



# THE GAZETTE

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\* Containing all notices published online between 23 and 29  
November 2015

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# PARLIAMENT & ASSEMBLIES

## LEGISLATION & TREATIES

### Northern Ireland Assembly

#### THE NATIONAL ASSEMBLY OF WALES

The following Letters Patent were signed by Her Majesty The Queen on the twenty-fifth day of November 2015 in respect of the Local Government (Wales) Bill anaw 6.

ELIZABETH THE SECOND by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of Our other Realms and Territories Queen Head of the Commonwealth Defender of the Faith To Our Trusty and well beloved the members of the National Assembly for Wales

GREETING:

FORASMUCH as one or more Bills have been passed by the National Assembly for Wales and have been submitted to Us for Our Royal Assent by the Clerk of the National Assembly for Wales in accordance with the Government of Wales Act 2006 the short Titles of which Bills are set forth in the Schedule hereto but those Bills by virtue of the Government of Wales Act 2006 do not become Acts of the National Assembly for Wales nor have effect in the Law without Our Royal Assent signified by Letters Patent under Our Welsh Seal signed with Our own hand We have therefore caused these Our Letters Patent to be made and have signed them and by them do give Our Royal Assent to those Bills which shall be taken and accepted as good and perfect Acts of the Assembly and be put in due execution accordingly COMMANDING ALSO the Keeper of Our Welsh Seal to seal these Our Letters with that Seal.

IN WITNESS WHEREOF We have caused these Our Letters to be made Patent

WITNESS Ourself at The Court at Windsor Castle

the twenty-fifth day of November 2015

in the Sixty-Fourth year of Our Reign

By The Queen Herself Signed with Her Own Hand.

SCHEDULE

Local Government (Wales) Bill

Cafodd y Breinlythyrau a ganlyn eu llofnodi gan Ei Mawrhydi y Frenhines ar y pumed dydd ar hugain o Dachwedd 2015 mewn perthynas â Bil Llywodraeth Leol (Cymru) dccc 6.

ELISABETH YR AIL drwy Ras Duw Brenhines Teyrnas Unedig Prydain Fawr a Gogledd Iwerddon a'n Teyrnasoedd a'n Tiriogaethau eraill Pennaeth y Gymanwlad Amddiffynnydd y Ffydd At Ein Ffyddlon ac anwyllaf aelodau Cynulliad Cenedlaethol Cymru

CYFARCHION:

YN GYMAINT Â BOD un neu ragor o Filiau, y nodir eu henwau byr yn yr Atodlen i hyn, wedi eu pasio gan Gynulliad Cenedlaethol Cymru ac wedi eu cyflwyno i Ni ar gyfer Ein Cydsyniad Brenhinol gan Glerc Cynulliad Cenedlaethol Cymru yn unol â Deddf Llywodraeth Cymru 2006, ond na ddaw'r Biliau hynny, yn rhinwedd Deddf Llywodraeth Cymru 2006, yn Ddeddfau Cynulliad Cenedlaethol Cymru ac na fydd iddynt effaith Gyfreithiol heb Ein Cydsyniad Brenhinol a ddynodir drwy Freinlythyrau o dan Ein Sêl Gymreig a'n llofnod Ein Hunain, yr Ydym felly wedi peri gwneud y rhain, Ein Breinlythyrau ac wedi eu llofnodi, a thrwyddynt rhoddwn Ein Cydsyniad Brenhinol i'r Biliau hynny sydd i'w cymryd a'u derbyn fel Ddeddfau da a pherffaith y Cynulliad a'u rhoi ar waith yn briodol yn unol â hynny GAN ORCHYMYN HEFYD Geidwad Ein Sêl Gymreig i selio'r rhain, Ein Llythyrau â'r Sêl honno.

YN DYSTIOLAETH O HYNNY yr Ydym wedi peri gwneud y rhain, Ein Llythyrau yn Agored

TYSTIED Ein Hunain yn Ein Lllys yng Nghastell Windsor

ar y pumed dydd ar hugain o Dachwedd 2015

yn y Bedwaredd flwyddyn a Thrigain o'n Teyrnasiad

Llofnodwyd gan y Frenhines Ei Hunan â'i Llaw Ei Hunan.

ATODLEN

Bil Llywodraeth Leol (Cymru)

(2439809)

# ENVIRONMENT & INFRASTRUCTURE

## ENERGY

### A C AUTOMATION (UK) LTD

#### PART I

#### APPLICATION FOR A PRIVATE ELECTRICITY SUPPLY LICENCE

- 1 Full name of the applicant: AC Automation (UK) Ltd
- 2 Address of the applicant(s) or, in the case of a body corporate, the registered or principal office.

Trooperslane Industrial Estate

5 Sloefield Park

Carrickfergus

Co. Antrim

BT38 8GR

- 3 Where the applicant is a company, the full names of the current Directors and the company's registered number.

Directors: Gary Callaghan, Marie Callaghan, David Callaghan

Registered Number: NI38043

- 4 Where a holding of 20 per cent or more of the shares (see Note) of an applicant is held by a body corporate or partnership or an incorporated association carrying on a trade or business with or without a view to profit, the name(s) and address(es) of the holder(s) of such shares shall be provided.

AC Automation (UK) Ltd (100%)

Trooperslane Industrial Estate

5 Sloefield Park

Carrickfergus

Co. Antrim

BT38 8GR

- 5 Desired date from which the licence is to take effect.

As soon as possible.

- 6 A list of the names and addresses of customers to be supplied.

Not applicable: AC Automation (UK) Ltd submits this license application to operate as a demand side unit (DSU) aggregator in Northern Ireland. As a DSU aggregator, we will contract individual demand sites (IDS) dispersed across Northern Ireland and aggregate their demand response energy capacity to provide back to the TSO under the DSU scheme. In so doing, AC Automation (UK) Ltd will not supply electricity to any of its customers.

- 7 A statement of the extent (if any) to which the applicant considers it necessary for powers under Schedule 3 (compulsory acquisition of land etc.) and under Schedule 4 (other powers etc) to the Order to be given through the licence for which he is applying, together with a statement of any specific purposes for which those powers are felt to be necessary.

N/A, we are reducing demand on current generating sites.

- 8 Details of any licences held, applied for or being applied for by the applicant in respect of the generation, transmission or supply of electricity.

Currently have permission from UREGNI to operate as an AGU in the single electricity market. We have also made an application for a generation licence as part of the process of registering as a DSU.

Name(s) of person or persons to contact regarding information contained in or accompanying this application:

Coleen Shanks (coleenshanks@acaautomation.co.uk) or David Callaghan (davidcallaghan@acaautomation.co.uk) both on Tel: 028 9336 4779 (2439816)

#### APPLICATION FOR A GENERATION LICENCE UNDER ARTICLE 10(1) (A) OF THE ELECTRICITY (NI) ORDER 1992 AS AMENDED BY THE ENERGY (NORTHERN IRELAND) ORDER 2003 CROCKANDUN WIND FARM LIMITED

Company Number NI625898

Registered at **Fountain Street, Belfast, BT1 5EF**

Has applied to the Northern Ireland Authority for Utility Regulation (NIAUR) for an electricity generation licence commencing January 2017 and consisting of the following:

**Six no. wind turbine generators at a maximum rating of 3.3MW each to be connected to the electricity grid in Northern Ireland. The wind farm will be constructed at Crockandun, Draperstown, Magherafelt, Co. Derry.**

Copies of the maps accompanying the licence application are available for inspection by the public at the Northern Ireland Authority for Utility Regulation, Queens House, 14 Queen Street, Belfast, BT1 6ED between 10.00am and 4.00pm on any working day.

Full name of the Applicant: **Crockandun Wind Farm Ltd.**

Address of the applicant(s) or, in the case of a body corporate, the registered or principal office: **Fountain Street, Belfast, BT1 5EF.**

Where the applicant is a company, the full names of the current Directors and the company's registered number: **Directors of Crockandun Wind Farm Ltd are George Martin and Kevin McCarthy. Company Registration No: NI625898.**

Where a holding of 20 per cent, or more of the shares (see Note) of an applicant is held by a body corporate or partnership or an incorporated association carrying on a trade or business with or without a view to profit, the name(s) and address(es) of the holder(s) of such shares shall be provided. **Shares are 100% owned by Brookfield Renewable Ireland Ltd, Floor 5, City Quarter, Lapps Quay, Cork.**

Desired date from which the licence is to take effect: **January 2017.**

The number of generating stations intended to be operated under the licence (if granted): **6 turbines**

A sufficient description specifying the actual or proposed locations of those stations. E.g.: by reference to townlands, local government districts, postal address, etc. **The Crockandun Wind Farm is located in the townland of Crockandun at Draperstown, Magherafelt, Co. Derry. This is located within Mid Ulster District Council.**

A description of how those stations will, in each case, be fuelled or driven: **The stations will be driven by wind.**

The date when any proposed generating stations are expected to be commissioned: **January – March 2017.**

The capacity and type of each unit within the generating station (MW): Six no. wind turbines each with a maximum capacity of **3.3MW. The overall wind farm maximum export capacity (MEC) will be a maximum of 19.8MW.**

Details of any licences held, applied for or being applied for by the applicant in respect of the generation, participation in transmission or supply of electricity: **Generation licences currently held for Owenreagh Wind Farm Ltd – dated 17th August 2007 and Seagronan Wind Farm Ltd (dated 19th May 2015). (2439817)**

### A C AUTOMATION (UK) LTD

#### PART I

#### APPLICATION FOR A GENERATION LICENCE UNDER ARTICLE 10(1)(A) OF THE ELECTRICITY (NI) ORDER 1992 AS AMENDED BY THE ENERGY (NORTHERN IRELAND) ORDER 2003

- 1 Full name of the applicant:

A C Automation (UK) Ltd

- 2 Address of the applicant(s) or, in the case of a body corporate, the registered or principal office.

5 Sloefield Park, Carrickfergus, Co. Antrim, BT38 8GR

- 3 Where the applicant is a company, the full names of the current Directors and the company's registered number.

Gary Dace Callaghan, Marie Callaghan & David Callaghan

Company Registration No: NI38043

- 4 Where a holding of 20 per cent, or more of the shares (see Note) of an applicant is held by a body corporate or partnership or an incorporated association carrying on a trade or business with or without a view to profit, the name(s) and address(es) of the holder(s) of such shares shall be provided.

AC Automation (UK) Ltd (100%)

Trooperslane Industrial Estate

5 Sloefield Park

Carrickfergus

Co. Antrim

BT38 8GR

- 5 Desired date from which the licence is to take effect.

Due to delays already experienced with regards to obtaining a DSU registration we are keen to commence trade as soon as possible, as this will depend more upon the speed of our application process rather than our capability to commence. AC Automation have already made significant investment in the completion of its Command Centre, the selection of appropriate staff and the R&D required to complete the Scada system. Bearing this in mind we would hope to commence by the end of November 2015.

6 The number of generating stations intended to be operated under the licence (if granted).

Not applicable: AC Automation (UK) Ltd submits this license application to operate as a demand side unit (DSU) aggregator in Northern Ireland. As a DSU aggregator, we will contract individual demand sites and aggregate their demand response energy capacity to provide back to the TSO under the DSU scheme. AC Automation (UK) Ltd will not establish any generating stations.

7 A sufficient description specifying the actual or proposed locations of those stations. E.g.: by reference to townlands, local government districts, postal address, etc.

Not applicable: In its activity as a DSU aggregator, AC Automation (UK) Ltd will not build or otherwise establish generating stations. The Individual Demand Sites (IDS) will be dispersed across Northern Ireland.

8 A description of how those stations will, in each case, be fuelled or driven.

Not applicable: In its activity as a DSU aggregator, AC Automation (UK) Ltd will not build or otherwise establish generating stations. To enable a site to participate in demand response, AC Automation (UK) Ltd may install metering and controls equipment to allow for the measure of a site's consumption and curtailment activation as required by the TSO.

9 The date when any proposed generating stations are expected to be commissioned.

Not applicable: In its activity as a DSU aggregator, AC Automation (UK) Ltd will not build or otherwise establish generating stations. AC Automation (UK) Ltd expects its first demand side unit to be available to the TSO following the finalisation of DSU registration procedure by the system operators.

10 The capacity and type of each unit within the generating station (MW).

Not applicable: In its activity as a DSU aggregator, AC Automation (UK) Ltd will not build or otherwise establish generating stations. Types of assets which may be utilised at individual demand sites may include pumps, rotors, fans etc. Note this is not exhaustive, as it each site's decision regarding which assets they wish to utilise for demand response. Each single site can range from a few 100kW to a few MW of either back-up generation or demand turn-down.

11 Details of any licences held, applied for or being applied for by the applicant in respect of the generation, participation in transmission or supply of electricity.

Currently have permission from UREGNI to operate as an AGU in the single electricity market. We have also made an application for an electricity supply licence as part of the process of registering as a DSU.

A copy of the map is available for inspection by the public at the Northern Ireland Authority for Utility Regulation, Queens House, 14 Queen Street, BELFAST BT1 6ED between 10.00am and 4.00 pm on any working day. (2439818)

## ENVIRONMENTAL PROTECTION

**MR ADRIAN CALDWELL**

### **PUBLIC NOTIFICATION OF AN APPLICATION MADE UNDER REGULATION 10 OF THE POLLUTION PREVENTION AND CONTROL (INDUSTRIAL EMISSIONS) REGULATIONS (NORTHERN IRELAND) 2013**

#### **INTEGRATED POLLUTION PREVENTION AND CONTROL**

Notice is hereby given that Mr Adrian Caldwell has applied to the Chief Inspector for an Integrated Pollution Prevention and Control (IPPC) Permit to operate an installation involving the intensive rearing of poultry. The installation is located at 15 Foggyhill Road, Killen, Castlederg, Co. Tyrone, BT81 7SZ.

The application contains all particulars as required by the Regulations including a description of foreseeable significant effects of emissions from the installation on the environment.

A copy of the application which contains the information listed in Schedule 4 Part 1 (1) of the regulations is available for public inspection free of charge between the hours of 09.30-12.00 and 14.00-15.30 at Northern Ireland Environment Agency, Klondyke Building, Cromac Avenue, Gasworks Business Park, Lower Ormeau Road, Belfast BT7 2JA and Derry City and Strabane District Council, 47 Derry Rd, Strabane, Co Tyrone, BT82 8DY. In addition, members of the public who wish to obtain a copy of the relevant information contained in the register can do so upon the payment of a reasonable charge to cover the cost of photocopying.

Written representations about the application may be sent to the Chief Inspector of the Industrial Pollution & Radiochemical Inspectorate, Northern Ireland Environment Agency, (address as above), within 42 days from the date of this publication. All representations will be placed on the public register unless a representation contains a written request to the contrary. If there is such a request, the register will only include a statement that there has been such a request. (2439813)

**RODNEY MCNEILL**

### **PUBLIC NOTIFICATION OF AN APPLICATION MADE UNDER REGULATION 10 OF THE POLLUTION PREVENTION AND CONTROL (INDUSTRIAL EMISSIONS) REGULATIONS (NORTHERN IRELAND) 2013**

#### **INTEGRATED POLLUTION PREVENTION AND CONTROL**

Notice is hereby given that Rodney McNeill has applied to the Chief Inspector for an Integrated Pollution Prevention and Control (IPPC) Permit to operate an installation involving the intensive rearing of poultry. The installation is located at Carnalbanagh Road, Glenarm, County Antrim.

The application contains all particulars as required by the Regulations including a description of foreseeable significant effects of emissions from the installation on the environment.

A copy of the application which contains the information listed in Schedule 4 Part 1 (1) of the regulations is available for public inspection free of charge between the hours of 09.30-12.00 and 14.00-15.30 at Northern Ireland Environment Agency, Klondyke Building, Cromac Avenue, Gasworks Business Park, Lower Ormeau Road, Belfast, BT7 2JA and Mid and East Antrim Borough Council, Smiley Buildings, Victoria Road, Larne BT40 1RN. In addition members of the public who wish to obtain a copy of the relevant information contained in the register can do so upon the payment of a reasonable charge to cover the cost of photocopying.

Written representations about the application may be sent to the Chief Inspector of the Industrial Pollution & Radiochemical Inspectorate Northern Ireland Environment Agency (address as above), within 42 days from the date of this publication. All representations will be placed on the public register unless a representation contains a written request to the contrary. If there is such a request, the register will only include a statement that there has been such a request. (2439814)

## Communications

### POSTAL SERVICES

#### **ROYAL MAIL**

#### **THE ROYAL MAIL OVERSEAS LETTER POST SCHEME 30 NOVEMBER 2015**

##### **1. About This Scheme**

1.1 This Scheme is a document that sets out the terms and conditions for some of the items that we handle. **We** (Royal Mail Group Ltd) are allowed to set out terms and conditions within a Scheme document by the Postal Services Act 2000 (and more specifically section 89 of that Act as amended by the Postal Services Act 2011 and in particular paragraph 24 of Schedule 12 of that Act).

1.2 Each time we alter the wording within a Scheme it has the effect of making a new Scheme. We publish our Schemes on our website ([www.royalmail.com](http://www.royalmail.com)).

1.3 This Scheme is known as 'The Royal Mail Overseas Letter Post Scheme 30 November 2015' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced an old Scheme which was called the Royal Mail Overseas Letter Post Scheme 10th August 2015 which is no longer in force. This Scheme complies with requirements as set out by the Universal Postal Union ([www.upu.int](http://www.upu.int)).

## 2. What This Scheme Applies To

2.1 This Scheme sets out the terms and conditions for:

(a) the services provided by us to the person, **business** or organisation asking for the service (**you**) when we accept items within the United Kingdom for postal delivery to an **address** outside the United Kingdom, the **Channel Islands** and the Isle of Man. The terms and conditions for the specific services listed below are contained within this Scheme:

- International Standard
- International Economy
- International Signed
- International Tracked & Signed
- International Tracked
- HM Forces Mail (with or without Special Delivery™ or Signed For™)
- Articles for the Blind

All product names offered under this Scheme are shown in this Scheme in red text; and

(b) **incoming items**.

## 3. Definitions

3.1 You may not be familiar with some of the words or phrases we use in this document. When they are used for the first time, they are shown in **bold print** and explained in the relevant part of this document or in Annex A.

3.2 As mentioned in 1.3 above, this Scheme replaced a previous Scheme so any references in other documents to the Overseas Letters Scheme that was in force before this Scheme should now be interpreted as referring to this new Scheme.

## 4. Our Ability To Provide Services

4.1 We will provide the services set out in this Scheme where the relevant terms and conditions contained in this Scheme for the service are complied with. We will provide the services in the manner that we deem to be most appropriate according to our operational requirements and an overarching need to secure the sustainability of the Universal Service.

4.2 We may decide to withdraw the provision of any of the services set out in this Scheme if the terms and conditions contained within this Scheme are not abided by or in the event of misuse or if providing the service may cause us reputational damage.

## 5. What Can And Cannot Be Contained Within An Item

5.1 There are some items that we cannot carry through our postal network for legal or safety reasons. Items that we cannot carry through our postal network are known as **prohibited items**. Some other items can only be carried under certain circumstances. These are known as **restricted items** and details of those are contained after the section on prohibited items.

### **Prohibited Items**

5.2 We would like to make it very clear that we will not accept any liability for any item that contains prohibited items.

5.3 As the list of prohibited items can change from time to time we maintain a full, up-to-date list on our website ([www.royalmail.com](http://www.royalmail.com)) which can be viewed at any time. The list quoted below was correct at the time of publication of this Scheme:

- 1) Any article or substance classified as dangerous goods (other than specified lithium batteries contained in equipment);
- 2) Aerosols;
- 3) Alcoholic beverages with an alcohol content greater than 24% ABV;
- 4) Ammunition (excluding lead pellets and other airgun and airsoft projectiles);
- 5) Asbestos;
- 6) Batteries that are classed as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO), when sent in mail including:
  - i) non-spillable batteries that meet Special Provision A67 (e.g. sealed lead-acid, absorbed glass mat and gel cell batteries); and
  - ii) spillable lead acid/lead alkaline batteries (e.g. car batteries), used alkaline and nickel metal hydride batteries, lithium batteries when not sent in equipment and damaged batteries of any type;
- 7) Balloons filled with non-flammable gas;

8) Biological substances including diagnostic specimens (e.g. blood, urine, faeces and animal remains). Biological substances, Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO);

9) Clinical and medical waste (e.g. contaminated dressings, bandages and needles);

10) Controlled drugs and narcotics (such as cannabis, cocaine, heroin, LSD, opium, and amyl nitrate). Those discovered in transit will be stopped and handed to Customs or the Police who may take legal action against the sender and/or recipient;

11) Corrosives (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal);

12) Counterfeit currency, bank notes and stamps (including any false instrument, or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981);

13) Dry ice (UN1845) when used as a coolant for UN3373 or for other perishable items;

14) Electronic items sent with lithium batteries of any kind (including laptops, mobile phones, digital cameras, MP3 players, portable DVD players and Sat Navs etc) when not installed in the electronic item;

15) Environmental waste (including used batteries and used engine oil);

16) Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps);

17) Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers);

18) Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters);

19) Foreign Lottery tickets;

20) Frozen water (e.g. packs of ice);

21) Gases including flammable, non-flammable, toxic and compressed gases new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream gas cylinders);

22) Goods made in foreign prisons, except those imported for a non-commercial purpose, of a kind not manufactured in the United Kingdom, or those in transit;

23) Human and animal remains including ashes;

24) Obscene publications and unlawful indecent images and pornography, including pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in section 160 and 161 of the Criminal Justice Act 1988;

25) Infectious substances and pathogens (UN2814 or UN2900) as classified in the latest Edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO);

26) Lighters and refills containing flammable liquid or gas (including used butane and petrol cigar and cigarette lighters);

27) Liquids over 1 litre;

28) Live animals and reptiles (e.g. snakes, mice and rodents);

29) Live creatures, insects and invertebrates classified as dangerous within the Dangerous Wild Animals Act 1976 (e.g. venomous spiders);

30) Magnetised material with a magnetic field strength of 0.159A/metre or more at a distance of 2.1 metres from the outside of the package (e.g. PA systems);

31) Matches;

32) Medicines and drugs classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including Cytotoxic medicines;

33) Nail varnish or polish;

34) Oxidising materials or organic peroxides (including disinfectants, nitrates, and hair dyes or colourants containing peroxide);

35) Perfumes and aftershaves (including eau de parfum and eau de toilette);

36) Perishables (including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs);

37) Pesticides (including weed killer and any chemical used to kill pests and insects, including fly sprays);

38) Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact such as arsenic, beryllium, cyanide, fluorine and rat poison);



39) Radioactive material and samples that are classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) such as luminous dials from aircraft;

40) Solvent-based paints, wood varnishes and enamels;

41) Waste, dirt, filth or refuse (including household waste) Note - soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging; and

42) Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives and other knives that are banned knives under UK laws, taser and stun guns).

5.4 Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delay.

5.5 Failure to comply with these conditions could result in your prosecution which might result in you facing a fine or imprisonment.

5.6 If you **post** an item that contains a prohibited item or if the item is an incoming item that contains a prohibited item, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the **addressee**) including destroying or otherwise disposing of the relevant item (in whole or in part).

5.7 The sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.

5.8 The sender is responsible for checking whether an item is prohibited. We may also take appropriate action, including refusing to carry an item, if an item is banned by law (including under sanctions laws) or which, in our opinion, may be harmful or dangerous to our customers or employees (whether or not an item is prohibited).

5.9 All countries have their own rules regarding prohibitions on what they will allow in the post. These rules can vary from country to country, and can sometimes apply to items which you may think are ordinary. You are responsible for checking whether an item you send is prohibited in the country you are sending it to.

5.10 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek information from our website ([www.royalmail.com](http://www.royalmail.com)).

#### **Restricted Items**

5.11 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network if you meet all our requirements for the acceptance of the item. Our requirements include packaging requirements as well as other requirements.

5.12 We will not accept any liability for any item that contains restricted items that we do carry if the requirements for the acceptance of those items are not met and we may refuse to carry and deliver those items.

5.13 As the list of restricted items and requirements for each can change from time to time we maintain a full, up-to-date list on our website ([www.royalmail.com](http://www.royalmail.com)) (which can be viewed at any time). The list and details quoted below were correct at the time of publication of this Scheme.

a) **Alcoholic beverages with an alcohol content less than 24% ABV** (e.g. wine and champagne): Volume per item should not exceed 1 litre per container. Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage. Mark as "FRAGILE" when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.

b) **Batteries, specifically new and used lithium metal and lithium alloy when sent in equipment** (e.g. non-rechargeable): Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged are prohibited. Any person preparing or offering cells or batteries in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Each package must contain no more than four cells or two batteries installed in equipment. The lithium content of a lithium metal/alloy cell or battery must not be more than 1g per cell or 2g per battery. For lithium ion/polymer cells and batteries, the watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells and batteries must be protected against short circuit. The

equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging. Each package is subject to the maximum weight limits of 2kg (see section 6.2).

c) **Batteries, specifically new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd)**: Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

d) **Christmas crackers**: Can only be sent new in their made up form in their original retail packaging. The sender's name and return address must be clearly visible on the outer packaging.

e) **Currency, bank notes and stamps**: Do not write or indicate in any way that cash or coins are enclosed within the package. The sender's name and return address must be clearly visible on the outer packaging.

f) **Financial instruments** (e.g. cheques and postal orders): Do not write or indicate in any way that cheques or postal orders are enclosed within the package.

g) **Guns for sporting use**: The sender's name and return address must be clearly visible on the outer packaging.

h) **Lighters (when new, empty and unused)**: Must be sent unopened in their original retail packaging. The sender's name and return address must be clearly visible on the outer packaging.

i) **Live creatures, insects and invertebrates** (e.g. bees, caterpillars, and stick insects): Bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders, stick insects and some other insects are allowed. Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use International Standard as the minimum service. Items must be clearly marked "URGENT - LIVING CREATURES - HANDLE WITH CARE". The sender's name and return address must be clearly visible on the outer packaging.

j) **Magnetised materials, other than those that are prohibited (including loud speakers)**: The magnetised material must have a magnetic field strength of less than 0.159A/m at a distance of 2.1m from the outside of the package. Wrap soft packing material at least 2cm thick around each item. The sender's name and return address must be clearly visible on the outer packaging.

k) **Prescription medicines and drugs sent for scientific or medical purposes** that are not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including asthma inhalers: May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.

l) **Radioactive material and samples** that are not classified as dangerous goods in the latest edition of the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization's Technical Instructions (ICAO) e.g. samples of granite rock: Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

m) **Sharp objects and instruments** (including scissors, kitchen knives and utensils): Wrap heavy cardboard around sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Wrap each item with cushioning material. Place in a suitable outer container such as a padded envelope. The sender's name and return address must be clearly visible on the outer packaging.

n) **Vaccines** that are not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO): May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or

institution. Must be tightly packed in strong outer packaging and must be secured or cushioned to contain any leakage and to prevent any damage to the individual items contained within the package. The sender's name and return address must be clearly visible on the outer packaging.

**o) Water-based paints, wood stains and enamels:** Volume per item should not exceed 150ml. In the case of water-based paints, wood stains and enamels, there is no restriction on the number of items than can be sent in each package. Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. The sender's name and return address must be clearly visible on the outer packaging.

5.14 Any item which resembles a restricted item may be subject to additional scrutiny which may cause delays.

5.15 If you post an item that contains a restricted item (and you do not comply with the relevant restrictions or requirements) or if the item is an incoming item and is discovered not to comply with the relevant restrictions or requirements, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including destroying or otherwise disposing of the relevant item (in whole or in part).

5.16 The sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.

5.17 The sender is responsible for checking whether an item is restricted and, if it is, for making sure the requirements for that type of restricted item are met. We may also refuse to accept or deliver any item which is not a restricted item but which is banned by law or which in our opinion may be harmful or dangerous to our customers or employees.

5.18 All countries have their own rules regarding restrictions on what they will allow in the post. These rules can vary from country to country, and can sometimes apply to items which you may think are ordinary. You are responsible for checking whether an item is restricted in the country you are sending it to and for making sure it complies with any requirements in that country.

5.19 It is your responsibility to ensure that restricted items are sent correctly and that you meet the requirements for acceptance. If you are in any doubt as to whether an item is one of the restricted items you can seek guidance from our website ([www.royalmail.com](http://www.royalmail.com)).

#### **Sanctions Laws**

5.20 You must make sure that any items you wish us to handle and deliver are not prohibited under applicable sanctions laws, for example because of their contents, their intended recipient or the country to or from which they are to be sent. Information about sanctions can be found on our website at [www.royalmail.com/international-sanctions](http://www.royalmail.com/international-sanctions) (or any replacement URL). Further information on trade controls and economic sanctions can be found on the UK Government's web pages at <https://www.gov.uk/overview-of-export-control-legislation> and <https://www.gov.uk/sanctions-embargoes-and-restrictions>.

5.21 If your items need a licence under applicable sanctions laws it is your responsibility to obtain it and (if we ask for it) you must provide us with acceptable evidence that you have it.

5.22 If we have reasonable suspicion that, because of its contents, an item does not comply with sanctions laws we may open that item or delay processing and delivery.

