



World Wide Moving Guide



essential information



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The information contained within this booklet is supplied in good faith and is for guidance only. Anglo Pacific International Plc cannot be held responsible for the consequence of any inaccuracies contained herein.

Modes of Transit

Household goods are transported around the world by various means, depending on the quantity of goods for shipment, urgency of delivery, topography en route and cost considerations. The following is a summary of methods and terminology.

SEA FREIGHT

Goods transported by sea are secured in large steel containers and carried by container ship to your nearest container port. Two types of container are available on every shipping route worldwide: 20 ft container (capacity 1050 cubic feet) and 40 ft container (capacity 2100 cubic feet). Smaller 20 ft reefer containers (capacity 850 cubic feet) are also available for shipments destined for Australasia; larger 45 ft containers (capacity 2400 cubic feet) are available across the North Atlantic and to S.E. Asia & the Middle East. Sea freight charges are calculated on the overall volume of your consignment.

Full Container Load (FCL) – As the name implies this is a container for your exclusive use, positioned and loaded at your home (subject to property access) customs sealed in your presence, delivered directly to the port of departure and shipped on the first sailing to coincide with your arrival at destination. In many instances the container can be delivered direct to your new home, subject to property access, local customs and quarantine formalities, avoiding unnecessary handling throughout the journey.

Groupage – Your effects share the container with other Anglo Pacific consignments bound for the same destination as soon as sufficient volumes are available. Groupage is a very cost effective mode of transit as you only pay for the container space utilised. As one of the largest groupage container operators in the UK we are able to offer frequent sailings on all major routes.

Less than Container Load (LCL) – Your goods are export cased at our warehouse and delivered direct to the container terminal at the port of departure for containerisation by the shipping line with other consignments. This method is beneficial to destinations which are not served by groupage container.

EUROPEAN REMOVALS

Household effects bound for European destinations are co-loaded at our warehouse with other consignments bound for the same destination or destinations en route and delivered to residence by overland trailer service. We can also offer an exclusive furniture pantechnicon with delivery to residence guaranteed on a specific date, to coincide with your arrival. European charges are calculated on the overall volume of your consignment. Please note that VAT applies on deliveries within the EU.

AIRFREIGHT

Consignments are secured in igloos (enclosed airline pallets) and transported in the aircraft cargo hold. Airfreight has the obvious advantage of speed and can be cost effective even for larger consignments, particularly those destined for land locked countries or inland destinations. Airfreight charges are calculated on the greater of the physical or volumetric weight.

We will be pleased to answer any questions you may have concerning the most appropriate mode of transit for your household belongings.

Dangerous / Prohibited Goods

Certain commodities cannot be accepted for storage and/or transportation under general conditions of carriage. The following in their classes are some examples:

- Class 1:** Explosives – ammunition, flares, fireworks, black powder
- Class 2:** Flammable gases – oxygen, acetylene, L.P. gas, methane
- Class 3:** Flammable liquids – petrol, paint, turpentine, methylated spirits
- Class 4:** Flammable solids – matches, magnesium, phosphorous, firelighters
- Class 5:** Oxidising substances – ammonium nitrate, sodium nitrate
- Class 6:** Poisons & toxins – pesticides, weed killers, photo developer, arsenic
- Class 7:** Radioactive materials
- Class 8:** Corrosive substances – caustic soda, sulphuric acid
- Class 9:** Miscellaneous – scuba tanks, gas cylinders, aerosol cans

If you have any concerns please contact one of our sales consultants.

Advance Planning

MAKING A START

It's never too early to prepare for packing. Even though our packers are experts, it's still a good idea to start sorting out the essentials well in advance.

OWNER PACKING

If you would prefer to pack some of your own personal items, particularly clothing, books, DVDs, CDs etc then each carton should be accompanied by a detailed inventory for Standard Liability purposes. If you wish to make a start before Moving Day then we will arrange to deliver a selection of appropriate cartons on a convenient date. Please note, owner packed effects cannot be covered for breakage.

LABELLING

We can arrange for a supply of labels to be delivered to you on request. Labels are colour coded indicating those items for shipment, those to remain, and those to be loaded last for ease of accessibility at destination. When using these labels, you should affix the appropriate label to an item of furniture in your home to assist the packers.

HOUSEHOLD CLEARANCE

Lofts, cellars, garages, sheds etc should be cleared well in advance of Moving Day. One of the most successful ways of 'clearing the decks' is to hold a garage or car boot sale or place an advert in your local newspaper.

