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Contents

State/	*Post & Telecom./151
*Parliament/149	*Other Notices/171
Ecclesiastical/	Competition/
*Public Finance/150	*Corporate Insolvency/173
Transport/	*Personal Insolvency/176
Planning/	*Companies & Financial
Health/	Regulation/178
Environment/	Partnerships/
Water/	Societies Regulation/
*Agriculture & Fisheries/150	*Personal Legal/179
Energy/	*Terms and Conditions/183

*Notices published today

Parliament



UK Parliament

The following Letters Patent were signed by Her Majesty The Queen on the fourth of March 2013 in respect of the School Standards and Organisation (Wales) Bill and the Food Hygiene Rating (Wales) Bill.

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 Ourselves at The Court at Buckingham Palace

The fourth day of March 2013

in the Sixty-Second year of Our Reign

By The Queen Herself Signed with Her Own Hand.

SCHEDULE

School Standards and Organisation (Wales) Bill
Food Hygiene Rating (Wales) Bill

Cafodd y Breinlythyrau a ganlyn eu llofnodi gan Ei Mawrhydi y Frenhines ar y pedwerydd dydd o Fawrth 2013 mewn perthynas â Bil Safonau a Threfniadaeth Ysgolion (Cymru) a Bil Sgorio Hylendid Bwyd (Cymru).

ELISABETH YR AIL drwy Ras Duw Brenhines Teyrnas Unedig Prydain Fawr a Gogledd Iwerddon a'n Teyrnasoedd a'n Tiriogaethau eraill Pennaeth y Gymanwlad Amddiffynnnydd y Ffydd At Ein Ffyddlon ac anwylaf 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 Glwr 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 thrwyddyt rhoddwn Ein Cydsyniad Brenhinol i'r Biliau hynny sydd i'w cymryd a'u derbyn fel Deddfau 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 Llys ym Mhalas Buckingham ar y pedwerydd dydd o Fawrth 2013

yn yr Ail flwyddyn a thrigain o'n Teyrnasiad

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

ATODLEN

Bil Safonau a Threfniadaeth Ysgolion (Cymru)

Bil Sgorio Hylendid Bwyd (Cymru) (1)

Scottish Parliament

The Scottish Parliament

THE SCOTTISH PARLIAMENT (LETTERS PATENT AND PROCLAMATIONS) ORDER 1999

The following Letters Patent were signed by Her Majesty The Queen on the twenty-eighth of February 2013 in respect of the Scottish Civil Justice Council and Criminal Legal Assistance Bill ASP 3.

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 Scottish Parliament

GREETING:

FORASMUCH as a Bill has been passed by the Scottish Parliament and has been submitted to Us for Our Royal Assent by the Presiding Officer of the Scottish Parliament in accordance with the Scotland Act 1998 the short Title of which Bill is set forth in the Schedule hereto but that Bill by virtue of the Scotland Act 1998 does not become an Act of the Scottish Parliament nor have effect in the Law without Our Royal Assent signified by Letters Patent under Our Scottish Seal (that is Our Seal appointed by the Treaty of Union to be kept and used in Scotland in place of the Great Seal of Scotland) signed with Our own hand and recorded in the Register of the Great Seal We have therefore caused these Our Letters Patent to be made and have signed them and by them do give Our Royal Assent to that Bill COMMANDING ALSO the Keeper of Our Scottish Seal to seal these Our Letters with that Seal.

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

WITNESS Ourselves at Buckingham Palace the twenty-eighth day of February in the sixty-second year of Our Reign.

By The Queen Herself Signed with Her Own Hand.

SCHEDULE

Scottish Civil Justice Council and Criminal Legal Assistance Bill ASP 3 (2)

Public Finance



Customs & Excise

NOTICE OF SEIZURE OF GOODS UNDER THE CUSTOMS & EXCISE MANAGEMENT ACT 1979

To the Owner of the following goods seized on 28 February 2013 at the roadside, M1 south of Blacks Road, Belfast, Co Antrim.

Pursuant to section 139(6) of the Customs and Excise Management Act 1979, and paragraph 1 of Schedule 3 thereto, the Commissioners hereby give notice that by virtue of the powers contained in the Customs and Excise Acts, certain goods namely,

1 Renault curtain sided lorry registration number PLZ 6712
4,000 litres heavy oil, (kerosene)

have been seized as liable to forfeiture.

If you claim that all or any of the aforesaid goods are not liable to forfeiture you must, within one month from the date of this notice of seizure, give notice of your claim in writing, to the Commissioners at an office of Revenue and Customs in accordance with paragraphs 3 and 4 of Schedule 3 to the Customs and Excise Management Act 1979. Your notice must also specify your name and address and the goods claimed as not liable to forfeiture. If you live outside the United Kingdom you must also give the name and address of a solicitor within the United Kingdom who is authorised to accept service of the process and to act on your behalf.

In default of such notice within the said period of one month, or if any requirement of the above mentioned paragraph 4 is not complied with, all the aforesaid goods will be deemed to have been duly condemned as forfeit. If you do give notice of claim in the proper form, the Commissioners will take legal proceedings for the condemnation of all goods claimed as not liable to forfeiture.

M Toal, Officer of Revenue and Customs, Carne House, 20 Corry Place, Belfast BT3 9HY (3)

Agriculture & Fisheries



Forestry and Plant Health

ENVIRONMENTAL IMPACT ASSESSMENT

MHEASÚNACHT TIONCHAIR TIMPEALLACHTA

Forest Service, an Agency of the Department of Agriculture and Rural Development has provided an opinion on the following project in respect of the Environmental Impact Assessment (Forestry) Regulations (Northern Ireland) 2006

Project Type	Forest roadworks
Location	Capanagh forest
Grid reference	D302 042
Area	0.03ha
Project description	Construction of a turning/ stacking area
Opinion	No likely significant environmental effects. The Department does not propose to prepare an environmental statement.

A Map showing the extent of the project has been placed on www.forestserviceni.gov.uk. Further information may be obtained by contacting Customer Services at 02890 524480 or by emailing customer.forestserviceni@dardni.gov.uk. Any person wishing to comment on the likely environmental effects of the above project may do so in writing by 5/4/13 to Forest Service, Customer Services, Room 34, Dundonald House, Upper Newtownards Road, Belfast BT4 3SB or by emailing customer.forestserviceni@dardni.gov.uk (4)

Post & Telecom



Royal Mail

Royal Mail

THE ROYAL MAIL OVERSEAS LETTER POST SCHEME

1ST MARCH 2013

ARTICLE I. CONTENTS

1.	About This Scheme	2
2.	What This Scheme Applies To	2
3.	Definitions	2
4.	Our Ability to Provide Services	2
5.	What Can And Cannot Be Contained Within An Item	3
6.	Size & Weight Limits And How To Package an Item	9
7.	How To Address An Item	10
8.	How To Pay For Postage And Other Services	10
9.	How To Work Out How Much Postage To Pay	11
10.	How To Show That An Item Has Had Postage Paid	12
11.	Other Requirements Relating To The Address On The Cover Of An Item	13
12.	How To Hand Over (or Post) An Item	14
13.	How We Will Treat Items That Do Not Meet The Requirements Set Out In This Scheme	15
14.	Additional Marks We May Add	16
15.	Delivery Including Undeliverable and Re-Posted (Return To Sender) Items	16
16.	Compensation – What We Are Liable For	18
17.	Additional Terms & Conditions For Some Services/Items	23
18.	International Signed For™	23
19.	Airsure®	24
20.	HM Forces Mail (with and without Special Delivery™ or Recorded Signed For™)	24
21.	Articles For The Blind	25
22.	Printed Papers	27
23.	Customs Control	27
	Annex A – Definitions used in this Scheme	29

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).

1.3 This Scheme is known as 'The Royal Mail Overseas Letter Post Scheme 1st March 2013' 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 Successor Postal Services Company Overseas Letter Post Scheme 2001 (as amended) which is no longer in force. This Scheme complies with requirements as set out by the Universal Postal Union (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:

- Airmail (with and without International Signed For™ or Airsure® added)
- Surface Mail (with and without International Signed For™ added)
- H M Forces Mail (with or without Special Delivery™ or Recorded Signed For™)
- Articles for the Blind

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

(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) which can be viewed at any time. The list quoted below was correct at the time of publication:

(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 and urine). 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, and 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 (including gas cylinders for camping stoves, butane, ethane, propane, fire extinguishers and scuba tanks);
- (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); and
- (42) Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives, 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 prosecution resulting in a fine or imprisonment.

5.6 Failure to comply with these conditions could affect your ability to claim compensation.

5.7 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).

5.8 The sender is responsible for checking whether an item is prohibited. 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.

5.9 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 is prohibited in the relevant country.

5.10 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).

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 provided that you meet all our requirements for the acceptance of the item, including, but not limited to, packaging requirements.

5.12 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.

5.13 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) (which can be viewed at any time). The list and details quoted below were correct at the time of publication.

(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 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, silkworms, maggots, mealworms, pupae and chrysalides, rag worms, slugworms, 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 Airmail 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 siftproof 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. No more than 4 items can be sent in any one 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 Failure to comply with these conditions could result in prosecution resulting in a fine or imprisonment.

5.16 Failure to comply with these conditions could affect your ability to claim compensation.

5.17 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).

5.18 The sender is responsible for checking whether an item is restricted. 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.

5.19 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 relevant country.

5.20 Valuables can only be sent using International Signed For™ or Airture®. Valuables sent under the HM Forces service shall be sent using the Special Delivery™ service.

5.21 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).

6. Size and 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 Airmail or Surface Mail services may weigh up to 2 kilograms. 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 245 x 165mm with a maximum thickness of 5mm (please note that the standard letter sizes quoted here reflect standard international letter dimensions which

may be slightly larger than standard UK 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 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) 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 is discussed in more detail in 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 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 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). The latest packaging guidelines which apply to all items can also be found on our website (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 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 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. The address block should appear in the centre of the front face of the item.