5.23 If you post an item which does not comply with sanctions laws we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you, your intended recipient and/or, to the extent not prohibited by applicable law, any third party), including destroying or otherwise disposing of such item in whole or in part, or returning the relevant item to you. We are entitled to charge you:

- the cost of disposal and/or destruction;
- the standard postage price;
- all other costs reasonably incurred by us; and/or
- for any losses or damage we suffer or liability we incur as a result of you not complying with sanctions laws.

5.24 We will bear no responsibility in the event that you or your agents send an item with the wrong licence required under sanctions laws.

#### **Ability to claim compensation**

5.25 If you fail to comply with any of the conditions in this section 5, your ability to claim compensation for any item (in circumstances where you might ordinarily be entitled to compensation) may be lost, despite any of the other sections in this Scheme which deal with compensation.

#### **Valuables**

5.26 **Valuables** should only be sent using International Signed, International Tracked & Signed and International Tracked. Valuables sent under the HM Forces service shall be sent using the Special Delivery™ service.

#### **6. Size and Weight Limits and How To Package An Item**

6.1 As well as the specific packaging and other requirements that relate to restricted items, there are some general rules set out below that must be followed for all items. The rules cover the weight, size, thickness and packaging of items.

6.2 Items sent using the International Standard, International Economy, International Signed, International Tracked & Signed and International Tracked services may weigh up to 2 kilograms unless the item is a letter or large letter, in which case section 6.3 applies. Items sent as Printed Papers may weigh up to 5 kilograms. Items sent using the Articles for the Blind service may weigh up to 7 kilograms.

6.3 The maximum size of any item with the length, width and depth combined must not exceed 900mm with the greatest dimension not exceeding 600mm. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. To be sent as a letter the maximum weight must not exceed 100grams and size must not exceed 240 x 165mm with a maximum thickness of 5mm. To be sent as a large letter the maximum weight must not exceed 750g, and size must not exceed 353mm x 250mm with a maximum thickness of 25mm. (please note that the letter and large letter sizes quoted here mirror standard UK letter and large letter dimensions). To be sent as a postcard the maximum size must not exceed 120 x 235mm.

6.4 The minimum thickness for any item is 0.25mm. We may refuse to accept or to deliver an item that is less than 0.25mm thick.

6.5 All items must be packaged so that, in our opinion, the item will not be likely to cause damage or harm to other items, equipment or individuals (including any recipient).

6.6 The **cover** and the protective material of the item must be appropriate to the contents so that we can convey it to its destination undamaged without having to take precautions over and above those normally taken by us with an item of mail. Packaging guidelines are available on our website ([www.royalmail.com](http://www.royalmail.com)) and in booklets held by Post Office® branches.

6.7 Apart from items that are sent using the Articles for the Blind service (which is discussed in more detail in section 22) all items must be securely sealed or fastened.

6.8 As well as the requirement to provide sufficient protection both for the item itself and so as not to be likely to cause damage or harm to other items, equipment or individuals (as set out in sections 6.5 and 6.6), any item that contains anything breakable should be placed in a strong box filled with appropriate protective materials and must be clearly and legibly marked with the words 'FRAGILE – HANDLE WITH CARE' in capital letters above the address.

6.9 As well as the requirement to provide sufficient protection for the contents (as set out in sections 6.5 and 6.6) any item that has contents that may be damaged by bending must be clearly and legibly marked with the words 'DO NOT BEND' in capital letters above the address.

6.10 The latest packaging guidelines which apply to all items can also be found on our website ([www.royalmail.com](http://www.royalmail.com)).

#### **7. How To Address An Item**

7.1 Each item must be fully and correctly addressed. All the elements of the address (see section 7.2 for guidance) must be written clearly and legibly on the front or on a label securely attached to the front of the cover (or in another way so that the address is clearly visible in its entirety as if it had been written on the front of the cover) of the item.

7.2 You must ensure that addresses take the following format when added to an item. Please do not use commas or full stops and note that the LOCALITY NAME, **ZONE NUMBER** or POST OFFICE BOX NUMBER and the COUNTRY NAME should be in CAPITAL LETTERS in English. The text that makes up the address should be aligned to the left as it is in the example below. It should not be staggered or centred.

Example Name

House name or number and road name

LOCALITY NAME and ZONE NUMBER if one exists

## COUNTRY

The text set out in the example above and taken as a whole is known as the address block.

7.3 The address block must not be obscured or made difficult to read in any way including by the manner in which the contents are enclosed in the item.

7.4 For items sent using the International Standard service, our branded Airmail sticker (available free of charge from all Post Offices®) should be placed on the address side, in the top left hand corner. Alternatively the words "BY AIRMAIL – PAR AVION" should be written in capital letters in the same position.

7.5 Putting a correct address in the correct format in the correct location helps our sorting machines process the mail as quickly as possible. More information is available on our website ([www.royalmail.com](http://www.royalmail.com)).

7.6 We recommend that you put a full and accurate return address on your item (in a position where it can't be confused with the destination address and preferably on the back) so that we are able to return the item to you, intact, should we need to. More information regarding Return to Sender can be found in section 15.

## 8. How To Pay For Postage And Other Services

8.1 Of the services contained within this Scheme only the Articles for the Blind service is provided (as long as specific requirements are met) free of charge. The specific requirements for this service are set out in section 22 of this Scheme.

8.2 The other services that are contained in this Scheme require payment for **postage**. These services are:

- International Standard
- International Economy
- International Signed
- International Tracked & Signed
- International Tracked
- HM Forces Mail (with or without Special Delivery™ or Signed For™ add-ons);

The specific requirements for International Signed and International Tracked & Signed, International Tracked and HM Forces Mail are set out below in sections 19, 20 and 21 of this Scheme.

a. The services listed above in 8.2 can be paid for by applying **postage stamps, postage labels** (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine.

b. All services listed in 8.2 can also be purchased using a credit account.

8.3 Stamps can be purchased from us online from our website ([www.royalmail.com](http://www.royalmail.com)), from Post Office® branches or from a wide variety of other retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band. Similar postage labels are also available from our online postage tool and through our computer applications (e.g. **SmartStamp®**) which you may subscribe to or sign up for.

8.4 A franking machine allows money to be credited onto it. Postage for items is then paid for, from this credit, on an item-by-item basis. There is a wide range of franking machines that can either be leased or bought from franking manufacturers. If you use a franking machine you must abide by the terms and conditions that are contained within a separate Scheme called Royal Mail Scheme For Franking Letters And Parcels 2014 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme.

8.5 A credit account allows you to post items without pre-payment. You are sent an invoice periodically requesting payment for the items we have conveyed during the invoice period. If you set up a credit account with us you must abide by the terms and conditions that are contained within documents called the Royal Mail General Terms and Conditions and the Royal Mail Account Terms (both of which can be found on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme.

## 9. How To Work Out How Much Postage To Pay

9.1 For the services listed in this Scheme that are not free, the amount of postage that you must pay is dependent on several factors. The first is the destination (the destination); the second is how quickly you would like the item to arrive and what options you would like for tracking and obtaining a signature on delivery (the service); the third is the shape and weight of the item (the weight and format); and the fourth is how much compensation is required in the event of loss or damage (the compensation):

a. The destination: destinations are grouped together to form pricing zones (pricing zones) which apply to the International Standard, International Signed, International Tracked & Signed and International Tracked services. Currently the pricing zones are Europe (consisting of EU and non-EU destinations); World Zone 1 (covering North and South America, Africa, the Middle East and Asia) and World Zone 2 (covering Australasia). For the International Economy service there is one single zone.. For the Articles for the Blind service there are no price distinctions between zones unless you also wish to purchase a tracking or signature on delivery option for your item (see section 22 for more information on Articles for the Blind). The price for HM Forces Mail is set separately at the time of publication of this Scheme (please see section 21 for further details). The pricing zones described above can change from time to time and the up-to-date list can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

b. The service: we offer the services set out in section 8.2. Details of the services, their availability and delivery aims (by service and destination) can be found on our website ([www.royalmail.com](http://www.royalmail.com)). Not all services are available for all destinations. Further specific details about International Signed, International Tracked & Signed, International Tracked, HM Forces Mail and Articles for the Blind services, can be found in sections 19 - 22 below and on our website ([www.royalmail.com](http://www.royalmail.com)).

c. The weight and format: for pricing purposes items are classed as either letters, large letters or parcels. The requirements for an item to be classed as a letter or large letter are set out in section 6.3. All other items which exceed the weight or size limits for letters or large letters but do not exceed the maximum dimensions for an item under this Scheme (described within section 6 of this Scheme) are classed as parcels for pricing purposes.

d. The compensation: International Standard and International Economy services include standard compensation for loss and damage on the basis of **actual loss**, up to a maximum of the **market value** of the item or £20 (whichever is lower). International Signed, International Tracked & Signed and International Tracked include compensation for loss and damage on the basis of actual loss, up to a maximum of the market value of the item or £50 (whichever is lower) as standard and are available with enhanced compensation options. Further specific details, including compensation and exemption information, can be found in section 17 below and on our website ([www.royalmail.com](http://www.royalmail.com)).

9.2 To help you find the best service for your needs and budget we provide a price finder tool on our website ([www.royalmail.com](http://www.royalmail.com)). Prices and other pricing information can also be found in other locations on the same website (such as product specific pages) including in a tariff brochure with all pricing information for the services covered by this Scheme.

9.3 We may change the rates of postage and **service fees** from time to time. Changes to postage rates and service fees and the date on which the changed rates and fees will come into effect will be published at least one month (or whatever period of time agreed by us with our regulator, Ofcom) in advance on our website ([www.royalmail.com](http://www.royalmail.com)).

## 10. How To Show That An Item Has Had Postage Paid

10.1 You must show us that **postage** for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a **postage mark** to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (**postage stamps, postage labels, service fee labels, franking marks**, marks created by online applications such as SmartStamps®, **Printed Postage Impressions (PPIs)** etc). In addition a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.

10.2 Postage marks must be applied to the top right hand corner of the envelope or cover of the item unless we specify otherwise. If the item is spherical or without corners the postage mark should be placed above and to the right of the address.

a. A postage mark that is damaged or imperfect, has been defaced or has anything written or printed over it becomes void and cannot be used to show that postage has been paid.

b. You can use an adhesive postage stamp which has been perforated by means of a punch provided that the perforation holes are smaller than the holes dividing one stamp from another on a sheet of stamps.



c. Postage marks can be used only once and then they become void and must not be re-used to pay postage on the same or another item.  
 d. Any postage mark that carries an expiry time and/or date will become void from that time and/or date and cannot be used to show that postage has been paid after that time and/or date.

10.3 If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels 2014 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)).

10.4 If you make use of a credit account you must apply a Printed Postage Impression (PPI) in accordance with the PPI licence, the PPI design notes and any guidelines that we publish on our website ([www.royalmail.com](http://www.royalmail.com)).

#### 11. Other Requirements Relating To The Address On The Cover Of An Item

11.1 Section 7 set out how to address an item and section 10 set out how payment can be indicated. There are some further things that must be considered with regard to the cover of the item so that we can efficiently convey the item without delay.

11.2 An item must not have on its cover:

- anything which obscures the postage mark;
- anything which is likely, in our opinion, to make it difficult for us to apply a **postmark** to the cover;
- anything which, in our judgement, is likely to make the postmark illegible;
- any counterfeit or fake postage mark;
- any postage mark which we consider may have previously been used to pay postage;
- signs, words or marks, used without official permission, which could indicate that the item was sent on Her Majesty's Service or was conveyed and delivered by us; or
- any signs, words, images or designs which are offensive, obscene or indecent.

11.3 An item must not contain correspondence or letters other than between the sender and addressee of the item (or persons living with them). This does not include archived materials.

11.4 An item must not be made up in any way or have anything on its cover which, in our judgement makes it difficult or embarrassing to deliver the item.

11.5 A postage mark must not be attached to an item using staples, sticky tape, or any other means that we do not approve.

#### 12. How To Hand Over (or Post) An Item

12.1 All items to be sent using a service provided through this Scheme can be posted in the following ways:

- by handing it to an authorised member of staff at a Post Office® as long as considered feasible to do so;
- by Business Collection service (typically a paid for extra service where we collect the mail from a business customer's premises. Business Collections services are not covered by this Scheme, but the items that we collect under such services may be covered by this Scheme); or
- in any other manner which we may approve.

12.2 In addition, items sent under the following services:

- International Standard;
- International Economy;
- HM Forces Mail (without Special Delivery or Signed For™ added or except those items that qualify as free of charge items under BFPO); and
- Articles for the Blind,

can also be posted in the following ways (unless the item is too large to do so):

- by placing it in a post box (typically a red post box on the street);
- by placing it in a **private post box** (typically a post box contained within a shop or other private premises).

An item placed in a private post box will be deemed to have been posted when collected by us and not before.

12.3 An item that has had postage paid by a franking machine must be posted in accordance with the Royal Mail Scheme for Franking Letters and Parcels 2014 which is published on our website ([www.royalmail.com](http://www.royalmail.com)).

12.4 Items sent through the International Standard, International Economy, International Signed, International Tracked & Signed and International Tracked services that have been paid for with a credit account must be presented to us in accordance with the guidance as outlined on our website ([www.royalmail.com](http://www.royalmail.com)) and also in accordance with any conditions set out in the PPI licence.

12.5 Articles for the Blind sent by a business must present items separate to, but in the same manner (as required by section 12.4 above) and at the same time, as any items which are posted using a credit account.

12.6 All items must be posted by the latest acceptance time that we determine and advertise or agree with you (as appropriate to the method of posting). Items posted after that latest acceptance time will be considered to have been posted the following working day.

#### 13. How We Will Treat Items That Do Not Meet the Requirements Set Out In This Scheme

13.1 Once an item has been posted (whether as an **outgoing item** or an incoming item) we may carry out checks on that item.

13.2 Subject to sections 5.6 and 5.15 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, or for incoming items the item appears to satisfy the conditions of a **remail item**, we may decide at our discretion to do one of the following things set out below (in sections 13.3 and 13.4) within a reasonable period of time.

13.3 For outgoing items, we may:

- Convey the item to the relevant overseas postal operator for delivery to the address shown by the service requested. The overseas postal operator may require the addressee to collect the item from a specified location.
- Convey the item to the relevant overseas postal operator for delivery to the address shown by an alternative service that we determine to be appropriate. In these situations the conditions of the service used to convey the item will apply.
- Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.
- Return the item to you.
- Refuse to accept it.
- If none of the above courses of action are possible we may deal with or dispose of the item at our discretion.

In all cases we may not accept any liability for that item. This section also applies to items which have been found either in a Post Office® branch or on Royal Mail premises and which appear to be intended for posting.

13.4 For incoming items, other than an incoming **registered item** (which shall be dealt with in accordance with section 13.5 below), we may:

- Convey the item to the addressee.
- Return the item to the country of origin.
- Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.
- Otherwise deal with or dispose of the item at our discretion.

13.5 An incoming registered item shall be forwarded to the addressee without any additional charge.

13.6 In each case set out in sections 13.3 and 13.4 the addressee or you may be required to pay an amount (to be fixed by us or the relevant overseas postal operator) in order to cover additional costs before the item is delivered or released for collection:

- In the event of underpaid or unpaid postage and/or service fees the amount due may include a surcharge in addition to the underpaid or unpaid postage to cover administrative costs.
- Where the amount due is not paid the item may be dealt with or disposed of at our discretion.

13.7 In each case set out in sections 5.6, 5.15, 13.3 (d) to (f) and 13.4 (b) to (d) you or your representative or the addressee or their **representative** may be required to pay an amount (to be fixed by us or the relevant overseas postal operator) to cover the costs of returning, dealing with or disposing of the item.

#### 14. Additional Marks We May Add

14.1 In the course of conveying an item we (or someone authorised by us) may alter the look of the cover of that item. Most usually this is by the addition of a postmark which shows that a stamp has been used and prevents it from being used again. A postmark may also contain an advertising or informative image. We may apply the postmark in any manner we consider appropriate. It is important to note that we may apply any form of postage mark (an image that denotes payment), impression, image, sticker, label or other device we consider suitable for any other postal purpose we consider appropriate.

14.2 We may also charge you a fee (to be fixed by us from time to time) and published on our website ([www.royalmail.com](http://www.royalmail.com)) for cancelling postage marks with a special postmark including one that incorporates an advertisement, at your request.

#### **15. Delivery Including Undeliverable and Re-Posted (Return To Sender) Items**

15.1 Subject to sections 5.6 and 5.15, for outgoing items returned to us by an overseas postal operator as:

a. Undeliverable, we will attempt to return the item to you. We will not charge any additional postage or fee for returning an undeliverable item but you or your representative may have to pay any other fees (e.g. surcharges or customs charges) that apply. If any applicable fee is not paid, the item may be dealt with or disposed of at our discretion.

b. Undeliverable and the item was not originally posted in the United Kingdom, the Channel Islands or the Isle of Man, we may, at our discretion:

- Convey the item to the addressee.
- Return the item to the country of origin or to the postal administrator that forwarded the item to us.
- Otherwise deal with or dispose of the item at our discretion.

In each case set out in this section 15.1(b) the addressee or you or the sender may be required to pay an amount (to be fixed by us) in order to cover underpaid or unpaid postage and/or service fees plus a surcharge to cover administrative costs before the item is delivered or released for collection.

c. Return to Sender, we will attempt to return the item to you from a delivery address if all of the following conditions are met – i.e. the item:

- was originally posted using a service set out in this Scheme; and
- is re-posted by the addressee or any other person for any reason; and
- the original address is crossed out; and
- a clear instruction to return the item to you is written on the cover; and
- the return address is written fully, correctly and legibly on the cover; and
- the return address is in the United Kingdom, the Channel Islands or the Isle of Man; and
- the item is returned to us by the relevant overseas postal operator.

15.2 For incoming items, other than remail items (which shall be dealt with in accordance with section 13), we will attempt to deliver items that meet the conditions for the relevant service set out in this Scheme.

15.3 Some items require a signature at the point of delivery and some are too large to fit through a letter box. In these situations someone needs to be present at the address to take delivery of the item.

a. If no one is available we may attempt to deliver the item to a **neighbour**. Please note that we will never attempt to deliver an item to a neighbour if it is a registered item or an **express item**.

b. If a neighbour is available to take delivery of the item we will leave the item with that neighbour and leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item is (or items are) being held by a neighbour for them and provide the address details for that neighbour and the date and the time that the item was left with the neighbour.

c. If an addressee does not want their items to be delivered to a neighbour or does not want to take items for neighbours they can opt out of the Delivery to Neighbour service, free of charge, by registering their wish to opt out in such a way as Royal Mail may reasonably require from time to time. For more information on how to opt out please check our website ([www.royalmail.com](http://www.royalmail.com)).

d. If a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their items to be delivered to a neighbour or to take items for neighbours, we will take the item back to the delivery office or an alternative location such as a Post Office® branch. We will leave a card at the address that the item was addressed to.

e. The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items and will offer the addressee (or their representative) one or more of the following opportunities:

- (i) to request that the item be redelivered to the same address;
- (ii) to request that the item be redelivered to an alternative local address ("local" in this context means an address covered by the delivery office to which the item was returned). Please note that this option is not available for registered items or express items;

(iii) to collect (after the required period of time stated on the card has elapsed to allow for the item to reach that location and once identification that we deem to be suitable has been provided) the item from the delivery office or the alternative location such as a Post Office® branch to which the item was taken back to; or

(iv) to request that the item be sent from the delivery office or other location (other than a Post Office® branch) to a Post Office® branch for collection. This service is called Local Collect (Social) and incurs an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

15.4 We may decide not to deliver an incoming item which we consider impracticable or unreasonable to deliver. Such an item is referred to in this Scheme as undeliverable.

15.5 Where an incoming item is undeliverable the item may at our discretion be returned to the sender or otherwise may be disposed of as we may think fit.

15.6 Redirection – for incoming items that have been redirected from an address outside of the United Kingdom the Channel Islands and Isle of Man, even if it was not originally posted in that country, to an address in the United Kingdom, we will attempt to convey the item to the addressee. In the event of underpaid or unpaid postage and/or service fees on such items the amount due may include a surcharge in addition to the underpaid or unpaid postage to cover administrative costs before the item is delivered or released for collection, in addition, the addressee may have to pay any other fees (e.g. surcharges or customs charges) that apply, before the item is delivered or released for collection. Where the amount due is not paid the item may be dealt with or disposed of at our discretion.

15.7 Forwarding – unofficial redirections – We are not under any obligation to do anything with an item that someone requests to be forwarded to another address other than the return to sender address on the cover. We consider these unpaid for, forwarding requests to be a form of unofficial redirections request. Typically in this situation the original address is crossed out and a written request ("forward to") is made on the cover to forward the item to another address. This is normally attempted in order to try to get the item to the addressee who has moved to another address. In these situations the person moving should take out a Redirection service with us or provide pre-paid stationery. If we find an item that someone has requested be forwarded to another address then the item may be dealt with or disposed of at our discretion.

#### **16. Complaints Handling Process**

16.1 We aim to provide you with a reliable and consistent service at all times. If, however, you are unhappy with the service we have given you, this section will help you to get in touch with us to discuss your complaint and – if applicable – refer your complaint to an external, independent Ombudsman style service for resolution.

16.2 There are 3 internal stages in our complaints handling process and then the final Ombudsman style stage. Further information and contact details for each stage are available on our website ([www.royalmail.com](http://www.royalmail.com)).

##### ***Stage 1: Contacting our Customer Services Advisors***

16.2.1 Our Customer Services Advisors will make every effort to investigate and resolve your complaint providing you with an appropriate response. If you are not happy with the reply you can escalate your case to the Escalated Customer Resolution Team.

##### ***Stage 2: Contacting our Escalated Customer Resolution Team***

16.2.2 Our Escalated Customer Resolution Team is trained in dealing with escalated complaints. They will endeavour to resolve your concerns. However, if after allowing them another chance to deal with your complaint you remain dissatisfied, you can contact the Postal Review Panel.

##### ***Stage 3: The Postal Review Panel***

16.2.3 The Postal Review Panel will take a fresh and impartial look at your case and provide a final response from us about your complaint.

16.2.4 If you are not satisfied after the Postal Review Panel has provided you with a final response then your case will be considered 'deadlocked'. Customer complaints in deadlock can be referred to the external, independent Ombudsman style service.

##### ***Stage 4: The Postal Redress Service – an external, independent Ombudsman style service***

16.2.5 If you remain dissatisfied with the response you have received after contacting the Postal Review Panel and you have received a deadlock letter, you may be able to escalate your complaint to the independent Ombudsman style scheme, the Postal Redress Service (POSTRS).

16.2.6 POSTRS's role is to resolve disputes between regulated postal operators (such as us) and their customers. POSTRS provide a free service and we are bound by their findings.

16.2.7 Depending on the nature of the specific complaint, POSTRS may be available. A list of products within the POSTRS scheme can be found on our website ([www.royalmail.com](http://www.royalmail.com)). Generally, the service is available to you if:

- We have not been able to settle your complaint within the 90 day timescales set out by Royal Mail Customer Services.
- You have been referred to the scheme through your 'deadlock' letter.
- We have not followed our own complaints procedure in handling your complaint.

16.2.8 For further information please refer to POSTRS's website [www.postrs.org.uk](http://www.postrs.org.uk).

### 17. Compensation – What We Are Liable For

17.1 The vast majority of items arrive safely on time. In some instances items may be lost or damaged. In these situations we may refund postage and/or service fees and may award compensation. We do not pay compensation for delay. This section provides details as to what items qualify for refunds and compensation, what compensation is available and how and when claims need to be made.

17.2 We will accept liability, may refund postage and/or service fees and may pay compensation for the **loss** of, **damage** to, or **part loss** of an item posted under this Scheme, unless that item:

- a. is considered by us or by an overseas postal operator to be undeliverable (as set out in section 15 above);
- b. is one that has been successfully delivered but subsequently made the subject of a Return to Sender request (as set out in section 15 above);
- c. is considered by us or by any overseas postal operator to be subject to a forwarding or unofficial redirection request (as set out in section 15.6 and 15.7 above);
- d. has not fully meet all of the conditions set out in this Scheme (as mentioned in section 13.2);
- e. is considered by us to indicate that insufficient (or no) postage and/or service fee has been paid for the service requested (also as mentioned in section 13.2);
- f. is one which we have dealt with or disposed of at our discretion as mentioned under any section of this Scheme;
- g. is one that contained prohibited items (as referred to in section 5.3 above);
- h. is one that contains restricted items and the requirements for the acceptance of those items have not been met (as referred to in sections 5.12 and 5.13 above);
- i. is one that is being sent by post in contravention of section 85 of the Postal Services Act 2000 (as amended), which essentially means any item that may damage another item or injure anyone handling that item. Also an item that contains or shows on its cover an indecent or obscene image;
- j. is subject to circumstances where the event leading to the claim was caused by situations outside our control including exceptionally severe weather conditions, acts of terrorism and vandalism and acts of third parties with whom we have no contractual relationship;
- k. is one where the loss or damage is due to a latent or inherent defect or natural deterioration;
- l. is one that we do not believe has suffered damage or delay solely as a result of its transmission through the post. In particular where the cover does not appear to us to have suffered damage consistent with the damage caused to the contents of that item;
- m. is one where the damage was pre-existing, that is, where the item was already damaged when it was posted; or
- n. is one which has been re-directed to an address in the Channel Islands or the Isle of Man.

17.3 For clarity where an item falls into one of the categories listed in section 17.2 (a) to (n), then we will not accept liability, will not refund postage and/or service fees or pay compensation for the loss of or damage to that item.

17.4 In addition to section 17.3 we will only accept liability, may refund postage and/or service fees and may pay compensation where the loss or damage is due to any wrongful act done, or any neglect or default committed by a member of staff or agent of Royal Mail while performing or purporting to perform his functions as such in relation to the receipt, conveyance, delivery or other dealing with the item.

17.5 In addition to sections 17.3 and 17.4 we do not accept liability, will not refund postage and/or service fees or pay compensation for loss or damage to an item where the loss or damage is caused by your own act or omission in the course of either preparing to post or actually posting the item.

17.6 The amount of compensation that is payable depends on a number of factors including:

- The service used,
- The nature of compensation being sought i.e. whether for loss or damage,
- The evidence that can be provided, and
- The value of the item.

17.7 Compensation is available for items sent using the following services:

- International Standard;
- International Economy
- International Signed
- International Tracked & Signed
- International Tracked
- HM Forces Mail (with and without Special Delivery™ or Signed For™ added);

### *Claims and Evidence*

17.8 We will only consider a claim for loss or damage compensation where the **required evidence** (as defined in section 17.9) is available and provided.

17.9 The required evidence is made up of all of the following:

- a. the names and addresses of you, the addressee and, if different, the claimant;
- b. the name of the service used;
- c. evidence of posting and evidence of the value of the postage paid plus the method of postage, e.g. stamps, franking impression, Smartstamp®. Evidence of posting may include:
  - an original Certificate of Posting/Posting Receipt (provided automatically for International Signed, International Tracked & Signed, International Tracked and available on request and free of charge at Post Office® branches for other items),
  - an original Smartstamp® or on-line postage certificate of posting validated at a Post Office® branch,
- d. for damage (or part loss) claims the item with cover and packaging, showing the postage paid as well as the original Certificate of Posting if provided as part of the service purchased (i.e. International Signed, International Tracked & Signed and International Tracked; the place of posting;
- e. the date of posting;
- f. for International Signed, International Tracked & Signed and International Tracked services with enhanced compensation, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt);
- g. a detailed description of the contents;
- h. in addition, for damage (or part loss) claims, the date of delivery; and
- i. in addition for damage (or part loss) claims, a description of the packaging and condition of the mail item itself.

17.10 In order to claim loss or damage compensation for the **actual loss** of the item, additional evidence of the item's value is required (see section 17.11 for examples). Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For International Signed, International Tracked & Signed and International Tracked, it is the lower of market value or £50, or £250 if an enhanced compensation service has been purchased. Enhanced compensation is not available for mobile telephones (including Blackberrys and PDAs) and the maximum compensation available under the enhanced compensation service for loss or damage to cash, securities or instruments to the bearer is £100. There are restrictions to sending cash and other items to some destinations. Please see our website ([www.royalmail.com](http://www.royalmail.com)) for further information on restrictions and prohibitions. For all other services listed in section 17.7 the maximum compensation we will pay for any item is the lower of market value or £20 (save where Special Delivery™ or Signed For™ is added for HM Forces Mail – see section 21). Where the item has no

**intrinsic value**, compensation for the actual loss is not payable, however a postage refund may be considered for claims involving loss. Postage refunds are not available for any claims for damage and part loss. Details of compensation available in various circumstances are summarised in Tables 1 & 2 below.

17.11 Evidence of value can be:

- Original receipts;
- Bank or credit card statements;
- PayPal records;
- Invoices;
- Manufacturing costs;
- Auctioneers valuations;
- Repair quotations.

This list is not exhaustive. It is provided for illustrative purposes. All evidence of value must be originals and not copies. You are advised to make copies before sending us originals.

17.12 In addition to information set out in sections 17.9 – 17.11, for eBay claims you must also include the following:

- item sale page and PayPal or bank/credit card statement; and
- eBay item number.

17.13 Please note that all of the packaging and contents of damaged items or items subject to part loss must be retained as we may need to inspect them. If they are not retained then compensation may not be paid.