ACCESS

If you live in a controlled zone please contact your local police station or local council in advance to arrange for suitable parking as close as possible to the point of loading. If there are no local restrictions then please cone off an area of three car lengths to the front of your property. Driveways should be kept clear of vehicles and chattels wherever possible. If moving from an apartment block please arrange for use of the manual override key or for priority use of the lift.

DISCONNECTION

You should arrange for professional disconnection of your kitchen appliances and any other appliances connected directly to mains electricity, gas or water supply. Special attention should be paid to securing your washing machine drum, transit plates on a hi-fi turntable and any manufacturer's instructions relating to personal computer equipment. Please disconnect all other electrical items and bundle any trailing wires.

DISMANTLING

All fixtures and fittings should be dismantled prior to the commencement of packing, including self assembly furniture, shelving, wall mounted cupboards and cabinets, mirrors, towel rails, shower curtains, interior and exterior light fittings, TV aerials, satellite dishes etc. Please gather together in readiness for packing. Screws and fittings should be taped to the item or set aside for wrapping.

ORIGINAL MANUFACTURER'S BOXES & PACKAGING

Please do not dispose of original boxes or packaging, if in good condition, as these will be re-used with the addition of extra internal padding as required.

REFRIGERATORS

Fridges and fridge freezers should be thoroughly defrosted and dry prior to packing to prevent mildew from forming. Wipe out using a damp cloth with vanilla essence, paying attention to corners. Our packers will insert sachets of silica gel, which absorb moisture from the air and reduce the relative humidity to a safe level at which corrosion and growth cannot occur.

CARPETS AND CURTAINS

Fitted carpets should be professionally loosened and lifted before our packers arrive, to prevent potential damage. Please arrange to remove curtains, rods and pelmets.

SOFT FURNISHINGS

Bedding, cushions etc are ideal to pack out empty drawers and cupboards and in doing so (with your approval) reduce overall volume. Please strip beds, fold sheets and blankets and leave on the mattress for us to pack. Please do not fill drawers or cupboards with breakable or heavy items. Do not lock drawers or cupboards and keep the keys in a safe place.

CONSUMABLES

Alcohol, food and drugs are generally prohibited (or if not, subject to inspection by the relevant destination authority) and should not be shipped. Prescribed medicines should be accompanied by a copy of the prescription or a note from your doctor. Please contact our consultants if you intend to ship your wine cellar.

PLANTS

Many countries prohibit the importation of plants and plant by-products. If you wish to transport plants within the EU please discuss special handling arrangements with our consultants and avoid watering on Moving Day.

TELECOMMUNICATION EQUIPMENT

Very often telephones, faxes, mobile phones etc purchased in the UK will not operate overseas and certain countries prohibit importation. Please check with your supplier.

TVs, VIDEO RECORDERS, CD & DVD PLAYERS

As a general rule equipment manufactured for the British market will not operate outside of the UK; the notable exceptions are Hong Kong, South Africa and the Irish Republic; even so, you may not necessarily receive all channels. Please check with your supplier.

FIREARMS

An import permit is generally required from the importing authority and the firearm should be de-registered prior to shipment. Many countries prohibit importation of specific types of firearm.

WORKS OF ART

Paintings, pictures, mirrors, chandeliers, sculptures and ornaments should be removed, dusted and stacked together in readiness for packing.

OUTDOOR EQUIPMENT

Many countries enforce strict quarantine regulations; it is essential that items that have come in to contact with soil are thoroughly cleaned e.g. garden tools, garden furniture, boots, bicycles, plant pots, sports and camping equipment and children's outdoor toys. Vacuum cleaner bags should be emptied or disposed of, cylinders should be thoroughly cleaned & filters replaced. Please dismantle sheds, greenhouses, children's play equipment etc unless we have agreed to do this for you. You should drain down lawn mowers, chain saws, motorcycles, go-karts etc and leave the caps off fuel tanks to allow fumes to evaporate.

VAT FREE PURCHASES

If you are an EU resident with new goods to ship outside the EU and wish to reclaim VAT please arrange with your supplier to deliver direct to our warehouse at least four days prior to Moving Day (see page 12).

CHILDREN & PETS

We recommend that both children and animals pursue alternative recreations on moving day for everyone's peace of mind. Our packers will need as much clear space as possible to pack your belongings effectively.

ACCOMPANIED BAGGAGE

Ensure that any items you intend to accompany you are isolated, taking particular care of passports, airline tickets, driving licenses, jewellery, cameras, cash and bonds.

