



*Bespoke courier services  
for the next generation*

## **ABOUT US** – *who are we ?*

IVF Couriers was started in 2011 by Simon Hedley and Annare Heneghan-Bernet, both logistics professionals with over 40 years combined international experience working for well-known global airlines and express companies. Registered in the UK, IVF Couriers operates across borders around the globe.

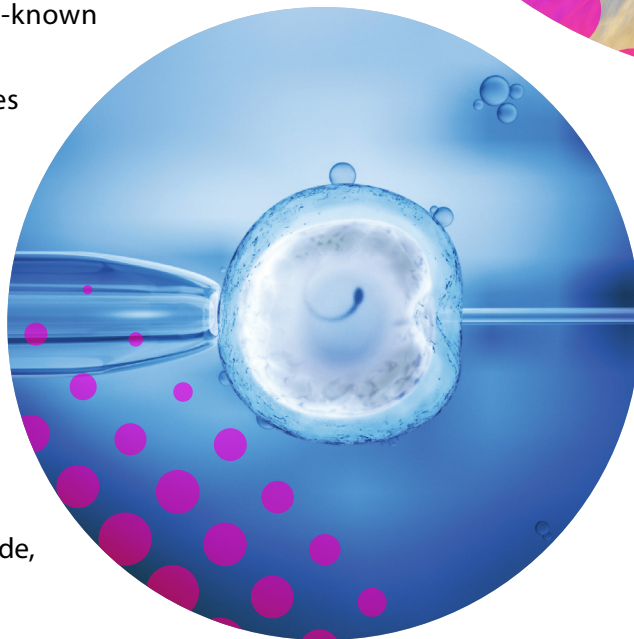
Building on its founders' many years of experience, particularly in the organization and handling of critical time and temperature-sensitive medical shipments, IVF Couriers offer personalized solutions for the legal international transfer of frozen gametes (sperm & oocytes) embryos and stem cells between IVF clinics or laboratories worldwide, both for individual patients and medical professionals or researchers.

## **OBJECTIVES** – *what drives us ?*

At IVF Couriers we recognize that patients undergoing IVF treatment are experiencing a very personal and challenging event.

Our objectives are to provide professional, expedient and empathetic logistical service. We hope to be the provider of choice for individuals as well as the medical and scientific community within this specialized sector.

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## OUR SERVICES – why use us ?

IVF Couriers prides itself on providing both a highly professional, fully compliant and discreet personal service. Client confidentiality is assured.

We offer a choice of door-to-door personalised premium logistics solutions worldwide for IVF patients and medical professionals or researchers, using the latest approved cryogenic equipment and packaging. Our quality management system ensures safe, secure, compliant, careful handling of all embryos, gametes or stem cells and no potentially harmful x-ray screening.

### PERSONALISED HAND CARRY

Your consignment will be hand carried by an experienced professional courier at every stage of the transport process.

All assignments are undertaken individually and confidentially with the utmost care and meticulous attention to detail throughout all stages of the process:

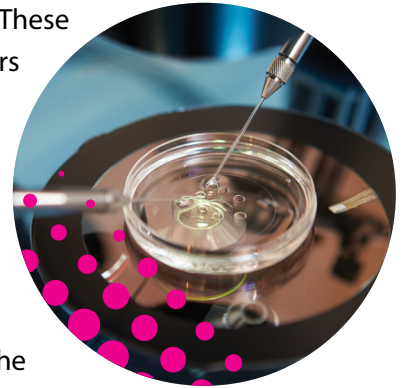
- initial contact with clients
- discussing unique requirements
- tailoring a solution to fit individual needs
- advising on and checking correct documentation for origin + destination
- assisting with regulatory approvals where required
- planning and providing specialised logistics
- liaising with clinics/laboratories to coordinate collection and delivery
- confirming collection and delivery details
- providing consignment status updates
- 24 hour contact

### CORE PRINCIPLES – what guides us?

- Confidentiality
- Commitment to care
- Value beyond price

## EQUIPMENT

We use the latest technology CryoShippers with a static holding time of 6 to 8 days. This guarantees that the cool chain is maintained at a constant maximum temperature of -190°C/-310°F or below. These special cryogenic containers are cooled with non-hazardous liquid nitrogen, which is fully absorbed within a high specification inner lining. The nitrogen is not compressed and it slowly evaporates, hence the term “dry vapour shipper”. The containers are approved for carriage within the cabin, on board passenger aircraft under IATA DG Regulations.



## OUR CLIENTS SAY

*“Very friendly and efficient, with good communication from start to finish”*

Meena, London to Alicante

## CONTACT US

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