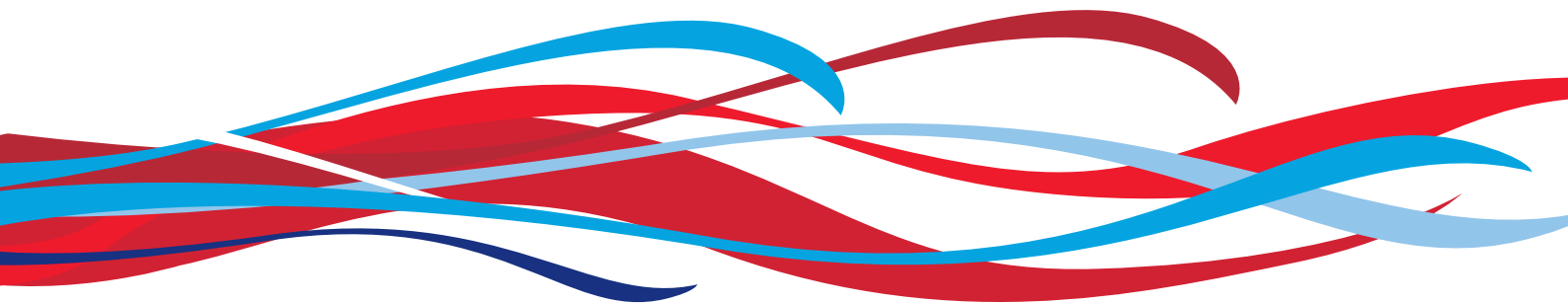




Britannia Prestige Services

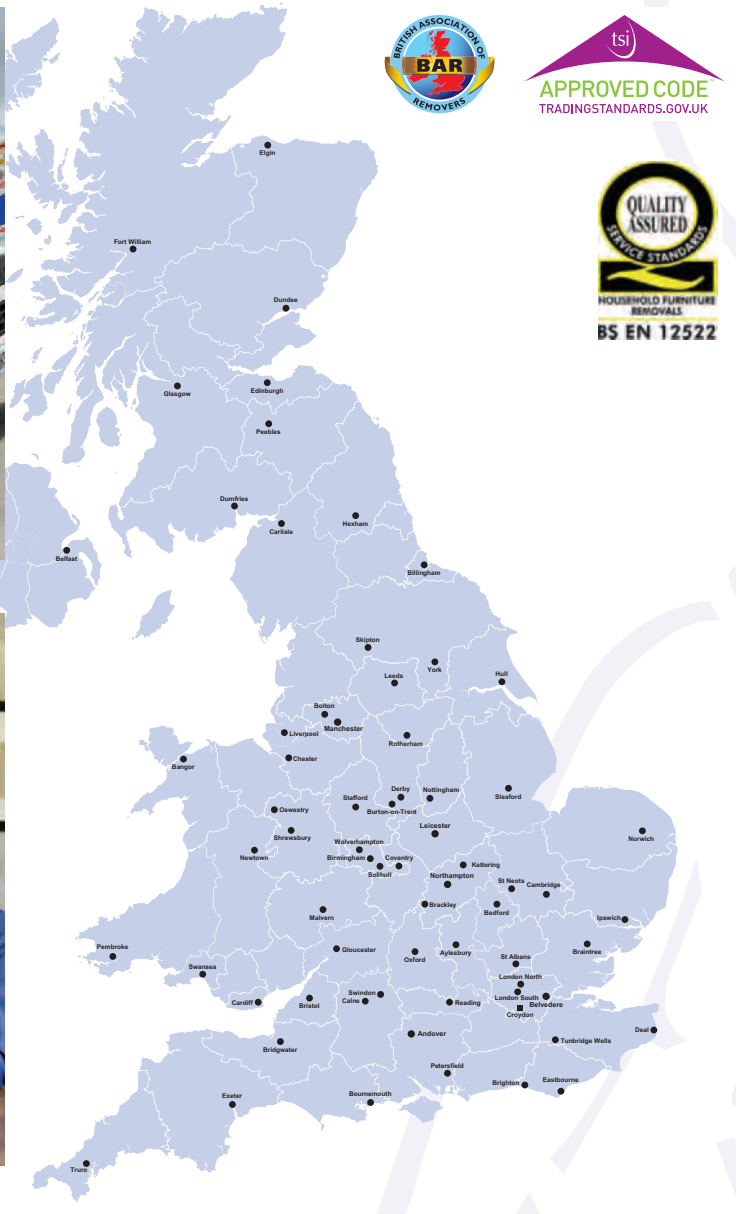


Britannia

REMOVALS, STORAGE AND INTERNATIONAL SHIPPING

Britannia

The nationwide network



Prestigious moves with Britannia

Some moves require a little bit extra. Whether it's a Country house, large rural property or a city mews Britannia has the right pedigree and experience to be able to fulfil the brief and deliver the necessary level of service.

Larger moves require more planning, resources and more attention to detail, but they also require a reliable brand and Britannia fits the profile perfectly. With over 30 years' experience in the domestic and international moving industry, all our UK offices have that level of expertise that is so vital in moving a large and prestigious property.