DOMESTIC CLEANING

Following removal we can arrange for a team of cleaners to thoroughly clean your property. Molly Maid is a familiar name in the United Kingdom, recognised for its contribution to maintaining cleanliness in the home. For further information refer to the services directory on page 18.

FOREIGN CURRENCY/MONEY TRANSFERS

Anglo Pacific has an exclusive arrangement with HIFX PLC, international currency brokers, offering preferential rates of exchange and free international money transfers for transactions exceeding £5000, for individuals wishing to transfer funds abroad.

To find out how to make your Dollars go further call HIFX PLC on 01753 641235 and speak to one of their trained consultants for a free, no obligation currency consultation.

TRAVEL INSURANCE

Anglo Pacific has selected Round The World Insurance for competitively priced, extendable long stay travel insurance for stopover holidays or extended adventure travel.

The Round The World Insurance policy is comprehensive and tailored to meet the needs of migrants and returning foreign nationals visiting several countries or continents en route to their chosen destination.

To learn more about the unique cover offered simply call Round The World Insurance on 0845 344 4219 and get the facts from their friendly experts.

Motor Vehicles

Please arrange to deliver your motor vehicle to our warehouse the day preceding packing, with no more than ¼ tank of petrol. Upon delivery please present proof of ownership and evidence of payment e.g. a copy of the log book (V5C) and purchase invoice. If personal effects are stored in the boot we will require a detailed inventory (please note an additional customs clearance charge may be incurred at destination).

Upon receipt of your vehicle we will complete a Condition Survey. To minimise the risk of quarantine inspection and resulting fees we recommend you thoroughly vacuum the vehicle interior and boot. Silica gel moisture absorbent will be strategically placed in the vehicle to reduce risks of decay and, where possible, the battery will be disconnected. Please advise the combination to deactivate an alarm system or immobiliser, if applicable.

Moving Day

Our packing crew will arrive at your home and, following introductions, the Packing Foreman will organise protection of floor coverings and decor and familiarise himself with the location of goods for packing and removal, noting those items to load last for ease of accessibility at destination.

PROFESSIONAL PACKING

Our packers are fully trained to British Association of Removers (BAR) Export Level 2. You will find our team courteous, helpful, sympathetic and respectful of your valued possessions. Your goods will be export packed on site in accordance with the agreed Packing List, using the very best packaging materials available to ensure safe delivery at destination. Bulky items such as pianos, long case clocks, gilt framed mirrors etc may require removal to our warehouse for export casing by our Fine Art Division.

LABELLING

Each package will be legibly marked with a description of contents, originating room location, your name, reference, mode of transit (sea, air, road or storage) and the final destination.

INVENTORY

A Packing Inventory will be completed for each mode of transit indicating the type of package, contents and condition at origin. A copy of the Inventory will accompany your goods and our overseas colleagues will note the condition upon delivery. You will be asked to carefully check and then sign your copy both at origin and destination.

FULL LOADS

The container (or furniture pantechnicon for direct European delivery) will be positioned at your home generally on the final morning of packing. The container (or van) is checked by the Foreman first for transit suitability and, if satisfactory, will then be loaded, customs sealed in your presence and delivered directly to the port of export and shipped on board the next departing vessel (or ferry). Items liable to attract the attention of destination quarantine departments are loaded last to avoid a full out-turn of the container at the destination terminal. If you have arranged storage with us your effects will be returned to our bonded facility pending shipment. If you are shipping a vehicle as part of an exclusive container your household effects will be removed to our warehouse to facilitate specialist loading.

PART LOADS

Goods designated for shipment by shared container service, European part load delivery or by air will be removed to our warehouse pending loading to the next departing container or road trailer, or delivery to the airport.

FINAL CHECK

Prior to departure our Foreman will wish to check each location with you to ensure all goods have been loaded and your property vacated to your complete satisfaction, at which time you will be required to sign and date the completed inventory. Before leaving remember to turn off immersion heaters, gas and electrical appliances and the mains water supply.

Operating Procedures

Our operations staff undergo continuous rigorous training in their field and are required to work to exacting Operating Procedures from which they may not deviate without the authorisation of senior management. Procedures cover all areas including personal attire, vehicle presentation, mobile telephones, first aid, export packing and stowage procedures etc. Anglo Pacific operates a No Smoking policy at their customers' premises.

Packing Materials

At Anglo Pacific we provide quality packaging to ensure safe transit of your goods. We utilise special application cartons for books, crockery, linen, clothing, pictures, mirrors, wine, computers, bicycles, golf clubs etc. All furniture is protected with heavy duty paper blanket and antiques with corrugated card; silverware, brass and chrome are wrapped in acid free tissue to prevent tarnishing; bubblewrap and polystyrene chips are generally employed for the protection of crystal and fragile articles. So your goods can travel around the world and still arrive in perfect condition.