**Table 1** - Refunds and compensation available (assuming submission of sufficient evidence) for loss, damage and part loss for items conveyed using International Standard and International Economy and HM Forces Mail (without Special Delivery™ or Signed For™ added).

	Compensation for loss.	Compensation for damage and part loss.
Item has no intrinsic value	Postage refund	No compensation or postage refund.
Item has intrinsic value (with required evidence and additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.	Compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.

**Table 2** - Refunds and compensation available for loss (assuming submission of sufficient evidence), damage and part loss for items conveyed using International Signed, International Tracked & Signed and International Tracked

	Compensation for loss.	Compensation for damage and part loss.
Item has no intrinsic value	Postage refund.	No compensation or postage refund.
Item has intrinsic value (with required evidence and additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50 or, if enhanced compensation service has been purchased, the maximum payable is the lower of the market value of the item and £250	Compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50 or, if enhanced compensation service has been purchased, the maximum payable is the lower of the market value of the item and £250

#### **Making a Claim**

17.4 This section sets out, for guidance, some details for making a compensation claim but not the full process. The full process for making a claim is set out on our website ([www.royalmail.com](http://www.royalmail.com)). We may reject claims that do not follow that full process.

17.5 Claims should be made by the sender of the item. If the sender and the intended recipient both make a claim for the same item, then only the sender will have a right to compensation, unless a compensation payment has already been made to the recipient, in which case the sender will have no right to compensation.

17.6 Please note that loss claims can only be made if the item has not been delivered (or had delivery attempted) 20 or more working days after the **due delivery date** for EU destinations and 25 working days after the due delivery date for Rest of the World destinations. Please note that resolution of a claim may take some time, whilst we deal with overseas postal operators.

17.17 Any loss, damage (or part loss) claims must be made as soon as possible after the incident to help us investigate. All loss and damage (or part loss) claims must be made within 6 months of the date of posting for all services covered by this Scheme. No compensation or other payment will be paid by us for loss, damage (or part loss) claims not made within 6 months of the date of posting and not made in full compliance with the requirements of this Scheme (including the full claims procedure set out on our website ([www.royalmail.com](http://www.royalmail.com))).

17.18 All claims should be made using the correct claim form which is available to download from our website ([www.royalmail.com](http://www.royalmail.com)) and can be collected from Post Office® branches. By using the correct claim form we can process your claim as quickly and effectively as possible. Alternatively, claims may be submitted online via our website ([www.royalmail.com](http://www.royalmail.com)).

17.19 The claim form needs to be completed as fully as possible: hard-copy claims form should be signed and dated by the claimant before being sent to us and all mandatory fields within the online claim form must be completed. Remember that in order to claim loss or damage compensation for actual loss of the item (if that compensation is available for the service you used) additional evidence of the item's value is required and should be submitted with the claim form (see section 17.11 for examples). Where evidence is submitted online, we reserve the right to request the originals of such documents in line with section 17.9 of this Scheme.

17.20 If additional evidence cannot be provided then only a postage refund can be considered.

17.21 We may at any time request more documentation and/or information from the claimant, sender or recipient to protect against unwarranted or duplicate claims. This includes, but is not limited to, a declaration of non-receipt (or proof of non-receipt in appropriate cases).

17.22 If compensation has been paid in respect of the loss of an item for a sum exceeding the real value of the contents, or if the item is subsequently found and delivered or returned, any compensation or postage refund awarded to you must be refunded to us.

#### **18. Additional Terms and Conditions For Some Services /Items**

18.1 The terms and conditions set out in sections 5 to 17 apply to all items. These are referred to in this Scheme as the common terms. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the specific terms in this Scheme and are contained in the sections below. There is a section each for:

- International Signed and International Tracked & Signed (Section 19)
- International Tracked (Section 20)
- HM Forces Mail (with and without Special Delivery™ or Signed For™) (Section 21)
- Articles for the Blind (Section 22)
- Printed Papers (Section 23)

18.2 When using a service listed in Section 18.1 then the specific terms must be complied with in addition to the common terms. Where the specific terms conflict with the common terms then the specific terms should be followed as they take priority over the common terms.

18.3 In addition to the common and specific terms contained within this Scheme other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters and Parcels 2014 and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)). Also, customers who make use of a credit account must abide by the PPI licence, the PPI design notes and any guidelines that we publish on our website ([www.royalmail.com](http://www.royalmail.com)). Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by us and all may be updated from time to time.

#### **19. International Signed and International Tracked & Signed**



19.1 For International Signed and International Tracked & Signed, the item will only be delivered to an addressee or their representative once a signature or similar proof of delivery has been gained. International Signed is tracked to the point it leaves the UK and takes a signature on delivery. International Tracked & Signed is tracked in the UK and overseas and takes a signature on delivery. In each destination country, either one or the other (but not both) of these services is available. For details of destinations that offer International Signed or International Tracked & Signed please see our website ([www.royalmail.com](http://www.royalmail.com)). Please note that country details may change from time to time so you should check the website when necessary.

19.2 You must apply (or must ensure someone else applies) a fully completed International Signed or International Tracked & Signed label securely to the cover of the item for which the service has been purchased.

19.3 Upon delivery of an item by International Signed or International Tracked & Signed services the addressee or their representative must sign (or otherwise provide some form of proof of delivery as we may specify). Where such a signature or proof of delivery is refused to be provided to us then the item may be dealt with or disposed of as we consider appropriate. Please note that the representative could be someone else at the delivery address or a neighbour.

19.4 We cannot provide you with a copy of the signature of the recipient of the International Signed or International Tracked & Signed item. We may however seek to obtain a copy of such signature in the event of a claim for loss or damage.

19.5 For International Tracked & Signed online confirmation of delivery (not including a copy of the signature of the recipient) in the majority of cases can be viewed on our website ([www.royalmail.com](http://www.royalmail.com)) and will be available for up to 12 months after the item was posted. To access these details you will need to know the reference details on the barcoded label for the item sent.

## 20. International Tracked

20.1 International Tracked is a fully tracked, service that can be sent to a number of destinations. Details of destinations can be found on our website ([www.royalmail.com](http://www.royalmail.com)). Please note that country details may change from time to time so you should check the website when necessary.

20.2 International Tracked is fully tracked from despatch to delivery - further details of which can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

20.3 International Tracked should not be confused with International Signed or International Tracked & Signed that takes a signature on delivery. International Tracked does not take a signature on delivery.

20.4 You must apply (or must ensure someone else applies) a fully completed International Tracked label securely to the cover of the item for which the service has been purchased.

20.5 If we find an item which has not met the conditions laid out in this Scheme for an International Tracked item but which either:

- a) has International Tracked written on it, or anything which suggests that the item is intended to be sent via International Tracked or
- b) is found to contain valuables,

then we will treat it as an International Tracked item.

In either case, if the item is treated as an International Tracked item, you or the addressee will be charged the appropriate postage for that service. If the postage is not paid the item may be dealt with or disposed of at our discretion.

20.6 Confirmation of delivery can be viewed on our website ([www.royalmail.com](http://www.royalmail.com)) and will be available for up to 12 months after the item was posted. To access these details you will need to know the reference details on the barcoded label for the item sent.

## 21. HM Forces Mail (with and without Special Delivery™ or Signed For™)

21.1 Royal Mail works with the Ministry of Defence to provide a postage service to HM Forces overseas.

21.2 The weight limit for all HM Forces Mail is 2kg.

21.3 Prices for HM Forces Mail are set by the British Forces Post Office (BFPO). This currently follows domestic pricing, but may be subject to change. Details of pricing can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

21.4 In some cases, items may be sent to members of HM Forces overseas free of charge. Such concessions are determined by the BFPO details of which can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

21.5 The compensation available for HM Forces without Special Delivery™ or Signed For™ added is set out in section 17.10. Special Delivery™ may be bought with and added to HM Forces Mail when a greater level of compensation is required in the event of loss or damage to an item being sent to a member of HM Forces overseas.

21.6 Terms and conditions relating to Special Delivery™ sent through BFPO shall follow those as outlined by The Royal Mail United Kingdom Post Scheme (a copy of which may be found on our website ([www.royalmail.com](http://www.royalmail.com))) except that:

- a. Compensation for delay or consequential loss is not available.
- b. Money or jewellery must be sent in a Special Delivery™ pre-paid envelope if compensation is to apply in the event of loss or damage.
- c. Compensation is available for loss and damage on the basis of actual loss up to the maximum of the market value or £500 (or £1,000 or £2,500 if enhanced compensation is purchased) whichever is the lower of these.

d. Special Delivery™ items being sent via BFPO will take a signature on delivery but will not provide tracking or confirmation of delivery.

21.7 Terms and conditions relating to Signed For™ sent through BFPO shall follow those as outlined by The Royal Mail United Kingdom Post Scheme (a copy of which may be found on our website ([www.royalmail.com](http://www.royalmail.com))) except that Signed For™ items being sent via BFPO will take a signature on delivery but will not provide confirmation of delivery.

## 22. Articles For The Blind

22.1 Articles for the Blind is a free of charge service for the conveyance of items that contain particular items that are of use to blind people.

22.2 In this Scheme blind people and the blind means:

- a. persons registered as blind under the provisions of the National Assistance Act 1948; or
- b. persons whose standard of close-up vision, with spectacles, is N12 or less.

22.3 Articles for the Blind can be used to convey items to or from blind people that contain any of the following items:

- a. books, papers and letters which are specifically prepared for use by blind people. Standard or large print items may only be sent using the Articles for the Blind service if, in our reasonable opinion, they fall within this definition and the font size is at least 16 points in size;
- b. papers sent to anyone to be specially prepared or impressed so that blind people can use them;
- c. relief maps;
- d. machines, frames and attachments for making impressions for blind people to use;
- e. writing frames and attachments;
- f. Braille instruction manuals; or
- g. any other item that we determine to be allowable as listed on our website ([www.royalmail.com](http://www.royalmail.com))).

22.4 Articles for the Blind can also be used to convey items between blind people and specific organisations or institutions (which are pre-approved by us) that cater for blind people that contain any of the following items:

- a. games (including card games);
- b. mathematical appliances and attachments;
- c. 'talking books' and 'talking newspapers', which are recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications;
- d. equipment used to play talking books and newspapers;
- e. metal plates impressed or sent for impressing for use by blind people;
- f. supplies of covers, envelopes and labels for sending articles for use by blind people;
- g. watches, clocks, timers, tools and measuring equipment designed for blind people to use;
- h. walking sticks adapted for blind people;
- i. harnesses for guide dogs;
- j. computer disks and CDs which have been prepared for blind people and do not contain information which can be read without specially prepared encryption software; or
- k. any other item that we determine to be allowable as listed on our website ([www.royalmail.com](http://www.royalmail.com)).

22.5 Any item must meet the conditions set out below. We may open and inspect each item to ensure it meets the conditions set out below:

- a. it must weigh less than 7 kilograms;

b. it must clearly show the words 'ARTICLES FOR THE BLIND' on the front of the cover along with your name and address somewhere on the cover where it cannot be confused with the destination address (preferably on the back of the item). If sent through a Post Office® branch a label must also be applied which is known as a P4558;

c. it must be left un-sealed so the contents can be checked to make sure they are permissible as listed in sections 22.3 or 22.4. Alternatively they can be sealed in a manner that we can open and then re-seal or we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible;

d. it must not contain any item or personal message which is not listed in sections 22.3 or 22.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in sections 22.3 or 22.4;

e. it must be addressed to a named recipient. This can be the name of an individual or an organisation that provides services specifically for blind people. Where addressed to an individual that individual must be a blind person. It is not permissible to send an item using Articles for the Blind if it is addressed to 'The Occupier' or 'Dear Customer';

f. it must not contain any advertising literature; and

g. it must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosed card, envelope or wrapper bearing the printed address of the sender or his agent which is pre-paid for return.

22.6 If we find an item that has been posted with us as an Articles for the Blind item but which does not meet the requirements set out in these specific terms then we may convey it using a different service and we will charge you or the recipient the appropriate postage for that service along with a surcharge to cover our costs. If the postage and surcharge is not paid then we will deal with the item as we determine.

22.7 More information is available on our website ([www.royalmail.com](http://www.royalmail.com)).

### 23. Printed Papers

23.1 Printed Papers weighing no more than 5kg may be sent using International Standard, International Economy, International Signed, International Tracked & Signed and International Tracked services.

23.2 In such cases the item must be marked 'Printed Papers' on the left hand side of the address.

23.3 For many destinations, customs declarations are required for sending Printed Papers. It is therefore advisable to attach the relevant customs declaration. You are responsible for meeting all applicable customs regulations and we shall have no liability for any actions of any customs authority, even if those actions cause loss, damage (or part damage) or delay to the item.

23.4 Printed Papers may include the following: newspapers, periodicals, books and pamphlets, sheets of music, visiting or address cards, proofs of printing, engravings, photographs and albums containing photographs, pictures and drawings, plans, maps, patterns for cutting out, brochures, prospectuses, advertisements catalogues and notices.

23.5 The list in section 23.4 is an indicative list of items that can be sent under the Printed Papers service. For up to date information please refer to our website ([www.royalmail.com](http://www.royalmail.com)). You are responsible for checking whether the contents of an item are Printed Papers at the time of posting.

23.6 Printed Papers must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosure a card, envelope or wrapper bearing the printed address of the sender of the item or his agent in the country of posting or destination of the original item, which is prepaid for return.

### 24. Customs Control

24.1 You may be required to pay customs duty and prepare customs documentation when sending goods or merchandise to some overseas destinations.

24.2 Customs documentation is generally not required for letters, postcards or documents alone.

24.3 Customs documentation is generally required for destinations outside the EU when sending goods or merchandise. The documentation to use is dependent on the value of the goods. At the date of publication of this Scheme, where the value of goods or merchandise being sent is less than £270 customs form CN22 must

be completed and affixed to the front of the item in the top left hand corner. Where value of contents exceeds this, customs form CN23 must be completed enclosed in plastic envelope SP126 and affixed to the item in the top left hand corner. In both cases the senders name and address must appear adjacent to the form. For up to date information on customs thresholds and the forms that should be completed, please refer to our website ([www.royalmail.com](http://www.royalmail.com)).

24.4 Customs forms are required when sending items to the Channel Islands even though the UK rate of postage applies.

24.5 For books and similar being sent outside the EU under the Printed Papers service we recommend that customs documentation is completed - this is mandatory when sending books to many destinations.

24.6 Customs documentation is available from all Post Offices® or can be downloaded from our website ([www.royalmail.com](http://www.royalmail.com)). Such information may change from time to time and it is your responsibility to verify that any items you send meet relevant customs requirements at the time of sending. Please refer to our website ([www.royalmail.com](http://www.royalmail.com)) when necessary for up to date information relating to customs requirements.

24.7 It is important that all customs requirements are complied with. Despatch of items without the necessary customs forms will result in delay to delivery and the possibility that goods will be seized by customs authorities overseas.

24.8 For items entering the UK for delivery, where customs duties apply, Royal Mail may charge a fee for processing such items. The fee reflects the costs of handling such items. Where the amount due is not paid the item may be dealt with or disposed of at our discretion. Details of the fee payable can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

### Annex A - Definitions used in this Scheme

A1 The Interpretation Act 1978 applies for the interpretation of this Scheme and for this purpose this Scheme is to be treated as if it were an Act of Parliament.

A2 In this Scheme, the following words and terms have the following meanings:

#### **actual loss**

(a) Where an item is lost or damaged beyond repair then it is the amount it cost the customer to acquire, purchase or manufacture the item subject to adjustment to take account of condition, age and depreciation.

(b) Where an item is damaged (but not beyond repair) it is the cost of repair. No additional payment will be made for the reduced value of the repaired item.

#### **address**

means for any premises the address, including the name of the addressee, premises name or number, road name, locality name, zone number or post box number (if one exists) plus name of country of destination.

#### **addressee**

the person to whom an item is addressed.

#### **business**

any entity engaged in commercial or economic activity, whether for profit or not, and irrespective of legal form.

#### **Channel Islands**

the islands called Alderney, Guernsey, Jersey, Herm and Sark.

#### **cover**

any cover, envelope, or other packaging used to contain the contents of an item. In the case of a postcard or other card, any reference to a cover shall be construed as a reference to an outside face of the card.

#### **damage**

if something in an item of mail has suffered a degree of harm that reasonably impairs the material function or contents of the item.

#### **due delivery date**

means a date on which we or the relevant overseas postal operator will aim to deliver an item as more particularly described in the delivery aims section of our website ([www.royalmail.com](http://www.royalmail.com)).

#### **express items**

means an incoming item sent using an overseas service equivalent to Royal Mail's International Tracked & Confirmed service.

#### **franking mark**

any mark or impression printed or otherwise made by a franking machine indicating the date and place of posting, the postage and fees paid or payable, the identity of the franking machine used and any other numbers, words, characters, symbols or marks be required by us.

#### **incoming item**

means (a) any item accepted by us from an overseas postal operator for delivery to an address within the United Kingdom the Channel Islands and the Isle of Man or (b) any item passing through the United Kingdom in transit to address outside the United Kingdom, the Channel Islands and the Isle of Man.

**intrinsic value**

when used in relation to the content of an item means that it has an inherent monetary value relating to its essential nature.

**item**

means any letter, large letter, postcard, printed papers and every parcel or other article transmissible by post.

**loss**

an item shall be deemed to be lost, (unless there is evidence to the contrary to demonstrate that it has not been lost) if it has not been delivered or had delivery attempted 20 or more working days after the due delivery date for EU destinations and 25 working days after the due delivery date for destinations outside the EU.

**market value**

means what a willing buyer would pay a willing seller, both in a free market, for an item. When assessing the market value of an item, the value of any message or information it contains, or bears or refers to must be ignored. Market value is one of two caps upon the amount of compensation payable.

**neighbour**

for the purposes of delivering items, an appropriate person chosen at the discretion of the delivery officer on the basis of local knowledge and official guidance, who lives within close proximity of the address on the item. They may be a next-door neighbour or someone who lives sufficiently close by.

**outgoing item**

means any item accepted by us within the United Kingdom for postal delivery to an address outside the United Kingdom, the Channel Islands and the Isle of Man.

**part loss**

Where an item is received and some or part of the content is missing.

**post, posted**

an item is posted if it has been entrusted to us for transmission by post in accordance with one of the approved methods set out in section 12 of this Scheme and related words shall be construed accordingly.

**postage**

the amount of money charged by us for delivery of an item.

**postage mark**

a collective term for a mark or impression (to include a franking mark, a Printed Postage Impression (PPI), any postage paid symbol, pre-printed stationery and SmartStamp®) authorised for use by us to indicate payment of postage and/or service fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage mark may be non-adhesive (when it is embossed, impressed or printed on a cover) as we may from time to time permit.

**postmark**

any indicator, image or impression applied by us to a cover or envelope, to cancel a postage stamp or postage label, to indicate that we are the delivery agent of the item or for any other postal purpose approved and authorised by us.

**Printed Postage Impression (PPI)**

a postage mark indicating postage is payable to us and printed under a licence from us.

**Printed Papers**

means the Printed Papers service as described in section 23 of this Scheme or the items which may be sent under such service (depending on the context when used).

**private post box**

any post box owned and maintained by a person other than ourselves which has been authorised for use as a post box by either Post Office Limited or ourselves for the posting of items which are intended to be carried by us.

**postage stamp**

means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item, or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit.

**postage label, service fee label**

means a label, authorised for use by us to indicate payment of postage and/or service fees on an item. or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage label may be adhesive in order for it to be affixed to a cover as we may from time to time permit.

**registered item**

means an incoming item sent using an overseas service equivalent to Royal Mail's International Signed service.

**re-mail item**

means incoming items addressed to persons within the UK and posted in a foreign jurisdiction other than the jurisdiction in which they were produced and/or made ready for sending.

**representative**

means a person who acts legitimately, with or without express permission, on behalf of the addressee.

**service fee**

the amount of money charged by us for providing a service in connection with an item.

**SmartStamp®**

a postage mark used by customers posting items with the SmartStamp® indicia having entered into the relevant SmartStamp® terms and conditions.

**valuables (money and jewellery)**

any item that is:

- i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- ii) ingots;
- iii) diamonds and precious stones;
- iv) watches the cases of which are made wholly or mainly of precious metal;
- v) articles similar to any of those referred to in i)- iii) above with an intrinsic value;
- v) coins and bank notes of any currency that are legal tender at the time of posting;
- vi) postal orders, cheques and dividend warrants uncrossed and payable to bearer;
- vii) unused postage and revenue stamps and National Insurance stamps;
- viii) Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and
- ix) coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

**Zone Number**

overseas equivalent of a UK postcode

Further information

(not part of the Scheme)

You can get more information on this Scheme, the services it covers and the details contained in the web pages that are linked in this document from our Sales Centre on 0345 740 740.

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays.

27 November 2015

(2439149)

**ROYAL MAIL**

**THE ROYAL MAIL UNITED KINGDOM POST SCHEME**

**30 NOVEMBER 2015**

**1. About this Scheme**

1.1 This Scheme is a document that sets out the terms & conditions for some<sup>1</sup> of the **items** that we handle. **We** (Royal Mail Group Ltd) are allowed to set out terms and conditions within a Scheme document by the Postal Services Act 2000 (and more specifically section 89 of that Act as amended by the Postal Services Act 2011 and in particular paragraph 24 of Schedule 12 of that Act).

<sup>1</sup> We also offer some services under contracts which have their own terms and conditions. Some of those contracts incorporate this Scheme and so some of the clauses contained within this Scheme apply to services provided under contract.

1.2 Each time we alter the wording within a Scheme it has the effect of making a new Scheme. We publish our Schemes on our website ([www.royalmail.com](http://www.royalmail.com)).

1.3 This Scheme is known as 'The Royal Mail United Kingdom Post Scheme 30 November 2015' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced the Royal Mail United Kingdom Post Scheme 10<sup>th</sup> August 2015. That old Scheme is no longer in force.

## 2. What this Scheme applies to

2.1 This Scheme sets out the terms & conditions for:

2.1.1 the services provided by us to the person, business or organisation asking for the service (**you**) when we accept items within the United Kingdom for postal delivery to an **address** in the United Kingdom, the **Channel Islands** and the Isle of Man. The terms and conditions for the specific services listed below are contained within this Scheme:

- First Class,
- Second Class,
- Royal Mail Signed For 1st Class
- Royal Mail Signed For 2nd Class
- Royal Mail Special Delivery™ Guaranteed by 1pm<sup>2</sup> ('Special Delivery'),
- Articles for the Blind,
- Petitions and Addresses to the Sovereign and
- Petitions to Parliament & Assemblies.

All product names offered under this Scheme are shown, in this Scheme, in red text.

<sup>2</sup> Special Delivery may also be provided under a contract.

2.1.2 the service provided by us to accept an item sent from the Channel Islands or the Isle of Man for postal delivery to an address in the United Kingdom.

2.1.3 other services provided by us in connection with those mentioned in 2.1.1 and 2.1.2. Specifically these are:

- Return to Sender,
- Proof of Delivery,
- Poste Restante and
- Local Collect (Social).

## 3. Definitions

3.1 You may not be familiar with some of the words or phrases we use in this document. When they are used for the first time, they are shown in **bold print** and explained in the relevant part of this document or in Annex A.

3.2 As mentioned in 1.3 above this Scheme replaced a previous Scheme so any references in other documents to the previous Scheme that was in force before this Scheme should now be interpreted as referring to this new Scheme.

## 4. Our ability to provide services

4.1 We will provide the services set out in this Scheme where the relevant terms & conditions contained in this Scheme for the service are complied with. We will provide the services in the manner that we deem to be most appropriate according to our operational requirements and an overarching need to secure the sustainability of the Universal Service.

4.2 We may decide to withdraw the provision of any of the services set out in this Scheme if the terms & conditions contained within this Scheme are not abided by, in the event of misuse or if providing the service may cause us reputational damage.

## 5. What can and cannot be contained within an item

5.1 There are some items that we cannot carry through our postal network for legal or safety reasons. Items that we cannot carry through our postal network are known as **prohibited items**. Some other items can only be carried under certain circumstances. These are known as **restricted items** and details of those are contained after this section on prohibited items.

### **Prohibited items**

5.2 We would like to make it very clear that as we cannot carry prohibited items through our network, we will not accept any liability for any item that contains prohibited items.

5.3 As the list of prohibited items can change from time to time (see 5.3.31), we maintain a full, up-to-date list on our website ([www.royalmail.com](http://www.royalmail.com)) which can be viewed at any time. The list quoted below was correct at the time of publication:

5.3.1 Aerosols containing toxic, flammable or non-flammable compressed gas (including solvents, spray paints, air fresheners, polishes and other flammable or toxic materials),

5.3.2 Alcoholic beverages with an alcohol content greater than 70% ABV

5.3.3 Ammunition containing an explosive charge (excluding lead pellets and other airgun and airsoft projectiles)

5.3.4 Batteries that are classified as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including wet spillable lead acid/lead alkaline batteries (such as car batteries), lithium batteries when not sent with or in equipment, damaged batteries of any type, together with used alkaline and nickel metal hydride (NiMH) batteries,

5.3.5 Clinical and medical waste (e.g. contaminated dressings, bandages and needles),

5.3.6 Controlled drugs and narcotics (such as cannabis, cocaine, and heroin. LSD, opium, and amyl nitrate).

5.3.7 Corrosive substances which can cause severe damage to living tissue, other freight or transport by its chemical action (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal),

5.3.8 Counterfeit currency, bank notes and **postage stamps** (including any false instrument or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981) but excluding copies of old denominations or pre-decimalisation postage stamps which are now obsolete and worthless except for collectable value and cannot be passed as tender. Controlled drugs and narcotics (such as cannabis, cocaine, and heroin. LSD, opium, and amyl nitrate),

5.3.9 Dry ice (UN1845) when used as a coolant for biological substances (UN3373) or for other perishable items

5.3.10 Electronic items containing any batteries exceeding 100Wh (including some high performance laptops and power tools)

5.3.11 Environmental waste (including used batteries and used engine oil),

5.3.12 Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps),

5.3.13 Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers),

5.3.14 Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters),

5.3.15 Foreign Lottery tickets,

5.3.16 Frozen water e.g. packs of ice,

5.3.17 Gases including flammable, non-flammable, toxic and compressed gases, new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream gas cylinders),

5.3.18 Goods made in foreign prisons, except those imported for a non-commercial purpose, of a kind not manufactured in the United Kingdom, or those in transit,

5.3.19 Human and animal remains (including ashes and in the case of animal remains, items prohibited other than as set out at 5.7.12 below),

5.3.20 Infectious substances and pathogens (UN2814 or UN2900) as classified in the latest Edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO),

5.3.21 Lighters and refills containing flammable liquid or gas (including used butane and petrol cigar and cigarette lighters),

5.3.22 Living animals and reptiles e.g. snakes, mice and rodents,

5.3.23 Live creatures, insects and invertebrates classified as dangerous within the Dangerous Wild Animals Act 1976 e.g. venomous spiders,

5.3.24 Magnetised material with a magnetic field strength of 0.159A/metre or more at a distance of 2.1 metres from the outside of the package e.g. PA systems,

5.3.25 Matches (including safety matches)

5.3.26 Obscene publications and unlawful indecent images (including pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in section 160 and 161 of the Criminal Justice Act 1988,

5.3.27 Oxidising materials or organic peroxides (including disinfectants, nitrates, and hair dyes or colourants containing peroxide),

5.3.28 Pesticides (including weed killer and any chemical used to kill pests and insects, including fly sprays),



5.3.29 Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact such as arsenic, beryllium, cyanide, fluorine and rat poison),

5.3.30 Radioactive material and samples that are classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) such as luminous dials from aircraft,

5.3.31 Paints, wood varnishes and enamels - solvent-based (except nail varnish or nail polish with a volume of 30ml or less when sent to a UK destination)

5.3.32 Waste, dirt, filth or refuse (including household waste). Note - soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging,

5.3.33 Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives, and other knives that are banned knives under UK laws, tasers and stun guns).

5.4 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek advice from our website ([www.royalmail.com](http://www.royalmail.com)).

5.4.1 any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays

5.4.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 17 of the Scheme

5.4.3 failure to comply with these conditions could result in prosecution resulting in a fine or imprisonment

5.4.4 failure to comply with these conditions could affect your ability to claim compensation

5.4.5 if you post an item that contains a prohibited item we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part)

5.4.6 the sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item

5.4.7 the sender is responsible for checking whether an item is prohibited.

5.4.8 we reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers or employees

5.4.9 any article or substance classified as dangerous goods is prohibited (other than specified in Restricted items below)

#### **Restricted items**

5.5 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network provided that you meet all our requirements for the acceptance of the item, including, but not limited to, packaging requirements.

5.6 We will not accept any liability for any item that contains restricted items if the requirements for the acceptance of those items are not met.

5.7 As the list of restricted items and requirements for each can change from time to time (see 5.7.15) we maintain a full, up-to-date list on our website ([www.royalmail.com](http://www.royalmail.com)) (which can be viewed at any time). The list and details quoted below were correct at the time of publication:

5.7.1 Aerosols for personal grooming or medicinal purposes (including deodorants, body sprays, hair sprays, shaving and hair removal creams, medicinal aerosols for prevention or cure such as flea sprays, etc.)

