



Moving to and from Cyprus - Things to Consider

Keep your passport, driving licence and travel documents separate from all of your packing. You will need all these documents to get to Cyprus and for car hire when you arrive.

The DTMA/OS/Removals Booklet

You will be given The Joint Services Unaccompanied Baggage Guide for Service Personnel and United Kingdom Based Civilians Moving to/from or between Overseas Locations.

It is very important that you read this booklet as you will have to sign to say that you have read and understood everything included in it. This booklet includes a lot of important information that you might not have considered. Of particular importance are prohibited items - do not include any of the items listed in your packing.

If you are confused about what you can take or need help to complete the forms contact your Unit Welfare Office.

The Removals Survey

Show the removal company surveyor everything in every room - it is easy to forget a large item and this can make a huge difference to your cubic capacity. The surveyors or packers are not able to tell you how much any excess cubic capacity will cost you. Your RAO will be able to give you this information.

Removals Insurance

Get some - you may think it will never happen to you, but it might. Make sure that you have sufficient insurance cover and ensure that the policy includes Marine Insurance cover. In a recent incident a container ship went down at sea. Only four families had Marine Cover included in their insurance. Others had insurance but it didn't cover this event and seven families had no insurance at all.

Packing

Before the packers arrive separate items for storage from items to go to Cyprus - label them clearly and try to place them in different rooms.

Arrange for the storage and Cyprus packers to come on different days to save confusion. If you can't, label items to indicate what is to go where.

Be present for the packing, and do a thorough check before the removals leave as things can be easily miss-packed or left behind.

Prioritise your packing to go to and from Cyprus - is there anything that you cannot do without? This should be packed first. If your cubic capacity is over the allowance is there anything that you are happy to leave behind? Know what you are happy to leave before packers arrive.

AFF Cyprus - tel: 00357 2596 2110 - email: cyprus@aff.org.uk

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You will not be given packing boxes or packaging to self-pack.

Do not worry about not packing yourself. Families have commented that packers use more packaging - this is to ensure the safe arrival of property. REMEMBER - the total volume of the items packed by the Removal Company will be reduced by 15% to take into account the packing methods and this will decrease your liability to Excess Baggage Charges.

Packing Lists

You will have to provide the removals company with a packing list. You need only give brief details, eg kitchen equipment, kids' toys, but should give an indication of what is in each box. Problems have arisen when customs receive packing lists that state 'odds and sods'. They do not know what is in the box and may request that it be found and opened. You should, however, keep a detailed packing list for yourself.

Paperwork

Customs Form C102 has to be completed. This will stop eventually, now that Cyprus are members of the EU, but it will continue to be required until the removals company are informed it is no longer necessary.

Delivery Address

Any changes to moving dates or addresses should be confirmed to the removal company in writing as soon as possible. The more notice the removal company have the more likely your possessions will be delivered on your preferred date. Consideration should be given to busy periods such as the summer holidays when removal companies are very busy.

If you know of any problems regarding access to the new property let the company know so that they can arrange for smaller vans, etc.

Documentation

The packers will ask you to sign sheets to confirm your agreement with the volume of the consignment and the condition of the property e.g. indicate if an item is scratched and the position of the damage. If you do not agree with the information on the sheets, address this with the packers as they are packing. Do not wait until you arrive at your new posting. If your queries cannot be resolved speak to the removal company.

When your property arrives at your new home you will be asked to sign the **Customer on Delivery** form. You will be signing to confirm that all boxes have arrived and that the contents condition and the cubic capacity is the same as on the paperwork you signed when you left UK. If you have not had a chance to check the contents, make a note in the section 'special instructions' with such details as 'not unpacked and unable to verify the condition of contents'. If there were boxes damaged then make a note of the damage. Any damage must be reported within SEVEN DAYS. Make sure you do report any damage, keep a copy of the paperwork, and where possible take photographs.

Other Information

- Diving Equipment - To take diving cylinders to the UK, a Certificate of Freedom from Pressurisation is required. This has to be signed by a qualified instructor.
- If the contents have been packed by the removals company you are entitled to have your possessions unpacked. However, unpacking is on to a flat surface e.g. a floor, bed, etc - crockery will not be placed in to a cupboard, clothing will not be placed in a wardrobe.
- If you are unhappy with the condition of your property when it arrives you should contact the removal company in the first instance. If you are still not satisfied then contact OC JSPU, JMS in Cyprus or if you are in the UK contact M & S Shipping (details on page 20 of the DTMA Booklet).