Storage Facilities

Many countries will require your presence to clear your goods through customs. It may therefore be appropriate to store your effects in transit at our security protected facilities, following which we will arrange shipment to coincide with your arrival at your new home.

Our storage facilities are HM Customs approved, fully bonded and protected by 24 hour security. Special facilities are also available for the storage of motor vehicles, antiques and high value items.

Marine / Transit Cover

All due care and attention is taken to ensure safe delivery of your possessions. Nevertheless, it is wise to cover your possessions to full destination replacement value including the removal costs and import duties that could result in the event of re-shipment.

Our Standard Liability protects against loss and damage in transit; protection begins from collection and terminates 60 days following discharge at destination port/airport, or delivery to residence, whichever is sooner.

If you have not already done so, please complete and return your Standard Liability valuation form; this is required no later than 5 working days prior to commencement of removal in order to effect cover. If you require assistance with completing the form please contact one of our consultants.

Pets & Livestock

Transportation of livestock and pets is a specialised operation and we recommend you direct your enquiries to a specialist. Animals can be transported as freight or as Excess Baggage, in purpose built cases to IATA standards. Generally all that is required is a health certificate issued by your vet indicating that the animal is fit to travel; many countries also require your pet to be vaccinated. For up to date importation and destination quarantine requirements please contact your embassy or consular office.

The following organisations can also offer advice:

Department of Environment Food & Rural Affairs (DEFRA)

020 7904 6000 – www.defra.gov.uk

The Beaumont Animal Hospital 020 7387 8134 – www.rvc.ac.uk

The Royal College of Veterinary Surgeons 020 7222 2001 – www.rcvs.org.uk

Animal Reception Centre 020 8745 7894 – www.cityoflondon.gov.uk/corporation/our_services/health_safety/Heathrow_animal_reception_centre.htm

RSPCA 0870 0101181 – www.rspca.org.uk

Taxation

Anglo Pacific Tax Services offer a fast and efficient tax rebate service for individuals entitled to a tax refund on termination of employment in the UK. We operate a client account and are bonded members of the Association of Tax Agents, for your total protection.

As a member of the Commonwealth holding a working visa or an EU citizen you are considered by the Inland Revenue as resident in the UK for tax purposes. At the end of your employment you may be entitled to a tax refund if:

- Your earnings during the year were less than the tax threshold.
- You leave employment before the end of the financial year.
- You have been taxed under a wrong tax code or assessed for Emergency Tax.
- You work in construction and have been assessed for tax on a CIS 25 basis.

Tax claims can be time-consuming and often involve lengthy correspondence with the Inland Revenue. We aim to simplify the process and will pay your refund directly to your nominated bank account. To calculate your rebate entitlement visit our web site www.anglopacific.co.uk/tax_rebates.

As a special incentive to our shipping customers we'll claim your rebate at half the normal fee scale (only 9% of the rebate awarded). Don't miss out on this unique opportunity, which could result in paying for the entire cost of your shipment! For further information please speak to one of our trained tax consultants on 020 8838 8082 or e-mail rebates@anglopacific.co.uk.

We recommend you seek advice from the Inland Revenue (IR) or your accountant on matters concerning future tax liability.

You are required to complete an annual tax return if you are retaining assets in the UK and/or will continue to derive income in the UK. If you are retaining assets in the UK you should check your inheritance tax and capital gains tax position.

You will also need to consider the location of your investments, establish if interest can be paid gross on UK investments, and any ongoing commitment to future National Insurance and pension contributions.

Informative IR leaflets dealing with the aforementioned topics are available from your local tax office:

IR20 – Residents and non-residents

IHT18 – Inheritance tax, foreign aspects

CGT14 – Capital Gains Tax. An introduction

Or contact: www.inlandrevenue.gov.uk

VAT Free Purchases (Retail Export Scheme)

You are entitled to a full VAT refund on most new household purchases (an exception is motor vehicles), in the following circumstances:

- 1)** You are an overseas visitor and have not been in the EU for more than 365 days in the two years before the date you buy the goods and intend to leave within three months of the date you buy them, for a final destination outside the EU.
- 2)** You are an entitled EU resident and have been in the EU for more than 365 days in the two years before you buy the goods and are going to a final destination outside the EU for at least twelve consecutive months. Your supplier will need to deliver the goods direct to Anglo Pacific prior to the uplift of the effects from your residence. Please liaise with our offices to confirm an appropriate delivery date.