5.7.1.1 Valves must be protected by a cap or other suitable means to prevent inadvertent release of the contents during transport. Aerosols must be tightly packed in strong outer packaging, and must be secured or cushioned to prevent any damage. Volume per item must not exceed 500ml. No more than two aerosols can be sent in any one package.

5.7.1.2 An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.2 Alcoholic beverages with an alcohol content less than 24% ABV (e.g. wine and champagne)

5.7.2.1 Volume per item should not exceed 1 litre per container, wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage.

5.7.2.2 Mark as "FRAGILE" when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging

5.7.3 Alcoholic beverages with an alcohol content between 24% ABV – 70% ABV (e.g. whisky, vodka, gin)

5.7.3.1 Volume per item should not exceed 1 litre per item. No more than two items to be sent in any one parcel. The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag. Surround with absorbent material and sufficient cushioning material to protect each item from breakage.

5.7.3.2 Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.

5.7.4 Asbestos

5.7.4.1 Samples of asbestos may be posted provided the sample is fixed within an inert material such as a glue or resin. Surround with cushioning material e.g. bubble wrap.

5.7.4.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.5 Balloons filled with non-flammable gas

5.7.5.1 Must be clearly marked on the outer packaging with the words 'BALLOONS FILLED WITH NON-FLAMMABLE GAS'.

5.7.6 Batteries - new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) including D, C, 9V, AA, AAA and AAAA alkaline batteries

5.7.6.1 Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap.

5.7.6.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.7 Batteries - Lithium ion/polymer batteries sent with equipment (e.g. rechargeable batteries sent with electronic devices including mains powered battery chargers but excluding battery packs)

5.7.7.1 The maximum number of batteries allowed in each package is the number that may be connected to the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be packed in inner packaging that completely encloses the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.

5.7.7.2 Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.8 Batteries - lithium ion/polymer batteries contained in equipment (e.g. rechargeable batteries found in electronic devices)

5.7.8.1 Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.

5.7.8.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.9 Batteries - lithium metal/alloy batteries sent with equipment (e.g. non-rechargeable batteries found in electronic devices)

5.7.9.1 The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be packed in inner packaging that completely encloses the cell or battery. Cells and batteries must be protected against short circuit, including protection

against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.

5.7.9.2 Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.10 Batteries - lithium metal/alloy batteries contained in equipment (e.g. non-rechargeable batteries found in electronic devices)

5.7.10.1 Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.

5.7.11.1 The sender's name and return address must be clearly visible on the outer packaging.

5.7.11 Batteries - new wet, non-spillable (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)

5.7.11.1 Batteries must comply with Special Provision 238 of the UN Recommendations on the Transport of Dangerous Goods, Model Regulations (please check with the manufacturer or distributor). No more than one battery in any one package. Maximum weight 1.5kg. Item must be protected against short circuit (by the effective insulation of exposed terminals) and securely packaged.

5.7.11.2 Package must be marked "NOT RESTRICTED" and "SPA67 / SP238". The sender's name and return address must be clearly visible on the outer packaging.

5.7.12 Biological substances (Diagnostic specimens including blood urine, faeces and animal remains. Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO))

5.7.12.1 May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The total sample volume/mass in any parcel must not exceed 50ml/50g. All biological substances must be posted in packaging that complies with Packaging Instruction 650, which provides guidance on suitable packaging for these items.

5.7.12.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.13 Christmas crackers

5.7.13.1 Can only be sent in their made up form in their original retail packaging.

5.7.13.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.14 Electronic items sent with new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries

5.7.14.1 Must be new and sent unopened in their original retail packaging. Surround with sufficient cushioning material to protect each item from damage. Wrap each item, including plugs, individually. Place item in a rigid container and cushion to avoid movement. Any equipment sent with batteries or cells must be secured against movement within the outer packaging and must be packed to prevent accidental activation.

5.7.14.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.15 Electronic items sent with new and used lithium ion/polymer batteries (e.g. rechargeable batteries sent with electronic devices including mains powered battery chargers but excluding battery packs)

5.7.15.1 The maximum number of batteries allowed in each package is the number that may be connected to the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be packed in inner packaging that completely encloses the cell or battery. Cells and batteries must be cell protected against short circuit, including

protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.

5.7.15.2 Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.16 Electronic items sent with new and used lithium ion/polymer batteries contained in the device

5.7.16.1 Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.

5.7.16.1 The sender's name and return address must be clearly visible on the outer packaging.

5.7.17 Electronic items sent with new and used lithium metal/alloy batteries

5.7.17.1 The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be packed in inner packaging that completely encloses the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.

5.7.17.2 Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.18 Electronic items sent with new and used lithium metal/alloy batteries contained in the device

5.7.18.1 Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.

5.7.18.2 The sender's name and return address must be clearly visible on the outer packaging

5.7.19 Guns for sporting use (Guns intended for sporting purposes - including Section 1 and Section 2 firearms, low-powered air guns and their component parts - may be sent in compliance with UK law subject to any applicable controls on the possession of firearms)

5.7.19.1 Use First Class as the minimum service.

5.7.19.2 The sender's name and address must be clearly visible on the outer packaging.

5.7.20 Lighters (new and unused empty lighters)

5.7.20.1 Must be new, empty and sent unopened in their original retail packaging.

5.7.20.2 A sender's name and return address must be clearly visible on the outer packaging

5.7.21 Liquids over 1 litre (containing liquids not classified as dangerous goods)

5.7.21.1 Some liquids, such as alcohol or paints, have their own additional restrictions. The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage.

5.7.21.2 Mark as "FRAGILE" when sending glass bottles. The sender's name and address must be clearly visible on the outer packaging.

5.7.22 Live creatures, insects and invertebrates (including bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders and stick insects)

5.7.22.1 Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use First Class as the minimum service.

5.7.22.2 Items must be clearly marked 'URGENT – LIVING CREATURES - HANDLE WITH CARE'. The sender's name and address must be clearly visible on the outer packaging

5.7.23 Lottery tickets

5.7.23.1 UK lottery tickets are allowed in the domestic post.

5.7.24 Magnetised materials, other than those that are prohibited (including loud speakers)

5.7.24.1 The magnetised material must have a magnetic field strength of less than 0.159A/m at a distance of 2.1m from the outside of the package. Wrap soft packing material at least 2cm thick around each item.

5.7.24.2 The sender's name and return address must be clearly visible on the outer packaging

5.7.25 Nail varnish and polish

5.7.25.1 Volume per item must not exceed 30ml. No more than four bottles of nail varnish can be sent in any one package. Bottles of nail varnish must be placed in strong outer packaging and be so packed, secured or cushioned in such a way that they cannot break, be punctured or leak their contents into the outer packaging.

5.7.25.2 An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.26 Paints, wood stains and enamels - water-based

5.7.26.1 The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging.

In the case of water-based paints, woods stains and enamels, there is no limit on the number of items that can be sent in any one package. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Volume per item should not exceed 150ml.

5.7.26.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.27 Perfume and aftershave (including eau de parfum and eau de toilette but excluding non-flammable perfumed creams, gels, oils or lotions)

5.7.27.1 Volume per item must not exceed 150ml. No more than four perfumes or aftershaves can be sent in any one package. The perfume or aftershave must be within its original retail packaging and then placed in strong outer packaging. The inner packaging must be packed, secured or cushioned to prevent breakage or leakage of their contents into the outer packaging.

5.7.27.2 An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.28 Perishables (including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs)

5.7.28.1 Packaging should be able to withstand a journey of up to 48 hours. You should use First Class as the minimum service. Must be suitably sealed to prevent leakage or tainting of other items such as in sealed vacuum packs.

5.7.28.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.29 Prescription medicines and drugs sent for scientific or medical purposes (non-toxic and non-flammable)

5.7.29.1 May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a siftproof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage.

5.7.29.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.30 Prescription medicines and drugs sent for scientific or medical purposes (toxic, flammable or toxic and flammable)

5.7.30.1 May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Volume/mass per item must not exceed 50ml/50g. No more than eight items can be sent in any one parcel. The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage.

5.7.30.2 ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.31 Radioactive material and samples that are not classified as dangerous goods in the latest edition of the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation's Technical Instructions (ICAO) e.g. samples of granite rock

5.7.31.1 Surround with cushioning material e.g. bubble wrap.

5.7.31.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.32 Sharp objects and instruments (including scissors, kitchen knives and utensils)

5.7.32.1 Wrap heavy cardboard around sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Wrap each item with cushioning material. Place in a suitable outer container such as a padded envelope.

5.7.32.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.33 Vaccines that are not classified as dangerous goods

5.7.33.1 May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The vaccines must be securely closed and placed in a leak-proof liner such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage.

5.7.33.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.34 Human or animal samples

5.7.34.1 May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution.

5.7.34.2 The total sample volume/mass in any parcel must not exceed one kg. Solids only can be sent

5.7.34.3 All human or animal samples must be posted in packaging that complies with Packaging Instruction 650, such as our Safebox product.

5.7.34.4 The sender's name and return address must be clearly visible on the outer packaging.

5.7.35 **Valuables** can only be sent using the Special Delivery™ service.

5.8 It is your responsibility to ensure that restricted items are sent correctly and that you meet the requirements for acceptance. If you are in any doubt as to whether an item is one of the restricted items you can seek advice from our website ([www.royalmail.com](http://www.royalmail.com)).

5.8.1 any item which resembles a restricted item may be subject to additional scrutiny which may cause delays

5.8.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 17 of the Scheme

5.8.3 failure to comply with these conditions could result in prosecution resulting in a fine or imprisonment

5.8.4 failure to comply with these conditions could affect your ability to claim compensation

5.8.5 if you post an item that contains a restricted item (and you do not comply with the relevant restrictions or requirements) we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part)

5.8.6 the sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item

5.8.7 the sender is responsible for checking whether an item is restricted.

5.8.8 we reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers or employees

5.8.9 any article or substance classified as dangerous goods is prohibited (other than specified in Restricted items above)



## 6. Size & weight limits and how to package an item

6.1 In addition to the specific packaging and other requirements that relate to restricted items there are some general rules set out below that must be followed for all items as to weight, size, thickness and packaging.

6.2 Items sent using the First Class, Second Class, Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class services may weigh up to 20 kilograms. Special Delivery™ can be used for items which weigh up to 10 kilograms or up to 20 kilograms where Special Delivery™ services are purchased at a Post Office® branch.

6.3 The maximum size of an item must not exceed 610mm in length by 460mm in width by 460mm in depth. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. The maximum size for each format of item is set out in section 9.1 below.

6.4 The minimum thickness for an item is 0.25mm. We may refuse to accept or to deliver an item that is less than 0.25mm thick.

6.5 All items must be packaged such that, in our opinion, the item will not be likely to cause damage or harm to other items, equipment or individuals (including any recipient).

6.6 The **cover** and the protective material of the item must be appropriate to the contents such that we can convey it to its destination undamaged without having to take precautions over and above those normally taken by us with an item of mail. Packaging guidelines are available on our website ([www.royalmail.com](http://www.royalmail.com)) and in booklets held by Post Office® branches.

6.7 With the exception of items that are sent using the Articles for the Blind service (which are discussed in more detail section 21) all items must be securely sealed or fastened.

6.8 In addition to the requirement to provide sufficient protection both for the item itself and so as not to be likely to cause damage or harm to other items, equipment or individuals as set out in sections 6.5 and 6.6, any item that contains anything breakable must be clearly and legibly marked with the words 'FRAGILE – HANDLE WITH CARE' in capital letters above the address.

6.9 In addition to the requirement to provide sufficient protection for the contents as set out in sections 6.5 and 6.6 any item that has contents that may be damaged by bending must be clearly and legibly marked with the words 'DO NOT BEND' in capital letters above the address.

6.10 In the same way that the list of restricted items can change from time to time so too can our packaging requirements for certain new or existing restricted items. You can review the full, up-to-date list of restricted items and associated packaging requirements on our website ([www.royalmail.com](http://www.royalmail.com)).

6.11 The latest packaging guidelines which apply to all items can also be found on our website ([www.royalmail.com](http://www.royalmail.com)).

## 7. How to address an item

7.1 Each item must be fully and correctly addressed. All the elements of the address (including the full postcode) must be written clearly and legibly on the front or on a label securely attached to the front of the cover (or otherwise in a manner such that the address is clearly visible in its entirety as if it had been written on the front of the cover) of the item.

7.2 You must ensure that addresses take the following format when added to an item. Please do not use commas or full stops and note that only the TOWN and POSTCODE should be in CAPITAL LETTERS. You don't need to include the county name. The postcode must be on a line of its own. The text that makes up the address should be aligned to the left as it is in the example below. It should not be staggered or centred.

Example Name

House name or number and road name

Locality Name if one exists

TOWN

POST CODE

The text set out in the example above and taken as a whole is known as the address block. The address block should appear in the centre of the front face of the item.

7.3 Postcodes are allocated by us at our discretion throughout the United Kingdom in accordance with the operational needs of our network. The postcodes are routing codes and we may amend them at our discretion from time to time. Where we do make changes we will ensure that all residents of the affected addresses are given sufficient notice and, in certain cases, as detailed in the PAF® File Code of Practice, we will follow a formal notification and consultation process before confirming changes.

7.4 The address must not be obscured or made difficult to read in any way including by the manner in which the contents are enclosed in the item.

7.5 Putting a correct address in the correct format in the correct location on an item helps our sorting machines process the mail as quickly as possible. More information is available on our website ([www.royalmail.com](http://www.royalmail.com)).

7.6 We recommend that you put a full and accurate return address on your item (in a position where it can't be confused with the destination address and preferably on the back) so that we are able to return the item to you, intact, should we need to. More information regarding Return to Sender can be found in section 15.

## 8. How to pay for postage and other services

8.1 Of the services contained within this Scheme the following are provided (as long as specific requirements are met) free of charge:

- Articles for the Blind,
- Petitions and Addresses to the Sovereign,
- Petitions to Parliament & Assemblies and
- Poste Restante.

The specific requirements for these services are set out in sections 21 to 24 below of this Scheme.

8.2 The other services that are contained in this Scheme require payment for **postage**. These services are:

- First Class,
- Second Class,
- Royal Mail Signed For 1st Class,
- Royal Mail Signed For 2nd Class and
- Special Delivery.

The specific requirements for Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Special Delivery are set out below in sections 19 & 20 of this Scheme.

8.2.1 The services listed above in 8.2 can be paid for by applying postage stamps, **postage labels** (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine.<sup>3</sup>

<sup>3</sup> Special Delivery Next Day bought with Consequential Loss or with a Saturday Guarantee attract Value Added Tax (VAT) and so can only be purchased with a 'smart' franking machine that is, one that (amongst other features) accounts correctly for VAT.

8.2.2 First Class, Second Class, Royal Mail Signed For 1st Class, and Royal Mail Signed For 2nd Class services can also be purchased using a credit account.

8.3 Stamps can be purchased from us online from our website ([www.royalmail.com](http://www.royalmail.com)), from Post Office® branches or from a wide variety of other high street retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band. Similar postage labels are also available from our online postage tool and through our computer applications (e.g. **SmartStamp®**) which you may subscribe to or sign up for.

8.4 A franking machine allows money to be credited onto it. Postage for items is then paid for, from this credit, on an item by item basis. There is a wide range of franking machines which can either be leased or bought from franking manufacturers. If you use a franking machine you must abide by the terms and conditions that are contained within a separate Scheme document called Royal Mail Scheme For Franking Letters And Parcels 2014 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme document.

8.5 A credit account allows you to **post** items without pre-payment. You are sent an invoice requesting payment for the items we have conveyed in the preceding period of time. If you set up a credit account with us you must abide by the terms and conditions that are contained within documents called the Royal Mail General Terms & Conditions and the Royal Mail Account Terms (both of which can be found on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme document.

## 9. How to work out how much postage to pay

9.1 For the services listed in this Scheme that are not free, the amount of postage that you must pay is dependent on several factors. The first is how quickly you would like the item to arrive (the service), the second is what weight the item is (the weight) and the third is how much compensation is required in the event of loss or damage. For items sent using the First & Second Class and Royal Mail Signed For 1st & 2nd Class services the amount of postage payable also varies by format (i.e. shape, size & weight):



9.1.1. items which do not exceed 100g in weight and 240mm by 165mm by 5mm in size are deemed to be **Letters** for pricing purposes;

9.1.2 items which exceed 100g or 240mm by 165mm by 5mm (in any one or more of the three dimensions) but do not exceed 750g and 353mm by 250mm by 25mm are deemed to be **Large Letters** for pricing purposes;

9.1.3 items which exceed 353mm by 250mm by 25mm (in any one or more of the three dimensions) up to maximum dimensions of 450 mm by 350mm by 80mm and cylinder shaped items that do not exceed 450mm in length and has a diameter no greater than 80mm, neither of which exceed 2 kilograms in weight are deemed to be **Small Parcels** for pricing purposes; and

9.1.4 items which exceed 450 mm by 350mm by 80mm (in any one or more of the three dimensions) up to maximum dimensions of 610mm by 460mm by 460mm which do not exceed 20 kilograms in weight are deemed to be **Medium Parcels** for pricing purposes. Exceptions apply (see 9.1.5)

**9.1.5 Exceptions** to these dimension sizes apply. Parcels that exceed 353mm by 250mm by 25mm (in any one or more of the three dimensions) which do not exceed 350mm x 250mm x 160mm (in any one or more of the three dimensions) and do not exceed 2 kilograms in weight are also priced as **Small Parcels**.

**9.2** We aim to deliver a Special Delivery item by 1pm the next **working day** after it has been **posted**. Please note that exemptions do apply in certain circumstances. All Special Delivery items are priced by service and by weight. Compensation for loss or damage is available on the basis of **actual loss** of up to the maximum of the **market value** of the item or £500 (whichever is the lower) comes as standard. Special Delivery is available with enhanced compensation options. Further add on services can also be purchased with Special Delivery such as a Saturday Guarantee or Consequential Loss for additional **service fees**. Further specific details, including compensation, exemption and suspension information, can be found in sections 17.7.4 & 20 below and on the Special Delivery website ([www.royalmail.com](http://www.royalmail.com)).

**9.3** We aim to deliver:

- A First Class item the next working day after it has been posted.
- A Second Class item within three working days after it has been posted.

Compensation for loss or damage for any format of item sent using the First Class or Second Class services in accordance with this Scheme is available on the basis of actual loss up to the maximum of the market value of the item or £20 (whichever is the lower) comes as standard.

**9.4** We aim to deliver:

- A Royal Mail Signed for 1st Class item the next working day after it has been posted.
- A Royal Mail Signed for 2nd Class item within three working days after it has been posted.

Compensation for loss or damage for any format of item sent using Royal Mail Signed for 1st Class or Royal Mail Signed For 2nd Class services in accordance with this Scheme is available on the basis of actual loss up to the maximum of the market value of the item or £50 (whichever is the lower) comes as standard.

Further details of how the Royal Mail Signed For services work can be found in section 19 below.

**9.5** To help you find the best service for your needs and budget we provide a price finder tool on our website ([www.royalmail.com](http://www.royalmail.com)). Prices and other pricing information can also be found in other locations on the same website (such as product specific pages) including in a Pricing document with all pricing information for the services mentioned in sections 9.1.1 to 9.1.4.

**9.6** We may change the rates of postage and service fees from time to time. Changes to postage rates & service fees and the date on which the changed rates and fees will come into effect will be published at least one month (or whatever period of time agreed by us with our regulator, Ofcom) in advance on our website ([www.royalmail.com](http://www.royalmail.com)).

## **10. How to show that an item has had postage paid**

**10.1** You must show us that postage for an item has been paid for (where it applies) so that we can convey it without delay. Payment is demonstrated by the application of a **postage mark** to the item. The manner in which payment of postage can be shown depends on the method of payment used. Section 8 above set out the most common ways of applying a postage mark (postage stamps, postage labels,

**service fee labels, franking marks**, marks created by online applications such as SmartStamps®, **Printed Postage Impressions** (PPIs) etc). In addition, a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.

**10.2** Postage marks must be applied to the top right hand corner of the envelope or cover of the item unless we specify otherwise. If the item is spherical or without corners the postage mark should be placed above and to the right of the address.

**10.2.1** A postage mark that is damaged or imperfect, has been defaced or has anything written or printed over it becomes void and cannot be used to show that postage has been paid.

**10.2.2** You can use an adhesive postage stamp which has been perforated by means of a punch provided that the perforation holes are smaller than the holes dividing one stamp from another on a sheet of stamps.

**10.2.3** Postage marks can be used only once and then they become void and must not be re-used to pay postage on the same or another item.

**10.2.4** Any postage mark that carries an expiry time and/or date will become void from that time and/or date and cannot be used to show that postage has been paid after that time and/or date.

**10.3** If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels 2014 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)).

**10.4** If you make use of a credit account you must apply a Printed Postage Impression (PPI) in accordance with the PPI Licence, the PPI design notes and any guidelines that we publish on our website ([www.royalmail.com](http://www.royalmail.com)).

## **11. Other requirements relating to the address on the cover of an item**

**11.1** Section 7 set out how to address an item and section 10 set out how payment can be indicated. There are some further things that must be considered with regard to the cover of the item so that we can efficiently convey the item without delay.

**11.2** An item must not have on its cover:

- 11.2.1** anything which obscures the postage mark,
- 11.2.2** anything which is likely, in our opinion, to make it difficult for us to apply a **postmark** to the cover,
- 11.2.3** anything which, in our judgement, is likely to make the postmark illegible,
- 11.2.4** any counterfeit or fake postage mark,
- 11.2.5** any postage mark which we consider may have previously been used to pay postage,
- 11.2.6** signs, words or marks, used without official permission, which could indicate that the item was sent on Her Majesty's Service or was conveyed and delivered by us or
- 11.2.7** any signs, words, images or designs which are offensive, obscene or indecent.

**11.3** An item must not be made up in any way or have anything on its cover which, in our judgement makes it difficult or embarrassing to deliver the item.

**11.4** A postage mark must not be attached to an item using staples, sticky tape, or any other means that we do not approve.

## **12. How to hand over (or post) an item**

**12.1** All items sent using a service provided through this Scheme can be posted in the following ways.

**12.1.1** By handing it to an authorised member of staff at a Royal Mail building (typically a Delivery Office, Enquiry Office or Mail Centre) as long as we consider it feasible to do so.

**12.1.2** By handing it to an authorised member of staff at a Post Office® as long as considered feasible to do so.

**12.1.3** By Business Collection (typically a paid for extra service where we collect the mail from a **business** customer's premises. Business Collections are not covered by this Scheme).

**12.1.4** Or in any other manner which we may approve.

**12.2** In addition the following services:

- First Class,
- Second Class,
- Standard Parcels and
- Articles for the Blind.

can be posted in the following ways:

**12.2.1** by placing it in a post box (typically a red (or very rarely gold) post box on the street) or

12.2.2 by placing it in a **private post box** (typically a post box contained with a shop or other private premises).

12.2.2.1 An item placed in a private post box will be deemed to have been posted when collected by us and not before.

12.3 An item that has had postage paid by a franking machine must be posted in accordance with the Royal Mail Scheme for Franking Letters and Parcels 2014 which is published on our website ([www.royalmail.com](http://www.royalmail.com)).

12.4 Items sent through the First Class, Second Class, Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class services and via the Special Delivery™ service that have been paid for with a credit account must be separated out for posting by:

- (i) class,
- (ii) format (if appropriate to the service) and
- (iii) service.

and presented to us in trays, bags, pouches or other containers supplied by us and also in accordance with any conditions set out in the PPI Licence.

12.5 Articles for the Blind sent by a business must present items separate to but in the same manner (as required by section 12.4 above) and at the same time as any items which are posted using a credit account.

12.6 All items must be posted by the latest acceptance time that we determine and advertise or agree with you (as appropriate to the method of posting). Items posted after that latest acceptance time will be considered to have been posted the following working day.

### 13. How we will treat items that do not meet the requirements set out in this scheme

13.1 Once an item has been posted we may carry out checks on that item.

13.2 Subject to sections 5.4 and 5.8 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, we may decide at our discretion to do one of the following things set out below within a reasonable period of time.

13.2.1 Deliver the item to the address shown by the service requested.

13.2.2 Deliver the item to the address shown by an alternative service that we determine to be appropriate. In these situations the conditions of the service used to convey the item will apply.

13.2.3 Convey the item part of the way and inform the **addressee** that an item can be collected from a specified location (normally a Royal Mail Enquiry Office) by the addressee or their **representative**.

13.2.4 Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.

13.2.5 Return the item to you.

13.2.6 Refuse to accept it.

13.2.7 If none of the above courses of action are possible we may deal with or dispose of the item at our discretion.

In all cases we may not accept any liability for that item. This provision also applies to items which have been found either in a Post Office® branch or on Royal Mail premises and which appears intended for posting.

13.3 In each case set out in section 13.2 we may require the addressee or you to pay an amount (to be fixed by us in order to cover additional costs) before the item is delivered or released for collection.

13.3.1 In the event of underpaid or unpaid postage and/or service fees the amount due may include a surcharge in addition to the underpaid or unpaid postage to cover administrative costs.

13.3.2 Where the amount due is not paid the item may be dealt with or disposed of at our discretion.

13.4 In each case set out in sections 5.4, 5.8 and 13.2.4 to 13.2.7 we may additionally require you or your representative to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.

### 14. Additional marks

14.1 In the course of conveying an item we (or someone authorised by us) may alter the look of the cover of that item. Most usually this is by the addition of a postmark which shows that a stamp has been used and prevents it from being used again. A postmark may also contain an advertising or informative image. We may apply the

postmark in any manner we consider appropriate. It is important to note that we may apply any form of postage mark (an image that denotes payment), impression, image, sticker, label or other device we consider suitable for any other postal purpose we consider appropriate.

14.2 We may also charge you a fee (to be fixed by us from time to time) and published on our website ([www.royalmail.com](http://www.royalmail.com)) for cancelling postage marks with a special postmark including one that incorporates an advertisement, at your request.

### 15. Delivery including undeliverable and re-posted (Return to Sender) items

15.1 Subject to sections 5.4 and 5.8, we will attempt to deliver items that meet the conditions for the relevant service set out in this Scheme.

15.2 Some items require a signature at the point of delivery and some are too large to fit through a letter box. In these situations someone needs to be present at the address to take delivery of the item.

15.2.1 If no one is available we may attempt to deliver the item to a **neighbour**. Please note that we will never attempt to deliver an item to a neighbour if it is a Special Delivery item or it is an item sent using a service provided under this Scheme and is **Social Security post**.<sup>4</sup>

<sup>4</sup> NOTE: Not part of the Scheme. We will not attempt to deliver to a neighbour an international inbound item that requires a signature or any other item that we are contractually not permitted to deliver to a neighbour.

15.2.2 If a neighbour is available to take delivery of the item we will leave the item with that neighbour and leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item is (or items are) being held by a neighbour for them and provide the address details for that neighbour and the date and the time that the item was left with the neighbour.

15.2.3 If an addressee does not want their items to be delivered to a neighbour or does not want to take items for neighbours they can opt out of the Delivery to Neighbour service, free of charge, by registering their wish to opt out in such a way as Royal Mail may reasonably require from time to time.

15.2.4 If a neighbour is not available to take delivery of the item, or the addressee has opted-out and does not want their items to be delivered to a neighbour or to take items for neighbours, we will take the item back to the Delivery Office or an alternative location such as a Post Office® branch. We will leave a card at the address that the item was addressed to.

15.2.5 The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items and will offer the addressee (or their representative) one or more of the following opportunities:

15.2.5.1 to request that the item be redelivered to the same address,

15.2.5.2 to request that the item be redelivered to an alternative local<sup>5</sup> address. Please note that this option is not available with Special Delivery items or any item sent using a service provided under this Scheme and is Social Security post,

<sup>5</sup> Local in this context means an address covered by the Delivery Office to which the item was returned.

15.2.5.3 to collect (after the required period of time stated on the card has elapsed to allow for the item to reach that location and once identification has been provided that we deem to be suitable) the item from the Delivery Office or the alternative location such as a Post Office® branch to which the item was taken back to or

15.2.5.4 to request that the item be sent from the Delivery Office or other location (other than a Post Office® branch) to a Post Office® branch for collection. This service is called Local Collect (Social) and incurs an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

15.3 We may decide not to deliver an item which we consider impracticable or unreasonable to deliver. Such an item is referred to in this Scheme as undeliverable. We may consider an item to be undeliverable if we are of the opinion that:

15.3.1 following a failed first delivery attempt, the addressee has not taken advantage of any of the opportunities set out in 15.2.5 within the advertised holding period,

15.3.2 following a failed first delivery attempt, we are required, by law to return an item immediately to you (e.g. Royal Mail's obligations in relation to Social Security Post),

15.3.3 the address is unsafe or unsecure or if no delivery point has been provided, or if access to the delivery point has been prevented or impeded,

15.3.4 the address to which the item is to be delivered is not permanently occupied,<sup>6</sup>

<sup>6</sup> For instance the landlord boards the property up or it becomes physically impossible to put any more mail through the letterbox or a relative makes contact with us to let us know that mail is no longer required for that address.

