GOSSELIN
Moving Your World

YOU ARE MOVING?

When you are moving, it's not just your belongings we're taking from A to B, it's often your entire life.

Moving from one country to another carries with it many tasks and responsibilities that you would not normally have to deal with all at once. It is both stressful and exciting at the same time.

Gosselin specializes in international moves, so we know the potential pitfalls and considerations that you need to take into account.

EVERY STEP OF THE WAY

This compact handout aims to guide you through each step of your international move process. We hope you will find it to be a useful reference in the coming weeks as you prepare and undertake your relocation.

Please feel free to call upon us at any time for help or guidance.
Our surveyor who initially visits you, and our move coordinator, assigned to look after you throughout the door-to-door arrangements for your shipment, will be happy to assist you.

Moving home CAN be a comfortable experience!

Every move is unique and requires a tailor made solution

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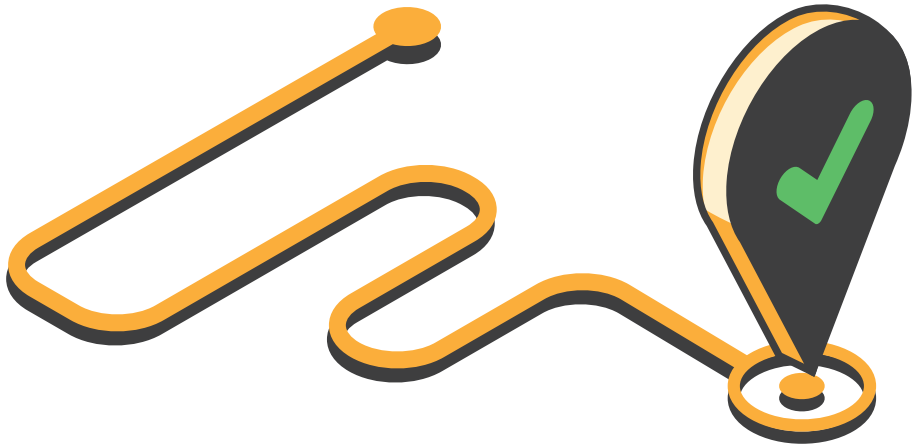