Planning, assessment and strong communication throughout the moving process is key and Britannia's understanding of what goes into this process at every step of the way has seen Britannia become one of the market leaders in our field.

With a passion for service, outstanding well trained staff and a commitment to quality Britannia is the first choice of many large and prestigious property owners throughout the UK to assist with their removals project.



Packing and additional care



Britannia will provide the service that you require. Our attention to detail and unrivalled customer service begins with a household visit to your property from one of Britannia's professionally trained Surveyors. This allows your local Britannia office to establish the size, specification and resources required for your removal. It also allows us to assess you and your needs and for us to tailor our range of services to your precise needs.

Following your survey, Britannia will provide you with a quotation based on your exact needs, offering a quality service in line with your budget and expectations. So that Britannia's services are right for you every time, Britannia makes sure that all staff receive the highest level of removals training from our various dedicated training centres.



We offer a full packing service to make your move as 'stress-free' as possible. Our fully trained staff are expert in all aspects of packing and wrapping, from your best china, your children's toys to your pride and joy your plasma TV! We use clean, environmentally friendly packing materials that are designed to protect your belongings during the move to your new home. Our specialist packing materials can also be made available to you should you wish to undertake all of your own packing. You may also select a further option where Britannia solely packs your fragile items and you undertake the packing of all other items. Britannia suggests that customers discuss this with their local Britannia office.



Additional details and preparation

With Britannia, you can be confident that you have chosen the best moving company for you and your family. Britannia Movers and its staff appreciate our privileged position that we are handling and moving our customers' belongings and that the utmost care and respect is necessary.

During your move, we will take care to protect your house and its contents with a wide range of specially designed protective covers. Our friendly and courteous staff will give you all of the advice and guidance you need, from your initial call to the moment you open your new front door.

Britannia staff will do everything they possibly can to make your move a comfortable experience. Following our Surveyors initial visit we will create a detailed move plan based on exactly what you want moving and whether the removal crew need any special equipment or materials to move large or unusual items. We will make sure that the removal of every single item in your home is included in the plan, even things tucked out of sight in loft spaces or cupboards. Because we've planned your move with you in such detail our team of removers will be fully briefed and will arrive at your home with everything that they need to pack and move your belongings safely and efficiently.

Britannia Movers' aspiration is to deliver an impeccable service to every customer and make each customer a customer for life.



Planning



Removals for larger exclusive properties will by nature require more preliminary attention as well as additional protection of the internal structure of the house. Your Britannia Surveyor will spend time with you walking round the property with you to establish where the protection needs to be placed. Your foreman or designated project manager will have a report following your Britannia Surveyor's visit during which we will have established with you the areas requiring attention. Whilst they will closely adhere to this plan, it is always useful to undergo a further walk round with the foreman on the day to bring our crew up to date with any changes to the property, on-going building work or new requirements that you might have.



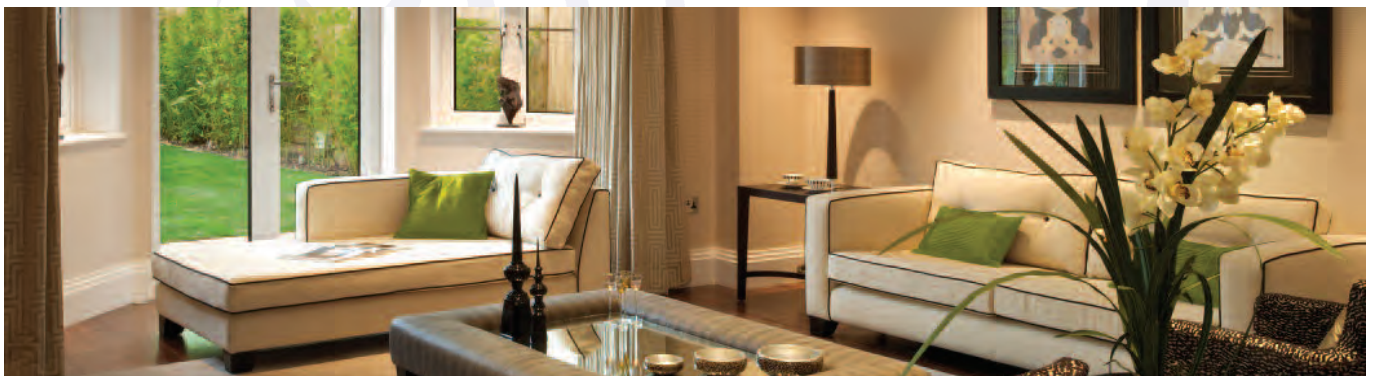
Once the walk round has been completed, the foreman or project manager will then instruct the crew to place the protective coverings around the appropriate points of your property. This includes banister covers, floor protection, stairway covers and other specific materials that will have been identified during your initial Britannia visit from your Surveyor.



Extra protection

Britannia Movers puts a great deal of emphasis on protecting your home. Exclusive properties come with their own challenges and these are often good quality fixtures and fittings as well as luxurious flooring and interior design such as marble and expensive woods. Britannia's mission is that while we will of course work carefully and diligently we would like to leave the property in perfect condition. Spending time identifying key areas and laying down protection will reduce the chances of this happening substantially.

