



movewecarry.lu

(Version : May 2024)

Luggage transport for stage trips in the Grand Duchy of Luxembourg

1. What is it about?

The MoveWeCarry.lu service offers the transport of any bag or piece of luggage¹ for your travels in stages in the Grand Duchy of Luxembourg.

While you are cycling or walking through the country, your luggage will be dropped off by our service provider in the morning after 10am (1000hrs) and will be waiting for you at 4pm (1600hrs) at your next stop.

2. Which addresses are bookable?

The new luggage transport service can be booked to transport any travel luggage from one commercial accommodation offering overnight stays in return for payment (hotels, campsites, youth hostels, holiday cottages) to another, and therefore excluding private addresses.²

3. How to book?

Reservations can be made 7 days a week, 24 hours a day, until midnight of the day before the day of transport either online at www.movewecarry.lu or by telephone on (+352) 28 10 888

The reservation can be made by the customer himself or by his landlord or by a travel agent.

For each booking, the customer or the intermediary who has booked for him/her will receive a confirmation by email.

4. How much does it cost?

For the year 2024, the services of movewecarry.lu are provided at the price of 12€ per baggage and per transfer (all taxes included), and this 7 days a week from April 1st to November 30th.

¹ suitcases, backpacks, bicycle bags, travel bags, ..., excluding any object that has no connection with a leisure trip (furniture, drones, bicycles, tools, household appliances, etc.) and excluding individuals or animals! Each piece of luggage must not exceed 20 kg!

² L'enlèvement ou le dépôt vers une adresse privée au Luxembourg est accepté si la destination ou la provenance des valises est un hébergement commercial.

5. How do I prepare my luggage for the trip?

In order to identify the luggage to be transported, the website www.movewecarry.lu allows you to generate a "luggage tag" at the time of booking, to be printed on a simple A4 sheet and stuck on the piece of luggage.

The luggage must not contain any objects that could endanger other people or the vehicle used for transport.

6. How does it work?

In concrete terms, once the reservation has been made and your luggage has been identified with the printed "luggage tag", our service provider will come to your accommodation after 10am with the reference number indicated in your confirmation. You or your landlord will hand over the luggage to be transported, which will be dropped off at the address agreed upon during the reservation before 4pm.

Pick-up or drop-off at a railway station, airport or any other public place will only be done on request to the service provider and according to a special tariff provided for this purpose, as long as the destination or the origin of the luggage in Luxembourg is a business accommodation as described in point 2.

7. Important notes

In order to guarantee the collection and delivery of your luggage, a person must be physically present (you or your accommodation provider) and be able to be contacted by telephone when the luggage is collected at the place of departure and when it is deposited at the place of destination. You will have undertaken to do this at the time of booking.

If no one is present and cannot be contacted at the time of collection, the Baggage will remain at the point of departure and the full amount paid will not be refunded ("no-show").

If no one is present and no one can be contacted when the luggage is dropped off at the destination, our service provider will take your luggage to his depot (Voyages Emile Weber, Z.A. Reckschleed L-5411 Canach), where you can collect it.

Reservations can be cancelled by telephone on +352 28 10 888. Cancellations can be made free of charge until 23:59 on the day before the day for which a reservation was made. The full amount will be refunded to the customer, provided that the customer provides his or her bank details. For cancellations made on the day of the scheduled transfer, there is no refund.

Number of baggage items indicated at the time of booking: If the total number of baggage items for a booking located at the pick-up location is greater than that indicated at the time of booking, no baggage items for the said booking will be transported.

8. Are there any exceptions?

-Transport of individuals: for reasons of liability and insurance, the transport of individuals is not possible.

-Transport of bicycles: although in principle transport is limited to the transport of travel bags or suitcases, the transport of bicycles is possible on request to our service provider.

-Arrival/departure at the railway station or airport: the collection or deposit of luggage at a railway station, airport or any other public place will only be done on request with our service provider and according to a special tariff provided for this purpose, as long as the destination or origin of the luggage in Luxembourg is a commercial accommodation.

9. Who is responsible for my luggage?

We advise you not to include currency or valuables in your luggage.

In any case, the liability of our service provider in case of damage, loss or theft of the luggage entrusted to him is limited to an amount of 2.000 € per piece of luggage.

For further information, please refer to the general conditions of "MoveWeCarry.lu delivered by Voyages Emile Weber s.a.r.l."