YOUR STEP-BY-STEP PLAN

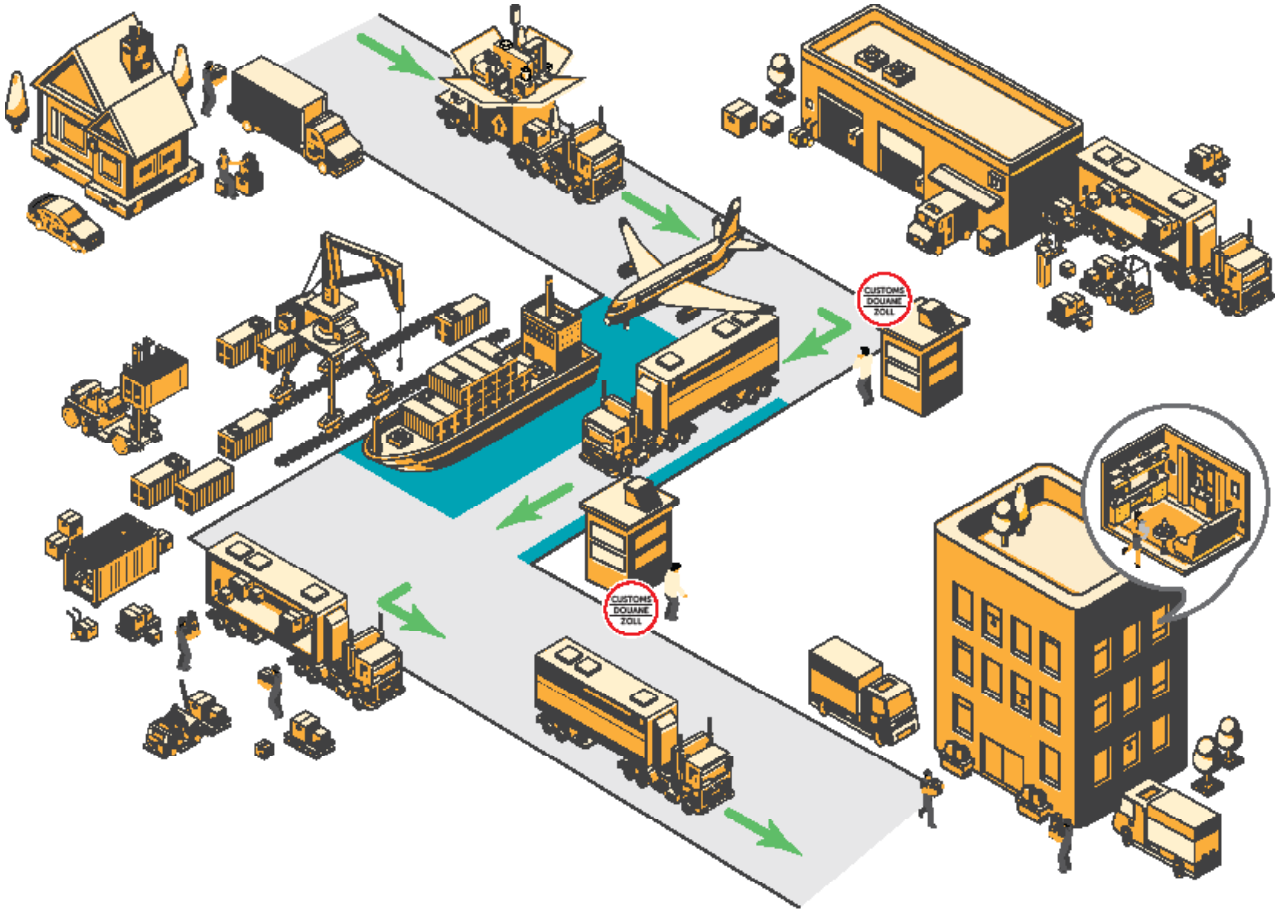
Preparation & choice of your ideal mover
- Plan ahead
- Compare and choose a professional moving company
- Additional services

The Pre-Move Survey or Video survey
- Volume and needs of your move assessed
- Materials and resources for your move planned
- Timeframes, documentation, customs regulations and restrictions, insurance and storage options discussed

At origin
- Professional packing
- All documentation and insurance organized
- Goods loaded from your residence
- Transportation organized via road, sea or air
- Short or long-term storage (if required)

In transit
- Transportation via road, sea or air
- Export clearance organized
- Move coordinator monitors shipment

At destination
- Customs clearance procedures
- Door-to-door delivery
- Professional unpacking services
- Short or long-term storage (if required)



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

PREPARATION & CHOICE OF YOUR IDEAL MOVER

When you decide to move your home - whether next door or to the other side of the world, alone or with your family, as part of a career assignment or just for a change of scenery - you are embarking on a life-time adventure. Make sure you take all the necessary precautions to make this a memorable experience, by preparing well in advance and by choosing your moving partner carefully.

Allow us to share some best practices and tips:

Plan your move - well in advance

If you have the choice of when to move, we recommend to move outside of the busy season.
The summer usually is the busiest time of the year for the moving industry. If you can schedule your move early in the year or after the summer months, you will have more flexibility to choose the time and date of your move and maybe even save money.

Choice of your ideal moving company

Maybe your move is being arranged by your employer and your move is done by an approved partner. If this is not the case, it is important for you to find a reliable international moving company, and some research will be needed. We recommend approaching a few companies and comparing the services they offer before making your decision.
Cheaper is definitely not always better.

Compare well

When you compare quotations between international movers, make sure you check what is and is not included to avoid any nasty additional charges at a later date.
Often, quotes that look inexpensive may cost you more at the end.
Some questions to ask are:

- Is the shipment method the same?
- Are your personal items being moved in their own container, or are they consolidated with other peoples'?
- Are the terminal and port handling charges included?
- Is packing/unpacking included?
- Have they accounted for accessibility?
- Is customs clearance included?
- What about insurance?
- What time frame is quoted?
- Who will be providing the delivery service at destination?
- Get at least three separate quotes and everything in writing.