7.3 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.

7.4 For items sent using the Airmail 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).

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 21 of this Scheme.

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

- Airmail (with and without the International Signed For™ or Aisured® add-ons);
- Surface Mail (with and without the International Signed For™ add-on); and
- H M Forces Mail (with or without Special Delivery™ or Recorded Signed For™ add-ons);

The specific requirements for International Signed For™ Aisured® and H M Forces Mail™ are set out below in sections 18, 19 and 20 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), 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 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 document called Royal Mail Scheme For Franking Letters And Parcels 2008 (which is published on our website (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 and Conditions and the Royal Mail Account Terms (both which can be found on our website (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 the destination (the destination); the second is how quickly you would like the item to arrive (the service); the third is the weight and format (i.e. the shape and size) 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). 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). In the case of Surface Mail, there is one World Zone outside of Europe. The pricing zones change from time to time and the up-to-date list can be found on our website (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). International Signed For™ and Aisured® (available for Airmail only) services are available upon payment of an additional fee on top of the relevant Airmail or Surface Mail postage. Further specific details about International Signed For™, Aisured®, H M Forces Mail and Articles for the Blind services, can be found in Sections 18 - 21 below and on our website (www.royalmail.com).

(c) The weight and format: for pricing purposes items are classed as either letters or packets as follows: Items which do not exceed 100g in weight and 245mm by 165mm by 5mm in size are deemed to be letters for pricing purposes. All other Items which exceed the weight and size limits for letters but do not exceed the maximum dimensions as described within section 6 of this Scheme are deemed to be packets for pricing purposes.

(d) The compensation: Airmail and Surface Mail 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 For™ and Aisured® services 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 for an additional fee. Further specific details, including compensation, exemption information, can be found in section 16 below and on our website (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). 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 mentioned in sections 9.1 (a) – (d).

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).

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 2008 (which is published on our website (www.royalmail.com)) and according to any guidelines that we publish on our Franking help centre website (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).

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:

- (a) anything which obscures the postage mark;
- (b) anything which is likely, in our opinion, to make it difficult for us to apply a **postmark** to the cover;
- (c) anything which, in our judgement, is likely to make the postmark illegible;
- (d) any counterfeit or fake postage mark;
- (e) any postage mark which we consider may have previously been used to pay postage;
- (f) 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
- (g) 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 sent using a service provided through this Scheme can be posted in the following ways:

- (a) by handing it to an authorised member of staff at a Post Office® as long as considered feasible to do so;
- (b) 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
- (c) in any other manner which we may approve.

12.2 In addition the following services:

- (i) Airmail (without International Signed For™ or Aisured® added);
- (ii) Surface Mail (without International Signed For™ added);
- (iii) H M Forces Mail (without Special Delivery or Recorded Signed For™ added or except those items that qualify as free of charge items under BFPO); and
- (iv) Articles for the Blind.

can be posted in the following ways:

- (a) by placing it in a post box (typically a red post box on the street);
- (b) by placing it in a **private post box** (typically a post box contained within a shop or other private premises); or
- (c) larger items should be handed to an authorised member of staff at a Post Office® branch.

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 2008 which is published on our website (www.royalmail.com).

12.4 Items sent through the Airmail and Surface Mail services (with or without the International Signed For™ or (in respect of Airmail) Aisured® add-ons) 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) 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 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 5.7 and 5.17 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 **re-mail item**, we may decide at our discretion to do one of the following things set out below within a reasonable period of time.

13.3 In respect of outgoing items, we may:

- (a) 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.
- (b) 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.
- (c) Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in Section 15.
- (d) Return the item to you.
- (e) Refuse to accept it.
- (f) 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 appear to be intended for posting.

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

- (a) Convey the item to the addressee.
- (b) Return the item to the country of origin.
- (c) Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in Section 15.
- (d) 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:

- (a) 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.
- (b) 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 5.7, 5.17, 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) 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 5.7 and 5.17, 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 sections 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 re-mail 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.

(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).

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 Mann, 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. Compensation - What We Are Liable For

16.1 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 fee 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.

16.2 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 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 above);
- (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 set out in section 5.2 above);
- (h) is one that contains restricted items and the requirements for the acceptance of those items have not been met (as set out in section 5.6 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.

16.3 For clarity where an item falls into one of the categories listed in section 16.2 (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.

16.4 In addition to section 16.3 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.

16.5 In addition to sections 16.3 and 16.4 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.

16.6 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.

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

- Airmail (with and without International Signed For™ or Airsure® added);
- Surface Mail (with and without International Signed For™ added);
- HM Forces Mail (with and without Special Delivery™ or Recorded Signed For™ added);

• Articles for the Blind (with International Signed For™ or Aisured® added).

16.8 We will only consider a claim for loss or damage compensation where the **required evidence** (as defined in section 16.9) is available and provided.

16.9 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 for™ items and Aisured® 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,

• 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 For™ and Aisured®);

(d) the place of posting;

(e) the date of posting;

(f) for International Signed For™ and Aisured® 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.

16.10 In order to claim loss or damage compensation for the **actual loss** of the item additional evidence of the item's value is required. Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For International Signed For™ and Aisured® it is the lower of **market value** or £50 (or £250 or £500 if enhanced compensation has been purchased. Enhanced compensations is limited to £250 for some destinations and is not available for mobile telephones (including Blackberrys and PDAs)). The maximum compensation available 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) for further information on restrictions and prohibitions. For all other services listed in section 16.7 it is the lower of market value or £20. 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 are summarised in Tables 1 & 2.

16.11 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.

16.12 In addition to information set out in sections 16.9 – 16.11, for eBay claims you must also include the following:

- item sale page and Paypal or bank/credit card statement; and
- ebay item number.

16.13 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 (upon submission of evidence) for loss, damage and part loss for items conveyed using Airmail (**without** International Signed For™ or Aisured®) and Surface Mail (**without** International Signed For™).

	Compensation for loss.	Compensation for damage and part loss.
Item has no intrinsic value	Postage refund.	No postage refund.
Item has intrinsic value	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, damage and part loss for items conveyed using Airmail (**with** International Signed For™ or Aisured®), Surface Mail (**with** International Signed For) and Articles for the Blind (**with** International Signed For™ or Aisured®).

	Compensation for loss.	Compensation for damage and part loss.
Item has no intrinsic value	Postage refund.	No postage refund.
Item has intrinsic value	Postage refund, plus compensation on basis of the customers actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50. If enhanced compensation has been purchased the maximum payable is the lower of the market value of the item and £250 or £500 depending on the destination and compensation purchased.	Compensation on basis of the customers actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50. If enhanced compensation has been purchased the maximum payable is the lower of the market value of the item and £250 or £500 depending on the destination and compensation purchased.

Making a Claim

16.14 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). We may reject claims that do not follow that process.

16.15 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.

16.16 Any loss, damage (or part loss) 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. 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.

16.17 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.

16.18 All claims should be made using the correct claim form which is available to download from our website (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.

16.19 The claim form needs to be completed as fully as possible, signed and dated by the claimant before being sent to us. Remember that in order to claim loss or damage compensation for actual loss of the item some additional evidence of the items value is required and should be sent in with the claim form.

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

16.21 No compensation or other payment will be paid by us for loss or damage claims not made within 6 months of the date of posting and not made in full compliance with the requirements of this Scheme.

16.22 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).

16.23 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.

17. Additional Terms and Conditions For Some Services /Items

17.1 The terms and conditions set out in sections 5 to 16 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 For™ (Section 18)
- Airsure® (Section 19)
- HM Forces Mail (with and without Special Delivery™ or Recorded Signed For™) (Section 20)
- Articles for the Blind (Section 21)
- Printed Papers (Section 22)

17.2 When using a service listed in Section 17.1 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.

17.3 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 2008 and according to any guidelines that we publish on our Franking help centre website (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). 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.

18. International Signed For™

18.1 International Signed For™ is a service that can be bought with and added to either Airmail or Surface Mail services. The addition of International Signed For™ means that 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 For™ is tracked to the point it leaves the UK when used in conjunction with Airmail. For some destinations, tracking continues overseas to delivery. For details of destinations where this applies please see our website (www.royalmail.com).

18.2 You must apply (or must ensure someone else applies) a fully completed International Signed For™ label securely to the cover of the item to which International Signed For™ has been added in a manner and position specified by us.

18.3 Upon delivery of an item with International Signed For™ 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.

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

18.5 Confirmation of delivery (not including a copy of the signature of the recipient) can be viewed on our website (www.royalmail.com) and will be available for up to 12 months after the item was posted.

19. Airsure®

19.1 Airsure® is a fully tracked, secure service that can be bought with and added to Airmail to a number of destinations. Details of destinations can be found on our website (www.royalmail.com).

19.2 Airsure® is fully tracked from despatch to delivery - further details of which can be found on our website (www.royalmail.com).

19.3 Airsure® should not be confused with International Signed For™ that takes a signature on delivery.

19.4 You must apply (or must ensure someone else applies) a fully completed Airsure® label securely to the cover of the item to which Airsure® has been added in a manner and position specified by us.

19.5 If we find an item which has not met the conditions laid out in this Scheme for an Airsure® item but which either:

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

then we will treat it as a Airsure® item.

In either case, if the item is treated as a Airsure® 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.

19.6 Confirmation of delivery (not including a copy of the signature of the recipient) can be viewed on our website (www.royalmail.com) and will be available for up to 12 months after the item was posted.

20. HM Forces Mail (with and without Special Delivery™ or Recorded Signed For™)

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

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

20.3 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).

20.4 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).

20.5 Special Delivery™ may be bought with and added to HM Forces Mail when compensation is required in the event of loss or damage to an item being sent to a member of HM Forces overseas.

20.6 Terms and conditions relating to Special Delivery™ sent through BFPO shall follow those as outlined by the United Kingdom Post Scheme November 2012 (a copy of which may be found on our website (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 (£1000, or £2500 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.

