

BAGGAGE TRANSFERS – TERMS & CONDITIONS



THE ACCOMMODATIONS – (If booking your own accommodation)

Your bags **MUST** be ready, in the reception/entrance area for collection by 9am each morning, **we do not collect bags from rooms.**

Bags will be delivered by 4pm, although in most cases it will be much earlier.

If booking your own accommodations, then they must be made aware of, and have facility for us to drop off and collect your baggage between 9am – 5pm. We are unable to schedule bags to be dropped off at specific times within these hours.

PLEASE BE AWARE THAT AirBnB type accommodations will often not allow early access or late collection of bags.

Please supply us with contact details, access codes, safe areas to leave bags etc of accommodations

If we are unable to drop off or collect bags then additional delivery/collections charges will apply, or you may have to make other arrangements at your own expense.

THE BAGS

Bags should be no more than 70ltrs capacity and have a max dimension of no more than 66cms, ideally soft holdalls or medium sized suitcase.

Bags should weigh no more than 17kg, with no extra items attached.

If extra items are attached they will be removed, labelled and charged as an extra bag (£10.00/day), irrespective of size or weight.

We do enforce the weight limit for health and safety reasons and to protect our drivers, If a bag is excessively heavy, our drivers may refuse to move it as it could expose them to injury. We don't average out bag weights so 2 medium bags are much better than 1 large bag and one small one.

Yours will not be the only bag in the accommodation, nor will it be the only bag in the back of the van, please ensure that it is clearly identified with your name and accommodation details, we will normally supply you with a label for this. Any unlabelled bags will not be moved.

For your own security, bags should be padlocked to prevent unauthorised access, as we are collecting and delivering the baggage remotely (ie: you are not personally handing them to us, nor us to you), we cannot be held responsible for any items that may go missing.

Please do not tie anything extra to the outside of your bags. These items make the bags difficult to lift and regularly become detached, leaving us with no idea to whom they belong. This includes hats, pillows, boots, carrier bags and particularly walking poles. If items are left tied to the outside of bags they will be removed, and a label tied onto them. They will then be charged as an extra bag for that day regardless of size or weight.

Valuables We are not insured to carry valuable items such as laptops etc. Your bags may be in the van under several other bags, so whilst we take every care with clients' bags, we take no responsibility if valuable or fragile items are damaged. Leaving bottles of any type in your bags is a particularly bad idea. **A general rule of thumb is; if you wouldn't check it into an aircraft hold, then don't leave it to go in our vans.**

Additional bags, heavy bags or bags with items hanging from them will incur an additional charge of £10/bag/day, this will need to be paid prior to the next days movement.