Although the price is, of course, a major argument, remember that the company you choose will be responsible for transporting your most precious belongings across the world.

Additional services

Consider the additional services you may require from your international moving company. Do you need house cleaning, pet transport or car transport? Perhaps even a handyman service to hang pictures and re-assemble furniture? Check if these services are covered.

The premove survey

AN IMPORTANT INFO MOMENT

In order to assess your international removal, we will carry out a (life or a virtual) pre-move survey.
This service is free and without obligation.

This survey:

- Allows you to define and formulate your requirements
- Ensures that you receive relevant information for the shipping of your household goods
- Makes you aware of the process and the complexity of this particular shipment

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 export wrap and 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.

At origin

DID YOU KNOW

Gosselin is a FIDI accredited moving company in 8 countries : Belgium, France, The United Kingdom, Switzerland, Italy, The Netherlands and Russia, FAIM represents the international moving industry's most prestigious quality accreditation.

PROFESSIONAL PACKING
WE PROTECT YOUR VALUABLE ITEMS

The success of any move depends greatly on the skill and organization of the packing crew. We're extremely proud of our highly experienced packing teams.
We employ and directly manage our own operative and warehousing staff. We use only the best quality packing materials to provide maximum protection for your belongings. Our packing service includes:

Export packing
We 'export-wrap' all furniture and large items for overseas moves and storage using specially cushioned Kraft paper blankets.

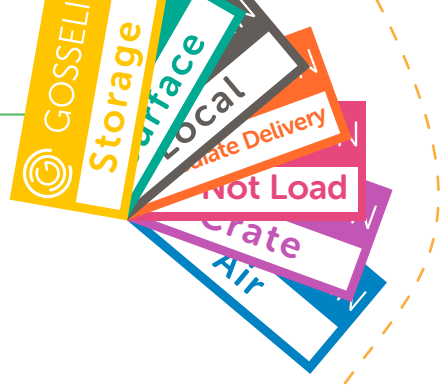
Domestic packing
For local, long-distance and European road moves, we offer a 'Euro-wrap' option. Furniture and large items are padded and protected whilst on the removal vehicle using special woolen blankets, saving both time and cost.

Precious items
Your precious ornaments, china, glassware and works of art will be packed to our 'fine art and antiques packing standard'. This ensures the best combination of materials and packing techniques are applied to each and every item in the home.

Custom-made cartons
We provide a range of custom-made cardboard cartons including:
- Wardrobe boxes to transport hanging clothes in their upright position
- Lay-flat boxes for other clothes, linen, towels
- China boxes to keep fragile items safe
- Mattress cartons to protect the shape of mattresses
- Over-sized cartons for large items like golf clubs and bicycles
- Book cartons for small, heavy items such as books, files, records
- All purpose cartons for general use

Sustainable resources
All our cardboard and paper materials are produced from sustainable resources; they are recyclable, non-bleached and bio-degradable. Timber is treated and certified to meet international standards for Phytosanitary Measures (ISPMs).

Inventory
On completion of the packing at your residence, we provide a fully itemized list of all your belongings.



THE BEST TRANSPORTATION SOLUTION

Depending on the destination of your goods, the available methods of transport are:

By Sea

Most household removals to overseas destinations are shipped by sea, in steel shipping containers. The shipping container is owned and operated by the shipping line and hired by us on your behalf for the international voyage. For the different types and sizes of containers we refer to our ***container fact sheet***.

Small volume sea shipments are usually dispatched by 'less than full container-load service'. Because your goods are primarily wrapped, protected and cushioned with Kraft-paper and cardboard materials, it is inappropriate for those individual packages and boxes to be directly handled at the various ports and/or cargo terminals during the long journey. For extra protection during transit we stow the goods into special wooden shipping cases. These shipping cases ensure that even small volume consignments are fully protected throughout the door-to-door journey.

We will advise you which service is appropriate to your removal.