20.7 Terms and conditions relating to Recorded Signed For™ sent through BFPO shall follow those as outlined by the United Kingdom Post Scheme November 2012 (a copy of which may be found on our website (www.royalmail.com)) except that Recorded Signed For™ items being sent via BFPO will take a signature on delivery but will not provide confirmation of delivery.

21. Articles For The Blind

21.1 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.

21.2 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.

21.3 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.

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:

- (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).

21.5 Any item must meet the conditions set out below. We may 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 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;
- (c) it must be left un-sealed so the contents can be checked to make sure they are permissible as listed in sections 21.3 or 21.4. 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 21.3 or 21.4, 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 21.3 or 21.4. Please note that we may open and inspect items that are sent using Articles for the Blind to ensure the service is not being abused;
- (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.

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).

22. Printed Papers

22.1 Printed Papers may be sent up to 5kg when using Airmail or Surface Mail.

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

22.3 For many destinations customs declarations are required for sending Printed Papers. It is therefore advisable to attach the relevant customs declaration.

22.4 Printed Papers are defined as 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.

22.5 The above 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).

22.6 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 enclosed card, envelope or wrapper bearing the printed address of the sender or his agent which is pre-paid for return.

23. Customs Control

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

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

23.3 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).

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

23.5 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.

23.6 Customs documentation is available from all Post Offices or can be downloaded from our website (www.royalmail.com).

23.7 This information is current as the scheme is published but may change at any time. Please refer to our website (www.royalmail.com) for up to date information relating to customs requirements.

23.8 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.

23.9 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).

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 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 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).

express items

means an incoming item sent using an overseas service equivalent to Royal Mail's Airsure® 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, postcard, printed papers 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 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 defined in Section 22 of this Scheme.

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 For™ service.

remail 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) diamonds and precious stones;
- (iii) watches the cases of which are made wholly or mainly of precious metal;
- (iv) 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, 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 08457 740740.

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays. (5)

Royal Mail**THE ROYAL MAIL UNITED KINGDOM POST SCHEME**

2ND APRIL 2013

CONTENTS

The Royal Mail United Kingdom Post Scheme	1
2nd April 2013	1
Contents	1
1. About this Scheme	2
2. What this Scheme applies to	2
3. Definitions	3
4. Our ability to provide services	3

5.	What can and cannot be contained within an item	3
	Prohibition items	3
	Restricted items	4
6.	Size & weight limits and how to package an item	6
7.	How to address an item	7
8.	How to pay for postage and other services	8
9.	How to work out how much postage to pay	9
10.	How to show that an item has had postage paid	10
11.	Other requirements relating to the address on the cover of an item	11
12.	How to hand over (or post) an item	12
13.	How we will treat items that do not meet the requirements set out in this scheme	13
14.	Additional marks	13
15.	Delivery including undeliverable and re-posted (Return to Sender) items	14
16.	Compensation – what we are liable for	16
	What determines compensation payable	18
	Claims and evidence	18
	Loss	21
	Damage and Part Loss	21
	Loss	21
	Damage and Part Loss	21
	Making a claim	23
17.	Additional terms & conditions for some services	25
18.	Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Proof Deliver	25
19.	Special Delivery™	26
20.	Articles For The Blind	28
21.	Petitions and Addresses to the Sovereign	30
22.	Petitions to Parliaments and Assemblies	30
23.	Poste Restante	31
24.	Items sent between the United Kingdom and the Channel Islands or the Isle of Man	31
	Annex A – Definitions used in this Scheme	33

1. About this Scheme

1.1 This Scheme is a document that sets out the terms & conditions for some¹ 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).

1.3 This Scheme is known as ‘The Royal Mail United Kingdom Post Scheme 2nd April 2013’ 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 1st January 2013. 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 1pm² (‘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.

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) which can be viewed at any time. The list quoted below was correct at the time of publication:

- 5.3.1 aerosols,
- 5.3.2 liquids with alcohol content higher than 70 per cent,
- 5.3.3 asbestos,
- 5.3.4 batteries that are classed as dangerous goods by the latest edition of the International Civil Aviation Organisation (ICAO) Technical Instructions. More detail is available on our website (www.royalmail.com),
- 5.3.5 butane lighters and refills,
- 5.3.6 clinical and medical waste e.g. contaminated dressings, bandages and needles,
- 5.3.7 flammable and non-flammable, toxic compressed gases,
- 5.3.8 corrosives,
- 5.3.9 counterfeit money or counterfeit **postage stamps**,
- 5.3.10 drugs of any description, except those permitted as restricted items (see sections 5.5 and 5.7 below),
- 5.3.11 dry ice,
- 5.3.12 environmental waste e.g. used batteries and used engine oil,
- 5.3.13 explosives,
- 5.3.14 filth,
- 5.3.15 flammable liquids or solids,
- 5.3.16 lottery tickets (except for United Kingdom lottery tickets),
- 5.3.17 indecent, obscene or offensive material,
- 5.3.18 UN 2814 or UN 2900 Category A infectious substances e.g. Ebola, Anthrax, Foot and Mouth disease as detailed in the latest edition of the International Civil Aviation Organisation (ICAO) technical instructions. More detail is available on our website (www.royalmail.com),
- 5.3.19 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,
- 5.3.20 matches,
- 5.3.21 oxidising materials or organic peroxides,
- 5.3.22 pesticides,
- 5.3.23 toxic liquids, solids or gases,
- 5.3.24 poisons,
- 5.3.25 all radioactive material and samples that are classified as radioactive using Table 2-12 of the latest edition of the International Civil Aviation Organisation’s Technical Instructions. The full instructions are lengthy so are not re-produced on our website but are available directly from the ICAO,
- 5.3.26 weapons of war except as permitted by clause 5.7.14 below,
- 5.3.27 ammunition,
- 5.3.28 solvent-based paints, varnishes and enamels,

5.3.29 water-based paints, varnishes and enamels in volumes greater than 150 millilitres,

5.3.30 any imitation of a bank note which is for the time being legal tender in the country of issue, or

5.3.31 any other item prohibited by law, by regulations or that in our opinion we think may be harmful or dangerous or a risk to health and safety.

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).

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) (which can be viewed at any time). The list and details quoted below were correct at the time of publication.

5.7.1 liquids with an alcohol content lower than 70 per cent. These items must be wrapped in polythene and sealed with tape. Items must be surrounded with an absorbent material like sawdust or newspaper and packed in a leak proof container.

5.7.2 batteries other than those that are prohibited items. These items can only be sent in their original retail packaging. They must be surrounded with cushioning material and placed in a suitable rigid outer container.

5.7.3 battery operated goods as long as they do not contain batteries that are prohibited items. These items can only be sent in their original retail packaging. They must be surrounded with cushioning material and placed in a suitable rigid outer container.

5.7.4 drugs sent in emergencies for medical or scientific purposes. These must be packed in a strong inner container with your name and address clearly marked on the outer packaging.

5.7.5 Biological substances including diagnostic specimens e.g. blood and urine. Category B (UN3373) as classified by the latest edition of the International Civil Aviation Organisation (ICAO) Technical Instructions. The total volume/mass of the sample shall not exceed 50ml/50g. Diagnostic specimens can only be sent within the UK. These must be packed in a strong inner container with your name and address clearly marked on the outer packaging.

5.7.6 living creatures must be packaged using boxes that protect both the creatures and our staff from harm. Items must be sent using First Class as a minimum service speed but Special Delivery is recommended. Items must be clearly labelled as "URGENT - LIVING CREATURES". Your name and address must be marked on the outer packaging.

5.7.7 magnetised materials that are not prohibited items. Items must be fully wrapped in cushioning material at least 2cm thick. Your name and address must be clearly marked on the outer packaging. Items should be sent individually as they can damage other items they travel with, i.e. discs, tapes, etc.

5.7.8 water-based paints, varnishes and enamels in volumes of less than 150 millilitres. Items must be surrounded with cushioning material and placed in a rigid container.

5.7.9 perishable goods. Items must be sent using the First Class service as a minimum service speed. Any item that contains something that is likely to perish or decay must be clearly and legibly marked with the words 'PERISHABLE' in capital letters above the address on the packaging.

5.7.10 all radioactive material and samples that are not classified as radioactive using Tables 2-12 of the latest edition of the International Civil Aviation Organization's Technical Instructions; No specific additional packaging guidelines are required.

5.7.11 vaccines. Items must be tightly packaged together with strong outer packaging with a return address clearly marked on the packaging.

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

5.7.13 over the counter medicines and prescription medicines (including but not limited to inhalers of a volume of 50ml or less), provided these are being supplied lawfully and subject to such items being sent in suitable tamper proof or similar packaging and must be sent by Special Delivery™, Royal Mail Signed For 1st Class or Royal Mail Signed For 2nd Class.

5.7.14 guns for sporting use

5.7.15 any other item that must be restricted by law, by regulations or that in our opinion may be harmful or dangerous or a risk to health and safety.

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).

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) 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 in section 20) 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).

6.11 The latest packaging guidelines which apply to all items can also be found on our website (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).

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 20 to 23 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 18 & 19 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 machine².

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), 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 2008 (which is published on our website (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)) 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 which do not 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. The following items are also priced as Small Parcels:

(a) Parcels that exceed 353mm by 250mm by 25mm (in any one or more of the three dimensions) which do not exceed 160mm x 160mm x 160mm (in any one or more of the three dimensions) and do not exceed 2 kilograms in weight.

(b) Cylinder shaped items that do not exceed 450mm in length and has a diameter no greater than 80mm and not exceed 2 kilograms in weight

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 16.7.4 & 19 below and on the Special Delivery website (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 18 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). 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).

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 2008 (which is published on our website (www.royalmail.com)) and according to any guidelines that we publish on our Franking help centre website (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).

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 2008 which is published on our website (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 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 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) 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 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**⁴.

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 local⁵ 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,

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).

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 occupied⁶,

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. Compensation – what we are liable for

16.1 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.

