

R&B Camp Baggage, L.L.C.

FREQUENTLY ASKED QUESTIONS

F.Y.I.

Our office hours are 10 - 4 weekdays, prior to the start of deliveries. During pickups days, the office is staffed until all scheduled pickups for that day have been completed.

Is there a weight limit?

Yes. Baggage must not exceed 75 pounds per piece. Bags in excess of 75 pound will not be accepted and no refunds will be provided. To avoid injury to our crew and to camp staff this policy will be strictly enforced!

Can I pay for baggage service with my credit card?

No. In order to keep our cost down we only accept checks. Due to the high cost of credit card processing fees, R&B has opted not to accept credit cards at this time.

Why is there a deadline of May 1st and a late fee after that?

Due to the complexity of planning we need to have your enrollment by May 1. Due to truck capacities, R&B Camp Baggage cannot guarantee service for enrollments received after the May 1st deadline.

Do we need to call R&B to increase or reduce the number of bags we are shipping to or from camp?

YES. If you increase the number of bags, you need to notify us and send the additional amount due. If you decrease the numbers of bag, you will receive a refund if you notify us at least 5 days prior to pickup or return.

I plan to leave my baggage outside on the day of pickup. Do I need to notify R&B in advance?

NO - Our crews are instructed to search for the baggage in obvious places. If the baggage is on the front, back or side porch, or in an unlocked garage, there is no need to contact the office. If the baggage is not in one of these locations, please call our office at least 24 hours in advance so that we can notify the driver.

What do we do if we are not home on the scheduled date of pickup and we cannot leave our baggage outside or in an unlocked garage?

Call our office and let us know where the baggage will be. Below are some ideas for suitable alternate locations:

- Your neighbor's home
- Locked garage (call us with entry code)
- Leave bags with other camp family in your area

How will we know that Camp Baggage has picked up our bags?

We will leave a card by your door or in the location where your baggage was left, notifying you that your baggage is safely on its way to camp.

Should we have our own baggage tags?

R&B will provide you with baggage tags. We also recommend that all bags have an alternate form of identification. Stenciling the bag with the camper's name is highly recommended. Please remove all old shipping tags from previous summers.

Can we send sports equipment?

Yes. All hockey sticks, lacrosse sticks, tennis racquets, water skis, roller blades, bicycles and golf clubs must be packed in appropriate containers. To ensure that they will make it safely to and from camp, they cannot be strapped on to duffels or other baggage being shipped.

What about sleeping bags?

Pack sleeping bags inside another bag to avoid additional charges.

What does the optional insurance cover?

Optional insurance will cover bags against fire/theft up to \$1,000 a piece. R&B Camp Baggage is not responsible for items missing from a bag or for breakage of or damage of any items packed inside a duffel bag or soft trunk.

Is it appropriate to tip Camp Baggage Drivers?

Gratuities are greatly appreciated and at your discretion.

Do we need to lock our bags?

Bags go directly from our trucks to camp. We suggest all zippers be secured with a zip lock tie to prevent items from accidental loss.

What if we have a different return address?

Please call our office as far in advance as possible to notify us of your new address. Changes of address must be made at least 2 weeks prior to camp closing.

What if I am unexpectedly not home on the day of pickup?

If it is a last minute decision, and the baggage is not in an obvious location, please leave a note on your front door with the new location to alert our crew.

We have had a change of plans and do not plan to use your services. What is your refund policy?

We must be notified of any cancellation a minimum of 5 days in advance. Should we arrive at your door or at camp and we were not notified at least 5 days in advance, there will be no refund.

What if you picked up baggage at my neighbor's an hour ago and you still have not picked up my bags?

Don't worry. We may have multiple trucks that cover the same service area. Another truck may be picking up your baggage.

You told us you would be here by a certain time and you have not arrived. What should we do?

We make every attempt to be on time. Conditions beyond our control can cause delays. Our office will make every attempt to notify you if our crews are running well behind schedule.

Can we change our date and/or time of pickup?

Due to advance scheduling and truck capacities it is usually not possible to change the date or time of our services.

UPS/Fedex at the end of camp?

R&B, on rare occasions and at it's discretion, may ship baggage home via UPS/Fedex. All zippers will be secured with a zip lock tie to prevent items from accidental loss.

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