15.3.5 the item is not fully and correctly addressed in a manner which includes all the elements of the address (including the full postcode), written clearly on the front or on a label securely attached to the front of the cover (or otherwise in a manner such that the address is clearly visible in its entirety as if it had been written on the front of the cover),

15.3.6 the address is illegible,

15.3.7 the health and safety of any individuals may be put at risk or

15.3.8 for any other reason, we form the opinion that it is impracticable or unreasonable to deliver the item.

15.4 Where an item is undeliverable and:

15.4.1 your name and your address (as long as it is in the United Kingdom, the Channel Islands or the Isle of Man) are legible on the cover, we may return the item to you unopened.

15.4.2 the item was originally paid for by franking machine or by using a credit account and your name and address are (a) not on the cover or (b) they are illegible or (c) your name and address are legible on the cover but the address is outside the United Kingdom, the Channel Islands or the Isle of Man, then the item may be dealt with or disposed of at our discretion.

15.4.3 the item was not originally posted as a franked item and your name and address are (a) not on the cover or (b) they are illegible, then the item may be opened. If your name and address are legible inside, the address is in the United Kingdom, the Channel Islands or Isle of Man, and the item does not consist solely of advertising material, newspapers or magazines, then the item may be returned to you. Otherwise the item may be disposed of at our discretion.

15.5 We will not charge any additional postage or fee for returning an undeliverable item but you or your representative may have to pay any other fees (e.g. surcharges or customs charges) that apply. If any applicable fee is not paid, the item may be dealt with or disposed of at our discretion.

15.6 Return to Sender - We will return an item to you from the delivery address, if the following conditions are all met – i.e. the item:

- was originally posted using a service set out in this Scheme,
- is re-posted by the addressee or any other person for any reason,
- with the original address crossed out,
- with a clear instruction to return the item to you written on the cover,
- with the return address written fully, correctly and legibly on the cover and
- the return address is in the United Kingdom, the Channel Islands or the Isle of Man.

15.7 Forwarding – unofficial redirections – We are not under any obligation to do anything with an item that someone requests to be forwarded to another address other than the return to sender address on the cover. We consider these unpaid for, forwarding requests to be a form of unofficial redirections request. Typically in this situation the original address is crossed out and a written request (e.g. "please forward to") is made on the cover to forward the item to another address. This is normally attempted in order to try to get the item to the addressee who has moved to another address. In these situations the person moving should take out a Redirection service with us or provide pre-paid stationery. If we find an item that someone has requested be forwarded to another address then the item may be dealt with or disposed of at our discretion.

## 16. Complaints handling process

16.1 We aim to provide you with a reliable and consistent service at all times. If, however, you are unhappy with the service we have given you, this section will help you to get in touch with us to discuss your complaint and – if applicable – refer your complaint to an external, independent Ombudsman style service for resolution.

16.2 There are 3 internal stages in our complaints handling process and then the final Ombudsman style stage. Further information and contact details for each stage are available on our website ([www.royalmail.com](http://www.royalmail.com)).

### **Stage 1: Contacting our Customer Services Advisors**

16.2.1 Our Customer Services Advisors will make every effort to investigate and resolve your complaint providing you with an appropriate response. If you are not happy with the reply you can escalate your case to the Escalated Customer Resolution Team.

### **Stage 2: Contacting our Escalated Customer Resolution Team**

16.2.2. Our Escalated Customer Resolution Team is trained in dealing with escalated complaints. They will endeavour to resolve your concerns. However, if after allowing them another chance to deal with your complaint you remain dissatisfied, you can contact the Postal Review Panel.

### **Stage 3: The Postal Review Panel**

16.2.3 The Postal Review Panel will take a fresh and impartial look at your case and provide a final response from us about your complaint.

16.2.4 If you are not satisfied after the Postal Review Panel has provided you with a final response then your case will be considered 'deadlocked'. Customer complaints in deadlock can be referred to the external, independent Ombudsman style service.

### **Stage 4: The Postal Redress Service – an external, independent Ombudsman style service**

16.2.5 If you remain dissatisfied with the response you have received after contacting the Postal Review Panel and you have received a deadlock letter, you may be able to escalate your complaint to the independent Ombudsman style scheme, the Postal Redress Service (POSTRS).

16.2.6 POSTRS's role is to resolve disputes between regulated postal operators (such as us) and their customers. POSTRS provide a free service and we are bound by their findings.

16.2.7 Depending on the nature of the specific complaint, POSTRS may be available. A list of products within the POSTRS scheme can be found on our website ([www.royalmail.com](http://www.royalmail.com)). Generally, the service is available to you if:

- We have not been able to settle your complaint within the 90 day timescales set out by Royal Mail Customer Services.
- You have been referred to the scheme through your 'deadlock' letter.
- We have not followed our own complaints procedure in handling your complaint.

16.2.8 For further information please refer to POSTRS's website [www.postrs.org.uk](http://www.postrs.org.uk).

## **17. Compensation – what we are liable for**

17.1 The vast majority of items arrive safely on time. But, in a tiny fraction of cases items may be lost, damaged or delayed. In these situations we may refund postage and/or service fee and award compensation. Where we do not do what we were paid to do (e.g. gain a signature) a refund of the fee paid for that service may be payable by us. This section provides details as to:

- what items qualify for refunds and compensation,
- what compensation is available and
- how and when claims need to be made.

17.2 We will accept liability, may refund postage and/or service fees and may pay compensation for the **loss** of, **damage** to, **part loss** of or delay of an item posted under this Scheme, unless that item:

17.2.1 is considered by us to be undeliverable (as set out in section 15.3 above),

17.2.2 is one that has been successfully delivered but subsequently made the subject of a Return to Sender request (as set out in section 15.6 above),

17.2.3 is considered by us to be subject to a forwarding or unofficial redirection request (as set out in section 15.7 above),

17.2.4 has not fully meet all of the conditions set out in this Scheme (as mentioned in sections 5.3, 5.7 and 13.2),

17.2.5 is considered by us to indicate that insufficient (or no) postage and/or service fee has been paid for the service requested (also as mentioned in section 13.2 above),

17.2.6 is one which we have dealt with or disposed of at our discretion as mentioned under any section of this Scheme,

17.2.7 is one that contained prohibited items (as set out in section 5.3 above),

17.2.8 is one that contains restricted items and the requirements for the acceptance of those items have not been met (as set out in section 5.7 above),

17.2.9 is one that is being sent by post in contravention of section 85 of the Postal Services Act 2000 (as amended), which essentially means any item that may damage another item or injure anyone handling that item. Also an item that contains or shows on its cover an indecent or obscene image,



17.2.10 is subject to circumstances where the event leading to the claim was caused by situations outside our control including exceptionally severe weather conditions, acts of terrorism and vandalism and acts of third parties with whom we have no contractual relationship,

17.2.11 is one where the loss, damage or delay is due to a latent or inherent defect or natural deterioration,

17.2.12 is one that we do not believe has suffered damage or delay solely as a result of its transmission through the post. In particular where the cover does not appear to us to have suffered damage consistent with the damage caused to the contents of that item,

17.2.13 is one where the damage was pre-existing, that is, where the item was already damaged when it was posted, or

17.2.14 is one which has been re-directed to an address in the Channel Islands or the Isle of Man.

17.3 For clarity, where an item falls into one of the categories listed in sections 17.2.1 to 17.2.14 then we will not accept liability, will not refund postage and/or service fees or pay compensation for the loss of, damage to or delay of that item.

17.4 In addition to section 17.3 we will only accept liability, may refund postage and/or service fees and may pay compensation where the loss, damage or delay is due to any wrongful act done, or any neglect or default committed by a member of staff or agent of Royal Mail while performing or purporting to perform his functions as such in relation to the receipt, conveyance, delivery or other dealing with the item.

17.5 In addition to sections 17.3 and 17.4 we do not accept liability, will not refund postage and/or service fees or pay compensation for loss, damage or delay to an item where the loss, damage or delay is caused by your own act or omission in the course of either preparing to post or actually posting the item.

17.6 For the avoidance of doubt we will not accept liability, will not refund postage and/or service fees or pay compensation for loss, damage or delay to an item where the item was posted with, or handled by another postal operator or third party (other than a neighbour who has taken in an item under the delivery to neighbour arrangements mentioned in section 15.2 in which case the same compensation arrangements apply as they do for any item that was successfully delivered first time).

#### **What determines compensation payable**

17.7 The amount of compensation that is payable depends on a number of factors including:

- The service used,
- The nature of compensation being sought (that is, is it for loss, damage or delay?),
- The evidence that can be provided and
- The value of the item

17.7.1 Compensation is only available for items sent using the following services:

- First Class,
- Second Class,
- Royal Mail Signed For 1st Class,
- Royal Mail Signed For 2nd Class,
- Special Delivery, and
- Articles for the Blind

17.7.2 In addition to the information contained in this Scheme we publish a policy for each type of compensation which can be found through the following links. These policies may be updated from time to time and the latest versions will always be published on our website ([www.royalmail.com](http://www.royalmail.com)).

Royal Mail's retail compensation policy for loss

Royal Mail's retail compensation policy for damage

Royal Mail's retail compensation policy for delay

#### **Claims and evidence**

17.7.3 We will only consider a claim for loss, damage or delay compensation where the minimum **basic evidence** is available and provided. Where only basic evidence is provided and the item is one which we accept liability for or has no intrinsic value we will refund the postage paid or issue six 1st class stamps<sup>7</sup> whichever is the higher in value for loss or damage (or part loss).

<sup>7</sup> Valid for a Letter format item weighing up to 100g

17.7.4 To claim loss or damage compensation for the intrinsic value of the item **additional evidence** is required as well as the basic evidence. Details regarding what additional evidence is made up of are set out in 17.7.5 below.

Basic evidence is made up of all of the following:

17.7.4.1 the names and addresses of you, the addressee and, if different, the claimant,

17.7.4.2 the name of the service used,

17.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression, Smartstamp®. If the value of the postage paid is greater than the value of six 1<sup>st</sup> class, letter format, stamps (at the first weight step) then evidence of postage paid should be provided which could be product documentation, a certificate of posting or a receipt,

17.7.4.4 the place of posting,

17.7.4.5 the date of posting,

17.7.4.6 the basis for asserting the posting details and product used (such as date of postmark or certificate of posting (if available). For Special Delivery, Royal Mail Signed For 1<sup>st</sup> Class, Royal Mail Signed For 2nd Class and Standard Parcels, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt),

17.7.4.7 a detailed description of the contents,

17.7.4.8 in addition, for damage (or part loss) and delay claims the date of delivery, and

17.7.4.9 in addition, for damage (or part loss) claims a description of the packaging and condition of the mail item itself.

17.7.5 As mentioned in section 17.7.4 above in order to claim loss or damage compensation for the **actual loss** of the item additional evidence is required.

Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For Special Delivery it is the lower of market value or £500 (or £1,000 or £2,500 if enhanced compensation has been purchased).

For Royal Mail Signed For 1st Class and Royal Mail Signed for 2<sup>nd</sup> Class it is the lower of the market value or £50.

For items sent by the Articles for the Blind service it is the lower of the market value or £46

For all other services listed in section 17.7.1 it is the lower of market value or £20.

Details are summarised in Tables 1 & 2 below section 17.7.7 of this Scheme.

17.7.5.1 Additional evidence is made up of evidence of posting and evidence of value.

17.7.5.1.1 Evidence of posting can be:

- Any original Certificate of Posting (provided automatically for Royal Mail Signed for 1st Class, Royal Mail Signed For 2nd Class items and Special Delivery and available on request and free of charge at Post Office® branches for other items),
- Original Smartstamp® or on-line postage certificate of posting validated at a Post Office® branch,
- Or for damage (or part loss) claims the item with cover and packaging, showing the postage paid as well as the original Certificate of Posting if provided as part of the service purchased (i.e. Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Special Delivery).

17.7.5.1.2 Evidence of value can be:

- Original receipts,
- Bank or credit card statements,
- PayPal records,
- Invoices,
- Manufacturing costs,
- Auctioneers valuations,
- Repair quotations etc.

This list is not exhaustive. It is provided for illustrative purposes. All evidence of value must be originals and not copies. You are advised to make copies before sending us originals.

17.7.5.1.3 In addition to information set out in 17.7.5.1.1 - 2 for eBay claims you must also include the following:

- item sale page and PayPal or bank/credit card statement and
- eBay item number.

17.7.6 Please note that all of the packaging and contents of damaged items or items subject to part loss must be retained as we may need to inspect them. If they are not retained then compensation may not be paid.

17.7.7 We may at any time request additional documentation and/or information from the claimant, sender or recipient to protect against unwarranted or duplicate claims. This includes, but is not limited to, a declaration of non-receipt (or proof of non receipt in appropriate cases).



**Table 1 - Refunds and compensation available for loss, damage & part loss for items conveyed using First Class & Second Class**

	<b>Loss</b>	<b>Damage and Part Loss</b>
Item has no intrinsic value	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step.
Item has intrinsic value (with basic evidence only)	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step
Item has intrinsic value (with additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.

**Table 2 - Refunds and compensation available for loss, damage & part loss for items conveyed using Royal Mail Signed for 1st Class and Royal Mail Signed for 2nd Class**

	<b>Loss</b>	<b>Damage and Part Loss</b>
Item has no intrinsic value	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step.
Item has intrinsic value (with basic evidence only)	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step
Item has intrinsic value (with additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50.	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50.

**Table 3 - Refunds and compensation available for loss, damage & part loss for items conveyed using Articles for the Blind service**

	<b>Loss</b>	<b>Damage and Part Loss</b>
Item has no intrinsic value	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step.
Item has intrinsic value (with basic evidence only)	Postage refund (a minimum 6 x First Class letter format stamps at their basic weight step.)	6 x First Class letter format stamps at their basic weight step
Item has intrinsic value (with additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £46.	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £46.

**Table 4 - Refunds and compensation available for delay for First Class, Second Class, Royal Mail Signed for 1st Class and Royal Mail Signed for 2nd Class, Articles for the Blind and Special Delivery**

<b>Delay</b>	<b>Compensation payable</b>
First Class, Second Class, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Articles for the Blind	6 x First Class letter format stamps at their basic weight step.
Special Delivery	A refund of your Special Delivery postage if your item arrives later than the due time of delivery.

**Delay****Compensation payable**

Compensation of £5 if the item is delivered more than 24 hours (Mon-Fri) after the guaranteed time. Or £10 if delivered 7 or more working days (Mon-Fri) after the guaranteed time. Additional evidence of posting is required

**Making a claim**

17.8 This section sets out some details for making a compensation claim. The full process for making a claim is set out on our website ([www.royalmail.com](http://www.royalmail.com)). We may reject claims that do not follow that process.

17.8.1 Claims should be made by you or the intended recipient of the item. However we will only make a payment once in respect of any item.

17.8.1.1 If you and the intended recipient both make a claim for the same item, then only you will have a right to compensation, unless a compensation payment has already been made to the recipient, in which case you will have no right to compensation.

17.8.2 Any loss, damage (or part loss) and delay claims must be made as soon as possible after the incident to help us investigate. Claims must be made by the deadlines set out below.

17.8.2.1 Please note that loss claims can only be made if the item has not been delivered (or had delivery attempted) 10 or more working days after the **due date** (5 working days for Special Delivery™ items).

17.8.2.2 All loss and damage (or part loss) claims must be made within 80 calendar days of the date of posting for all services covered by this Scheme.

17.8.2.3 Claims for delay relating to items posted using any of the First Class, Second Class, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class or Articles for the Blind services will only be considered valid by us if the item has not been delivered or no attempt has been made to deliver the item within 3 working days of the due date. An extra working day is added if items are posted during the **Christmas and New Year period**. If an item has been redirected using our Redirection™ service then the period is 6 working days instead of 3; during the Christmas & New Year period this is extended to 8 days.

**Table 5 – Due date and qualifying days to be used for determining when an item may be considered delayed outside of the Christmas and New Year period**

<b>Service</b>	<b>Due date</b>	<b>Delay if delivered</b>
First Class, Royal Mail Signed For 1st Class & Articles for the Blind	Next working day after posting	3 or more working days after due date.
Second Class, Royal Mail Signed For 2nd Class	3 working days after posting	6 or more working days after due date if redirected item.

17.8.2.4 Claims for delay relating to items sent using the Special Delivery service will only be considered valid by us if the item has not been delivered or no attempt has been made to deliver the item within 24 hours of the due date. This applies all year round. If an item sent using the Special Delivery service arrives 7 or more working days after the due date then we will make a payment for substantial delay in addition to a postage refund. Special Delivery™ items which have been redirected by our Redirection™ service are not eligible for delay compensation.

17.8.2.5 All delay claims must be made within 3 months of posting by you and within one month of delivery (or attempted delivery) by the addressee. We will not accept any liability or responsibility for claims made after this time periods. Please note that any claims for refunds relating to Special Delivery on the basis that the item sent using that service did not arrive by the specified time must be made within 14 days of posting.

17.8.2.6 In respect of claims for the loss and delay of items conveyed to addresses which have been exempted from a daily delivery obligation by our regulator, Ofcom, the assessment of lateness in paragraph 17.8.2.1 and the assessment of when an item is considered delayed in paragraph 17.8.2.3 and 17.8.2.4 shall apply on a case by case basis.

17.8.3 All claims should be made using the correct claim form which is available to download from our website ([www.royalmail.com](http://www.royalmail.com)) and can be collected from Post Office® branches. By using the correct claim form we can process your claim as quickly and effectively as possible. Alternatively, claims may be submitted online via our website ([www.royalmail.com](http://www.royalmail.com)).

17.8.4 The claim form needs to be completed as fully as possible: hard-copy claims form should be signed and dated by the claimant before being sent to us and all mandatory fields within the online claim form must be completed. Remember that in order to claim loss or damage compensation for actual loss of the item some additional evidence is required and should be sent in with the claim form. Where evidence is submitted online, we reserve the right to request the originals of such documents in line with section 17.7 of this Scheme.

17.8.4.1 If additional evidence cannot be provided then only a postage refund or stamps can be considered.

17.9 No compensation or other payment will be paid by us for loss or damage claims unless the claim is made within 80 days of the date of posting and unless the claim is made in full compliance with the requirements of this Scheme.

17.10 No compensation or other payment will be paid by us for delay claims unless the claim is made within 3 months of posting by the sender or 1 month of receipt by the recipient and unless the claim is made in full compliance with the requirements of this Scheme.

#### 18. Additional terms & conditions for some services

18.1 The terms and conditions set out in sections 5 to 17 apply to all items. These are referred to in this Scheme as the **common terms**. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the **specific terms** in this Scheme and are contained in the sections below. There is a section each for:

- Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Proof of Delivery (section 19),
- Special Delivery (section 20),
- Articles for the Blind (section 21),
- Petitions and Addresses to the Sovereign (section 22),
- Petitions to Parliament & Assemblies (section 23),
- Poste Restante (section 24) and
- Items sent between the United Kingdom and the Channel Islands and the Isle of Man (section 25).

18.2 When using a service listed in section 18.1, the specific terms must be complied with in addition to the common terms. Where the specific terms conflict with the common terms, the specific terms should be followed as they take priority over the common terms.

18.3 In addition to the common & specific terms contained within this Scheme, other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters And Parcels 2014 and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)). Also, customers who make use of a credit account must abide by the PPI Licence, the PPI design notes and any guidelines that we publish on our website. Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by us and all may be updated from time to time.

#### 19. Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Proof of Delivery

19.1 Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class are services which can be bought on their own. Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class items will only be delivered to an addressee or their representative once a signature or similar proof of delivery has been gained. Please note that Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class are not tracked services; they simply provide a way of gaining the service called Proof of Delivery.

19.2 Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class should not be confused with Special Delivery which is highly secure, fully tracked and offers next day delivery, a money back guarantee and is to be used for valuables.

19.3 You must apply (or must ensure someone else applies) a fully completed Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class label securely to the cover of the item for which Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class has been purchased in a manner and position specified by us.

19.4 Upon delivery of an item with Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class added the addressee or their representative must sign (or otherwise provide some form of proof of delivery as we may specify). Where such a signature or proof of delivery is refused to be provided to us then the item may be dealt with or disposed of as we consider appropriate. Please note that the representative could be someone else at the delivery address or a neighbour.

19.5 You may request that our Customer Services provide you with a copy of the signature of the recipient of the Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class item that was obtained when it was successfully delivered. This service is called Proof of Delivery and we may charge you an administration fee the value of which can be found on our website ([www.royalmail.com](http://www.royalmail.com)). This service is available up to 3 months after the date that the item was posted. If we are unable to provide a copy of the signature or proof of delivery (and cannot show that this was due to a refusal to provide one upon delivery) then we will refund an amount equal to the difference between the Royal Mail 1st Class Service fee and the Royal Mail Signed For 1st Class Service fee or Royal Mail 2nd Class Service fee and Royal Mail Signed for 2nd Class Service fee, depending on the service purchased.

19.6 You may also obtain proof that the Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class item was successfully delivered free of charge from our website ([www.royalmail.com](http://www.royalmail.com)) up to 12 months after the item was posted. Please note that we will only refund an amount equal to the difference between the Royal Mail 1st Class Service fee and the Royal Mail Signed For 1st Class Service fee or Royal Mail 2nd Class Service fee and Royal Mail Signed for 2nd Class Service fee, depending on the service purchased, if a claim is made within 3 months of the item being posted.

#### 20. Special Delivery™

20.1 Special Delivery<sup>8</sup> is a service that can be bought on its own. It offers next day delivery by 1pm to most of the UK with online tracking and proof of delivery. We will attempt to deliver a Special Delivery item by 1pm the next working day after it has been posted. If we do not succeed in attempting to deliver by this time we will refund your postage (see below). Please note that some destinations, redirected items and addresses where no one is available to accept the item are exempt from this money back guarantee. Please also note that we may suspend the money back guarantee from time to time for exceptional reasons (e.g. extreme weather). More information including an up to date list of UK destinations that aren't covered by the 1pm guarantee can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

<sup>8</sup> Royal Mail also offers Special Delivery™ 9:00am. This service is offered under contract rather than through this Scheme. Details can be found on our website ([www.royalmail.com](http://www.royalmail.com))

20.2 Special Delivery also offers a Saturday Guarantee add on for items posted on a Friday and the ability to purchase cover for Consequential Loss. Both are discussed further in sections below. The Special Delivery item will only be delivered to the delivery address once a signature or similar proof of delivery has been gained. Special Delivery is our only service with tracking that is offered under this Scheme. Royal Mail Signed For 1st Class and Royal Mail Signed For 2nd Class do not offer tracking; they simply provide a way of gaining proof that an item has been accepted at a Post Office® branch and delivered.

20.3 You must apply (or must ensure someone else applies) a fully completed Special Delivery label securely to the cover of a Special Delivery item in a manner and position specified by us.

20.4 Upon delivery of a Special Delivery item the addressee (or their representative) must sign their name (or otherwise provide some form of proof of delivery as we may specify). Please note that the person who signs for the item may not be the addressee; it could be anyone at the delivery address. Where such a signature or proof of delivery is not provided to us then the item may be dealt with or disposed of as we consider appropriate.

20.5 You may request that our Customer Services provide you with a copy of the signature of the recipient of the Special Delivery item that was obtained when it was successfully delivered. This service is called Proof of Delivery. This service is available up to 3 months after the date that the item was posted. If we are unable to provide a copy of the signature or proof of delivery (and cannot show that this was due to a refusal to provide one upon delivery) then we will refund the postage paid.

20.6 You may also obtain proof that a Special Delivery item was successfully delivered free of charge from our website up to 12 months after the item was posted. Please note that where we fail to give you Proof of Delivery we will only refund postage if a claim is made within 3 months of the Special Delivery item being posted.

20.7 Special Delivery items posted on a Friday are due for delivery the following Monday<sup>9</sup> (or next working day following a Bank Holiday). Saturday Guarantee can be purchased for an additional service fee at a Post Office® branch if delivery on the Saturday rather than the Monday is required. The exemptions and suspensions previously mentioned in 20.1 still apply;<sup>10</sup> information can be found in on the Special Delivery website ([www.royalmail.com](http://www.royalmail.com)).

<sup>9</sup> Please note that we may, on occasion, deliver items on a Saturday if it is operationally convenient for us to do so.

<sup>10</sup> In addition we will not deliver items to an address if a person at that address has requested for items not to be delivered on a Saturday under a retention arrangement with their local Delivery Office.

20.8 As mentioned in section 17.7.5 Special Delivery comes with compensation of up to the lower of market value or £500 for loss or damage (or part loss). The purchase of enhanced compensation for an appropriate additional service fee increases the maximum limit up to £1,000 or £2,500. These limits do not include cover for consequential loss. Consequential loss is the loss that occurs from failure of the Special Delivery service beyond the loss or delay of or damage to an item. For instance the loss of some legal contractual documents may lead to additional financial loss. Our Consequential Loss service is an add on service that will provide additional compensation if things go wrong. It is available for an additional service fee from a Post Office® branch. It is not available for items being sent to the Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

20.8.1 Claims for consequential loss must be made within 14 days of the day the item was posted.

20.8.2 Claims for consequential loss can only be made by you, as the sender of the item, for the loss you have incurred which is over & above and wholly distinct from the actual value of the contents of the Special Delivery item.

20.9 If we find an item which has not met the conditions laid out in this Scheme for a Special Delivery item but which either

- has 'Special Delivery' written on it, or anything which suggests that the item is intended to be sent via Special Delivery or
- is found to contain valuables,

then we will treat it as a Special Delivery item.

20.9.1 In either case, if the item is treated as a Special Delivery item, you or the addressee will be charged the appropriate postage for that service. If the fee is not paid the item may be dealt with or disposed of at our discretion.

## 21. Articles for the Blind

21.1 Articles for the Blind is a free of charge, next day service for the conveyance of items that contain particular items that are of use to blind people.

21.2 In this Scheme **blind people** and **the blind** means

21.2.1 persons registered as blind under the provisions of the National Assistance Act 1948 or

21.2.2 persons whose standard of close-up vision, with spectacles, is N12 or less.

21.3 Articles for the Blind can be used to convey items to or from blind people that contain any of the following items:

21.3.1 books, papers and letters which are specifically prepared for use by blind people. Standard or large print items may only be sent using the Articles for the Blind service if, in our reasonable opinion, they fall within this definition and the font size is at least 16 points in size,

21.3.2 papers sent to anyone to be specially prepared or impressed so that blind people can use them,

21.3.3 relief maps,

21.3.4 machines, frames and attachments for making impressions for blind people to use,

21.3.5 writing frames and attachments,

21.3.6 Braille instruction manuals or

21.3.7 any other item that we determine to be allowable as listed on our website

21.4 Articles for the Blind can be also used to convey items between blind people and specific organisations or institutions (which are pre-approved by us) that cater for blind people that contain any of the following items:

21.4.1 games (including card games),

21.4.2 mathematical appliances and attachments,

21.4.3 'talking books' and 'talking newspapers', which are recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications,

21.4.4 equipment used to play talking books and newspapers,

21.4.5 metal plates impressed or sent for impressing for use by blind people,

21.4.6 supplies of covers, envelopes and labels for sending articles for use by blind people,

21.4.7 watches, clocks, timers, tools and measuring equipment designed for blind people to use,

21.4.8 walking sticks adapted for blind people,

21.4.9 harnesses for guide dogs,

21.4.10 computer disks and CDs which have been prepared for blind people and do not contain information which can be read without specially prepared encryption software or

21.4.11 any other item that we determine to be allowable as listed on our website ([www.royalmail.com](http://www.royalmail.com))

21.5 Any item must meet all the conditions set out below and we may open and inspect each item to ensure it meets the conditions set out below:

21.5.1 It must weigh less than 7 kilograms.

21.5.2 It must clearly show the words 'ARTICLES FOR THE BLIND' on the front of the cover along with your name and address somewhere on the cover where it can't be confused with the destination address (preferably on the back of the item). If sent through a Post Office® branch a label must also be applied which is known as a P4558.

21.5.3 It must be left un-sealed so the contents can be checked to make sure they are permissible as listed in 22.3 or 22.4. Alternatively they can be sealed in a manner that we can open and then re-seal. Alternatively we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible.

21.5.4 It must not contain any item or personal message which is not listed in 22.2 or 22.3, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in 22.3 or 22.4. Please note that we may open and inspect items that are sent using the Articles for the Blind to ensure the service is not being abused.

21.5.5 It must be addressed to a named recipient. This can be the name of an individual or an organisation that provides services specifically for blind people. Where addressed to an individual that individual must be a blind person. It is not permissible to send an item using Articles for the Blind if it is addressed to 'The Occupier' or Dear Customer'.

21.5.6 It must not contain any advertising literature.

21.6 If we find an item that has been posted with us as an Articles for the Blind item but which does not meet the requirements set out in these specific terms then we may convey it using a different service and we will charge you or the recipient the appropriate postage for that service along with a surcharge to cover our costs. If the postage and surcharge is not paid then we will deal with the item as we determine.

21.7 More information is available on our website ([www.royalmail.com](http://www.royalmail.com)).

## 22. Petitions and Addresses to the Sovereign

22.1 Special arrangements exist for the delivery of a petition or an address to the **Sovereign**, Her Majesty the Queen.

22.1.1 For the purposes of section 22.1 an **address** to the Sovereign is a formal signed written representation or appeal in respect of any concern or grievance for which there is no other constitutional remedy readily available.