16.2 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:

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

16.2.2 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),

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

16.2.4 has not fully met all of the conditions set out in this Scheme (as mentioned in section 13.2),

16.2.5 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),

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

16.2.7 is one that contained prohibited items (as set out in section 5.2 above),

16.2.8 is one that contains restricted items and the requirements for the acceptance of those items have not been met (as set out in section 5.6 above),

16.2.9 [is one that was sent as a Small Parcel or Medium Parcel item format and has been lost or damaged that contains:

- real fur,
- antiques, or
- postage marks
- or is one that has been damaged and contains:
 - ceramics (such as ornamental and decorative china and porcelain) including those items which have ceramic components, or
 - glassware (including those items which have glass components)].

16.2.10 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,

16.2.11 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,

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

16.2.13 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,

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

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

16.3 For clarity, where an item falls into one of the categories listed in sections 16.2.1 to 16.2.15 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.

16.4 In addition to section 16.3 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.

16.5 In addition to sections 16.3 and 16.4 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.

16.6 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

16.7 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

16.7.1 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

16.7.2 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).

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

16.7.3 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 stamps⁷ whichever is the higher in value for loss or damage (or part loss).

16.7.4 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 16.7.5 below.

Basic evidence is made up of all of the following:

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

16.7.4.2 the name of the service used,

16.7.4.3 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 1st 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,

16.7.4.4 the place of posting,

16.7.4.5 the date of posting,

16.7.4.6 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 1st 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),

16.7.4.7 a detailed description of the contents,

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

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

16.7.5 As mentioned in section 16.7.4 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 2nd 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 16.7.1 it is the lower of market value or £20.

Details are summarised in Tables 1 & 2 on page 21 of this Scheme.

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

16.7.5.1.1 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).

16.7.5.1.2 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.

16.7.5.1.3 In addition to information set out in 16.7.5.1.1 - 2 for eBay claims you must also include the following:

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

16.7.6 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.

16.7.7 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,

	Loss	Damage and Part Loss
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

	Loss	Damage and Part Loss
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

	Loss	Damage and Part Loss
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

Delay	Compensation payable
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.

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

16.8 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). We may reject claims that do not follow that process.

16.8.1 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.

16.8.1.1 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.

16.8.2 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.

16.8.2.1 Please note that loss claims can only be made if the item has not been delivered (or had delivery attempted) 15 or more working days after the **due date** (10 working days for Special Delivery™ items).

16.8.2.2 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.

16.8.2.3 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 3 – 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

Service	Due date	Delay if delivered
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.

16.8.2.4 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.

16.8.2.5 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.

16.8.2.6 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 16.8.2.1 and the assessment of when an item is considered delayed in paragraph 16.8.2.3 and 16.8.2.4 shall apply on a case by case basis.

16.8.3 All claims should be made using the correct claim form which is available to download from our website (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.

16.8.4 The claim form needs to be completed as fully as possible, signed and dated by the claimant before being sent to us. 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.

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

16.9 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.

16.10 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.

17. Additional terms & conditions for some services

17.1 The terms and conditions set out in sections 5 to 16 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 18),
- Special Delivery (section 19),
- Articles for the Blind (section 20),
- Petitions and Addresses to the Sovereign (section 21),
- Petitions to Parliament & Assemblies (section 22),
- Poste Restante (section 23) and
- Items sent between the United Kingdom and the Channel Islands and the Isle of Man (section 24).

17.2 When using a service listed in section 17.1, 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.

17.3 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 2008 and according to any guidelines that we publish on our Franking help centre website (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.

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

18.1 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.

18.2 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.

18.3 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.

18.4 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.

18.5 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). 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 Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class fee.

18.6 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) up to 12 months after the item was posted. Please note that we will only refund the Royal Mail Signed For 1st Class or Royal Mail Signed for 2nd Class fee if a claim is made within 3 months of the item being posted.

19 Special Delivery™

19.1 Special Delivery⁸ 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).

19.2 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.

19.3 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.

19.4 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.

19.5 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.

19.6 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.

19.7 Special Delivery items posted on a Friday are due for delivery the following Monday⁹ (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 19.1 still apply¹⁰; information can be found in on the Special Delivery website (www.royalmail.com).

19.8 As mentioned in section 16.7.5 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.

19.8.1 Claims for consequential loss must be made within 14 days of the day the item was posted.

19.8.2 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.

19.9 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.

19.9.1 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.

20. Articles for the Blind

20.1 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.

20.2 In this Scheme **blind people** and **the blind** means

20.2.1 persons registered as blind under the provisions of the National Assistance Act 1948 or

20.2.2 persons whose standard of close-up vision, with spectacles, is N12 or less.

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

20.3.1 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,

20.3.2 papers sent to anyone to be specially prepared or impressed so that blind people can use them,

20.3.3 relief maps,

20.3.4 machines, frames and attachments for making impressions for blind people to use,

20.3.5 writing frames and attachments,

20.3.6 Braille instruction manuals or

20.3.7 any other item that we determine to be allowable as listed on our website

20.4 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:

20.4.1 games (including card games),

20.4.2 mathematical appliances and attachments,

20.4.3 'talking books' and 'talking newspapers', which are recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications,

20.4.4 equipment used to play talking books and newspapers,

20.4.5 metal plates impressed or sent for impressing for use by blind people,

20.4.6 supplies of covers, envelopes and labels for sending articles for use by blind people,

20.4.7 watches, clocks, timers, tools and measuring equipment designed for blind people to use,

20.4.8 walking sticks adapted for blind people,

20.4.9 harnesses for guide dogs,

20.4.10 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

20.4.11 any other item that we determine to be allowable as listed on our website (www.royalmail.com)

20.5 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:

20.5.1 It must weigh less than 7 kilograms.

20.5.2 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.

20.5.3 It must be left un-sealed so the contents can be checked to make sure they are permissible as listed in 21.3 or 21.4. 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.

20.5.4 It must not contain any item or personal message which is not listed in 21.2 or 21.3, 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 21.3 or 21.4. 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.

20.5.5 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'.

20.5.6 It must not contain any advertising literature.

20.6 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.

20.7 More information is available on our website (www.royalmail.com).

21. Petitions and Addresses to the Sovereign

21.1 Special arrangements exist for the delivery of a petition or an address to the **Sovereign**, Her Majesty the Queen.

21.1.1 For the purposes of section 21.1 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.

21.1.2 For the purposes of section 21.1 a petition is a signed document intended to be presented to the Sovereign asking for action to be taken on a particular issue.

21.2 Petitions and Addresses to the Sovereign are free of charge as long as the special conditions set out below are all met:

21.2.1 it is a signed original and not a copy,

21.2.2 it is within the size limits set out in 6.3,

21.2.3 it does not weigh more than 2 kilograms,

21.2.4 it is packed so the contents can easily be inspected,

21.2.5 it clearly has 'ADDRESS TO HM THE QUEEN' or 'PETITION TO HM THE QUEEN' marked on the cover and

21.2.6 it does not contain any other item

21.2.7 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.

22. Petitions to Parliaments and Assemblies

22.1 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.

22.1.1 For the purposes of section 22.1 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.

22.2 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:

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 '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,

22.2.6 it is marked for the attention of a current member of parliament, the assembly or parliamentary Lord and

22.2.7 it does not contain any other item.

22.3 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

23. Poste Restante

23.1 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.

23.1.1 For the purposes of section 23.1 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.

23.2 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.

23.3 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.

23.4 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.

23.4.1 Items that are not collected within the time period set out in 23.4 will be treated as if they were undeliverable (see section 15)

23.5 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).

23.6 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.

24. Items sent between the United Kingdom and the Channel Islands or the Isle of Man

24.1 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').

24.2 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).

24.3 Section 16 ('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.

24.4 We may pay compensation for loss of or damage to (or part loss of) an incoming or outgoing item as set out in section 16 if the following criteria are all met:

24.4.1 we would have paid compensation if the item had been an item posted in and for delivery in the United Kingdom,

24.4.2 we are satisfied that the item was lost or damaged whilst in our custody and

24.4.3 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.

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 fifteenth working day after its due date, or the tenth 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) diamonds and precious stones;
- (iii) watches the cases of which are made wholly or mainly of precious metal; and
- (iv) 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, 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 08457 740740.

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

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

¹ 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.

² Special Delivery may also be provided under a contract.

³ 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.

⁴ 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.

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

⁶ 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.

⁷ Valid for a Letter format item weighing up to 100g

⁸ 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)

⁹ Please note that we may, on occasion, deliver items on a Saturday if it is operationally convenient for us to do so.

¹⁰ 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.

(6)

Other Notices



COMPANY LAW SUPPLEMENT

The Company Law Supplement to *The Belfast Gazette* detailing information notified to or by the Registrar of Companies is published weekly and is now available to view on *The Belfast Gazette* website at www.gazettes-online.co.uk. Go to Browse Recent Issues to find the latest editions or search for a specific Company under the Search Archive option.

(7)

Department of Agriculture and Rural Development

THE DOGS (GUARD DOG KENNELS) REGULATIONS (NORTHERN IRELAND) 2013

The Department of Agriculture and Rural Development has made a Statutory Rule entitled "The Dogs (Guard Dog Kennels) Regulations (Northern Ireland) 2013" (S.R. 2013 No. 44), the provisions of which comes into operation on 01 April 2013.

These Regulations partly replace the Dogs (Breeding Establishments and Guard Dog Kennels) Regulations (Northern Ireland) 1983.

The regulations—

- (a) prescribe the information to be contained in a register of guard dog kennels and the form in which it is required;
- (b) require the registration of guard dog kennels; and
- (c) prescribe the information to be included in the application for registration of a guard dog breeding establishment.

The prescribed standards of construction of guard dog kennels stipulate that premises must be of durable construction, capable of being cleansed and disinfected and of suitable size for the number of occupants.

They also require the provision of secure escape proof accommodation, exercising facilities, adequate water supply, drainage, lighting and ventilation.