Please note that the VAT form 407 issued by most retailers is only used by customers who purchase goods under the above scheme and export them personally, and present the goods with the form, for stamping by HM Customs at the port/airport of departure. Customers who choose to have their goods delivered to a nominated depository for export, for example Anglo Pacific as the depository/exporter, are not required to supply a VAT 407 form. There is however some confusion amongst retailers on what evidence they are required to supply in order to facilitate such a refund.

As a depository, Anglo Pacific has the responsibility to supply the retailer with proof of export and we do so by producing a Certificate of Shipment. The retailer will then be responsible for placing the transaction through their VAT record accordingly and refunding the VAT to the customer direct.

We strongly recommend that customers verify the process their retailer intends to follow in order to facilitate their VAT refund PRIOR to the purchase of any goods. Anglo Pacific cannot be held responsible for failings by the retailer to put in place an adequate system to ensure you receive your refund or indeed your eligibility to that refund.

For further information please visit the customs web site at www.hmce.gov.uk or call their National Advice Service on 0845 010 9000.

Personal Checklist

A number of people will need to be advised of your pending move and new address overseas. The following is a checklist, in no particular order, to help you on your way.

SERVICES

- Confirm removal date with Anglo Pacific
- Advise Electricity Company with a final meter reading
- Advise Gas Company with a final meter reading
- Advise Water Company (if metered, a reading will suffice)
- Advise Telephone Company (BT require 7 days notice)
- Advise cable or satellite TV suppliers
- Advise TV Licensing Authority and claim your refund for any unexpired quarter
- Cancel TV rental agreement and arrange collection of set
- Cancel milkman/newsagent/window cleaner
- Cancel any subscriptions
- Pick up dry cleaning
- Return video/DVD rentals, library books, etc

LOCAL AUTHORITY

- Advise your local authority and claim your council tax refund
- Retain your right to vote in the UK. Complete Overseas Electors declaration form RPF37, obtainable from the Local Authority.

MOTOR VEHICLE

- Advise the DVLA and claim unexpired car tax. Complete form V14, obtainable from the Post Office, and forward with your tax disc.
- Complete the Permanent Export section in your registration document and forward it to DVLA. For further details refer to leaflet V526 – Taking a vehicle out of the country.
- Advise automobile associations and renew your international driving licence (valid for one year).

INSURANCE

- Advise your insurance broker and/or insurers
- Cancel motor insurance, household buildings and contents policies
- Request a refund for any unexpired periods
- Request No-Claims evidence to present to future insurers
- Ensure your annual life insurance premiums and personal pension premiums continue to be met
- Complete your Standard Liability form and return it to Anglo Pacific
- Arrange travel insurance (see page 8)

FINANCE

- Advise your bank and/or building society
- Cancel standing orders and direct debits
- Transfer funds to your overseas account(s) (see page 8)
- Withdraw the contents of your safety deposit box
- Advise Post Office e.g. savings accounts
- Advise Bonds and Stock Office e.g. Premium Bonds
- Settle any outstanding rental or finance agreements
- Advise credit card companies
- Locate stocks, shares and bond certificates
- Arrange settlement of Anglo Pacific's removal account

LANDLORD (rental accommodation)

- Give required notice to quit

DWP

- Advise your local benefit office and arrange for payment of your state pension overseas
- Discuss any other benefit entitlement applicable

TAX

- Advise the Inland Revenue and/or your accountant
- Check your inheritance and capital gains tax position if retaining assets in the UK
- Ask Anglo Pacific Tax Services to help you reclaim any overpaid tax (see page 11)

LEGAL

- Advise your solicitor
- Update your Will if retaining property in the UK and ensure that any new Will overseas does not revoke an existing UK Will
- Appoint a Power of Attorney in the UK to deal with any ongoing legal or tax issues

EMPLOYER

- Obtain your references, P45 (details of employee leaving work) and certificate of any company pension entitlement.

COMPUTER

- Back up files prior to packing

BIRTH/MARRIAGE CERTIFICATES

- Locate birth, marriage, adoption certificates. Copies are available by post from The General Register Office or in person from the Family Records Centre listed in the Services Directory.

MAIL REDIRECTION

- Instruct the Post Office to re-direct your mail. Either telephone 08457 740740 and quote your credit card number or pick up the appropriate form from your local counter
- Consider faster alternatives for urgent mail (re-directed overseas mail is sent as surface post which can take up to 12 weeks)

MEDICAL

- Advise your doctor
- Arrange vaccinations
- Advise your dentist
- Advise your optician
- Advise your chiropractor
- Advise your osteopath
- Advise your vet
- Obtain medical certificates/records and any prescriptions required.