22.1.2 For the purposes of section 22.1 a **petition** is a signed document intended to be presented to the Sovereign asking for action to be taken on a particular issue.

22.2 Petitions and Addresses to the Sovereign are free of charge as long as the special conditions set out below are all met:

22.2.1 it is a signed original and not a copy,

22.2.2 it is within the size limits set out in 6.3,

22.2.3 it does not weigh more than 2 kilograms,

22.2.4 it is packed so the contents can easily be inspected,

22.2.5 it clearly has 'ADDRESS TO HM THE QUEEN' or 'PETITION TO HM THE QUEEN' marked on the cover and

22.2.6 it does not contain any other item

22.2.7 We will not accept any item for free delivery using Petitions and Addresses to the Sovereign unless we consider it complies with these conditions or if we do not consider the contents to be a genuine address or petition.

## 23. Petitions to Parliaments and Assemblies



23.1 Special arrangements exist for the delivery of a petition to a member of either House of Parliament (that is, the House of Commons or the House of Lords), the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly.

23.1.1 For the purposes of section 23.1 a petition is a signed document intended to be presented to a current member of either House of Parliament, the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly asking for action to be taken on a particular issue.

23.2 We will deliver a petition to either House of Parliament, the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly free of charge as long as the special conditions set out below are all met:

23.2.1 it is a signed original and not a copy,

23.2.2 it is within the size limits set out in 6.3,

23.2.3 it does not weigh more than 2 kilograms,

23.2.4 is packed so the contents can easily be inspected,

23.2.5 it clearly has 'PETITION TO THE HOUSE OF COMMONS', 'PETITION TO THE HOUSE OF LORDS', 'PETITION TO THE SCOTTISH PARLIAMENT', 'PETITION TO THE NATIONAL ASSEMBLY FOR WALES' or 'PETITION TO THE NORTHERN IRELAND ASSEMBLY' marked on the cover,

23.2.6 it is marked for the attention of a current member of parliament, the assembly or parliamentary Lord and

23.2.7 it does not contain any other item.

23.3 We will not accept any item for free delivery using Petitions to Parliament and Assemblies unless we consider it complies with these conditions or if we do not consider the contents to be a genuine Petition

#### **24. Poste Restante**

24.1 Poste Restante is a service that allows an item to be addressed to a person at a Post Office® branch where that person may, without being charged, collect that item during normal opening hours.

24.1.1 For the purposes of section 24.1 a person is a traveller with no fixed abode in the local area or any other person or class of person that we decide and publicise on our website. It is not available to businesses including sole traders.

24.2 The words 'POSTE RESTANTE - TO BE CALLED FOR' must be clearly marked on the cover of the item along with the full and correct surname of the addressee of the item.

24.3 The Post Office® branch staff may refuse to hand over a Poste Restante item if they are not satisfied as to the identity of the person collecting the item.

24.4 Post Office® branches will hold an item posted within the United Kingdom, the Channel Islands or the Isle of Man. They will hold an item for two weeks if posted within the United Kingdom, for one month if posted overseas and for two months if addressed to a branch at a sea port if you are arriving by ship.

24.4.1 items that are not collected within the time period set out in 24.4 will be treated as if they were undeliverable (see section 15)

24.5 Please note that not all Post Offices® branches are capable of providing the Poste Restante service for operational or other reasons. The Post Office® Customer Service team can help set up this service. Their details are on their website ([www.postoffice.co.uk](http://www.postoffice.co.uk)).

24.6 We or the Post Office® will not provide the Poste Restante service where there is reason to believe that you or the addressee is mis-using the Poste Restante service; for example where the addressee already has a permanent residential or business address in the area or where the addressee's name is abbreviated or in our reasonable opinion we believe it to be false.

#### **25. Items sent between the United Kingdom and the Channel Islands or the Isle of Man**

25.1 This section of this Scheme applies to an item posted in the United Kingdom for delivery to an address in the Channel Islands or the Isle of Man (referred to in this part of this Scheme as '**outgoing items**') and to an item posted in the Channel Islands or Isle of Man for delivery to an address in the United Kingdom (referred to in this part of this Scheme as '**incoming items**').

25.2 All incoming items are subject to HM Customs and Excise regulations. We may charge a handling fee for ensuring that an item passes through the proper HM Customs and Excise checks. In addition HM Customs and Excise may charge an import duty (customs charge). This handling fee and duty must be paid by the recipient on delivery. If the fee and/or duty are not paid we will deal with the item at our discretion. The fee we charge is published from time to time on our website ([www.royalmail.com](http://www.royalmail.com)).

25.3 Section 17 ('Compensation – what we are liable for') of this Scheme does not apply to incoming or outgoing items except as expressly provided for in this section.

25.4 We may pay compensation for loss of or damage to (or part loss of) an incoming or outgoing item as set out in section 17 if the following criteria are all met:

25.4.1 we would have paid compensation if the item had been an item posted in and for delivery in the United Kingdom,

25.4.2 we are satisfied that the item was lost or damaged whilst in our custody and

25.4.3 we are satisfied that no compensation has been or will be paid in respect of that item by the postal administration of the Channel Islands or the Isle of Man.

#### **26. Sanctions Laws**

26.1 You must make sure that any items you wish us to handle and deliver are not prohibited under applicable sanctions laws, for example because of their contents, their intended recipient or the country to or from which they are to be sent. Information about sanctions can be found on our website at [www.royalmail.com/international-sanctions](http://www.royalmail.com/international-sanctions) (or any replacement URL). Further information on trade controls and economic sanctions can be found on the UK Government's web pages at <https://www.gov.uk/overview-of-export-control-legislation> and <https://www.gov.uk/sanctions-embargoes-and-restrictions>.

26.2 If your items need a licence under applicable sanctions laws it is your responsibility to obtain it and (if we ask for it) you must provide us with acceptable evidence that you have it.

26.3 If we have reasonable suspicion that, because of its contents, an item does not comply with sanctions laws we may open that item or delay processing and delivery.

26.4 If you post an item which does not comply with sanctions laws we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you, your intended recipient and/or, to the extent not prohibited by applicable law, any third party), including destroying or otherwise disposing of such item in whole or in part, or returning the relevant item to you. We are entitled to charge you:

- the cost of disposal and/or destruction;
- the standard postage price;
- all other costs reasonably incurred by us; and/or
- for any losses or damage we suffer or liability we incur as a result of you not complying with sanctions laws.

26.5 We will bear no responsibility in the event that you or your agents send an item with the wrong licence required under sanctions laws.

#### **Annex A - Definitions used in this Scheme**

A1 The Interpretation Act 1978 applies for the interpretation of this Scheme and for this purpose this Scheme is to be treated as if it were an Act of Parliament.

A2 In this Scheme, the following words and terms have the following meanings:

##### **Actual Loss**

(a) Where an item is lost or damaged beyond repair then it is the amount it cost the customer to acquire, purchase or manufacture the item subject to adjustment to take account of condition, age and depreciation.

(b) Where an item is damaged it is the cost of repair. No additional payment will be made for the reduced value of the repaired item.

##### **Address**

means for any premises the address, including the postcode, maintained by us from time to time as corresponding to those premises in the Postcode Address File

##### **Addressee**

The person to whom an item is addressed.

##### **Antiques**

Items that are at least one hundred years old.

##### **Business**

Any entity engaged in commercial or economic activity, whether for profit or not, and irrespective of legal form.

##### **Channel Islands**

The islands called Guernsey, Jersey, Herm and Sark.

##### **Christmas and New Year period**

The period commencing on the first Monday in December in any year and ending at the start of the first working day following the New Year public holiday(s)

##### **Cover**



Any Cover, envelope, or other packaging used to contain the contents of an item. In the case of a postcard or other card, any reference to a Cover shall be construed as a reference to an outside face of the card.

#### **Damage**

If something in an item of mail has suffered a degree of harm that reasonably impairs the material function or contents of the item.

#### **Due date**

Means:

(a) for First Class, Royal Mail Signed For 1st Class and Special Delivery, the next working day following the date of posting;

(b) for Second Class and Royal Mail Signed For 2nd Class services the third working day following the date of posting.

#### **Franking Mark**

Any mark or impression printed or otherwise made by a franking machine indicating the date and place of posting, the postage and fees paid or payable, the identity of the franking machine used and any other numbers, words, characters, symbols or marks be required by us.

#### **Intrinsic Value**

When used in relation to the content of an item means that it has an inherent monetary value relating to its essential nature.

#### **Item**

means any letter, postcard, reply postcard, newspaper, printed packet, sample packet or parcel and every packet or other article transmissible by post.

#### **Loss**

An item shall be deemed to be lost, (unless there is evidence to the contrary to demonstrate that it has not been lost) if it has not been delivered by us by the end of the tenth working day after its due date, or the fifth working day after its due date for Special Delivery.

#### **Neighbour**

For the purposes of delivering items, an appropriate person chosen at the discretion of the delivery officer on the basis of local knowledge and official guidance, who lives within close proximity of the address on the item. They may be a next-door neighbour or someone who lives sufficiently close by.

#### **Market Value**

means what a willing buyer would pay a willing seller, both in a free market, for an item. When assessing the market value of an item, the value of any message or information it contains, or bears or refers to must be ignored. Market value is one of two caps upon the amount of compensation payable.

#### **Part Loss**

Where a letter is received and some or part of the content is missing.

#### **Post, Posted**

An item is posted if it has been entrusted to us for transmission by post in accordance with one of the approved methods set out in section 12 of this Scheme and related words shall be construed accordingly.

#### **Postage**

The amount of money charged by us for delivery of an item.

#### **Postage Mark**

A collective term for a mark or impression (to include a Franking Mark, a Printed Postage Impression (PPI), any Postage paid symbol, pre-printed stationery and SmartStamp®) authorised for use by us to indicate payment of postage and/or service fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage mark may be non-adhesive (when it is embossed, impressed or printed on a cover) as we may from time to time permit.

#### **Postmark**

Any indicator, image or impression applied by us to a cover or envelope, to cancel a postage stamp or postage label, to indicate that we are the delivery agent of the item or for any other postal purpose approved and authorised by us.

#### **Printed Postage Impression (PPI)**

A Postage mark indicating postage is payable to us and printed under a Licence from us.

#### **Private Post Box**

Any post box owned and maintained by a person other than ourselves which has been authorised for use as a post box by either Post Office Limited or ourselves for the posting of items which are intended to be carried by us.

#### **Postage Stamp**

means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit.

#### **Postage Label, Service fee Label**

means a label, authorised for use by us to indicate payment of postage and/or service fees on an item. or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage label may be adhesive in order for it to be affixed to a cover as we may from time to time permit.

#### **Representative**

means a person who acts legitimately, with or without express permission, on behalf of the addressee.

#### **Service fee**

The amount of money charged by us for providing a service in connection with an item.

#### **SmartStamp®**

A postage mark used by customers posting items with the SmartStamp® indicia having entered into the relevant SmartStamp® terms and conditions.

#### **Small Parcel Box**

A 15cm3 specifically designed mailing box with the "Royal Mail Delivered By" symbol on it as well as reference to "Small Parcel Box". Customers sending items with a height greater than 8cm weighing no more than 2kg must use one of these boxes to take advantage of the Small Parcel price.

#### **Social Security post**

Social security post means items whose contents relate to any benefit, contributions or national insurance number or to any other matter relating to social security. Social security post is further defined in Section 182A of the Social Security Administration Act 1992 and Section 158A of the Social Security Administration (Northern Ireland) Act 1992.

#### **Sovereign**

The reigning Monarch of the United Kingdom.

#### **Valuables (money and jewellery)**

Any item that is:

- i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- ii) ingots;
- iii) diamonds and precious stones;
- iv) watches the cases of which are made wholly or mainly of precious metal; and
- v) articles similar to any of those referred to in i) - iii) above with an **intrinsic value**.
- v) Coins & Bank notes of any currency that are legal tender at the time of posting;
- vi) Postal Orders, cheques and dividend warrants uncrossed and payable to bearer;
- vii) Unused postage and revenue stamps and National Insurance stamps; Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and
- viii) Coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

#### **Working Day**

For any item posted using (or otherwise treated by us as being posted using) a service other than Special Delivery, working days are Monday to Saturday inclusive, excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday.

For items that have been posted using (or otherwise treated by us as being posted using) the Special Delivery service to which Saturday Guarantee has not been added, working days are Monday to Friday inclusive excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday.

For items posted using (or otherwise treated by us as being posted using) the Special Delivery service to which Saturday Guarantee has been added, working days are Monday to Saturday inclusive, excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday.

#### **FURTHER INFORMATION (NOT PART OF THE SCHEME)**

You can get more information on this Scheme, the services it covers and the details contained in the web pages that are linked in this document from our Sales Centre on 0345 740 740.

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays. (2439150)

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## **Roads & highways**

### **ROAD RESTRICTIONS**

#### **DEPARTMENT FOR REGIONAL DEVELOPMENT**

The Department for Regional Development has made a Statutory Rule entitled "The U6076 Cloghanramer Road, Newry (Abandonment) Order (Northern Ireland) 2015", (S.R. 2015 No. 374), which comes into operation on 27th January 2016.

The rule will abandon 525 square metres of superseded road at Cloghanramer Road, Newry.

Copies of the rule may be obtained from Room 3-01, Clarence Court, 10-18 Adelaide Street, Belfast or viewed online at <http://www.legislation.gov.uk/nisr> (2439810)

#### **DEPARTMENT FOR REGIONAL DEVELOPMENT**

Abandonment - U125 Old Grand Jury Road, Saintfield The Department for Regional Development has made a Statutory Rule entitled The U125 Old Grand Jury Road, Saintfield (Abandonment) Order (Northern Ireland) 2015 (S.R. 2015 No. 373) which comes into operation on 27th January 2016.

The Rule will abandon 52.2 square metres of superseded Old Grand Jury Road, Saintfield to the front of Nos. 1 - 3 Rowallane Gate.

Copies of the rule may be obtained from Room 3-01, Clarence Court, 10-18 Adelaide Street, Belfast or viewed online at <http://www.legislation.gov.uk/nisr> (2439811)

#### **DEPARTMENT FOR REGIONAL DEVELOPMENT**

##### **ABANDONMENT**

##### **KILLYLISS ROAD, DUNGANNON**

The Department for Regional Development, being of the opinion that another road is available which provides alternative facilities for road traffic, proposes to make an order to abandon a length of the former Killyliss Road, Dungannon, commencing at a point 348 metres south-east of its junction with Woodlough Road and extending for 90 metres in a north-westerly direction. The length of road proposed to be abandoned is delineated on a map which, together with a copy of a draft order, may be inspected free of charge during office hours within the period 25th November 2015 to 4th January 2016 at the Department's TransportNI Western Division, Dungannon Section Office, Main Road, Moygashel, Dungannon.

Any person may, within the period above, object to the proposal by writing to the Department at TransportNI Western Division, Lands Section, County Hall, Drumragh Road, Omagh, BT79 7AF or emailing [transportni.western@drdni.gov.uk](mailto:transportni.western@drdni.gov.uk) stating the grounds of the objection. Information you provide, including personal information, could be published or disclosed under the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations (EIR). For further details on confidentiality, the FOIA and the EIR please refer to [www.ico.org.uk](http://www.ico.org.uk) (2439812)

# OTHER NOTICES

## COMPANY LAW SUPPLEMENT

The Company Law Supplement details information notified to, or by, the Registrar of Companies. The Company Law Supplement to *The London Gazette* is published weekly on a Tuesday; to *The Belfast and Edinburgh Gazette* is published weekly on a Friday. These supplements are available to view at <https://www.thegazette.co.uk/browse-publications>. Alternatively use the search and filter feature which can be found here <https://www.thegazette.co.uk/all-notices> on the company number and/or name. (2439815)

## THE SOLICITORS' (NORTHERN IRELAND) ORDER 1976 NOTICE OF ORDER OF THE SOLICITORS' DISCIPLINARY TRIBUNAL

The Solicitors' Disciplinary Tribunal has ordered that Christopher Martin Logue, practising as Joe Mulholland & Co., Solicitors, 5-7 St. Patrick's Drive, Downpatrick, Co. Down BT30 6NE, be suspended from practice for six months. This suspension took effect on 23 November 2015.

The Order may be the subject of an Appeal by Christopher Martin Logue.

Catherine McKay

Head of Professional Conduct

Deputy Registrar/Secretary (2439824)

## CUISINE DIRECT FOODSERVICE LIMITED

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 23/11/2015 AND REGISTERED ON 24/11/2015

NI619786 CUISINE DIRECT FOODSERVICE LIMITED

HELEN SHILLIDAY

REGISTRAR OF COMPANIES (2439825)

## HM REVENUE & CUSTOMS

### THE DOUBLE TAXATION RELIEF AND INTERNATIONAL TAX ENFORCEMENT (CROATIA) ORDER 2015 (SI 2015 NO. 1889) UK/CROATIA DOUBLE TAXATION AGREEMENT

The comprehensive Double Taxation Agreement between the UK and Croatia, which was signed on 15 January 2015 in Zagreb, entered into force on 19 November 2015. The text of the Double Taxation Agreement has been published as the Schedule to the Double Taxation Relief and International Tax Enforcement (Croatia) Order 2015 (Statutory Instrument 2015 No.1889), copies of which can be obtained from The Stationery Office. The text of the Order can also be accessed on the internet at <http://www.legislation.gov.uk/>. The provisions of the Double Taxation Agreement take effect in the UK from 1st April 2016 for corporation tax, from 1st January 2016 for taxes withheld at source and from 6th April 2016 for income and capital gains tax; in Croatia the provisions apply from 1st January 2016 for all taxes. (2439829)

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 19/11/2015 AND REGISTERED ON 19/11/2015

NI018461 GUARDFORCE LIMITED

Helen Shilliday

Registrar of Companies (2439835)

CSO Ref: CCJ- 3015

## NOTICE OF COMMON LAW DISCLAIMER

1. In this Notice the following shall apply:

Bankrupt's Name: **KATHARINE HAWTHORNE**

Date of Bankruptcy: 12 January 2015

Property: Leasehold interest and all tenancy agreements and furniture contained therein: 26 Ladbrook Drive, Belfast, BT14 7ND

Folio Number: AN166567L

Treasury Solicitor: The Solicitor for the Affairs of Her Majesty's Treasury of One Kemble Street, London WC2B 4TS (DX123140 Kingsway).

2. The Treasury Solicitor as nominee for the Crown in whom the bankrupt's share of the above property vested when the Official Receiver, acting as Trustee, disclaimed all his interest in the property pursuant to Article 288 of the Insolvency (Northern Ireland) Order 1989, hereby disclaims the Crown's title (if any) in the bankrupt's share of the Property, the vesting of the Property having come to the Treasury Solicitor's notice on 19 March 2015.

Dated 27th day of October 2015

Assistant Treasury Solicitor

(Section 3 Treasury Solicitor Act 1876) (2439819)

CSO Ref: CCJ-3210

## NOTICE OF COMMON LAW DISCLAIMER

1. In this Notice the following shall apply:

Liquidated Company: **FULMER PROPERTIES LIMITED**

Date of Liquidation: 19 December 2013

Property: Leasehold interest and all tenancy agreements and furniture contained therein: 21/21a Enterprise Road, Bangor, County Down, BT19 7TA

Folio Number: DN35929L

Treasury Solicitor: The Solicitor for the Affairs of Her Majesty's Treasury of One Kemble Street, London WC2B 4TS (DX123140 Kingsway).

2. The Treasury Solicitor as nominee for the Crown in whom the above property vested when the Official Receiver, acting as Trustee, disclaimed all his interest in the property pursuant to Article 152 of the Insolvency (Northern Ireland) Order 1989, hereby disclaims the Crown's title (if any) in the Property, the vesting of the Property having come to the Treasury Solicitor's notice on 22 September 2015.

Dated 27th day of October 2015

Assistant Treasury Solicitor

(Section 3 Treasury Solicitor Act 1876) (2439820)

CSO Ref: CCJ-3066

## NOTICE OF COMMON LAW DISCLAIMER

1. In this Notice the following shall apply:

Bankrupt's Name: **SIMON ROBERT LYTTLE**

Date of Bankruptcy: 14 November 2013

Property: Freehold interest and all tenancy agreements and furniture contained therein: 5 Main Street, Larne, BT40 1JQ

Folio Number: AN109902

Treasury Solicitor: The Solicitor for the Affairs of Her Majesty's Treasury of One Kemble Street, London WC2B 4TS (DX123140 Kingsway).

2. The Treasury Solicitor as nominee for the Crown in whom the bankrupt's share of the above property vested when the Official Receiver, acting as Trustee, disclaimed all his interest in the property pursuant to Article 288 of the Insolvency (Northern Ireland) Order 1989, hereby disclaims the Crown's title (if any) in the bankrupt's share of the Property, the vesting of the Property having come to the Treasury Solicitor's notice on 28 April 2015.

Dated 27th day of October 2015

Assistant Treasury Solicitor

(Section 3 Treasury Solicitor Act 1876) (2439821)

CSO Ref: CCJ- 3015

## NOTICE OF COMMON LAW DISCLAIMER

1. In this Notice the following shall apply:

Bankrupt's Name: **KATHARINE HAWTHORNE**

Date of Bankruptcy: 12 January 2015

Property: Leasehold interest and all tenancy agreements and furniture contained therein: 4 Westcott Street, Belfast, BT5 5BN

Folio Number: DN201354L

Treasury Solicitor: The Solicitor for the Affairs of Her Majesty's Treasury of One Kemble Street, London WC2B 4TS (DX123140 Kingsway).

2. The Treasury Solicitor as nominee for the Crown in whom the above property vested when the Official Receiver, acting as Trustee, disclaimed all his interest in the property pursuant to Article 288 of the Insolvency (Northern Ireland) Order 1989, hereby disclaims the Crown's title (if any) in the Property, the vesting of the Property having come to the Treasury Solicitor's notice on 18 March 2015.

Dated 27th day of October 2015

Assistant Treasury Solicitor

(Section 3 Treasury Solicitor Act 1876)

(2439822)

**DEPARTMENT OF THE ENVIRONMENT  
THE SMOKE CONTROL AREAS (AUTHORISED FUELS)  
(AMENDMENT) REGULATIONS (NORTHERN IRELAND) 2015  
CLEAN AIR**

The Department of the Environment has made a Statutory Rule entitled "The Smoke Control Areas (Authorised Fuels) (Amendment) Regulations (Northern Ireland) 2015" (SR 2015 No. 367), which comes into operation on 10th December 2015.

The emission of smoke from household chimneys is generally prohibited in designated smoke control areas in district councils in Northern Ireland. However, the Department of the Environment may except certain types of fuels from this prohibition, if it is satisfied that they can be used without producing any smoke, or only minimal amounts of smoke.

The Rule names specific types of fuels that have been declared as authorised fuels, for the purposes of Article 2(2) of the Clean Air (Northern Ireland) Order 1981.

The newly authorised fuels are added by the Rule to an existing Schedule of appliances in the Smoke Control Areas (Authorised Fuels) Regulations (Northern Ireland) 2013. Two new authorised fuels are added by the Rule, and the details of one existing authorised fuel are updated.

Copies of the Rule may be purchased from the Stationery Office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk), or by contacting TSO Customer Services on 0333 202 5070, or viewed online at:

<http://www.legislation.gov.uk/nisr/2015/367/made>

(2439828)

**HEALTH AND SAFETY EXECUTIVE FOR NORTHERN IRELAND  
NOTICE OF APPROVAL OF REVISED CODE OF PRACTICE AND  
NOTICE OF WITHDRAWAL OF CODES OF PRACTICE BY THE  
HEALTH AND SAFETY EXECUTIVE FOR NORTHERN IRELAND**

The Health and Safety Executive for Northern Ireland, with the consent of the Department of Enterprise, Trade and Investment, being the Department concerned, has:—

(a) by virtue of Article 18 of the Health and Safety at Work (Northern Ireland) Order 1978 ("the Order") approved the revised Code of Practice entitled;

*"Unloading petrol from road tankers: Dangerous Substances and Explosive Atmospheres Regulations 2002: Approved Code of Practice and Guidance" (Second edition, 2014, L133)*

for the purpose of giving practical guidance on the Dangerous Substances and Explosive Atmospheres Regulations (Northern Ireland) 2003 with regard to the safe unloading of petrol from road tankers at premises which require a licence under the Petroleum (Consolidation) Act (Northern Ireland) 1929. The approval to come into effect on 15 December 2015.

(b) by virtue of Article 18 of the Order withdrawn the approval of the Codes of Practice entitled;

*"Unloading petrol from road tankers: Dangerous Substances and Explosive Atmospheres Regulations 2002: Approved Code of Practice and Guidance" (First edition, 2003, L133); and*

*"The compilation of safety data sheets (Third edition): Chemicals (Hazard Information and Packaging for Supply) Regulations 2002 Approved Code of Practice" (Third edition, 2002, L130)*

Both withdrawals will come into effect on 15 December 2015.

(2439830)

**THE URBAN WASTE WATER TREATMENT REGULATIONS  
(NORTHERN IRELAND) 2007 (SR 2007 NO.187) – SENSITIVE AREA  
REVIEW**

In accordance with regulation 3(2) of the above Regulations, notice is hereby given that the Department has carried out a sensitive area review of surface water bodies for the period 2008-2013.

The review supports existing identifications and recommends that these remain in place and that there should be additional identifications of Castletown Catchment and Newry River Transitional Water and Catchment as sensitive areas. The Castletown Catchment and Newry River Transitional Water and Catchment waters are to be identified as sensitive areas under the above Regulations effective from 31 December 2015.

The existing identifications are all surface waters in the catchments of Inner Dundrum Bay, Lough Neagh, Lough Erne, Inner Belfast Lough, the Tidal Lagan, the Quoile Pondage, Foyle River, River Roe, River Faughan, River Lagan, Lower Bann River, Enler River, River Bush, Newry River, North Strangford Lough, Newcastle bathing water and Paddy's Point and Reagh Bay (formally known as Ardmillan Shellfish Water).

A copy of the review document and maps of the identifications are available electronically on the Department of Environment, Northern Ireland Environment Agency (NIEA) website at [http://www.doeni.gov.uk/niea/water-home/regulation\\_of\\_discharges\\_industrial/uwwtw\\_sa.htm](http://www.doeni.gov.uk/niea/water-home/regulation_of_discharges_industrial/uwwtw_sa.htm)

The maps may be inspected, free of charge, at NIEA offices, 17 Antrim Road, Lisburn, BT28 3AL – 9.30am to 4.30pm on working days.

(2439831)

CSO Ref: CCJ-3085

**NOTICE OF COMMON LAW DISCLAIMER**

1. In this Notice the following shall apply:

Bankrupt's Names: **SUSAN MCCANN AKA MULDOON AND TERENCE MCCANN**

Date of Bankruptcy: 4 April 2014

Property: Leasehold interest and all tenancy agreements and furniture contained therein: 3 Corcrain Mews, Portadown, BT62 1HT

Folio Number: AR103979L

Treasury Solicitor: The Solicitor for the Affairs of Her Majesty's Treasury of One Kemble Street, London WC2B 4TS (DX123140 Kingsway).

2. The Treasury Solicitor as nominee for the Crown in whom the above property vested when the Official Receiver, acting as Trustee, disclaimed all his interest in the property pursuant to Article 288 of the Insolvency (Northern Ireland) Order 1989, hereby disclaims the Crown's title (if any) in the Property, the vesting of the Property having come to the Treasury Solicitor's notice on 17 June 2015.

Dated 27th day of October 2015

Assistant Treasury Solicitor

(Section 3 Treasury Solicitor Act 1876)

(2439833)

CSO Ref: CCJ- 3015

**NOTICE OF COMMON LAW DISCLAIMER**

1. In this Notice the following shall apply:

Bankrupt's Name: **KATHARINE HAWTHORNE**

Date of Bankruptcy: 12 January 2015

Property: Leasehold interest and all tenancy agreements and furniture contained therein: 68 Walmer Street, Belfast, BT7 3EB

Folio Number: DN174581L

Treasury Solicitor: The Solicitor for the Affairs of Her Majesty's Treasury of One Kemble Street, London WC2B 4TS (DX123140 Kingsway).

2. The Treasury Solicitor as nominee for the Crown in whom the above property vested when the Official Receiver, acting as Trustee, disclaimed all his interest in the property pursuant to Article 288 of the Insolvency (Northern Ireland) Order 1989, hereby disclaims the Crown's title (if any) in the Property, the vesting of the Property having come to the Treasury Solicitor's notice on 18 August 2015.

Dated 27th day of October 2015

Assistant Treasury Solicitor

(Section 3 Treasury Solicitor Act 1876)

(2439836)



**DEPARTMENT FOR SOCIAL DEVELOPMENT  
THE PENSIONS ACT (NORTHERN IRELAND) 2015  
THE OCCUPATIONAL PENSION SCHEMES (POWER TO AMEND  
SCHEMES TO REFLECT ABOLITION OF CONTRACTING-OUT)  
REGULATIONS (NORTHERN IRELAND) 2015**

The Department for Social Development has made a Statutory Rule entitled "The Occupational Pension Schemes (Power to Amend Schemes to Reflect Abolition of Contracting-out) Regulations (Northern Ireland) 2015" (S.R. 2015 No. 372), which comes into operation on 14 December 2015.