Copies of the Order may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or viewed online at <http://www.legislation.gov.uk/nisr/2013>

(8)

Department of Agriculture and Rural Development

THE WELFARE OF ANIMALS (DOG BREEDING ESTABLISHMENTS AND MISCELLANEOUS AMENDMENTS) REGULATIONS (NORTHERN IRELAND) 2013 (S.R. 2013 NO. 43)

The Department of Agriculture and Rural Development has made a Statutory Rule entitled "The Welfare of Animals (Dog Breeding Establishments and Miscellaneous Amendments) Regulations (Northern Ireland) 2013 (S.R. 2013 No. 43), which comes into operation on 1 April 2013.

The Welfare of Animals (Dog Breeding Establishments and Miscellaneous Amendments) Regulations (Northern Ireland) 2013 ("the Regulations") make provision for the licensing of dog breeding establishments, the introduction of licensing fees, establishing the minimum conditions under which breeding dogs and their pups are kept, and offences.

Copies of the Rule may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or viewed online at <http://www.legislation.gov.uk/nisr>.

(9)

DEPARTMENT OF EDUCATION

THE TEACHERS' SUPERANNUATION (AMENDMENT) REGULATIONS (NORTHERN IRELAND) 2013

The Department of Education for Northern Ireland has made a statutory rule entitled "The Teachers' Superannuation (Amendment) Regulations (Northern Ireland) 2013", which comes into operation on 1 April 2013.

The Rule amends the Teachers' Superannuation Regulations (Northern Ireland) 1998 (S.R. 1998 No. 333) to increase the percentage of their salary which employees must contribute to the pension scheme from 1 April 2013.

Copies of the Rule may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or viewed online at <http://www.legislation.gov.uk/nisr>.

(10)

Department of Finance and Personnel

Notice is hereby given that the Department of Finance and Personnel in exercise of the powers conferred on it by Article 25A(6) of, and paragraph 1(1) to (3) of Schedule 8A to the Rates (Northern Ireland) Order 1977 has made Regulations entitled the Rates (Unoccupied Hereditaments) (Amendment) Regulations (Northern Ireland) 2013 (SR 2013 No. 47).

These Regulations were made on 6 March 2013.

Copies of the Rule may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or viewed online at <http://www.legislation.gov.uk/nisr>.

(11)

DEPARTMENT OF FINANCE AND PERSONNEL

Notice is hereby given that the Department of Finance and Personnel in exercise of the powers conferred on it by Article 31C of the Rates (Northern Ireland) Order 1977 has made Regulations entitled the Rates (Small Business Hereditament Relief) (Amendment) Regulations (Northern Ireland) 2013 (SR 2013 No. 46).

These Regulations were made on 6 March 2013.

Copies of the Rule may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or viewed online at <http://www.legislation.gov.uk/nisr>.

(12)

DEPARTMENT OF FINANCE AND PERSONNEL

Notice is hereby given that the Department of Finance and Personnel in exercise of the powers conferred on it by Article 39A(1) of the Rates (Northern Ireland) Order 1977 has made a statutory rule entitled the New NAV List (Time of Valuation) Order (Northern Ireland) 2013 (S.R. 2013 No. 45).

The statutory rule was made on 6th March 2013.

Copies of the Rule may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or viewed online at <http://www.legislation.gov.uk/nisr>.

(13)

Department of Finance and Personnel

ARTICLE 5(3) OF THE AUDIT AND ACCOUNTABILITY (N.I.) ORDER 2003

The Department of Finance and Personnel has made a Statutory Rule entitled the "Companies (Public Sector Audit) Order (Northern Ireland) 2013". (S.R.2013 No. 42).which comes into operation on 01 March 2013.

This Rule updates the list of not-for-profit public companies to be subject to annual audit by the Comptroller and Auditor General (C&AG) for Northern Ireland. The Rule also confers upon the C&AG the power to report upon as well as certify the accounts of the bodies listed and specifies who in each case is responsible for the laying of the accounts and report in the Assembly.

This Rule may be purchased from The Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer services on 0870 600 5522, or viewed online at: <http://www.legislation.gov.uk/nisr>.

(14)

THE DEPARTMENT OF JUSTICE

The Department of Justice has made SR 2013 No. 38, The Policing and Community Safety Partnerships (Designated Organisations) Order (Northern Ireland) 2013, in exercise of the powers conferred upon it by paragraph 7(3) of Schedules 1 and 2 to the Justice Act (Northern Ireland) 2011. The Order was made on 22 February 2013 and came into operation on 23 February 2013.

The purpose of the order is to designate organisations which must nominate a person to attend a meeting of a Policing and Community Safety Partnership (PCSP) or a District Policing and Community Safety Partnership (DPCSP), or a committee of a PCSP or DPCSP.

Copies of the Order may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or viewed online at <http://www.legislation.gov.uk/nisr>

(15)

DEPARTMENT OF JUSTICE

POLICE SERVICE OF NORTHERN IRELAND AND POLICE SERVICE OF NORTHERN IRELAND RESERVE PENSIONS (AMENDMENT) REGULATIONS 2013,

The Department of Justice has made a Statutory Rule entitled "Police Service of Northern Ireland and Police Service of Northern Ireland Reserve Pensions (Amendment) Regulations 2013" (S.R. 2013 No. 35), which comes into operation on 1 April 2013.

The rule details the increases in police pension contributions to police pension schemes from 1 April 2013 to 31 March 2014.

Copies of the Regulations may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or viewed online at <http://www.legislation.gov.uk/nisr>

(16)

Department of Regional Development**ABANDONMENT ORDER**

The Department for Regional Development has made a Statutory Rule entitled "The Curran Street and Obins Street, Portadown (Abandonment) Order (Northern Ireland) 2013" (S.R. 2013 No. 41) which will come into operation on 1st May 2013.

The rule will abandon 3 areas of road totalling 443.1 square metres adjacent to Curran Street and Obins Street, Portadown.

Copies of the rule may be obtained from Room 213, Clarence Court, 10-18 Adelaide Street, Belfast BT2 8GB or viewed online at <http://www.legislation.gov.uk/nisr>

(17)

THE FUEL ALLOWANCE PAYMENTS SCHEME REGULATIONS (NORTHERN IRELAND) 2012

Notice is hereby given that in exercise of the powers conferred by paragraph 1 of the Financial Assistance Act (Northern Ireland) 2009, the Department for Social Development has made Regulations entitled the Fuel Allowance Payments Scheme Regulations (Northern Ireland) 2012 (S.R. 2012 No. 159)

Housing Division

Department for Social Development

Level 2, Lighthouse Building

2-4 Cromac Avenue

Gasworks Business Park

Ormeau Road

BELFAST, BT7 2JA

(18)

OFFICE OF THE FIRST MINISTER AND DEPUTY FIRST MINISTER**THE FAIR EMPLOYMENT (SPECIFICATION OF PUBLIC AUTHORITIES) (AMENDMENT) ORDER (NORTHERN IRELAND) 2013**

Notice is hereby given that the Office of the First Minister and deputy First Minister, in exercise of the powers confirmed upon it by Articles 50 and 51 of the Fair Employment and Treatment (Northern Ireland) Order 1998 makes an Order entitled The Fair Employment (Specification of Public Authorities) (Amendment) Order (Northern Ireland) 2013.

The Statutory Rule, which will come into operation on 31 March 2013, amends The Fair Employment (Specification of Public Authorities) Order (Northern Ireland) 2004.

The Order substitutes the Schedule to The Fair Employment (Specification of Public Authorities) Order (Northern Ireland) 2004 with a new Schedule to ensure that those bodies, to whom the Fair Employment and Treatment (Northern Ireland) Order 1998 applies, are up to date. The Order also revokes The Fair Employment (Specification of Public Authorities) (Amendment) Order (Northern Ireland) 2012.

Copies of the Statutory Rule may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0870 600 5522 or may be viewed online at <http://www.legislation.gov.uk/nisr>

(19)

Corporate Insolvency**Administration****Appointment of Administrators**

In the High Court of Justice in Northern Ireland
Chancery Division (Company Insolvency) No 015670 of 2013

In the Matter of

KINGHORN DEVELOPMENTS LIMITED

(Company Number NI054699)

AND IN THE MATTER OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

Date of Appointment: 28 February 2013.

Joint Administrators' Names and Address: Joan Houston and Paul Dounis (IP Nos. GBNI041 and 009708), Begbies Traynor (Central) LLP, Scottish Provident Building, 7 Donegall Square West, Belfast, County Antrim BT1 6JH

(20)

Meetings of Creditors

W&J TAGGART (QUARRIES) LTD

(Company Number NI002510)

(In Administration)

Case Number 2013/11164

NOTICE IS HEREBY GIVEN pursuant to paragraph 51 of Schedule B1 of the Insolvency (Northern Ireland) Order 1989 ("the 1989 Order"), that a meeting of the creditors of the above named company will be held at Keenan CF, Arthur House, Arthur Street, Belfast, BT1 4GB on Wednesday 27th March 2013 at 3.00 pm. This meeting of creditors is an initial creditors' meeting under paragraph 52 of Schedule B1 to the 1989 Order.

I invite you to attend the above meeting.

In order to be entitled to vote under Rule 2.39 at the meeting you must give to me not later than 12 noon on Tuesday 26th March 2013 details in writing of your claim and whether there has been lodged with me any proxy which you intend to use on your behalf.

AND TAKE NOTICE that for the purposes of paragraph 50(6) of Schedule B1 of the 1989 Order, members of the company should write to the Administrator at the address stated above for a copy of the Administrator's Statement of Proposals which will then be sent to the member free of charge.

8 March 2013

Thomas Keenan

Administrator

(21)

Creditors' Voluntary Winding-up**Resolutions for Winding-up**

MCELWAIN SMART TECHNOLOGIES LIMITED

(Company Number NI 061497)

At a General Meeting of the Members of the above-named company, duly convened and held at the offices of Liz McKeown & Co, 3 Wellington Park, Malone Road, Belfast BT9 6DJ, on 1 March 2013, at 10.00 am, the following Special resolution was passed:

"That it has been proved to the satisfaction of this meeting that the company cannot by reason of its liabilities continue its business and that it is advisable to wind-up the same and accordingly that the company be wound up voluntarily."