By Air

Air shipments are usually reserved for small 'advance' consignments of personal effects and essential items, typically collected from the origin residence last and/or required at destination residence first. Once we have wrapped and/or carton-packed your belongings designated for air shipment they will be taken back to our depot and further stowed into special airfreight case(s) also known as 'tri-wall' containers. They are made of light but very strong triple-thick cardboard.
If you are considering an air-shipment, we will guide you as to the realistic door-to-door air-transit time expectation to assist your planning.

By Road

Intra-Europe removals are typically served by road vehicles. Full or substantial part-house removals can often travel as a 'special load' on a purpose-designed 'removal vehicle directly between origin and destination residence, with departure and delivery dates tailored to meet your requirements within the normal journey time restrictions.
For smaller volume removal loads we offer a wide range of scheduled 'part-load' road transport services. We can typically dispatch a small consignment within one week of receiving it, and can schedule the delivery date in advance, or tell you the expected date range from which delivery at destination might be expected. Again, we will advise you which service is appropriate to your removal.

We leverage our group resources for best sea, air and road freight transport solutions. But not at the sacrifice of quality.

Through our ocean freight contracts with the major shipping lines, we book the most direct, fastest and competitive container sea-freight lanes to all major ports worldwide. With in-house road and air freight divisions we provide unique transportation solutions. These respond to ever-increasing needs for reliable, scheduled transit times, no matter how large or small the shipment.

Your move coordinator will advise you the most appropriate transport option for your needs.

DID YOU KNOW

Gosselin has 48 offices in 34 countries throughout Europe, Central Asia and the Caucasus, and each one is equipped with state-of-the-art storage warehouses.

FROM A BOX OF BOOKS TO THE CONTENTS OF AN ENTIRE HOUSE, OUR STATE-OF-THE-ART WAREHOUSES CAN TAKE IT ALL.

We can cater for:

- Short or long-term storage in humidity controlled warehouses
- Available at origin or destination
- Special facilities for heavy and bulky items such as carpets, pianos, motor vehicles
- Car storage
- Fine art and antique storage

Gosselin has own facilities in 34 countries throughout Europe, the Caucasus and Central Asia. Alternatively we can arrange storage with one of our approved moving partners around the globe.

If you are not ready to receive your shipment at destination, similar storage solutions are available, prior to delivery to your destination residence.

DID YOU KNOW

We hold the AEO (Authorized Economic Operator) accreditation, facilitating the customs procedures.