The Rule enables private sector employers that sponsor salary related occupational pension schemes, subject to certain restrictions, to amend their scheme rules to reflect the abolition of contracting-out when the new State Pension is introduced in April 2016. It also sets out how the actuary appointed by the employer must certify that the amendments proposed by the employer do not go beyond the limits to the changes an employer can make.

Copies of the Regulations may be purchased from the Stationery Office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting TSO Customer Services on 0333 202 5070 or viewed online at <http://www.legislation.gov.uk/nisr> (2439837)

CSO Ref: CCJ-3060

**NOTICE OF COMMON LAW DISCLAIMER**

1. In this Notice the following shall apply:

Liquidated Company: **BELLTOWER RENTALS LTD**

Date of Winding Up: 16 October 2014

Properties: Leasehold interest and all tenancy agreements and furniture contained therein: Units 1,2&3 of Sperrins Business Park, Ballycastle Road, Coleraine, BT52 2DH

Folio Numbers: LY87699L, LY88166L & LY88461L

Treasury Solicitor: The Solicitor for the Affairs of Her Majesty's Treasury of One Kemble Street, London WC2B 4TS (DX123140 Kingsway).

2. The Treasury Solicitor as nominee for the Crown in whom the above property vested when the Official Receiver, acting as Trustee, disclaimed all his interest in the property pursuant to Article 152 of the Insolvency (Northern Ireland) Order 1989, hereby disclaims the Crown's title (if any) in the Property, the vesting of the Property having come to the Treasury Solicitor's notice on 17 April 2015.

Dated 27th day of October 2015

Assistant Treasury Solicitor

(Section 3 Treasury Solicitor Act 1876) (2439840)

**THE SOLICITORS' (NORTHERN IRELAND) ORDER 1976  
NOTICE OF ORDER OF THE SOLICITORS' DISCIPLINARY  
TRIBUNAL**

The Solicitors' Disciplinary Tribunal constituted under the above mentioned Order has held an enquiry into applications made by the Law Society of Northern Ireland and having found the allegations contained in the Affidavits of the applicant to have been substantiated, ordered that the name of Samuel Blair Crossey formerly practising as Anderson & Co., Solicitors, 17 New Row Coleraine, and as Blair Crossey & Co., 2 & 4 Dunmore Street, Coleraine, be struck-off the Roll of Solicitors in Northern Ireland.

This Order may be the subject of an Appeal by Samuel Blair Crossey.

*Catherine McKay*

Head of Professional Conduct

Deputy Registrar/Secretary

23 November 2015 (2439844)

**IN THE HIGH COURT OF JUSTICE, CHANCERY DIVISION,  
COMPANIES COURT**

Action No: CR-2015-008880

**IN THE MATTER OF DOWA INSURANCE COMPANY (EUROPE)  
LIMITED**

**AND IN THE MATTER OF THE COMPANIES ACT 2006**

**SCHEME OF ARRANGEMENT between**

**DOWA INSURANCE COMPANY (EUROPE) LIMITED**

**(Company No. 01235550)**

**and its SCHEME CREDITORS**

**(as defined in the Scheme of Arrangement referred to below)**

**NOTICE IS HEREBY GIVEN** that by an Order dated 17 November 2015 ("the Court Order") in the above matter, the High Court of Justice of England and Wales has directed that a meeting ("the Scheme Meeting") of the Scheme Creditors (as defined in the Scheme) of **Dowa Insurance Company (Europe) Limited ("the Company")**, be held on **Thursday 28 January 2016** at the offices of FTI Consulting LLP, 200 Aldersgate, Aldersgate Street, London EC1A 4HD commencing at **11am** (London time).

The purpose of the Scheme Meeting will be to consider and, if thought fit, to approve (with or without modification) a scheme of arrangement proposed to be made and binding between the Company and its Scheme Creditors pursuant to Part 26 of the Companies Act 2006.

Scheme Creditors are creditors with a valid claim against the Company in respect of a liability of the Company under or in relation to a reinsurance contract effected or assumed by or on behalf of the Company. The Meeting is called in respect of all actual and potential Scheme Creditors.

All such Scheme Creditors are requested to attend at the place and time referred to above. Scheme Creditors may vote in person at the Scheme Meeting or they may appoint another person, whether a Scheme Creditor or not, as their proxy to attend and vote in their place. Voting forms and proxy forms for use at the Scheme Meetings have been sent to all known policyholders and potential Scheme Creditors together with the Notice of the Scheme Meeting.

Downloadable files of the proposed Scheme Document (together with Explanatory Statement and Appendices, including the forms of voting and proxy) and the proposed Court Order are available on the Scheme website: [www.pro-global.com/outourcing/scheme-management/dowa-insurance-company-europe-limited-scheme-under-management](http://www.pro-global.com/outourcing/scheme-management/dowa-insurance-company-europe-limited-scheme-under-management). If you require printed copies of these documents, please send your request to **Toby Wooldridge at PRO Global Insurance Solutions plc, Southgate House, Southgate Street, Gloucester GL1 1UB, United Kingdom. Email: [toby.wooldridge@pro-global.com](mailto:toby.wooldridge@pro-global.com); Tel +44 (0) 20 1452 782 641** and copies will be sent to you free of charge.

It is requested that proxies and voting forms be returned by Post to **DOWA INSURANCE COMPANY (EUROPE) LIMITED, 5th Floor, 11 Old Jewry, London EC2R 8DU, United Kingdom** alternatively by Email (PDF format) for the attention of Celia Stuart at [celia.stuart@aioinissaydowa.eu](mailto:celia.stuart@aioinissaydowa.eu) **Tel +44 (0) 20 7367 1016**, as soon as possible to arrive no later than 4pm (London time) on 26 January 2016 two business days before meeting. A scanned copy sent in Portable Document Format (PDF) by email (address: [celia.stuart@aioinissaydowa.eu](mailto:celia.stuart@aioinissaydowa.eu)) will be accepted if legible (and in the case of forms returned by email) if they are received in the mailbox of the addressee and can be opened and printed by the recipient. Scheme Creditors are requested to return their completed proxies and voting forms in advance of the Scheme Meeting, although they may be handed in at the registration desk for the Scheme Meeting, provided that they are received at least one hour prior to the scheduled commencement of the Scheme Meeting.

The Court has directed that **Frank Attwood of 21 Woodside Road, New Malden, Surrey KT3 3AW** or, failing him **Ian Marshall of FTI Consulting LLP, 200 Aldersgate, Aldersgate Street, London EC1A 4HD** be appointed to act as Chairman of the Scheme Meeting and has directed the Chairman to report the result of the Scheme Meeting to the Court. The Court has appointed Mr Gary Wells of the firm of Milliman (actuaries) to act as independent vote valuer for the purposes of reviewing and providing a final determination on the values to be placed on Scheme Claims (as defined in the Scheme) for voting purposes, if agreement cannot be reached with the Chairman. In the event that the Scheme Creditors vote in favour of the Scheme by the requisite majority, the Scheme will be subject to the subsequent approval of the Court.

Any Scheme Creditor that is unclear about the action he is required to take should contact **Toby Wooldridge at PRO Global Insurance Solutions plc, Southgate House, Southgate Street, Gloucester GL1 1UB, United Kingdom, Tel +44 (0) 1452 782 641; Email: [toby.wooldridge@pro-global.com](mailto:toby.wooldridge@pro-global.com).**

Dated **18 November 2015**

CityNet Law, Solicitors, Gallery 4, 12 Leadenhall Street, London EC3V 1LP

**Solicitors for the Company** (2439823)

# COMPANIES

## TAKEOVERS, TRANSFERS & MERGERS

### INTERNATIONAL INSURANCE COMPANY OF HANNOVER SE

Notice is hereby given that International Insurance Company of Hannover SE (IICH) has applied to the German Federal Financial Supervisory Authority, Bundesanstalt für Finanzdienstleistungsaufsicht, for its approval to the transfer of certain business written through its establishment in the UK to DARAG Deutsche Versicherungs- und Rückversicherungs-AG (DARAG). The transfer will take place pursuant to section 14 Versicherungsaufsichtsgesetz VAG, following which DARAG shall be solely responsible for discharging the obligations of IICH.

The business to be transferred is the UK and Irish motor (own damages) and motor (third party liability) business underwritten by IICH under its former name (International Insurance Company of Hannover Limited) through XS Direct Insurance Brokers Limited in the period from 1 April 2009 to 31 December 2013.

The Transfer will take effect after approval of the Bundesanstalt für Finanzdienstleistungsaufsicht which is expected to be near the end of 2015. DARAG will then be the contractual partner. The insurance cover will not be effected. All enquiries (including claims notifications) relating to transferring policies should be addressed in English to DARAG Deutsche Versicherungs- und Rückversicherungs-AG, Hafenstraße 32, D-22880 Wedel, Phone +49 (0) 410370160, Fax + 49 (0) 41037016179. Transferring policyholders should be aware that to the extent they are currently entitled to refer unresolved complaints to the Financial Ombudsman Service, they will continue to be able to do so after the transfer.

Written representations about this matter may be sent to DARAG to arrive no later than 24 December 2015 by email to [info@darag.de](mailto:info@darag.de) or by post at the following address: Hafenstraße 32, D-22880 Wedel, Germany. (2439894)

IN THE COURT OF SESSION SCOTLAND No. P1074 of 2015  
THE ROYAL BANK OF SCOTLAND PLC  
— and —  
BNP PARIBAS S.A.

NOTICE IS HEREBY GIVEN that, on 19 November 2015, the Court of Session in Edinburgh pronounced an order (the "Order") under Part VII of the Financial Services and Markets Act 2000 (the "Act"), inter alia:

1. Sanctioning, under section 111 of the Act, a banking business transfer scheme (the "Scheme"), under which certain of the assets and liabilities relating to the structured retail investor products and equity derivatives ("IPED") business of The Royal Bank of Scotland plc ("RBS") will be transferred to the London branch of BNP Paribas S.A. ("BNPP SA"), immediately following which the Securities Issuer Role (as defined in the Scheme) will be transferred from BNPP SA to BNP Paribas Arbitrage Issuance B.V. ("BNPP IBV") (together, the "BNPP Entities");
2. Transferring, under section 112(1)(a) of the Act, to BNPP SA, with effect from the "Effective Date" (expected to be 00:01hrs. on 7 December 2015), that part of the undertaking, property and liabilities to which the Scheme applies (defined in the Scheme as the "Transferring Business"), which Order shall not become effective in respect of any Residual Assets and Residual Liabilities of RBS (each as defined in the Scheme) until the relevant Subsequent Transfer Date (as defined in the Scheme);
3. Transferring, under section 112(1)(a) of the Act, to BNPP SA with effect from the Relevant Date (as defined in the Scheme) all rights, benefits, liabilities and obligations of RBS, which are respectively defined in the Scheme as the "Transferring Assets" and the "Transferring Liabilities"; and
4. Ordering, under sections 112(2)(a), 112(2)(c), 112(2A) and 112(2B) of the Act, that the transfer shall be valid and binding on all persons having an interest or right in any of the Transferring Assets or the Transferring Liabilities, notwithstanding any restriction on transferring or otherwise dealing with the same and that the transfer shall take effect as if:

- (a) there were no requirement to obtain the consent of any person; and
- (b) there were no contravention or interference with any such interest or right.

BNPP SA has entered into a Deed of Guarantee in connection with the Scheme, and the BNPP Entities have entered into a Deed of Irrevocable Offer in connection with the Scheme.

The Court has also accepted undertakings provided by the BNPP Entities in connection with the Scheme, in particular an undertaking provided by BNPP SA which applies to certain holders of IPED deposits and provides certain withdrawal rights, and undertakings to comply with the terms of the Deed of Guarantee and Deed of Irrevocable Offer as if they were governed by Scots law.

Copies of these documents and undertakings, as well as copies of a document setting out the terms of the Scheme and a summary of certain of its principal terms, are available, free of charge, at <http://investors.rbs.com/FSMA-transfer-IPED>, on request by e-mailing: [FSMAResponseTeamRBS@rbs.com](mailto:FSMAResponseTeamRBS@rbs.com), by contacting your regular RBS contact person or from Pieter-Reinier Maat, Global Head of IPED Client Management, The Royal Bank of Scotland, 135 Bishopsgate, London EC2M 3UR, United Kingdom.

Copies of the Order are available on application to CMS Cameron McKenna LLP at the address below.

Dated 19 November 2015

CMS Cameron McKenna LLP	Linklaters LLP	Jones Day
One Silk Street	One Silk Street	21 Tudor Street
Saltire Court	London	London
20 Castle Terrace	EC2Y 8HQ	EC4Y 0DJ
Edinburgh	Solicitors to	The Solicitors to BNPP
EH1 2EN	Royal Bank of S.A.	
Solicitors to The Royal Bank of Scotland plc	Scotland plc	
and BNP Paribas S.A.		

(2439904)

### IN THE HIGH COURT OF JUSTICE, CHANCERY DIVISION, COMPANIES COURT

Action No: CR-2015-008882

#### IN THE MATTER OF A JOINT APPLICATION

BY DOWA INSURANCE COMPANY (EUROPE) LIMITED (Company No 01235550)

AND AIOI NISSAY DOWA INSURANCE COMPANY OF EUROPE LIMITED

(Company No 05046406)

#### AND IN THE MATTER OF: THE FINANCIAL SERVICES AND MARKETS ACT 2000

NOTICE of joint application pursuant to section 107 (1) of the Financial Services and Markets Act 2000

#### Transfer of Insurance Business

NOTICE IS HEREBY GIVEN that Aioi Nissay Dowa Insurance Company of Europe Limited ("ANDIE") and Dowa Insurance Company (Europe) Limited ("DICE") jointly applied to the High Court of England and Wales on 17 November 2015, pursuant to section 107 (1) of the Financial Services and Markets Act 2000 ("FSMA"), for an Order sanctioning the transfer to ANDIE of the entirety of the insurance and reinsurance business written, assumed or acquired by DICE and for the subsequent dissolution without winding up of DICE. It is also intended that any reinsurance protections and guarantees attached to the business will also be transferred, pursuant to section 112 of FSMA.

The business to be transferred represents all of DICE's insurance and reinsurance business (all categories) including all the contracts of insurance and reinsurance policies underwritten, assumed or otherwise acquired by DICE. DICE was incorporated on 28 November 1975 under the name of Dowa Insurance Company (U.K.) Limited and is registered with company number 1235550 and FCA registration number 202115. DICE changed its name once with effect from 7 July 1992. For many years DICE operated from a registered office at 9-13 Fenchurch Buildings, London EC3M 5HR. The registered office was changed to its current address at 5th Floor, 11 Old Jewry, London EC2R 8DU with effect from 27 August 2010.

The business to be transferred will include DICE's London Market Reinsurance Business which is the subject of a proposed Scheme of Arrangement under Part 26 Companies Act 2006 in respect of which notice is being given this day that the High Court of Justice of England and Wales has directed that a Scheme Creditors Meeting of DICE be held on 28th day January 2016 at the offices of FTI Consulting LLP, 200 Aldersgate, Aldersgate Street London EC1A

4HD commencing at 11 am (London time) to consider and, if thought fit, to approve (with or without modification) the proposed Scheme of Arrangement with its Scheme Creditors. Whilst the Scheme of Arrangement will be promoted in parallel to the insurance business transfer and it is intended that they will be heard together by the Court, they are not interdependent. DICEl's London Market Reinsurance Business will be transferred to ANDIE (assuming the transfer scheme to be sanctioned) whether or not the Scheme of Arrangement is sanctioned.

A Scheme Report on the proposed transfer scheme has been prepared by Mr Derek Newton, a Fellow of the Institute of Actuaries with over 26 years' experience and currently with the firm of actuaries Milliman. The report concludes that no policyholder will be materially adversely affected by the transfer. A copy of the full Scheme Report and a statement setting out the terms of the Transfer Scheme and containing a summary of the Scheme Report can be obtained free of charge from the Aioi web site linked from: [www.aioinissaydowa.eu/en/home](http://www.aioinissaydowa.eu/en/home) or, alternatively, from Toby Wooldridge at PRO Global Insurance Solutions plc, Southgate House, Southgate Street, Gloucester GL1 1UB, United Kingdom, [toby.wooldridge@pro-global.com](mailto:toby.wooldridge@pro-global.com)

The proposed transfer will secure the continuation by or against ANDIE of any legal proceedings (pending or threatened now or in the future) by or against DICEl that relate to the transferred business. All claims currently being dealt with by or on behalf of DICEl would, after the proposed transfer, be handled by or on behalf of ANDIE including the administration of the Scheme Claims which are the subject of the proposed Scheme of Arrangement. Future claims arising under the transferred policies would be similarly dealt with by or on behalf of ANDIE.

After the proposed transfer, it is proposed that DICEl will be dissolved by and subject to Order of the Court.

A helpline procedure has been established for any questions in connection with the proposals, please contact Celia Stuart, Head of Compliance, T: + 44 (0) 20 7367 1016, E: [celia.stuart@aioinissaydowa.eu](mailto:celia.stuart@aioinissaydowa.eu)

Any person who considers that he would be adversely affected by the carrying out of the scheme is entitled to make representations and also to be heard by the Court pursuant to section 110 (b) of the Financial Services and Markets Act 2000.

Written representations to the Company should be made either directly to DICEl or ANDIE at their registered office 5th Floor, 11 Old Jewry, London EC2R 8DU (FAO: Managing Director) or to DICEl's solicitors named below. Oral representations may be made to the Company via the helpline number given above and will be logged.

Representations to the Court may be made in writing, by a legal representative with standing to be heard by the Court or by attending in person. Representations sent to DICEl or ANDIE or the Solicitors will be communicated to the Court.

The application will be heard at **10.30 am on 16 March 2016** in the Companies Court, Royal Courts of Justice, Strand, London WC2A 2LL.

Dated **18 November 2015**

CityNet Law, Solicitors, Gallery 4, 12 Leadenhall Street, London EC3V 1LP.

**Solicitors for DICEl**

(2439907)

## Corporate insolvency

### Administration

#### APPOINTMENT OF ADMINISTRATORS

In the High Court of Justice in Northern Ireland (Chancery Division) (Company Insolvency)

No 18783 of 2015

**CAB PLANT HIRE (NI) LIMITED**

(Company Number NI057341)

Nature of Business: Demolition, site preparation and civil engineering  
Registered office: 48 Kiltonga Industrial Estate, Belfast Road, Newtownards BT23 4TT

Date of Appointment: 19 November 2015

Melanie Reevel Giles (IP No. 8781), PJG Recovery (NI) Limited, 9 Gibson's Lane, Newtownards, Co Down BT23 4LJ

(2439827)

## Creditors' voluntary liquidation

### FINAL MEETINGS

The Insolvency (Northern Ireland) Order 1989

**BLOCKBUSTER ENVIRONMENTAL SERVICES LTD**

(Company Number NI 049513)

(IN CREDITORS VOLUNTARY LIQUIDATION)

Notice is hereby given pursuant to Articles 91 & 92 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that an Annual and Final Meeting of the Members of the above named company will be held at the offices of McKeague Morgan & Co, 27 College Gardens, Belfast, BT9 6BS, on 6 January 2016 at 10.30 am to be followed by the Final Meeting of creditors at 11.00 am for the purpose of receiving an account of the Liquidator's acts and dealings for the period of the liquidation.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of McKeague Morgan & Co, 27 College Gardens, Belfast, BT9 6BS, no later than 12.00 noon on the 5th January 2016.

Nicholas McKeague – Liquidator

Date: 27th November 2015

(2439847)

### THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

#### DOCUMENT PROCESSING AGENCY LIMITED

In Creditor's Voluntary Liquidation

(Company Number NI068807)

Notice is hereby given, pursuant to Article 92 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that the Final Meeting of the Members and Creditors of the above named Company, will be held at 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG on the 14th January 2016 at 2.00 pm and 2.30 pm respectively for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property disposed of, and hearing any explanations that may be given by the Liquidator.

The following resolutions will be considered at the creditor's meeting:

1. That the Liquidator's Receipts and Payments account approved.
2. That the Liquidator receives his release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.
4. That the Liquidator's fees and expenses be approved.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of Forrest & Co., 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG no later than 12.00 noon on the working day immediately before the meetings.

Dated: 20th November 2015

Barry Forrest

Liquidator

For and on behalf of Document Processing Agency Limited - In CVL

(2439838)

### THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

#### FEB2013 LIMITED

In Creditor's Voluntary Liquidation

(Company Number NI048648)

Notice is hereby given, pursuant to Article 92 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that the Final Meeting of the Members and Creditors of the above named Company, will be held at 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG on the 15th January 2016 at 2.00 pm and 2.30 pm respectively for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property disposed of, and hearing any explanations that may be given by the Liquidator.

The following resolutions will be considered at the creditor's meeting:

1. That the Liquidator's Receipts and Payments account approved.
2. That the Liquidator receives his release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.
4. That the Liquidator's fees and expenses be approved.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of Forrest & Co., 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG no later than 12.00 noon on the working day immediately before the meetings.



Dated: 20th November 2015  
 Barry Forrest  
 Liquidator  
 For and on behalf of Feb2013 Limited - In CVL (2439846)

**THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989  
 GLASSWORKS IRELAND LIMITED**

In Creditor's Voluntary Liquidation  
 (Company Number NI608695)  
 Notice is hereby given, pursuant to Article 92 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that the Final Meeting of the Members and Creditors of the above named Company, will be held at 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG on the 15th January 2016 at 10.00 am and 10.30 am respectively for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property disposed of, and hearing any explanations that may be given by the Liquidator.

The following resolutions will be considered at the creditor's meeting:

1. That the Liquidator's Receipts and Payments account approved.
2. That the Liquidator receives his release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.
4. That the Liquidator's fees and expenses be approved.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of Forrest & Co., 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG no later than 12.00 noon on the working day immediately before the meetings.

Dated: 20th November 2015

Barry Forrest  
 Liquidator  
 For and on behalf of Glassworks Ireland Limited - In CVL (2439842)

**THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989  
 J & K CONTRACTS AND BUILDING WORKS LIMITED**

In Creditor's Voluntary Liquidation  
 (Company Number NI604518)  
 Notice is hereby given, pursuant to Article 92 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that the Final Meeting of the Members and Creditors of the above named Company, will be held at 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG on the 15th January 2016 at 12.00 pm and 12.30 pm respectively for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property disposed of, and hearing any explanations that may be given by the Liquidator.

The following resolutions will be considered at the creditor's meeting:

1. That the Liquidator's Receipts and Payments account approved.
2. That the Liquidator receives his release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.
4. That the Liquidator's fees and expenses be approved.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of Forrest & Co., 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG no later than 12.00 noon on the working day immediately before the meetings.

Dated: 20th November 2015

Barry Forrest  
 Liquidator  
 For and on behalf of J&K Contracts and Building Works Limited - In CVL (2439855)

**JOHN FRACKELON & SON LIMITED**

(Company Number R0000411)  
 In Liquidation  
 NOTICE IS HEREBY GIVEN, pursuant to Article 92 of the INSOLVENCY (NI) ORDER 1989, that General Meetings of Contributors and Creditors of the above named company will be held at the offices of BDO, Lindsay House, 10 Callender Street, Belfast, BT1 5BN on Thursday 7 January 2016 at 11.00 am, for the purpose of having an account laid before the meetings showing the manner in which the winding-up has been conducted and the property of the Company disposed of and of hearing any explanation that may be given by the Liquidator.

Dated: 24 November 2015  
 Brian Murphy FCA  
 Liquidator (2439882)

**THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989  
 KAMILLO LIMITED**

(Company Number NI053367)  
 In Creditor's Voluntary Liquidation  
 Notice is hereby given, pursuant to Article 92 of The Insolvency (Northern Ireland) Order 1989, that the Final Meeting of the Members and Creditors of the above named Company, will be held at 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG on the 14th January 2016 at 10:00 a.m. and 10:30 a.m. respectively for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property disposed of, and hearing any explanations that may be given by the Liquidator.

The following resolutions will be considered at the creditor's meeting:

1. That the Liquidator's Receipts and Payments account approved.
2. That the Liquidator receives his release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.
4. That the Liquidator's fees and expenses be approved.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of Forrest & Co., 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG no later than 12.00 noon on the working day immediately before the meetings.

Dated: 20th November 2015

Barry Forrest  
 Liquidator  
 For and on behalf of KAMILLO LIMITED - In CVL (2439851)

**THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989  
 MCCONNELL REMOVALS LIMITED**

(Company Number NI022393)  
 In Creditor's Voluntary Liquidation  
 Notice is hereby given, pursuant to Article 92 of The Insolvency (Northern Ireland) Order 1989, that the Final Meeting of the Members and Creditors of the above named Company, will be held at 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG on the 14th January 2016 at 12:00 p.m. and 12:30 p.m. respectively for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property disposed of, and hearing any explanations that may be given by the Liquidator.

The following resolutions will be considered at the creditor's meeting:

1. That the Liquidator's Receipts and Payments account approved.
2. That the Liquidator receives his release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.
4. That the Liquidator's fees and expenses be approved.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of Forrest & Co., 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG no later than 12.00 noon on the working day immediately before the meetings.

Dated: 20th November 2015

Barry Forrest  
 Liquidator  
 For and on behalf of McConnell Removals Limited - In CVL (2439856)

**IN THE MATTER OF  
 SILVERSTREAM (NI) LIMITED**

In Creditors Voluntary Liquidation  
 (Company Number NI056747)  
 NOTICE IS HEREBY GIVEN pursuant to Article 91 and 92 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 that an annual and final meeting of the members of the Company will be held at Cavanagh Kelly, Chartered Accountants and Licensed Insolvency Practitioners, 36 - 38 Northland Row, Dungannon, Co. Tyrone, BT71 6AP on 7 January 2016 at 11.00 am to be followed by the annual and



final meeting of the creditors at 11.15 am for the purpose of having an account laid before them by the Joint Liquidators showing the manner in which the winding-up of the Company has been conducted and property of the Company has been disposed of, and of hearing any explanation that may be given by the Joint Liquidators.

The following resolutions will be considered at the members' and creditors' meetings:

1. That the Joint Liquidators' Receipts and Payments Account and Annual and Final Report dated 26 November 2015 be approved.
2. That the Joint Liquidators may obtain their release.
3. That the books and records of the Company be destroyed by the Joint Liquidators 1 year after their release.

A person entitled to attend and vote at the above meeting may appoint a proxy to attend and vote instead of him.

Proxies, if intended to be used, must be lodged at the address shown above no later than 12 noon on the 6 January 2016.

*Gerard Gildernew* – Joint Liquidator

26 November 2015

(2439854)

## THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 TRUCK TRACK FREIGHT LIMITED

In Creditor's Voluntary Liquidation

(Company Number NI605745)

Notice is hereby given, pursuant to Article 92 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that the Final Meeting of the Members and Creditors of the above named Company, will be held at 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG on the 14th January 2016 at 3.00 pm and 3.15 pm respectively for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property disposed of, and hearing any explanations that may be given by the Liquidator.

The following resolutions will be considered at the creditor's meeting:

1. That the Liquidator's Receipts and Payments account approved.
2. That the Liquidator receives his release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.
4. That the Liquidator's fees and expenses be approved.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of Forrest & Co., 1st Floor, Linenhall Exchange, 26 Linenhall Street, Belfast BT2 8BG no later than 12.00 noon on the working day immediately before the meetings.

Dated: 20th November 2015

*Barry Forrest*

Liquidator

For and on behalf of Truck Track Freight Limited - In CVL (2439859)

## MEETINGS OF CREDITORS

### CPL ENGINEERING LIMITED

(Company Number NI059056)

The Insolvency (Northern Ireland) Order 1989

(In Creditors Voluntary Liquidation)

Notice is hereby given pursuant to Article 91 of The Insolvency (Northern Ireland) Order 1989, that the Annual Meetings of the Members and Creditors of the above-named Company, will be held at the offices of Arthur Boyd & Company, 5th Floor, Causeway Tower, 9 James Street South, Belfast, BT2 8DN, on 22 December 2015 at 11.00 am and 11.30 am respectively for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property of the Company disposed of, and of hearing any explanations that may be given by the Liquidator.

A Member or Creditor entitled to attend and vote at the above meetings may appoint a proxy to attend and vote in his place. Forms of Proxy if intended to be used, must be lodged at the Liquidator's office no later than 12 Noon on 21 December 2015. It is not necessary for the proxy to be a Member or Creditor.

*Arthur Boyd* – Liquidator, Arthur Boyd & Company, 5th Floor, Causeway Tower, 9 James Street South, Belfast BT2 8DN (2439832)

### WHOLESALE BEDS AND FURNITURE LIMITED

(Company Number 05646819)

Registered office: Glendale House, Woden Road West, Wednesbury, West Midlands WS10 7SF

Principal trading address: Lisdoart Mill, Lisdoart Road, Ballygawley, Dungannon, County Tyrone BT70 2NG

Notice is hereby given, pursuant to Section 98(1) of the INSOLVENCY ACT 1986 (as amended), that a meeting of creditors has been summoned for the purposes mentioned in Sections 99, 100 and 101 of the said Act. The meeting will be held at Glendale House, Woden Road West, Wednesbury, West Midlands WS10 7SF on 3 December 2015 at 2.30 pm.