The following Ordinary Resolution was duly passed by the meeting:

"That Liz McKeown, of Liz McKeown & Co, 3 Wellington Park, Malone Road, Belfast be, and she is hereby, appointed Liquidator of the company"

Maisie Margaret McElwaine, Chairman

1 March 2013.

(22)

NOTICE UNDER THE INSOLVENCY ORDER (NI) 1989**EDUCATIONAL GUIDANCE SERVICE FOR ADULTS**

(Company Number NI041987)

(being a company limited by guarantee)

At a General Meeting of the above-named company, convened and held on 6 March 2013 at 4 Bruce Street, Belfast BT2 7JD the following resolutions were passed. The first being a special resolution and the second being an ordinary resolution.

1. "That it has been proved to the satisfaction of this meeting that the company cannot, by reason of its liabilities, continue its business and that it is advisable to wind up the same and, accordingly, that the company resolves by special resolution that it be wound up voluntarily."

2. "That Alison Burnside of FPM Accountants LLP, 1-3 Arthur Street, Belfast, Co. Antrim BT1 4GA, be and is hereby appointed Liquidator for the purposes of the voluntary winding-up."

M Howell, Chairperson

6 March 2013.

(23)

Meetings of Creditors**FLEMING STEELE LIMITED**

Trading from 34-36 Bedford Street, Belfast, BT2 7FF

NOTICE IS HEREBY GIVEN pursuant to Article 84 of the Insolvency (Northern Ireland) Order 1989 that a meeting of the creditors of the above-named company will be held at Horwood Neill Holmes LLP, Scottish Provident Building, 7 Donegall Square West, Belfast, BT1 6JH on 22 March 2013 at 1100 hours for the purposes mentioned in Articles 85, 86 and 87 of the said Order.

A list of names and addresses of the company's creditors will be available for inspection free of charge at Horwood Neill Holmes LLP, Scottish Provident Building, 7 Donegall Square West, Belfast, BT1 6JH on 20 March 2013.

7 March 2013

By Order of the Board

James Steele

Director

(24)

IN THE MATTER OF**RE-BOUND PRODUCTS LIMITED**

(Company Number NI 603524)

Principal Trading Address: Unit 8, Boleyn Court, Tudor Road, Manor Park, Runcorn, Cheshire WA7 1SR.

NOTICE IS HEREBY GIVEN pursuant to Article 84 of the Insolvency (Northern Ireland) Order 1989, that a meeting of the creditors of the above-named Company will be held at the Holiday Inn Express, Speke Hall Avenue No1 Speke, Liverpool, L24 1UX on Tuesday 19th March 2013 at 11.00 am for the purposes mentioned in Articles 85 to 87 of the said Order.

A list of names and addresses of the company's creditors may be inspected free of charge at the offices of McKeague Morgan & Company, Chartered Accountants, 27 College Gardens, Belfast, BT9 6BS on the two business days immediately preceding the meeting between the hours of 10.00am and 4.00pm.

Creditors wishing to vote at the meeting must (unless they are individual creditors attending in person) lodge their proxies at the offices of McKeague Morgan & Company, Chartered Accountants, 27 College Gardens, Belfast BT9 6BS, no later than 12.00 noon on the 18th March 2013. Proofs may be lodged at any time prior to voting at the creditors meeting.

8th March 2013

By Order of the Board

Mr. R Jones, Director

(25)

Appointment of LiquidatorsName of Company: **EDUCATIONAL GUIDANCE SERVICE FOR ADULTS.**

Company Number: NI041987.

being a company limited by guarantee

STATUTORY INFORMATION

Date of Incorporation: 21 November 2001.

Principal Business: Educational Support Services.

Type of Liquidation: Creditors Voluntary Liquidation.

Address of Registered Office: 50 Bedford Street, Belfast BT2 7FW.

Current Directors: Rosemary Hamilton, Martin Howell, Clare Moore, Anthony McCusker, Nicola Thompson, Trevor Neilands, Kay Collins and Ann Osbourne.

Liquidator's Name and Address: Alison Burnside, FPM Accountants LLP, 1-3 Arthur Street, Belfast BT1 4GA.

Office Holder Number: GB NI 85.

Date of Appointment: 6 March 2013.

By whom Appointed: Creditors.

(26)

Company Number: NI33974.

Name of Company: **NAVITAL (UK) LIMITED.**

Nature of Business: Fishing.

Type of Liquidation: Creditors.

Address of Registered Office: c/o BDO Stoy Hayward, Lindsay House, 10 Callender Street, Belfast BT1 5BN.

Liquidators' Names and Address: Michael Jennings and Brian Murphy, both of BDO Stoy Hayward, Lindsay House, 10 Callender Street, Belfast BT1 5BN.

Office Holder Numbers: 068 and 069.

Date of Appointment: 22 February 2013.

By whom Appointed: Creditors.

(27)

PURSUANT TO ARTICLE 95 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

Company Number: NI 061497.

Name of Company: **MCELWAIN SMART TECHNOLOGIES LIMITED.**

Nature of Business: Research and Development in Social Care and Security Monitoring Systems and in Environmental and Renewable Energy Sources.

Type of Liquidation: Creditors Voluntary.

Address of Registered Office: Liz McKeown & Co., 3 Wellington Park, Malone Road, Belfast BT9 6DJ.

Liquidator's Name and Address: Elizabeth McKeown, Liz McKeown & Co., 3 Wellington Park, Malone Road, Belfast BT9 6DJ.

Office Holder Number: NI 002.

Date of Appointment: 1 March 2013.

By whom Appointed: Creditors.

(28)

Final Meetings**THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989****ALL THINGS GRATE LTD**

(Company Number NI053209)

(IN CREDITORS' 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 the Creditors of the above named Company, will be held at 1-3 Arthur Street, Belfast, BT1 4GA on 9 April 2013 at 2.00 pm and 2.15 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 creditors' meeting:

1. That the Liquidator's receipts and payments account be approved.
2. That the Liquidator receive her release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of FPM Accountants LLP, 1- 3 Arthur Street, Belfast, Antrim, BT1 4GA not later than 12 noon on the working day immediately before the meetings.

Alison Burnside

Liquidator

28 February 2013.

(29)

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989
THE MONAGHAN CENTRE LIMITED
 (Company Number NI051466)
 (IN CREDITORS' 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 the Creditors of the above named Company, will be held at 1-3 Arthur Street, Belfast, BT1 4GA on 28 March 2013 at 11.00 am and 11:15 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 creditors' meeting:

1. That the Liquidator's receipts and payments account be approved.
2. That the Liquidator receive her release.
3. That the Liquidator has the power to destroy the books and records of the company 12 months after the final meeting.

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of FPM Accountants LLP, 1- 3 Arthur Street, Belfast, Antrim, BT1 4GA not later than 12 noon on the working day immediately before the meetings.

Alison Burnside
 Liquidator

22 February 2013.

(30)

Notices to Creditors

EDUCATIONAL GUIDANCE SERVICE FOR ADULTS
 (being a company limited by guarantee)

In Liquidation
 Creditors' Voluntary Winding Up

Notice is hereby given that following an Article 84 meeting of the creditors held on 6 March 2013 that I, Alison Burnside, was appointed Liquidator by the creditors. Creditors of the above-named company are required on or before 17 April 2013 to send their full names and addresses and particulars of their debts or claims and the names and addresses of the Solicitors, if any, to the undersigned Alison Burnside, FPM Accountants LLP, 1-3 Arthur Street, Belfast, Co. Antrim BT1 4GA, the Liquidator of the Company and, if so come in and prove their said 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.

A Burnside, Liquidator

6 March 2013.

(31)

THE INSOLVENCY RULES 1986

NAVITAL (UK) LIMITED

(In Creditors' Voluntary Liquidation)
 Trading as: Navital (UK) Limited from The Harbour, 1 Princess Anne Road, Portavogie, Co Down BT22 1DT.

I hereby give notice that we, Michael Jennings and Brian Murphy, Licensed Insolvency Practitioners of BDO Northern Ireland, Lindsay House, 10 Callender Street, Belfast BT1 5BN, were appointed Joint Liquidators of the above named company on 22 February 2013. All debts and claims should be sent to me at my address above. All creditors who have not already done so are invited to prove their debts in writing to me. No further public advertisement of invitation to prove debts will be given.

Michael Jennings, Joint Liquidator

8 March 2013.

(32)

MCELWAIN SMART TECHNOLOGIES LIMITED

(Company Number NI 061497)
 (In Creditors Voluntary Liquidation)
 Registered Office and Principal Trading Address: L.I.T.E House Cross Street, Lisnaskea, Fermanagh BT92 0JE.

Notice is hereby given, pursuant to Rule 4.113 of the Insolvency Rules (Northern Ireland) 1991, that on 1 March 2013, Elizabeth McKeown, of Liz McKeown & Co, 3 Wellington Park, Malone Road, Belfast BT9 6DJ, was appointed Liquidator of the above named Company (Creditors' Voluntary Winding Up).

Creditors of the Company who have not already done so should submit their claims in writing to me at the following address not later than 12 April 2013.

Liz McKeown & Co., 3 Wellington Park, Malone Road, Belfast BT9 6DJ

Elizabeth McKeown, Liquidator

1 March 2013.

(33)

Winding-up By The Court
Petitions to Wind Up (Companies)

In the High Court of Justice
 Northern Ireland No 14332 of 2013

In the Matter of

MCKEEFREYS OF MAGHERA LIMITED

(Company Number NI039528)
 And in the Matter of

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 80/82 Main Street, Maghera, County Derry, BT46 5AF presented on 5 February 2013 by the Commissioners of Her Majesty's Revenue & Customs of 100 Parliament Street, London, SW1A 2BQ 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 21 March 2013

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 20 March 2013.