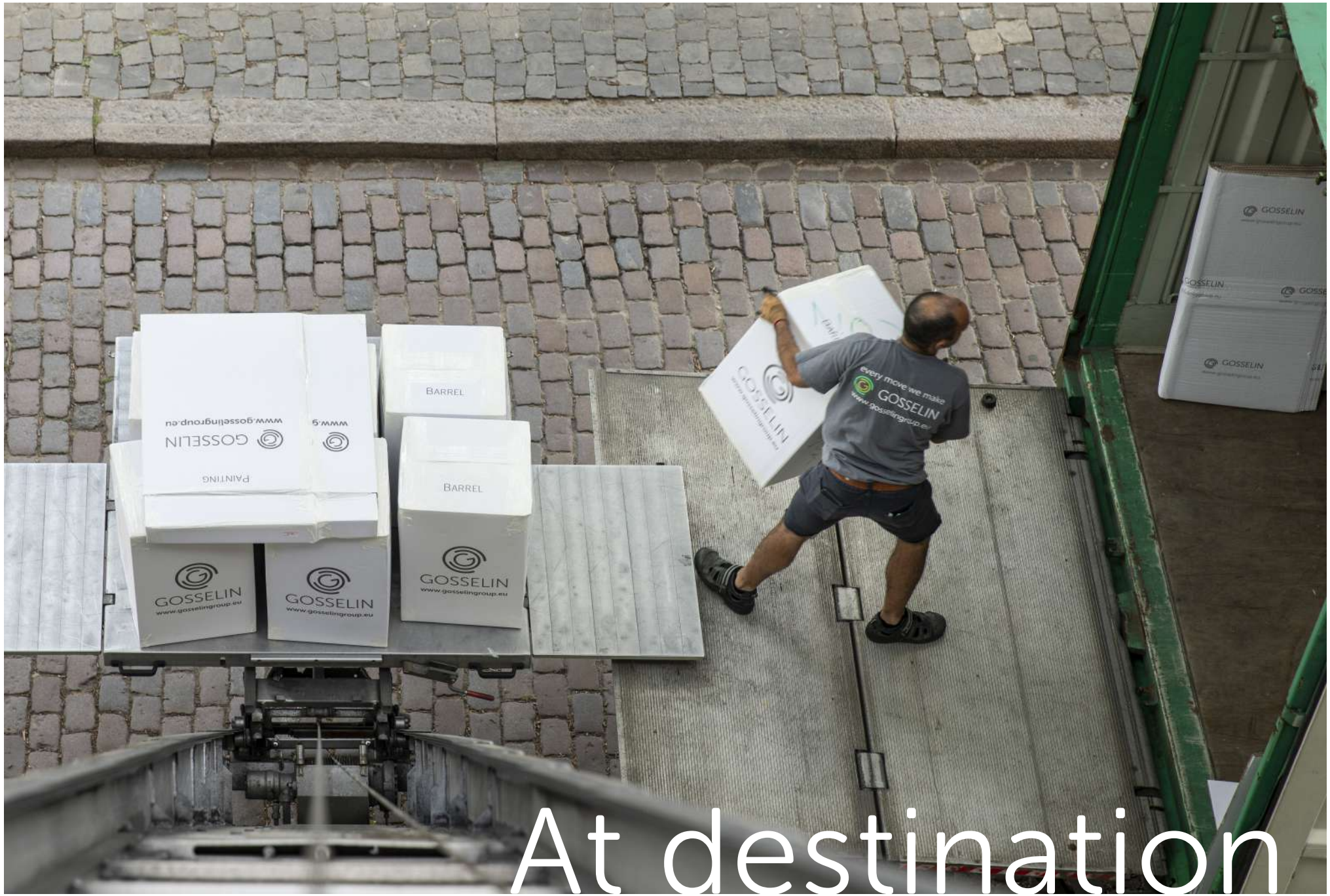
CUSTOMS DOCUMENTATION AND CLEARANCE PROCEDURES VARY FROM COUNTRY TO COUNTRY.

Let our move coordinator guide you through the process.

From the outset, we will advise you on the required documentation and on what can or cannot be taken into a particular country. Your move coordinator will be at your disposal for any questions that you may have.

We will then, in conjunction with our destination network partner, process your consignment through clearance formalities. And, once released by customs, we will coordinate the delivery to your residence or place the goods into storage until you are ready.

Your personal move coordinator will provide you with detailed instructions depending on the country of origin & destination.



At destination

DELIVERY

A professional delivery service is absolutely vital to ensure your move finishes as smoothly as it started.

We unload your goods and place them in the room(s) of your choice. Protective materials are used to care for floors and walls and each item is checked off against the original packing inventory.
The delivery team will also re-assemble beds and other pre-indicated items, meaning one less thing for you to worry about.

Your possessions are carefully unpacked and the paper, padding and cardboard packing material is then removed for recycling or disposal.

We can even arrange for a handyman or maid service to help you settle in and feel at home.

INSURANCE

Our 'All-risk' transit insurance is purpose-designed for international household goods moving, storage and transportation. From start to finish, your goods are covered.