SCHOOLS/CLUBS/SOCIETIES

- Advise your children's schools. Private schools often require a minimum one term's notice
- Advise any clubs or societies to which you or your children belong

FINALISE TRAVEL ARRANGEMENTS

- Check the validity of passports, visas, consular documents
- Check the validity of residence/work permits, import permits
- Check health requirements at destination
- Order foreign currency (see page 8)
- Arrange travel insurance (see page 8)

FRIENDS AND RELATIVES

- Change of address cards
- Imminent birthdays, anniversaries

Services Directory

Anglo Pacific Tax Service

5/9 Willen Field Road, Park Royal, London NW10 7BQ,
Tel 020 8838 8082 - Email: tax@anglopacific.co.uk. www.anglopacific.co.uk

British Association of Removers (BAR),

3 Churchill Court, 62 Exchange Rd, Watford, Herts WD18 0TG,
Tel 01923 699480 - Removal arbitration service. www.bar.co.uk

International Movers Mutual Insurance Company Limited (IMMI)

PO Box 384, The Albany, South Esplanade, St Peter Port, Guernsey GY1 4NF,
Tel 01481 720049. Details on the "Advance Payment Guarantee Scheme"

International Federation of International Furniture Removers (FIDI)

69 Rue Picard Bte 5, 1080 Brussels, Belgium,
Tel 00322 426 5160 - International removals association. www.fidi.com

TV Licensing

Barton House, Bond St, Bristol BS98 1TL,
Tel 0870 524 6246 - www.tvlicensing.co.uk

Driving and Vehicle Licensing Authority

Swansea SA99 1AR,
Tel 0870 2400010 - Vehicle export certificates, tax disc refunds. www.dvla.gov.uk

Department for Work and Pensions

Overseas Pensions, Tyne View Park, Whitley Rd, Benton, Newcastle Upon Tyne NE98 1BA,
Tel 0845 301 3011 - Pension and benefit entitlement overseas. www.dwp.gov.uk

Inland Revenue, Financial Intermediaries and Claims Office

St John's House, Merton Rd, Bootle, Merseyside L69 9BB,
Tel 0845 010 9000 - Personal tax liability. www.hmrc.gov.uk

The General Register Office

PO Box 2, Southport, Merseyside PR8 2JD,
Tel 0151 471 4816 Copies of birth, marriage, adoption certificates (postal applications) - www.gro.gov.uk

Family Records Centre

1 Myddelton St, Angel, London EC1R 1UW,
Tel 01704 569824. Copies of birth, marriage, adoption certificates (personal visits) - www.familyrecords.gov.uk

HIFX PLC,

Morgan House, Madeira Walk, Windsor, Berks SL4 1EP,
Tel 01753 64125 - Foreign currency exchange. www.hifx.co.uk

Services Directory

National Savings & Investments

Blackpool FY3 9YP,
Tel 0845 964 5000 - Registration of premium bonds. www.nsandi.com

HM Customs & Excise, Advice Centre.

Tel 0845 0109000
Enquiries concerning the Retail Export Scheme. www.hmrc.gov.uk

The Passport Agency, national enquiries,

Tel 0870 5210410
Applications to apply, renew, amend passports (allow a minimum of 3 weeks prior to departure) - www.passports.gov.uk

Hospital for Tropical Diseases, Travel Clinic

Mortimer Market Building, Copper Street, WC1E 6AU,
Tel 020 7388 9600 - Detailed information on anti-malaria drugs and vaccinations.
www.thehtd.org

Automobile Association (AA),

Fanum House, Basing View, Basingstoke RG21 4EA,
Tel 08705 500600 - www.AA-membership.com

Royal Automobile Club (RAC),

Great Park Rd, Bradley Stoke, Bristol BS32 4QN,
Tel 01454 208000 - www.royalautomobileclub.co.uk

Standfords,

12-14 Long Acre, London WC2E 9LP,
Tel 020 7836 1321 - Travel guides and maps. www.stanfords.co.uk

Molly Maid UK, (Domestic Cleaners)

Bishops Centre, Bath Road, Taplow, SL6 0NX,
Tel Freephone 0800 500 950 - Nationwide domestic cleaning services.
www.mollymaid.co.uk