J H CONN

Crown Solicitor's Office
 Royal Courts of Justice
 Chichester Street
 BELFAST BT1 3JE

7 March 2013.

(34)

In the High Court of Justice in Northern Ireland
 Chancery Division (Companies Winding up) No 24273 of 2013

In the Matter of

TYRONE TILING CONTRACTS LTD

And in the Matter of

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A Petition to wind up the above named Company of Tyrone Tiling Contracts Ltd whose registered office is 66, Crossowen Road, Clogher, County Tyrone BT76 0AT.

Presented on 4 March 2013

By Kevin McConnell, 267, Favour Royal Road, Augher, County Tyrone, BT77 0EG, Director of the Company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JF on

Date:- THURSDAY the 25 April 2013.

Time: 10.00 am

(or as soon thereafter as the Petition can be heard)

Any Person intending to appear at the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioner or their Solicitors in accordance with Rule 4.016 by 16.00 hours on 24 April 2013.

The Petitioner's Solicitor is:-

BRIGID NAPIER
NAPIER & SONS
1/9 Castle Arcade
BELFAST
BT1 5DF
6 March 2013.

(35)

Winding-Up Orders

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 HOUSEWORKS (NI) LIMITED

By Order dated 28/02/2013, the above-named company (registered office at 47 Balmoral Avenue, Belfast, BT9 6NX) was ordered to be wound up by the High Court of Justice in Northern Ireland.
Commencement of winding up: 11/01/2013

Official Receiver

(36)

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 MODERN MAN LIMITED

By Order dated 28/02/2013, the above-named company (registered office at c/o Jacks Of London, 63 Fountain Street, Belfast, BT1 5EB) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 28/11/2012

Official Receiver

(37)

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 PIOTEC LIMITED

By Order dated 28/02/2013, the above-named company (registered office at 20 Milltown Hill, Warrenpoint, Newry, BT34 3QY) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up: 21/01/2013

Official Receiver

(38)

Winding-Up Orders (Partnerships)

THE INSOLVENT PARTNERSHIPS ORDER (NI) 1995 RE: ROYAL CABS (A PARTNERSHIP)

By Order dated 28/02/2013, the above-named partnership (principal place of business Balteagh Lane, Coleraine, BT51 4JG) was ordered to be wound up by the High Court of Justice in Northern Ireland.
Commencement of winding up: 03/08/2012

Official Receiver

(39)

Personal Insolvency



Bankruptcy Orders

ALEXANDER, LORNA
(also known as Bingham)

Occupation Hairdresser formerly t/a The Male Room, residing at 63 Seahill Road, Holywood, BT18 0DJ, formerly t/a 64 High Street, Holywood, BT18 9AE.

In the The High Court of Justice in Northern Ireland
No 021359 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 01 March 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(40)

BEARE, ADRIAN

Occupation Computer Technician formerly t/a A&S Beare, residing & formerly t/a 52 Cooldarragh Park, Belfast, BT14 6TH.

In the The High Court of Justice in Northern Ireland
No 021842 of 2013

Date of Presenting Petition: 22 February 2013.

Date of Bankruptcy Order: 01 March 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(41)

BEARE, SIOBHAN

Occupation Admin Assistant formerly t/a A&S Beare, residing & formerly t/a 52 Cooldarragh Park, Belfast, BT14 6TH.

In the The High Court of Justice in Northern Ireland
No 021768 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 01 March 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(42)

BONNES, COLIN NEIL

Occupation Tutor/Assessor, 1 The Mill, Sixmilewater Mill, Antrim, BT41 4FB.

In the The High Court of Justice in Northern Ireland
No 021452 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(43)

BOYLE, DECLAN

Occupation Solicitor, formerly residing at 26 Beechmount Park, Newry, BT34 1LA, t/a 11-13 Lower Catherine Street, Newry, BT35 6BE.

In the The High Court of Justice in Northern Ireland
No 096853 of 2012

Date of Presenting Petition: 31 July 2012.

Date of Bankruptcy Order: 01 March 2013.

Whether Debtor's or Creditor's Petition: Creditor's.

(44)

CARR, MARSHA

(also known as O'Hare)

Occupation Community Care Worker, 64 Hennessy Park, Newry, BT34 2EF.

In the The High Court of Justice in Northern Ireland
No 021406 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(45)

CARSON, MARLENE ELIZABETH

(also known as McLaughlin)

Occupation Practice Nurse t/a Aloe Vera For All and t/a NC Trading, residing at 9 Ecosse Apartments, Kinora Terrace, Portstewart, BT55 7FR, t/a and formerly residing at 18 Movilla Road, Portstewart, BT55 7DW.

In the The High Court of Justice in Northern Ireland
No 019705 of 2013

Date of Presenting Petition: 20 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(46)

CARSON, NOEL

Occupation Self Employed t/a Aloe Vera For All and t/a NC Trading, residing at 9 Ecosse Apartments, Kinora Terrace, Portstewart, BT55 7FR, t/a and formerly residing at 18 Movilla Road, Portstewart, BT55 7DW.

In the The High Court of Justice in Northern Ireland
No 019711 of 2013

Date of Presenting Petition: 20 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(47)

CONLON, LYNETTE MARY

Occupation Administration Officer, 15 Knockmount Park, Belfast, BT5 6GR.

In the The High Court of Justice in Northern Ireland
No 021606 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (48)

DALY, MARIO JOSEPH

Occupation Builder t/a FJ Daly & Son, residing at 168 Corbally Road, Fintona, Omagh, BT78 2PD, t/a 40 Corryglass Road, Fintona, BT78 2LB.

In the The High Court of Justice in Northern Ireland
No 021717 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 01 March 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (49)

DUGGAN, PATRICK

Occupation Unknown, residing at 3 Loughshore Road, Portaferry, Newtownards, BT22 1PD, t/a Castle Yard, Castle Street, Portaferry, Newtownards, BT22 1NZ, formerly t/a 20 The Square, Portaferry, Newtownards, BT22 1LW & Unit 7B, 49 Market Street, Downpatrick, BT30 6LP.

In the The High Court of Justice in Northern Ireland
No 008427 of 2013

Date of Presenting Petition: 23 January 2013.

Date of Bankruptcy Order: 01 March 2013.

Whether Debtor's or Creditor's Petition: Creditor's. (50)

LYNCH, REGINA

Occupation Teacher formerly t/a Carbon Footprint Ireland, residing at 34 Forest Park, Dromintee, Newry, BT35 8ST, formerly residing & formerly t/a 88 St Peters Place, Arklow, Wicklow, Ireland.

In the The High Court of Justice in Northern Ireland
No 021523 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (51)

MAXWELL, SAMANTHA

Occupation Unemployed, 5 Richmond Avenue, Lisburn, BT28 2DL.

In the The High Court of Justice in Northern Ireland
No 021665 of 2013

Date of Presenting Petition: 22 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (52)

MAYNE, BRIAN JAMES

Occupation Plumbing & Heating Engineer, formerly t/a BM Gas & Heating Services, residing & formerly t/a 43 Ballynure Road, Ballyclare, BT39 9AG.

In the The High Court of Justice in Northern Ireland
No 020376 of 2013

Date of Presenting Petition: 21 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (53)

McAULEY, PHILIP ALBERT JAMES

Occupation Sales Manager, 35a Vow Road, Ballymoney, BT53 7PB.

In the The High Court of Justice in Northern Ireland
No 021731 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 01 March 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (54)

McCANN, CAHAL

Occupation Sales Assistant, 30 Wellbrook Avenue, Dungannon, BT70 1EA.

In the The High Court of Justice in Northern Ireland
No 018916 of 2013

Date of Presenting Petition: 19 February 2013.

Date of Bankruptcy Order: 25 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (55)

McCARTAN, JANICE

Occupation Unknown, 107 Ballynoe Road, Downpatrick, BT30 8AJ.

In the The High Court of Justice in Northern Ireland
No 008223 of 2013

Date of Presenting Petition: 22 January 2013.

Date of Bankruptcy Order: 27 February 2013.

Whether Debtor's or Creditor's Petition: Creditor's. (56)

McDONALD, WILLIAM

Occupation Taxi Firm Proprietor t/a Royal Cabs, residing & t/a 9 Balteagh Lane, Coleraine, BT51 4JG.

In the The High Court of Justice in Northern Ireland
No 085742 of 2012

Date of Presenting Petition: 03 August 2012.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Creditor's. (57)

McSPARRON, EMMA

Occupation Sign Language Interpreter, 162 Irish Green Street, Limavady, BT49 9AP.

In the The High Court of Justice in Northern Ireland
No 021589 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (58)

McWILLIAMS, KATHLEEN BERNADETTE

(also known as Devlin aka McCann)

Occupation Unemployed, residing at 4 Canal Quay, Coalisland, BT71 4LR, formerly residing at 1 Shanoch Close, Coalisland, BT71 4HX.

In the The High Court of Justice in Northern Ireland
No 020992 of 2013

Date of Presenting Petition: 22 February 2013.

Date of Bankruptcy Order: 27 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (59)

MOLLOY, ANTHONY PATRICK

(also known as Tony Molloy)

Occupation Unemployed, formerly t/a Carbon Footprint Ireland, residing at 34 Forest Park, Dromintee, Newry, BT35 8ST, formerly residing & formerly t/a 88 St Peters Place, Arklow, Wicklow, Ireland.

In the The High Court of Justice in Northern Ireland
No 021517 of 2013

Date of Presenting Petition: 25 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (60)

NUGENT, THOMAS JOHN

Occupation Self Employed Builder, residing at 46 Annaghgad Road, Crossmaglen, Newry, BT35 9JG, formerly residing at 44 Annaghgad Road, Crossmaglen, Newry, BT35 9JG.