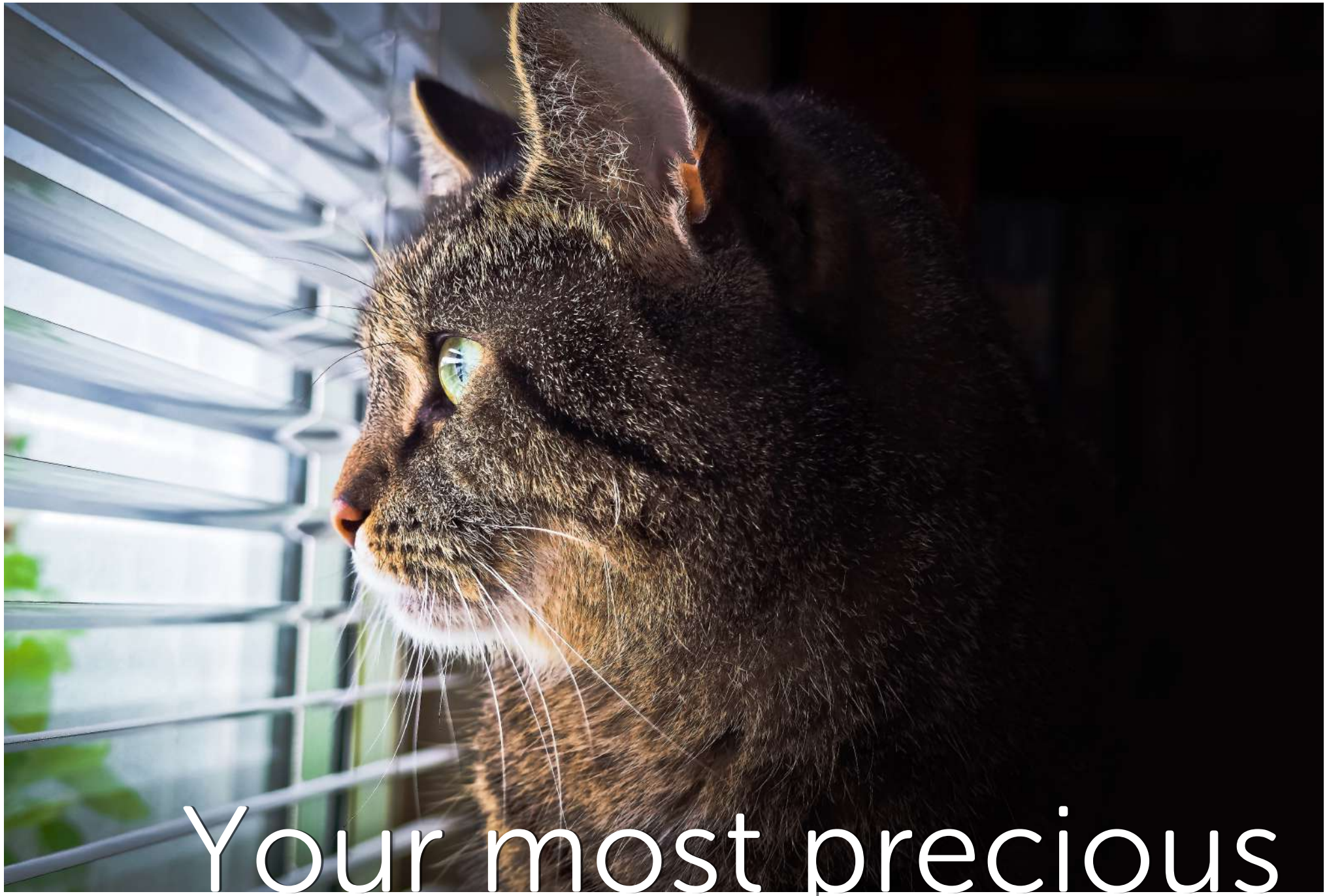
Our crews take great pride, care and consideration in the packing and preparation of your goods for the move and this is critical to reduce the risk of transit breakages or loss. After all, it's what we do best.

But marine or air-cargo transit insurance for your goods is of great importance: it protects you from events which are beyond both your and our control.

Our insurance program provides:

- All-risk, door-to-door cover against loss or damage, for all modes of transport
- Continuous insurance during storage at origin or destination
- Full repair or replacement cost at destination

We refer to our ***Insurance guide*** for more detailed information.


Your most precious

MOVING WITH PETS

Your pets are part of your family, so if you are planning a move abroad, we'll make sure they get all the care and attention they need and deserve.

Most animals are particularly sensitive to stress, so proper preparation for a move abroad with your furry or feathered friends is key. Depending on the type of animal and the country you are moving to, different rules and requirements apply.