This approach will be applied at both properties. Britannia obviously wants a successful and smooth transition from the property you are leaving to ensure that the family who have purchased your property move into the house they viewed originally and based their decision on. Britannia also wants to make sure that you move into your new exclusive property with minimal problems and settle in comfortably. Britannia Movers can certainly play our part in this and the care and attention that we apply before during and after your removal are our way of supporting this and you as a valued customer of Britannia's Prestige range of services.



Storage Services



During the process of your removal, Britannia is fully aware that storage may be a requirement for a period prior to delivery. Secure, short or long term storage can be provided by Britannia. The warehouses are specially designed for containerised storage to minimise handling and to keep your goods clean, dry and secure.

On completion of packing up your goods at your property a detailed inventory listing your belongings and describing their condition will be produced and a copy left with you. The majority of items in your home will fit in our standard units, however oversized items such as ladders, carpets and large sofas may be stored separately. Providing access is suitable, Britannia are able collect your belongings from your home and load them into our specially designed storage containers.

On arrival at our warehouse, the containers are mechanically handled into their storage space. In most cases these containers will not be opened again until they arrive at your new home. Access can be arranged with your local office while the goods are in store. Britannia has over forty modern, secure storage centres throughout the United Kingdom, including self storage and in some cases mobile self storage. Please ask your local office for full details.



Storage Facilities

Britannia operates over 40 Storage facilities across the UK and has access to worldwide storage depots should you require it. Sales of large exclusive properties can often involve a time lag in between where a period of storage may be necessary for some or all of your belongings. You might be downsizing for various reasons and therefore have some goods that you may not have space for in your new property. Either way Britannia has the right solution for you; our well maintained, secure storage facilities can provide a suitable alternative for you.

Keeping your storage with your removal company provides continuity and an understanding that is often necessary with the busy lives that we lead. With a single point of contact you can make arrangements easily, whether it's for delivery of goods out of storage to another property or indeed to arrange access to your belongings at your local Britannia depot.



Access



Prestigious properties present their own unique challenges when it comes to approaching the building and accessing the property. Whether your house down a narrow country lane, a long access road to a gated property or in a central built up location the combination of this with a large removal and the vehicle and resources necessary to move goods carefully and on schedule can provide issues that Britannia are comfortably able to overcome.

Our Survey visit will provide us with the knowledge of the outskirts of your property and the approach as well as the volume of work involved along with special instructions from you. This is why we present you with a carefully set out move plan so that everything has been taken into account and specific challenges pointed out to you and how Britannia intends to overcome them.

Britannia will also address access issues by applying multiple vehicles to your move and additional staff. Larger moves will require larger vehicles from our fleet which may not be able to get close to your property. In these instances, Britannia will put together a shuttling service either via smaller vehicles and/or additional staff to guarantee that the move plan and schedule are adhered to and that due care and attention to your carefully packed goods is applied at all times.



Training and Supervision

Exclusive moves need to be carried out to the highest quality possible. Britannia wants you to be happy with your prestige move and for you to come back to Britannia again and again. Talented and experienced staff are fundamentally important in achieving this and at Britannia Movers we feel we have the best.

Britannia's training programmes allow us to ensure that all our staff involved on Prestige moves have the correct pedigree, expertise and character to ensure that they will conduct themselves professionally and look after your removal with the utmost skill and competence.

By the very nature of a larger removal there is likely to be more removal staff on site than normal and therefore supervision is key to orchestrating a successful, diligent and on schedule removal. Britannia's pre designated move plan will form the basis of this, but on site management is equally important. Your removal staff will be supervised by the Foreman, the Owner of your local Britannia depot or for the sake of continuity your Surveyor.

These measures from Britannia demonstrate our commitment to quality and our commitment to you to enable us to give you the prestigious move that a quality property deserves.





With over 40 offices in the UK Britannia have provided customers with quality moves for over 30 years.

Avon, Bristol
Bucks, Aylesbury
Cambridge
Cambs, St Neots
Cheshire, Chester
Cleveland, Billingham
Cornwall, Truro
Cumbria, Carlisle
Devon, Exeter
Dorset, Bournemouth
Dundee
E. Sussex, Brighton
E. Sussex, Eastbourne

E. Yorks, Hull
Edinburgh
Essex, Braintree
Glasgow
Croydon
Hants, Andover
Hants, Petersfield
Kent, Tunbridge Wells
Leeds
Leics, Leicester
Leamington Spa
Lincs, Sleaford
Liverpool

London (North)
London (South)
Manchester
Manchester (North)
Moray, Elgin
N. Wales, Wrexham
N. Yorks, Skipton
Newcastle
Norfolk, Norwich
Northants, Brackley
Northants, Kettering
S. Wales, Cardiff
S. Wales, Swansea

Shropshire, Oswestry
Somerset, Bridgwater
Staffs, Burton on Trent
Staffs, Stafford
Sth Yorks, Rotherham
Swindon
W. Mids, Birmingham
W. Mids, Solihull
W. Mids, Wolverhampton
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