

What to Expect – Frequently Asked Questions

The purpose of this document is to answer the most frequently asked questions, however if your query is not covered then please do not hesitate to contact us.

How much does a move cost?

It's always ideal for ACR to visit your home to determine the cost of your move. Our sales representative will walk through your home with you to absorb and assess the elements that will influence the price of your move, such as: what will you want to take? What will you want to leave behind? Which of your items will go into storage? Which items will require fragile packing?

It is possible to send you a form that will provide a rough indication of price, but this is only a guide and costs may increase or decrease once the survey takes place.

How long does a survey take?

For an average sized property, a survey should take approximately 45 minutes to 1 hour. This time is spent understanding your requirements, assessing the volume of your move and answering any questions you may have.

Who organizes access and parking?

ACR will do this. Your surveyor will check the access and parking situation at the time of survey. With regards to the delivery destination, please advise of any potential problems and an access check can be performed.

Can you assemble/disassemble furniture?

Yes we can, providing it is not a specialist assembly or disassembly.

Do you provide storage?

Yes! Both at the point of origin and at destination. If you require storage we offer discounted rates for consignments we are also shipping overseas.

Can I access my storage?

Yes! However ACR will require prior notice of your intended visit.

What about insurance valuations?

At least 4 weeks before your moving day you should prepare a detailed valuation of your effects to move for insurance purposes (based on replacement value at destination).




Can I transport firearms?

Advise ACR if you wish to transport shotguns or firearms to your new location. Current security regulations throughout the world may require that shotguns and firearms are transported separately from your household goods and personal effects, if at all.





What about my utility providers?

Ask for final electricity, gas, water and telephone bills and arrange disconnection if required. Do not arrange disconnection of your telephone until the end of the last day of the move so that we can maintain contact.

What about subscriptions and rental arrangements?

-  Cancel subscriptions (or arrange forwarding) of any magazines, book clubs, etc.
-  Cancel all rental agreements, memberships, etc.
-  Return any rented or borrowed items e.g. library books etc.

What should we do about medical, financial, personal and passport issues?

-  Check that all passports are valid - ACR will advise about visa's and other travel related issues. Obtain your family's medical and dental records and notify the medical authorities that you are leaving the country.
-  Make arrangements to open bank and credit card accounts at destination and request bank and credit references for use overseas.
-  Advise any life insurance companies of your intentions and arrange continued payment of premiums if required (generally net of tax).
-  Locate marriage and birth certificates.




What about schools?

Notify your children's school and arrange for school records to be forwarded to the new school.

What about our pets?

ACR will advise on regulations and help organise the transportation of pets.

What about contact and forwarding addresses?

-  Notify ACR of your contact address and telephone number at origin and at destination.
-  Notify ACR of the delivery address (if known).
-  Advise everyone of your change of address (post office, insurance companies, credit card companies). Arrange for all mail to be forwarded.

What about food and alcohol?

Dispose of alcohol, if at all possible, as this is subject to restrictions depending on the country. Please advise ACR if you do intend to ship alcohol.

Begin reducing your supply of frozen food. If you would like to ship dried foods and spices please advise ACR to ensure this is possible

Can I move my washing machine?

Yes - If you are moving your washing machine do ensure that you have the drum securing bolts or bar supplied by the manufacturer and secure the drum after you have completed your last load of washing. The packing crew may be able to assist you with fitting these on the day of the packing but the onus is on you to provide them with the parts and to advise them that it has not already been done. Have all operator manuals for your electrical items ready to be packed. Unplumb a couple of days prior to the pack to ensure the washing machine has dried out prior to moving.

Can I help label boxes to be moved?

Yes! Ensure that you have labelled everything clearly, i.e. AIR - SEA - STORAGE - DO NOT PACK, etc., for our packers.






What about personal effects and clothing?

Separate all personal items that you will carry with you (i.e. passports, documents, work permits, purchase invoices for new or valuable items, jewellery, money, airline tickets, clothing and toys etc). Make sure that you take enough clothes to tide you over until you airfreight or sea freight shipment arrives. Please note that unaccompanied airfreight often takes 10-14 days to arrive.

Do I need to check my travel details?

Yes! Re-confirm air tickets and flight details at least 48 hours before departure.

What should I do on the day of the move?

-  If at all possible, try not to arrange to travel overseas on the same day as the move, as this will tend to add to the stress involved.
-  Show the foreman exactly which goods are to be packed, pointing out items of particular concern.
-  Our foreman will prepare a list of each packed item (e.g. 'carton of china' not a list of every item in the carton). This will be signed by him and you as a receipt for the effects being shipped.
-  Relax and watch our professional staff take over.
-  Make a final inspection before the movers depart to make sure that nothing has been missed. Check the mover's inventory and make sure you agree with any notations.

For more information, contact your relocation specialist
or download our ACR Guides from www.acrmobility.com

What to Expect – Allowance Guide

What to Expect – Moving Checklist

What to Expect – Moving Day

What to Expect – Delivery Day

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