In order to be entitled to vote at the meeting, creditors must lodge their proxies at Rimes & Co., 3 The Courtyard, Harris Business Park, Hanbury Road, Stoke Prior, Bromsgrove B60 4DJ, by no later than 12.00 noon on the business day prior to the day of the meeting, together with a completed proof of debt form.

*Nicholas Garth Rimes* and *Adam Peter Jordan* of Rimes & Co., 3 The Courtyard, Harris Business Park, Hanbury Road, Stoke Prior, Bromsgrove B60 4DJ, are qualified to act as Insolvency Practitioners in relation to the above and a list of names and addresses of the Company's creditors may be inspected free of charge at the offices of Rimes & Co., 3 The Courtyard, Harris Business Park, Hanbury Road, Stoke Prior, Bromsgrove B60 4DJ, between 10.00 am and 4.00 pm on the two business days prior to the meeting.

*Helen Barker*, Director

Contact information for Insolvency Practitioner: [deborah.morgan@rimesandco.co.uk](mailto:deborah.morgan@rimesandco.co.uk), Tel: 01527 558410. (2439848)

## Liquidation by the Court

### PETITIONS TO WIND-UP

In the High Court of Justice Northern Ireland

No 100535 of 2015

In the Matter of **A LONERGAN DEVELOPMENTS LTD**

(Company Number NI046952)

and in the Matter of the THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of No 1 Turnberry Manor, Strabane, BT82 9TB presented on 26 October 2015 by the DEPARTMENT OF FINANCE AND PERSONNEL, LAND & PROPERTY SERVICES (RATING), 2nd Floor, Lanyon Plaza, Lanyon Place, Belfast, BT1 3LP claiming to be a creditor of the company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE,

On Thursday

Date 10 December 2015

Time 1000 hours

(or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 December 2015

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, Crown Solicitors Office, Royal Courts of Justice, Chichester Street, Belfast BT1 3JY (2439880)

In the High Court of Justice in Northern Ireland Chancery Division (Companies Winding Up)

No 105230 of 2015

In the Matter of **BKK METALS LIMITED**

(Company Number NI606720)

and in the Matter of the THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A Petition to wind up the above-named Company whose registered offices are at 23 Heather Road, Greevagh, Derry, County Londonderry BT48 9XB, presented on 6 November 2015 by JAMES GREEN OF MCCAMBRIDGE DUFFY LLP of Templemore Business Park, Northland Road, Derry BT48 0LD, claiming to be a Supervisor of the company's CVA, will be heard at Royal Courts of Justice, Chichester Street, Belfast BT1 3JF.

Date: 17 December 2015

Time: 10.00 am (or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioner or its Solicitor in accordance with Rule 4.16 by 1600 hours on 16 December 2015.

The Petitioner's Solicitor is Cleaver Fulton Rankin, Solicitors, 50 Bedford Street, Belfast BT2 7FW  
27 November 2015 (2439890)

In the High Court of Justice Northern Ireland

No 101945 of 2015

In the Matter of **EGLINTON FUEL CENTRE LIMITED**

(Company Number NI601002)

and in the Matter of the THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of Unit 3A2, Benbow Industrial Estate, 15 Killylane Road, Eglinton, Londonderry, BT47 3DW presented on 29 October 2015 by the DEPARTMENT OF FINANCE AND PERSONNEL, LAND & PROPERTY SERVICES (RATING), 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast, BT1 3LP claiming to be a creditor of the company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE,

On Thursday

Date 10 December 2015

Time 1000 hours

(or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 December 2015.

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, Crown Solicitors Office, Royal Courts of Justice, Chichester Street, Belfast BT1 3JY (2439874)

In the High Court of Justice Northern Ireland

No 101018 of 2015

In the Matter of **FAIR TRADE-IN-SPIRES**

(Company Number NI052310)

Previous Name of Company: Whiteabbey Fair Trade Group

and in the Matter of the THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of c/o Diamond Skillen, Sinclair House, 89/101 Royal Avenue, Belfast, County Antrim, BT1 1FE presented on 27 October 2015 by the DEPARTMENT OF FINANCE AND PERSONNEL, LAND & PROPERTY SERVICES (RATING), 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast, BT1 3LP claiming to be a creditor of the company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE,

On Thursday

Date 10 December 2015

Time 1000 hours

(or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 December 2015

The Petitioner's Solicitor is CROWN SOLICITOR FOR NORTHERN IRELAND, Crown Solicitors Office, Royal Courts of Justice, Chichester Street, Belfast BT1 3JY (2439849)

In the High Court of Justice Northern Ireland

No 93628 of 2015

In the Matter of **HOUSTON RETAIL NI LIMITED**

(Company Number NI608053)

and in the Matter of the THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 2A Scarva Street, Banbridge, Co. Down, BT32 3DA presented on 6 October 2015 by HOUSTON RETAIL NI LIMITED will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JF,

On Thursday

Date 10 December 2015

Time 1000 hours (or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 1600 hours on 9 December 2015.

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, Crown Solicitor's Office, Royal Courts of Justice, Chichester Street, Belfast, BT1 3JF  
27 November 2015 (2439850)

In the High Court of Justice Northern Ireland

No 100097 of 2015

In the Matter of **MIGHTY PRICE LIMITED**

(Company Number NI32887)

and in the Matter of the THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 8 Queen Street, Londonderry, BT48 7EF presented on 23 October 2015 by the DEPARTMENT OF FINANCE AND PERSONNEL, LAND & PROPERTY SERVICES (RATING), 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast, BT1 3LP claiming to be a creditor of the company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE,

On Thursday

Date 10 December 2015

Time 1000 hours

(or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 December 2015.

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, Crown Solicitor's Office, Royal Courts of Justice, Chichester Street, BELFAST BT1 3JE (2439867)

In the High Court of Justice Northern Ireland

No 100975 of 2015

In the Matter of **RN PROPERTIES (NI) LLP**

(Company Number NC000118)

and in the Matter of the THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 82a Stranmillis Road, Belfast, BT9 5AD presented on 27 October 2015 by the DEPARTMENT OF FINANCE AND PERSONNEL, LAND & PROPERTY SERVICES (RATING), 2nd Floor, Lanyon Plaza, Lanyon Place, Belfast, BT1 3LP claiming to be a creditor of the company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE,

On Thursday

Date 10 December 2015

Time 1000 hours

(or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 December 2015.

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, Crown Solicitor's Office, Royal Courts of Justice, Chichester Street, Belfast BT1 3JY. (2439876)

In the High Court of Justice Northern Ireland

No 100059 of 2015

In the Matter of **SNC ARMAGH LTD**

(Company Number NI45995)

Previous Name of Company: Harney Limited

and in the Matter of the THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of Dobbin Lane Car Park, Armagh, BT61 7II presented on 23 October 2015 by the DEPARTMENT OF FINANCE AND PERSONNEL, LAND & PROPERTY SERVICES (RATING), 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast, BT1 3LP claiming to be a creditor of the company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE,

On Thursday

Date 10 December 2015

Time 1000 hours

(or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 December 2015.

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, Crown Solicitor's Office, Royal Courts of Justice, Chichester Street, BELFAST BT1 3JE (2439866)

In the High Court of Justice in Northern Ireland Chancery Division (Companies Winding Up)  
No 104884 of 2015

In the Matter of **THREE SIXTY SURVEY SERVICES LIMITED**

(Company Number NI45009)

and in the Matter of the **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**

A Petition to wind up the above-named Company of 10 Charleston Avenue, Craigavon, County Armagh BT63 5ZF, presented on 5 November 2015 by **SPEEDY HIRE (IRELAND) LIMITED**, 40 Molesworth Street, Cookstown, County Tyrone BT80 8PH, and claiming to be a creditor of the company will be heard at the Royal Courts of Justice, Chichester Street, Belfast BT1 3JF.

Date: 17 December 2015

Time: 1000 hours (or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioner or its Solicitor in accordance with Rule 4.16 by 1600 hours on 16 December 2015.

The Petitioner's Solicitor is Bigger & Strahan, 89 Royal Avenue, Belfast BT1 1EX

25 November 2015 (2439878)

## WINDING-UP ORDERS

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 ENZO DEVELOPMENTS LIMITED**

By Order dated 19 November 2015, the above-named company (registered office at 54 Scotch Street, Armagh, BT61 7DF) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 3 June 2015

Official Receiver (2439860)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 JAZCON VENDING LTD**

By Order dated 19 November 2015, the above-named company (registered office at Unit 50-51 Glenwood Business Centre, Springbank Industrial Estate, Dunmurry, Belfast BT17 0QL) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 1 October 2015

Official Receiver (2439883)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 MUSIC EVENTS DIRECT LIMITED**

By Order dated 19 November 2015, the above-named company (registered office at The Offices of Burke Wallace, 146 High Street, Hollywood BT18 9HS) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 1 October 2015

Official Receiver (2439879)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 NEWRY TRADING LIMITED**

By Order dated 19 November 2015, the above-named company (registered office at 4 Glenveigh, Chancellors Road, Newry BT35 8GL) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 2 October 2015

Official Receiver (2439857)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 PUB CONCEPTS IRELAND LIMITED**

By Order dated 19 November 2015, the above-named company (registered office at 11 Castlekeele, Martins Lane, Newry BT35 8GH) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 2 October 2015

Official Receiver (2439852)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 SHANESILVER LIMITED**

By Order dated 18 November 2015, the above-named company (registered office at Sheridan Group Offices, 2 Queens Quay, Belfast BT3 9QQ) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 26 March 2015

Official Receiver (2439872)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 SSTE (NI) LTD**

By Order dated 19 November 2015, the above-named company (registered office at 12 Ballyholme Esplanade, Bangor BT20 5LZ) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 7 October 2015

Official Receiver (2439871)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 THE CHIPPIE STRANMILLS LTD**

By Order dated 19 November 2015, the above-named company (registered office at 133 Stranmills Road, Belfast BT9 5AJ) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 28 September 2015

Official Receiver (2439869)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 ZEUS (NI) LTD**

By Order dated 19 November 2015, the above-named company (registered office at C/O SJP Bookkeeping (NI) Limited, 9 Church Street, Banbridge BT32 4AA) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 2 October 2015

Official Receiver (2439886)

## Members' voluntary liquidation

### **APPOINTMENT OF LIQUIDATORS**

Company Number: NI056490

Name of Company: **FERNAGH LIMITED**

Nature of Business: Financial Services (Bureau De Change)

Type of Liquidation: Members

Registered office: 137 Main Street, Derrylin, Co. Fermanagh, BT92 9JZ

*Gerard Gildernew*, Liquidator, of Cavanagh Kelly, 36-38 Northland Row, Dungannon BT71 6AP

Office Holder Number: GBNI 092.

Date of Appointment: 20 November 2015

By whom Appointed: Members (2439839)

Company Number: NI052248

Name of Company: **TAL DISTRIBUTION LIMITED**

Nature of Business: Agents involved in the sale of timber and building materials

Type of Liquidation: Members

Registered office: Tal House, Lissue Ind Estate East, Lissue Road, Lisburn Co Antrim BT28 2RB

*David William John McClean*, Baker Tilly Mooney Moore, 17 Clarendon Road, Belfast BT1 3BG

Office Holder Number: GBNI 047.

By whom Appointed: Members (2439841)

## FINAL MEETINGS

### PATRICK HUGHES DEVELOPMENTS LIMITED

(Company Number NI053169)

#### IN MEMBERS' VOLUNTARY LIQUIDATION

#### IN THE MATTER OF THE INSOLVENCY (NI) ORDER 1989

NOTICE IS HEREBY GIVEN that a final meeting of the members of Patrick Hughes Developments Limited will be held at 12:00 noon on 05 January 2016. The meeting will be held at the offices of ASM (N) Limited, Wyncroft, 30 Rathfriland Road, Newry, Down, BT34 1JZ.

The meeting is called pursuant to Article 80 of the Insolvency (NI) Order 1989 for the purpose of receiving an account showing the manner in which the winding-up of the company has been conducted and the property of the company disposed of, and to receive any explanation that may be considered necessary. Any member entitled to attend and vote at the meeting is entitled to appoint a proxy to attend and vote on their behalf. A proxy need not be a member of the company.

The following resolutions will be considered at the meeting:

1. That the liquidator's final report and receipts and payments account be approved.

2. That the liquidator be released and discharged.

Proxies to be used at the meeting must be returned to the offices of ASM (N) Limited, Wyncroft, 30 Rathfriland Road, Newry, Down, BT34 1JZ no later than 12 noon on the working day immediately before the meeting.

Signed

*Ian Finnegan*

(authorised to act as an Insolvency Practitioner in the UK by Chartered Accountants Ireland)

Liquidator

Date: 23 November 2015 (2439826)

2. That the Liquidator is authorised to act as agent of the company in entering into any agreement in regards to any deed of assignment of the distribution in specie of the company's assets.

3. That Gerard Gildernew, Licenced Insolvency Practitioner, be and is hereby appointed Liquidator for the purpose of the winding up of the affairs and distributing the assets of the company.

4. That the remuneration to be paid to the Liquidator, in addition to the costs, charges and expenses thereof, shall be fixed by reference to the time spent by the Liquidator and staff thereof in attending to matters arising in the winding up including but without limitation to any matters outside the statutory duties of the Liquidator and undertaken at the request of the members or a majority of them.

5. That that Liquidator shall divide among the members according to their rights and interest any surplus assets of the company.

Dated this 26th November 2015 (2439845)

The Companies Act 2006

Company Limited By Shares

Written Resolution of

### TAL DISTRIBUTION LIMITED

(Company Number NI052248)

Circulation Date: 23 November 2015

The following special resolution of the shareholders of the Company was duly passed as a written resolution pursuant to Section 288 of the Companies Act 2006:

Special Resolution

That the Company be wound up voluntarily.

Director for and on behalf of Tal Distribution Limited

25 November 2015 (2439843)

## NOTICES TO CREDITORS

### NOTICE TO CREDITORS TO SUBMIT CLAIMS

#### FERNAGH LIMITED

(Company Number NI056490)

#### IN MEMBERS VOLUNTARY LIQUIDATION

At a meeting held under Article 77 of the Insolvency (Northern Ireland) Order 1989, on 20 November 2015 for the above company, I was duly appointed Liquidator.

Notice is hereby given that the creditors of the above-named company are required on or before 13 January 2016 to send their names and addresses and the particulars of their debts or claims, and the names and addresses of their Solicitors, if any, to Gerard Gildernew of Cavanagh Kelly, 36-38 Northland Row, Dungannon, Co Tyrone, BT71 6AP, the Liquidator of the said company, and, if so by notice in writing from the said Liquidator, or by their Solicitors, or personally, to come in and prove their debts or claims at such time and place as shall be specified in such notice, or in default thereof they will be excluded from the benefit of any distribution made before such debts are proved.

THIS NOTICE IS PURELY FORMAL.

THIS COMPANY IS SOLVENT AND ALL KNOWN CREDITORS HAVE BEEN OR WILL BE PAID IN FULL.

Dated this 26th Day of November 2015

Gerard Gildernew, Liquidator (2439834)

## RESOLUTION FOR VOLUNTARY WINDING-UP

### FERNAGH LIMITED

(Company Number NI056490)

At a General Meeting of the above-named company duly convened and held at the offices of Cavanagh Kelly Accountants, 36-38 Northland Row, Dungannon, Co. Tyrone on 20 November 2015 the following Special Resolutions (No.1 and No.2) and Ordinary Resolutions (No.3 to No.5) were passed:

1. That the company be wound up voluntarily.



# PEOPLE

## Personal insolvency

### BANKRUPTCY ORDERS

#### ALLEN, RONALD

Occupation Unknown, 5 Gloucester Park, Hillsborough, BT26 6HE  
In the The High Court of Justice in Northern Ireland  
No 094509 of 2015  
Date of Filing Petition: 07 October 2015  
Bankruptcy order date: 16 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439885)

#### BYRNE, NEIL

Occupation Unemployed, residing at 37 Glen Macha, Armagh, BT61 8AF  
In the The High Court of Justice in Northern Ireland  
No 107082 of 2015  
Date of Filing Petition: 12 November 2015  
Bankruptcy order date: 17 November 2015  
Whether Debtor's or Creditor's PetitionDebtor's (2439887)

#### CAMPBELL, AIDAN

Occupation Unknown, 10 Green Road, Saintfield, Ballynahinch, BT24 7EE  
In the The High Court of Justice in Northern Ireland  
No 065177 of 2015  
Date of Filing Petition: 06 July 2015  
Bankruptcy order date: 18 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439870)

#### CAMPBELL, TRACY MARGARET

Occupation Carer/Shop Assistant, residing at 19 Rochester Court, Coleraine, BT52 2JL, formerly residing at 177 Lisnablagh Road, Harpurs Hill, Coleraine, BT52 2HD  
In the The High Court of Justice in Northern Ireland  
No 107061 of 2015  
Date of Filing Petition: 12 November 2015  
Bankruptcy order date: 17 November 2015  
Whether Debtor's or Creditor's PetitionDebtor's (2439873)

#### COLLUM, ALBERT

Occupation Former Pet Shop Proprietor formerly t/a Daves Pet Shop, residing at 10 Kinmore Road, Lisnaskea, Enniskillen, BT92 0PZ, formerly t/a 231a Main Street, Lisnaskea, Enniskillen, BT92 0JH  
In the The High Court of Justice in Northern Ireland  
No 060814 of 2015  
Date of Filing Petition: 25 June 2015  
Bankruptcy order date: 18 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439881)

#### DEEHAN, BRIAN

Occupation Unknown, 50 Ivy Terrace, Londonderry, BT48 6TD  
In the The High Court of Justice in Northern Ireland  
No 087037 of 2015  
Date of Filing Petition: 16 September 2015  
Bankruptcy order date: 20 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439884)

#### DORAN, PETER

Occupation Unknown, 159a Seagahan Road, Collone, BT60 2BT  
In the The High Court of Justice in Northern Ireland  
No 082991 of 2015  
Date of Filing Petition: 02 September 2015  
Bankruptcy order date: 18 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439865)

#### DORAN, BERNADETTE

Occupation Unknown, 159a Seagahan Road, Collone, Armagh, BT60 2BT  
In the The High Court of Justice in Northern Ireland  
No 082987 of 2015  
Date of Filing Petition: 02 September 2015  
Bankruptcy order date: 18 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439888)

#### GREER, LI QIU JIN

Occupation Unknown, 120 Ballynahinch Road, Hillsborough, BT26 6BD  
In the The High Court of Justice in Northern Ireland  
No 095765 of 2015  
Date of Filing Petition: 12 October 2015  
Bankruptcy order date: 16 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439858)

#### GUNNING, PAULA

Also known as: Paula Misell Gunning  
Occupation Human Resources t/a PM Gunning, residing at 8 Cove Avenue, Groomsport, Bangor, BT19 6HX, formerly residing at 16 Warren Avenue, Donaghadee, BT21 0PE  
In the The High Court of Justice in Northern Ireland  
No 107062 of 2015  
Date of Filing Petition: 11 November 2015  
Bankruptcy order date: 17 November 2015  
Whether Debtor's or Creditor's PetitionDebtor's (2439864)

#### HARKIN, NATASHA MARGARET

Occupation Receptionist, residing at 116 Shanreagh Park, Limavady, BT49 0SG, formerly residing at 15 Glenbank Walk, Limavady, BT49 0RJ  
In the The High Court of Justice in Northern Ireland  
No 106469 of 2015  
Date of Filing Petition: 11 November 2015  
Bankruptcy order date: 17 November 2015  
Whether Debtor's or Creditor's PetitionDebtor's (2439875)

#### HURSON, NOEL

Occupation Screen Printer, 6c Derryloran Industrial Estate, Sandholes Road, Cookstown, BT80 9LU  
In the The High Court of Justice in Northern Ireland  
No 071389 of 2015  
Date of Filing Petition: 29 July 2015  
Bankruptcy order date: 18 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439863)

#### JORDAN, MICHAEL

Occupation Unemployed, 31c Stillago Road, Eglish, Dungannon, BT71 7QH  
In the The High Court of Justice in Northern Ireland  
No 105675 of 2015  
Date of Filing Petition: 09 November 2015  
Bankruptcy order date: 17 November 2015  
Whether Debtor's or Creditor's PetitionDebtor's (2439868)

#### KANE, LINDA

Occupation Contractor t/a LP Demolition, 16 Stephens Street, Belfast, BT1 2JE  
In the The High Court of Justice in Northern Ireland  
No 057963 of 2015  
Date of Filing Petition: 27 August 2015  
Bankruptcy order date: 18 November 2015  
Whether Debtor's or Creditor's PetitionCreditor's (2439877)

#### KERNOHAN, WOODS

Occupation Haulier t/a Kernohan Transport, residing & t/a 116 Rathkeel Road, Broughshane, Ballymena, BT42 4QE  
In the The High Court of Justice in Northern Ireland

No 031615 of 2015  
 Date of Filing Petition: 31 March 2015  
 Bankruptcy order date: 18 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439853)

**LAVERY, AIDAN**

Occupation Joiner, 9 Ashwood Heights, Cookstown, BT80 9LN  
 In the The High Court of Justice in Northern Ireland  
 No 069984 of 2015  
 Date of Filing Petition: 23 July 2015  
 Bankruptcy order date: 18 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439889)

**LAVERY, MICHAEL**

Occupation Gym Owner, t/a Columbia Gym, residing at 11a Derrycrow Road, Derrytrasnagh, Craigavon, BT66 6PT, t/a Units 1A, 6C & D Gilpinstown Road, Lurgan, BT66 8RL  
 In the The High Court of Justice in Northern Ireland  
 No 097069 of 2015  
 Date of Filing Petition: 15 October 2015  
 Bankruptcy order date: 20 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439908)

**MCCRACKEN, ODHRAN**

Occupation Unknown, residing at 1a Westbury Drive, Cookstown, BT80 8WD, formerly t/a 14 William Street, Cookstown, BT80 8NB  
 In the The High Court of Justice in Northern Ireland  
 No 081471 of 2015  
 Date of Filing Petition: 27 August 2015  
 Bankruptcy order date: 16 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439903)

**MCAUL, DAMIEN**

Occupation Former Guest House Proprietor, 6 Gort Beag, Rathlin Island, Ballycastle, BT54 6RT  
 In the The High Court of Justice in Northern Ireland  
 No 081382 of 2015  
 Date of Filing Petition: 27 August 2015  
 Bankruptcy order date: 16 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439905)

**MCGARRIGAN, PAUL JOHN**

Occupation Pharmacy Support Worker, 91 Clowney Street, Belfast, BT12 7LZ  
 In the The High Court of Justice in Northern Ireland  
 No 107619 of 2015  
 Date of Filing Petition: 13 November 2015  
 Bankruptcy order date: 20 November 2015  
 Whether Debtor's or Creditor's PetitionDebtor's (2439906)

**MCGARRIGAN, MARIE TERESA**

Also known as: McLarnon  
 Occupation Administration Manager, 91 Clowney Street, Belfast, BT12 7LZ  
 In the The High Court of Justice in Northern Ireland  
 No 107602 of 2015  
 Date of Filing Petition: 13 November 2015  
 Bankruptcy order date: 20 November 2015  
 Whether Debtor's or Creditor's PetitionDebtor's (2439892)

**MCILROY, MARY**

Occupation Support Worker, 11 Fairlawns Avenue, Newry, BT35 6LJ  
 In the The High Court of Justice in Northern Ireland  
 No 105622 of 2015  
 Date of Filing Petition: 09 November 2015  
 Bankruptcy order date: 17 November 2015  
 Whether Debtor's or Creditor's PetitionDebtor's (2439893)

**MCILROY, JOHN**

Occupation Lorry Driver, 11 Fairlawns Avenue, Newry, BT35 6LJ  
 In the The High Court of Justice in Northern Ireland  
 No 105639 of 2015  
 Date of Filing Petition: 09 November 2015  
 Bankruptcy order date: 17 November 2015  
 Whether Debtor's or Creditor's PetitionDebtor's (2439901)

**MCMAHON, EUGENE ANTHONY**

Occupation Computer Maintenance & Sales, t/a Emc Systems, residing & t/a 17 Knockbracken Crescent, Carryduff, Belfast, BT8 8DB  
 In the The High Court of Justice in Northern Ireland  
 No 094535 of 2015  
 Date of Filing Petition: 07 October 2015  
 Bankruptcy order date: 16 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439909)

**MOORE, KIERAN**

Occupation Businessman, 93 Shaws Road, Belfast, BT11 9PS  
 In the The High Court of Justice in Northern Ireland  
 No 079155 of 2015  
 Date of Filing Petition: 20 August 2015  
 Bankruptcy order date: 06 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439897)

**MURPHY, STEPHEN**

Occupation Unknown, 9 Mountview, Keady, Armagh, BT60 3RG  
 In the The High Court of Justice in Northern Ireland  
 No 055105 of 2015  
 Date of Filing Petition: 08 June 2015  
 Bankruptcy order date: 18 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439862)

**NANGLE, RAYMOND**

Occupation General Operative, residing at 17 Cherry Hill, Rostrevor, BT34 3BD, formerly residing at 29 Clounboyne Close, Bellingham, Portlaoise, R.O.I  
 In the The High Court of Justice in Northern Ireland  
 No 034436 of 2015  
 Date of Filing Petition: 11 November 2015  
 Bankruptcy order date: 16 November 2015  
 Whether Debtor's or Creditor's PetitionDebtor's (2439861)

**OWENS, PAUL GERARD**

Occupation Civil Servant, residing at 152 Meadowvale Park, Limavady, BT49 0SL, formerly residing at 15 Glenbank Walk, Limavady, BT49 0RJ  
 In the The High Court of Justice in Northern Ireland  
 No 106470 of 2015  
 Date of Filing Petition: 11 November 2015  
 Bankruptcy order date: 17 November 2015  
 Whether Debtor's or Creditor's PetitionDebtor's (2439896)

**O'CONNOR, DANIEL**

Occupation Unknown, 70 Ballyvenagh Road, Ballyvoy, Ballycastle, BT54 6RL  
 In the The High Court of Justice in Northern Ireland  
 No 095335 of 2015  
 Date of Filing Petition: 09 October 2015  
 Bankruptcy order date: 16 November 2015  
 Whether Debtor's or Creditor's PetitionCreditor's (2439899)

**ROBINSON, PAUL ADAM**

Occupation General Manager, 16 Demesne Gate, Holywood, BT18 9FR  
 In the The High Court of Justice in Northern Ireland  
 No 104186 of 2015  
 Date of Filing Petition: 04 November 2015  
 Bankruptcy order date: 20 November 2015  
 Whether Debtor's or Creditor's PetitionDebtor's (2439900)

**ROBSON, MILA LINDA**

Also known as: Merto

Occupation Physiotherapy Assistant, residing at 28 Woodvale, Dromara, BT25 2JA, formerly residing at 55 Whitethorn Lane, Kinallen, Dromara, BT25 2DL

In the The High Court of Justice in Northern Ireland

No 105703 of 2015

Date of Filing Petition: 09 November 2015

Bankruptcy order date: 17 November 2015

Whether Debtor's or Creditor's PetitionDebtor's (2439895)

**SIMPSON, ALAN H**

Also known as: Harry Simpson

Occupation Civil Servant, 24 Kernan Grove, Portadown, BT63 5RX

In the The High Court of Justice in Northern Ireland

No 106007 of 2015

Date of Filing Petition: 10 November 2015

Bankruptcy order date: 17 November 2015

Whether Debtor's or Creditor's PetitionDebtor's (2439898)

**STANDLEY, SARAH LETITIA**

Occupation Unknown, 45 Dickson Park, Ballygowan, Newtownards, BT23 6JB

In the The High Court of Justice in Northern Ireland

No 097490 of 2015

Date of Filing Petition: 16 October 2015

Bankruptcy order date: 20 November 2015

Whether Debtor's or Creditor's PetitionCreditor's (2439902)

**WATSON, JOSEPH**

Occupation Breakdown Recovery &amp; Garage Services t/a Watson Recovery, residing at 11 Mullavilly Road, Tandragee, Craigavon, BT62 2LX, t/a 2a Carn Court Road, Carn Industrial Estate, Portadown, Craigavon, BT63 5YX

In the The High Court of Justice in Northern Ireland

No 081342 of 2015

Date of Filing Petition: 27 August 2015

Bankruptcy order date: 18 November 2015

Whether Debtor's or Creditor's PetitionCreditor's (2439891)

**Wills & probate**

Deceased Surname:File

Deceased First name:Rosanna

Date of Death:2015-07-11

Address Line 1:50 Patrician Park

Address Line 2:Cloughoge

Town: Newry

County:Down

Postcode:BT35 8NF

Executor/Administrator Company Name:Luke Curran &amp; Co

Address 1:6 Marcus Square

Town: Newry

County:Down

Postcode:BT34 1AY

Claims Date:2016-01-28

(2439808)

Deceased Surname:Gamble

Deceased First name:Myrtle

Deceased Middle name(s):Frances

Date of Death:2015-09-13

Address Line 1:11 Lever Park

Town: Portstewart

County:Londonderry

Postcode:BT55 7ES

Executor/Administrator Company Name:Macaulay Wray Solicitors

Address 1:35 New Row

Town: Coleraine

County:Londonderry

Postcode:BT52 1AH

Claims Date:2016-02-04

(2439807)



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