Count on us

Gosselin works with pet-moving specialists to make sure your precious cargo receives the attention they deserve, from departure to arrival.

Qualified partners

The partners we work with are all members of IPATA (Independent Pet and Animal Transportation Association) and have proven track records in customs, registrations, special travel requirements and compliance with medical regulations for animals. They will take your worries off your hands and provide you with a full, door-to-door pet transport service based on careful planning for each leg of the journey.

Only a phone call away

Talk to your personal Gosselin move coordinator. They will be able to recommend a reputable pet-moving specialist to guarantee your pet is moved safely and comfortably.
You can also ask your veterinarian what you can do to minimize your pet's anxiety during the move and help them adjust to their new home.

It goes without saying that we are at your service for any further questions!

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.

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.

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 favorite things. Tell them to be creative and use plenty of colors!

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 favorite 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.

WHAT ABOUT MY VEHICLES?

The regulations for importing and exporting vehicles can vary considerably from country to country. When you choose to work with Gosselin, one of our trained consultants will work with you to advise on whether or not your vehicle is eligible. We will make sure to clearly explain the ins and outs of whichever country you want to ship your vehicle to.

We provide shipping services of unrivalled quality, transporting vehicles safely and securely around the world. We have the know-how to get your car or motorbike safely to your new home: taking care of it as if it were our own. Alongside our global network, we have the expertise and the knowledge to effectively ship vehicles with the minimum of fuss. Rest assured that when you choose Gosselin for your vehicle shipping needs, you are choosing a moving company with over 90 years' experience.

We will always take the utmost care and consideration when transporting your Motorbikes and Cars overseas. Even with our best shipping practices in place, you might want to consider one of our range of cost-effective shipment protection plans. They guarantee cover for your vehicle in the case of unforeseen circumstances. Shipment protection is simply our way of making your journey a little more carefree.

Want to see how we do it?
Check the Gosselin Youtube channel YouTube

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.

KNOW BEFORE YOU GO...

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

Hazardous Goods

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

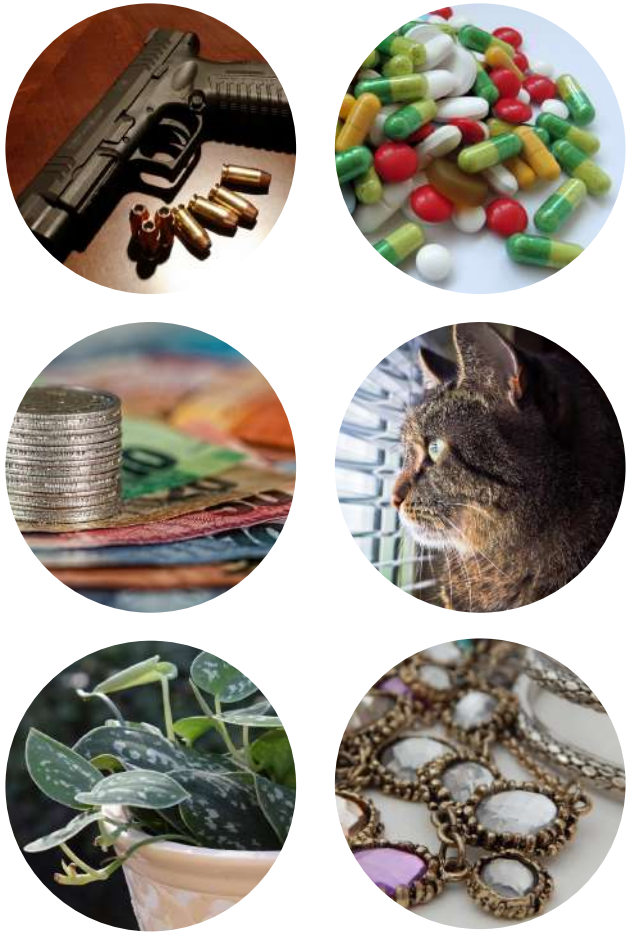
Dangerous Goods

- 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

Your personal move coordinator can provide you with a detailed overview of what to take and what not to take.