In the The High Court of Justice in Northern Ireland
No 020903 of 2013

Date of Presenting Petition: 22 February 2013.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's. (61)

PODESTA, MIKE

Occupation Unknown, 50 Forest Hills, Newry, BT34 2FH.

In the The High Court of Justice in Northern Ireland
No 137380 of 2012

Date of Presenting Petition: 11 December 2012.

Date of Bankruptcy Order: 27 February 2013.

Whether Debtor's or Creditor's Petition: Creditor's.

(62)

WARWICK, JOAN

Occupation Taxi Firm Proprietor t/a Royal Cabs, residing & t/a 9
Balteagh Lane, Coleraine, BT51 4JG.

In the The High Court of Justice in Northern Ireland
No 085748 of 2012

Date of Presenting Petition: 03 August 2012.

Date of Bankruptcy Order: 28 February 2013.

Whether Debtor's or Creditor's Petition: Creditor's.

(63)

WEBB, JONATHAN

Occupation Production Operative, 20 Drumadoon Drive, Dundonald,
Belfast, BT16 2QN.

In the The High Court of Justice in Northern Ireland
No 021201 of 2013

Date of Presenting Petition: 22 February 2013.

Date of Bankruptcy Order: 27 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(64)

WILLIAMS, GERARD

Occupation Unemployed, 10A Seymour Avenue, Bangor, BT19 1BN.

In the The High Court of Justice in Northern Ireland
No 019996 of 2013

Date of Presenting Petition: 20 February 2013.

Date of Bankruptcy Order: 27 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(65)

WILLIAMS, MARY PHILOMENA

(also known as McGoldrick)

Occupation Unemployed, 10A Seymour Avenue, Bangor, BT19 1BN.

In the The High Court of Justice in Northern Ireland
No 020008 of 2013

Date of Presenting Petition: 20 February 2013.

Date of Bankruptcy Order: 27 February 2013.

Whether Debtor's or Creditor's Petition: Debtor's.

(66)

Companies & Financial Regulation



Petitions to Transfer Business

In the High Court of Justice (Chancery Division)
Companies Court No 986 of 2013

In the Matter of

NIPPON INSURANCE COMPANY OF EUROPE LIMITED

and

In the Matter of

NIPPONKOA INSURANCE COMPANY (EUROPE) LIMITED

and

In the Matter of

the **FINANCIAL SERVICES AND MARKETS ACT 2000**

NOTICE

NOTICE IS HEREBY GIVEN that on 12 February 2013 Nippon Insurance Company of Europe Limited ("NICE") (formerly The Nippon Fire and Marine Insurance Company (U.K.) Limited) applied to the High Court of Justice for:

1. an Order under Part VII of the Financial Services and Markets Act 2000 (the "Act") sanctioning a scheme (the "Scheme") providing for the transfer to Nipponkoa Insurance Company (Europe) Limited ("NKE") of the entire business of NICE; and

2. an Order making ancillary provision in connection with the implementation of the Scheme under Section 112 of the Act.

The proposed transfer will result in the entire business formerly carried on by NICE being carried on by NKE. The proposed transfer will secure the continuation by or against NKE of any judicial, quasi-judicial, administrative or arbitration proceedings or any complaint or claim to any ombudsman or other proceedings for the resolution of a dispute or claim (whether current or future) by or against NICE that relate to rights and obligations in respect of the transferred business. All claims being dealt with before the transfer by NICE in relation to such business will following the transfer be dealt with by NKE. All such claims arising after the transfer will be dealt with by NKE.

The application is directed to be heard before the Companies Court Judge at 7 Rolls Buildings, Royal Courts of Justice, Fetter Lane, London, EC4A 1NL on 4 June 2013 and any person (including staff employed in the performance of NICE's business or NKE's business) who alleges that he or she would be adversely affected by the carrying out of the Scheme is entitled to object in writing or may appear at the time of that hearing in person or by Counsel. Any person who intends to make written objections or so to appear and any policyholder or reinsured of NICE or NKE who objects to the Scheme but does not intend to object in writing or so to appear, is requested to give not less than two clear days' prior notice in writing of such intention or objection, and the reasons therefor, to the solicitors named below.

Copies of a report on the terms of the Scheme prepared pursuant to Section 109 of the Act (the "Independent Expert's Report") and a statement setting out the terms of the Scheme and containing a summary of the Independent Expert's Report will be provided free of charge by the solicitors named below. These documents may also be accessed at the following web addresses: www.nipponinscoeurope.com and www.nipponkoeurope.com.

DATED this 8 day of March 2013

Hogan Lovells International LLP

Atlantic House

Holborn Viaduct

London EC1A 2FG

Tel: +44(0) 20 7296 2000

Fax: +44(0) 20 7296 2001

Ref: C4/EG/TJG

Solicitors for NICE and NKE

(67)

Personal Legal



Deceased Estates

In the Estate of **EMMA MARGARET MCKEOWN**
Late of Slemish Nursing Home, Broughshane Road, Ballymena

NOTICE is hereby given pursuant to Section 28 of the Trustee Act (Northern Ireland) 1958, that all persons claiming to be creditors of the above-named Deceased or having any claim or interest in the estate of the above named Deceased, who died on 21 September 2012 are hereby required to send on or before 8 May 2013 (two months after date of publication) particulars of such claims or interest to the undersigned Solicitors for the Personal Representatives of the Deceased. AND NOTICE is hereby further given that after 8 May 2013, the said Personal Representatives will proceed to convey or distribute the property of the said Deceased among the parties entitled thereto having regard only to the claims and demands of which particulars shall have been received.

Messrs. Jack McCann & Son, Solicitors of the Personal Representatives
20 Ballymoney Road, Ballymena

1 March 2013.

(68)



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liability for fraudulent misrepresentation, or for death or personal injury resulting from the Publisher's negligence or the negligence of the Publisher's agents or employees.

7 For the avoidance of doubt, subject to clause 4 above, in no circumstances shall the Publisher be liable for any economic losses (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings), any loss of goodwill or reputation, or any special, indirect or consequential damages (however arising, including negligence).

8 Where the Publisher is responsible for any error which, in the Publisher's reasonable opinion, causes a substantive change to the meaning of a Notice or would affect the legal efficacy of a Notice, upon notification of such error by the Advertiser, the Publisher shall publish the corrected Notice at no charge and at the next suitable opportunity and this shall be the limit of the Publishers liability or responsibility in these circumstances.

9 In the event that the Publisher believes an Advertiser is deliberately submitting Notices in bad faith and in breach of clause 10 below, or has dealings with Advertisers who are in persistent breach of these Terms and Conditions, the Publisher may require further verification of information to be provided by such Advertisers and may at its discretion delay publication of those Notices as far as it is able to, until it is satisfied that the Notice it has received is based on authentic information.

10 The location of the Notice in the Belfast Gazette shall be at the discretion of the Publisher. For the avoidance of doubt, the Notice shall be published in the house style of the Belfast Gazette.

11 The Advertiser warrants:

- 11.1 that it has the right, power and authority to submit the Notice;
- 11.2 the Notice is not false, inaccurate, misleading nor does it contain fraudulent information;
- 11.3 the Notice is submitted in good faith, does not contravene any Act of Parliament nor is it in any way illegal or defamatory or an infringement of any other party's rights or an infringement of the British Code of Advertising Practice.

12 To the extent permissible by law the Publisher excludes all implied warranties, conditions or other terms, whether implied by statute or otherwise.

13 The Advertiser agrees to indemnify and hold the Publisher and/or (as applicable) the Publisher's affiliates, officers, directors, agents and employees harmless from all losses incurred (including legal costs), in respect of any claim or demand, including threatened claims or demands, made by any third party which constitute, or would if proved constitute, a breach or threatened breach by the Advertiser of these Terms and Conditions or any breach by the Advertiser of any law or an infringement of the rights of a third party. The Publisher shall consult with the Advertiser as to the way in which such claims are handled but the Publisher retain the final decision on all aspects of the claim, including choice of instructing solicitors, steps taken in litigation and decisions to settle the case. The Advertiser shall provide, at its own expense, such co-operation and assistance as the Publisher may reasonably request, including the provision of witnesses, access to premises and delivery up of documents.

14 The Advertiser shall promptly notify the Publisher in writing of any actual, threatened or suspected claim made by a third party or parties against the Advertiser and/or the Publisher in relation to a Notice. The Publisher reserves the right, following a claim or threatened claim, to immediately remove the Notice which is the subject of the complaint from the website at www.gazettes-online.co.uk and all other websites controlled by the Publisher containing the Notice. The Publisher may require the Advertiser to amend the Notice at its own cost before it agrees to re-publish the Notice if it is capable of rectification to avoid the claim or threatened claim. Any reinstatement of the Notice shall be at the sole discretion of the Publisher.

15 The Advertiser acknowledges that the Publisher may re-use Notices and/or allow third parties to re-use Notices accepted for publication in the Belfast Gazette, and hereby assigns to the Publisher all rights, including but not limited to, copyright in all Notices, and warrants that any such activity by the Publisher and/or third parties does not and will not infringe any legal right of the Advertiser or any third party.

16 The Advertiser accepts that the purpose of the Belfast Gazette is to disseminate information of interest to the public as widely as possible and that the information contained in the Notices published in the Belfast Gazette may be used by third parties after publication for any purpose. In such instance, the Publisher accepts no liability whatsoever.

17 The Advertiser accepts that the Charges may be amended from time to time and will be payable at the rate in force at the time of invoicing unless otherwise agreed by the Publisher. The Charges must be paid by the Advertiser in advance of publication unless other requirements of the Publisher (as determined from time to time) are notified to the Advertiser.

18 If the Advertiser wishes to make a Complaint then please refer to the Gazette office.

19 A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions but this does not affect any right or remedy of a third party specified in these Terms and Conditions or which exists or is available apart from that Act.

20 These Terms and Conditions and all other express terms of the contract shall be governed and construed in accordance with the Laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

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Email: belfast.gazette@tso.co.uk

The
**Belfast
Gazette**

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