Round The World Insurance,

The Courtyard, 61 Western Road, Hove, East Sussex, BN3 1JD,
Tel 0845 3444219 - Travel Insurance

Airpets Oceanic,

Willowslea Kennels, Spout Lane Nth, Stanwell Moor, Staines, Mddx TW19 6BW,
Tel 01753 685571 - Pet Shippers. www.airpets.co.uk

Embassies / Consular Offices

Argentina	65 Brook St, W1K 1AH	020 7318 1300 - argentine-embassy-uk.org
Australia	Australia House, Strand, WC2B 4LA	020 7379 4334 - australia.org.uk
Bahamas	10 Chesterfield St, W1J 5JL	020 7408 4488 - diplobel.org/uk
Belgium	103 Eaton Square, SW1W 9AB	020 7470 3700
Brazil	32 Green Street, W1K 7AT	020 7499 0877 - Brazil.embassyhomepage.com
Canada	1 Grosvenor Square, W1K 4AB	020 7258 6600 - canada.org.uk
Cyprus	93 Park Street, W1K 7ET	020 7499 8272 - Cyprus.embassyhomepage.com
Czech Rep	26 Kensington Palace Gdns, W8 4QY	020 7243 1115 - mzv.cz/london
Denmark	55 Sloane Street, SW1X 9SR	020 7333 0200 - denmark.org.uk
Finland	38 Chesham Place, SW1X 8HW	020 7838 6200 - finemb.org.uk
France	58 Knightsbridge, SW1X 7JT	020 7073 1000 - ambafrance-uk.org
Germany	23 Belgrave Square, SW1X 8PZ	020 7824 1300 - german-embassy.org.uk
Greece	1a Holland Park, W11 3TP	020 7229 3850 - greekembassy.org.uk
Hong Kong	6 Grafton Place, W1S 4EQ	020 7499 9821 - hketolondon.gov.hk
Hungary	46 Eaton Place, SW1X 8AW	020 7235 8767 - huemblon.org.uk
Indonesia	38 Grosvenor Square, W1K 2HW	020 7499 7661 - indonesianembassy.org.uk
Irish Rep	17 Grosvenor Place, SW1X 7HR	020 7235 2171 - Ireland.embassyhomepage.com
Italy	14 Three Kings Yard, W1K 4EH	020 7312 2200 - embitaly.org.uk
Jamaica	1-2 Prince Consort Rd, SW7 2BZ	020 7823 9911 - Jamaica.embassyhomepage.com
Japan	101-104 Piccadilly, W1J 7JT	020 7465 6500 - embjapan.org.uk
Malaysia	45 Belgrave Square, SW1X 8QT	020 7235 8033 - Malaysia.embassyhomepage.com
Malta	36-38 Piccadilly, W1V 9PG	0870 005 6958 - Malta.embassyhomepage.com
Mexico	8 Halkin Street, SW1X 7DW	020 7235 6393 - embamex.co.uk
Netherlands	38 Hyde Park Gate, SW7 5DP	020 7590 3200 - netherlands-embassy.org.uk
New Zealand	80 Haymarket Street, SW1Y 4TQ	020 7930 8422 - nzembassy.com/uk
Norway	25 Belgrave Square, SW1X 8QD	020 7591 5500 - norway.org.uk
Poland	47 Portland Place, W1B 1JH	020 7580 4324 - London.polemb.net
Portugal	11 Belgrave Square, SW1X 8PP	020 7235 5331 - Portugal.embassyhomepage.com
Russian Fed	13 Kensington Palace Gdns, W8 4QX	020 7229 3628 - russialink.org.uk/embassy
Singapore	9 Wilton Crescent, SW1X 8SP	020 7235 8315 - Singapore.embassyhomepage.com
Spain	39 Chesham Place, SW1X 8SB	020 7235 5555 - Spain.embassyhomepage.com
South Africa	S Africa Hse, Trafalgar Sq, WC2N 5DP	020 7451 7299 - southafricahouse.com
Sweden	11 Montagu Place, W1H 2AL	020 7917 6400 - swedish-embassy.org.uk
Switzerland	16-18 Montagu Place, W1H 2BQ	020 7616 6000 - swissembassy.co.uk
Thailand	29-30 Queens Gate, SW7 5JB	020 7589 2944 - thaiembassyuk.org.uk
USA	24 Grosvenor Square, W1A 1AE	020 7499 9000 - usembassy.org.uk
Zambia	2 Palace Gate, W8 5NG	020 7589 6655 - Zambia.embassyhomepage.com
Zimbabwe	429 Strand, WC2R 0JR	020 7836 7755 - Zimbabwe.embassyhomepage.com