Moving checklist

☑ CHECK

Our moving abroad checklist guides you through many of the necessary tasks that need to be completed before departure. Please use these international moving tips, and if you have any further questions, your dedicated move coordinator will be happy to help.

Moving arrangements

- ☐ Confirm the date of your move with Gosselin
- ☐ Make sure you have the name and phone number of your Gosselin Move Coordinator
- ☐ Provide Gosselin with the forwarding contact details
- ☐ Notify Gosselin of the parking situation at and around your home
- ☐ Prepare a valuation for insurance
- ☐ Photocopy important documents; passports, driver's licenses, permits, visas, birth/marriage certificates, vaccinations, flights, etc.

Personal arrangements

- ☐ Check permits required such as residence, work, visa
- ☐ Confirm passports are still valid and not expired
- ☐ Check any required driving documentation
- ☐ Book travel arrangements and overseas accommodation
- ☐ Obtain invoices for new purchases
- ☐ Notify your doctor(s) and dentist, obtain medical records or certificates for your new doctor/dentist at your destination
- ☐ Get any necessary vaccinations to comply with health regulations in new country
- ☐ Notify your lawyer, bank and mortgage lender
- ☐ Cancel appropriate credit and debit cards
- ☐ Arrange banking facilities in your new country
- ☐ Cancel household services bills and subscriptions to magazines, clubs, etc.
- ☐ Notify post office of change of address, arrange to have mail forwarded
- ☐ Notify the local government and electoral register
- ☐ Notify children's school(s), get documents from schools about children's status
- ☐ Check regulations for pets travelling

PERSONAL NOTES

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Insurance

- ☐ Personal accident and medical insurance (yourself and family)
- ☐ Marine or transit insurance for household effects and possessions being moved and shipped to destination country
- ☐ Notify all insurance companies
- ☐ High-value items should be itemized and special insurance coverage arranged

Just before you move

- ☐ Request final gas, electricity and water account statuses
- ☐ Cancel home deliveries such as milk, newspapers, etc.
- ☐ Arrange for utility services to be disconnected/transferred to new resident
- ☐ Have electrician come to disconnect relevant light fittings, etc.
- ☐ Notify relatives/friends and Move Coordinator of your time of arrival at destination
- ☐ Make sure you have received information on the expected arrival date of your shipment at destination
- ☐ Set aside all personal items you will be taking with you (passports, documents)
- ☐ Keep keys for suitcases/trunks somewhere accessible
- ☐ Schedule a date to turn in the keys to the property to your landlord

Moving day

- ☐ Arrange to be at the house for the arrival of the Gosselin packing team
- ☐ Walk through the house with team leader, indicate items to be packed and moved, items that need to go by air or sea, so that we can work out the best order of work. Remember to include garage, shed, attic, cellar
- ☐ Before the shipment is loaded, review the packing list, double-check that numbers on the boxes/packages correspond to the numbers shown on the movers' packing list
- ☐ Before the moving staff leave, walk through the house with the team leader checking to make sure all areas, cupboards have been emptied
- ☐ Verify and sign the packing list
- ☐ Supervise final house cleaning
- ☐ Lock all doors and windows

PERSONAL NOTES

You can also download your moving checklist ***here***

Why Gosselin?

WHY MOVE WITH GOSSELIN?

- Historic unparalleled experience
- Unique footprint
- Global experience, local knowledge
- Competitive pricing
- Quality partner network
- More than 90 years in international moving
- Outstanding diplomatic standards & references
- Fine-art movers
- Multi-lingual teams
- High customer satisfaction rate
- You need peace of mind - your life is reflected in your household goods

We are here to help

CONTACT US!

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 coordinator will be your dedicated contact person, ready to give you updates and reassurances whenever you need them.

Did you know Gosselin has 48 offices in 34 countries?

Europe

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

Central Asia & Caucasus

Armenia
Azerbaijan
Georgia
Kazakhstan
Kyrgyzstan
Tajikistan
Turkmenistan
Uzbekistan

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Get in touch with us today: www.gosselin-moving.com > You can also chat with our moving experts *here*