

# Planning For Move Day

*At McCarthy's, our aim is to ensure that each removal runs as smooth and stress-free as possible. We have therefore used our 50+ years of experience to put together some handy hints to help you prepare for when we arrive on move day.*

- Our removals team needs clear access to each property on move day. Please ensure that there is suitable parking available for a commercial vehicle. Let us know if you think there might be a problem.
- Let us know if there are specific permits or bookings required for access or service lifts.
- If you are using the McCarthy's packing service ensure that you, or somebody that you trust, is present with the packing team. It is the responsibility of the client to ensure that all items intended for removal are packed & removed before the team leaves.
- Clearly mark and identify which goods are to be moved and which are not. Keep separate if possible. Let the packing team know what is to stay and go when they arrive.
- Empty & defrost your fridge/freezer at least 48 hours prior to move day. Plumbed items must be disconnected & drained in advance.
- Remove all bedding & linen from beds.
- Empty fuel from any mechanical items such as lawn mowers or trimmers.
- Ensure all outdoor items are cleaned and as dirt free as possible.
- Dismantle self-assembled furniture unless otherwise agreed with us.
- Disconnect electronic devices such as TVs, computers. Label what cable goes with which device so you can put them together easier on arrival.
- We are unable to take passengers in our vehicles so you must make your own plans. Have travel arranged in advance so that you can meet the delivery crew at your new home.
- We expect to have immediate delivery access so please ensure that you have advised McCarthy's of any delay in advance of collecting the keys to your new property. Any delay will result in waiting charge.
- Be prepared! In the unfortunate event of you not getting your keys on the day, have an overnight bag to hand with clothing and essentials, enough for you and your family to cope for at least 2 days.

***Here are a few things that you may think to do but we advise not to:***

- Don't empty the contents of cupboards onto table tops as this will restrict available work space.
- Don't include valuable documents, jewellery or money in your move as these items are not covered by insurance (please refer to EXCLUDED PROPERTY section on the customer summary of cover). Keep these safe and with you on your journey.
- Don't include hazardous items like paints, flammables or gas bottles in the move.