a BAR Member will ensure your move goes smoothly. You will have the peace of mind that comes from using a reputable, professional and safe remover, and in the unlikely event that something goes wrong, you've got someone to turn to.

- **BAR CTSI Code of Practice:** BAR Members are professional companies committed to a high standard of service.
- **Compliance:** BAR Members must comply with mandatory annual inspections during their membership.
- **Financial Protection:** Customer prepayments are protected if the BAR Member cancels the move (see Section 6 of the BAR CTSI Code of Practice).
- **Rest Assured:** Customers are protected by the BAR Advanced Payment Guarantee Scheme in the event a BAR Member experiences financial failure (T&C's apply).
- **Customer Satisfaction:** Members must provide evidence of quality of service to BAR and CTSI - **www.referenceline.com**
- **Alternative Dispute Resolution (ADR):** A free, independent alternative dispute resolution (ADR) service, provided by FHIO - for full details please visit **www.bar.co.uk**

Furniture & Home Improvement Ombudsman
www.fhio.org

fhio FULL MEMBER Furniture & Home Improvement Ombudsman

If you're moving...

To find out more:

For more information on the BAR CTSI Code of Practice and to find your nearest BAR Member visit **www.bar.co.uk**, or contact the British Association of Removers (BAR).

The British Association of Removers (BAR)
Tangent House
62 Exchange Road
Watford
Hertfordshire
WD18 0TG

Tel: 01923 699 480
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APPROVED CODE — TradingStandards.uk —

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... look for the badge

The British Association of Removers (BAR) has promoted professional excellence in the removals industry for more than a century. We are the only Trade Association in the removals sector that helps our Members to protect their customers by:

- Setting high professional standards for the industry by our Membership Criteria, and the BAR CTSI Code of Practice;
- Raising standards in the industry, by giving clear professional advice;
- Providing an Advanced Payment Guarantee scheme, and a free, independent alternative dispute resolution (ADR) service in the unlikely event that something goes wrong;
- Lobbying government at local, National and European level to ensure that the industry and the public get a fair deal.

Members who display the BAR CTSI Approved Code logo are offering you peace of mind and reliable customer service. This starts from the very first contact you have with the Member, and continues through to completion of the move.



Hints & Tips for Moving

- Plan your move well in advance. If possible contact your chosen BAR Member up to a month prior to the move, even if you don't know the exact date. They will explain what services they offer and help you begin planning for the move.
- BAR Members provide free, no obligation, clear and fair quotes. As professional removers they can explain to you exactly what they offer and the areas you need to think about. This way you can plan your time and concentrate on the essentials.
- Ask the movers for packing costs. They are trained professionals that know how best to protect your belongings, using the right materials and they'll do it in a fraction of the time it will take you. They'll also be happy to discuss insurance arrangements with you.
- When planning your move be aware that some removal days are busier than others, such as Fridays and Bank Holidays. Also remember that if something goes wrong with a sale or purchase your solicitor may not be available on a Saturday.
- Always look for a mover that displays the BAR CTSI Approved Code badge.

Moving checklist!

4 weeks before

- ☐ Dispose of any household items you no longer need
- ☐ Run down the contents of your freezer

2 weeks before

- ☐ Contact carpet fitters if required
- ☐ Arrange for your utility services to be disconnected
- ☐ Cancel all rental agreements
- ☐ Notify your doctor, dentist, vet, etc.
- ☐ Notify your bank, credit card and insurance companies
- ☐ Notify your telephone company and internet service provider
- ☐ Notify TV licence, passport, driving licence and registration offices

