



movewecarry.lu

Luggage transport for stage journeys in the Grand Duchy of Luxembourg

1. What is it all about?

The new service MoveWeCarry.lu offers the transport of any bag or piece of luggage¹ for your stage journey trips in the Grand Duchy of Luxembourg.

While you are travelling through the country by bike or on foot, your luggage will be deposited in the hands of our service provider in the morning after 10 am and will follow you at a distance to be waiting for you at 4 pm at your evening stopover.

2. Which addresses are concerned

The new luggage transport service can be booked to transport any travel luggage from commercial accommodation offering overnight stays for a fee (hotels, campsites, youth hostels, bed and breakfasts) to another, thus excluding private addresses².

3. How do I make a reservation?

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

The movewecarry.lu website is available in FR/EN/DE/NL and the booking agents speak Luxembourgish, French, German, English, Spanish, Italian and Portuguese.

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

For each reservation, the client or the intermediary who has booked for him will receive a confirmation by email.

4. How much does it cost?

For the year 2020, the services of movewecarry.lu are provided 7/7 days from 24 June to 31 December. In addition, the service is **offered FREE of charge** until the end of the year 2020.

¹ suitcases, backpacks, bicycle bags, travel bags, ..., excluding any object not related to a leisure trip (furniture, bicycles, tools, household appliances, etc.) and excluding persons or animals!
Each piece of luggage must not exceed 20 kg! Maximum 2 pieces per person.

² Pick-up or drop-off to a private address in Luxembourg is accepted if the destination or origin of the suitcases is a commercial accommodation.

5. How to prepare my luggage for the trip?

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

The luggage must not contain 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 "luggage tag" printed on it, our service provider will come to your accommodation after 10am with the reference indicated in your confirmation. You or your landlord will give him/her the luggage to be transported, which will be dropped off before 4pm at the address agreed when you made the reservation.

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

7. Important notes!

In order to guarantee the pick-up and delivery of your luggage, a person must be physically present (you or your accommodation provider) and must be able to be contacted by telephone when the luggage is picked up at the place of departure and when it is deposited at the place of destination. You will be committed to this when you make your reservation.

If nobody is present and nobody can be contacted when the luggage is collected, the luggage will remain at the place of departure.

If no one is present and no one can be contacted when the luggage is deposited at the destination, our service provider will transport your luggage to its facilities, where you can collect it.

8. Are there any exceptions?

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

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

-Arrival/departure at the railway station or airport: the collection or delivery of luggage to a railway station, airport or any other public place will only be made on request to our service provider and at a special rate provided for this purpose, provided that the destination or origin of the suitcases in Luxembourg is commercial accommodation.

9. Who is responsible for my luggage?

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

In any event, the liability of our service provider in the event 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."