



## CODE OF PRACTICE

### Take the risk out of moving home

- 150% Cash-back guarantee against cancellation
- FREE Conciliation service
- Approved and monitored by the Office of Fair Trading

#### ■ The BAR Code of Practice

The British Association of Removers Code of Practice is the only code in the moving industry that's approved and monitored by the Office of Fair Trading under its Consumer Codes Approval Scheme.

All BAR members abide by the Code that dictates the standard of service you will receive, the quality of the materials used, the standards of vehicles and warehouses, staff training requirements and what will happen if something goes wrong. Most importantly the Code requires BAR moving companies to deal with you in a courteous and sympathetic way at all times.

**If you're moving  
look for the badge**



## ■ Our Key Commitments to You

We promise to act fairly and reasonably with you and uphold all the standards contained in the Code. Our key commitments are:

- To make sure that our advertising and promotional literature is clear and not misleading.
- To provide you with a clear description, price and timetable for the work carried out.
- To offer insurance or other protection options.
- To explain clearly our liability for loss or damage, the time limit for making claims, and cancellation/postponement rights and charges.
- To provide staff who are courteous, competent, and committed to providing a high standard of service.
- To deal quickly and sympathetically with things that go wrong.
- To publicise this Code, have copies freely available and make sure our staff are trained to put it into practice.

## ■ Financial Protection

The Code says that if we cancel a removal more than 10 days before the agreed date for the work we must pay you back everything you paid to us. If we cancel less than 10 days before the agreed date we must pay you 150% of the monies paid. This means that you can be confident that we will arrive to do the work on the agreed date. If we are not able to do the work on the agreed day or pay the 150% refund, the BAR Pre-payment Protection Scheme will be speedily activated to have the work completed by another member or provide you with a full refund.

## ■ If Something Goes Wrong

If you have a complaint about our service we will try to resolve it fairly, quickly and efficiently. If we can't settle your complaint to your satisfaction you may refer it to the BAR's FREE Conciliation Service on

■ [consumer.affairs@bar.co.uk](mailto:consumer.affairs@bar.co.uk)

■ Tel: 01923 699486

If you are still not satisfied a low-cost, independent arbitration scheme is available operated by the Chartered Institute of Arbitrators.

## ■ OFT Monitoring

The Office of Fair Trading monitors our performance, and that of all BAR members, to make sure that we are operating within the BAR Code of Practice and that the Code is working properly in the customers' interests.

You can help by completing our customer satisfaction survey form.



## ■ The Full code of Practice

If you would like a free copy of the full BAR Code of Practice you can download it from the BAR website on [www.bar.co.uk](http://www.bar.co.uk)