Travel Information / Airlines (London Offices)

Aer Lingus	www.aerlingus.com	0870 8765000
Aerolineas Argentinas	www.aerolineas.com.ar	020 7290 7887
Air Canada	www.aircanada.com	0871 2201111
Air France	www.airfrance.uk	0870 142 4343
Air India	www.airindia.com	020 8785 3199
Air Malta	www.airmalta.com	020 8785 3199
Air New Zealand	www.airnz.co.uk	0800 028 4149
Air Zimbabwe	www.airzimbabwe.co.uk	020 7399 3600
Alitalia	www.alitalia.it	020 8745 8200
Nippon Airways	www.anaskyweb.com	0870 8378866
American Airlines	www.americanairlines.co.uk	0845 7789789
British Airways	www.ba.com	0845 773 3377
British Midlands	www.flybmi.com	0870 6070 555/222
Canadian Airlines	www.aircanada.com	0871 2201111
Cathay Pacific	www.cathaypacific.com	020 8834 8800
Continental Airlines	www.continental.com	0845 607 6760
Cyprus Airways	www.cyprusairways.com	020 8359 1333
Delta Airlines	www.delta.com	0800 414767
Emirates	www.emirates.com	0870 243 2222
Finnair	www.finnair.co.uk	020 7629 4349
Garuda Indonesia	www.garuda-indonesia.com	020 7467 8600
Gulf Air	www.gulfairco.com	0870 7771717
Japan Airlines	www.japanair.com	0845 774 7700
KLM	www.klm.com	020 8750 9200
Kuwait Airways	www.kuwait-airways.com	020 7412 0007
Lufthansa	www.lufthansa.com	020 8750 3500
Malaysian Air	www.malaysianairlines.com	020 7341 2020
Qantas	www.qantas.com.au	020 8846 0466
Scandinavian Airlines	www.sas.se	0870 6072772
Singapore Airlines	www.singapore.air.com	0844 800 2380
South Africa Airways	www.flysaa.com	0870 7471111
Swiss Air	www.swiss.com	0845 601 0956
Thai International	www.thaiair.com	0020 7491 7953
United Airlines	www.united.com	0845 844 4777
Varig Brazilian	www.varig.com	0845 603 7601
Virgin Atlantic	www.virginatlantic.com	0870 5747747

Travel Information

Airports		
Birmingham	www.bhx.co.uk	0870 7335511
Edinburgh	www.edinburghairport.com	0870 0400007
Glasgow	www.glasgowairport.com	0870 0400008
London City	www.londoncityairport.com	020 7646 0000
London Gatwick	www.gatwickairport.com	08700 002468
London Heathrow	www.heathrowairport.com	08700 000123
London Stansted	www.stanstedairport.com	08700 000303
Manchester	www.manairport.co.uk	0161 489 3000
Car Hire (Central Reservation)		
Alamo	www.alamo.co.uk	0870 400 4580
Avis	www.avis.com	0870 606 0100
Budget	www.budget.co.uk	08701 539170
Europcar	www.europcar.co.uk	08457 222525
Hertz	www.hertz.com	08705 996699
Car Ferries (Central Reservation)		
Irish Ferries	www.irishferries.com	08705 171717
Brittany Ferries	www.brittanyferries.com	08705 360360
Hoverspeed Ltd	www.hoverspeed.com	08702 408070
P&O Ferries	www.poferries.com	08705 202020
DFDS Seaways	www.dfds.co.uk	01255 240240
Hotels (Central Reservation)		
Hilton	www.hilton.com	0870 5445866
Holiday Inn	www.holiday-inn.co.uk	0800 405060
Marriott	www.marriott.com	0800 221222
Rail Travel		
British Rail	www.britrail.com	0845 7484950
Eurostar	www.eurostar.com	08705 186186
Gatwick Express	www.gatwickexpress.co.uk	0845 8501530
Le Shuttle	www.eurotunnel.com	08705 353535
Virgin	www.virgintrains.co.uk	08457 222333
Car Travel		
AA	www.AA-membership.com	0800 887766
RAC	www.rac.co.uk	08705 722722
Green Flag	www.greenflag.com	0800 400600
Cards (Lost or Stolen)		
American Express	www.americanexpress.co.uk	01273 696933
Barclaycard	www.barclaycard.co.uk	01604 230230
Diners Club	www.dinersclub.com	01252 513500
Eurocard/Mastercard	www.mastercard.com	01268 298052
International Visa	www.visa.com	01268 298052



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