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April 2018

STATE

PROCLAMATIONS

BY THE QUEEN

A PROCLAMATION

ALTERING THE PROCLAMATION OF THE FOURTH DAY OF OCTOBER 1953 TO DETERMINE NEW INSCRIPTIONS FOR CERTAIN GOLD COINS

ELIZABETH R.

Whereas under section 3(1)(b) and (h) of the Coinage Act 1971 We have power, with the advice of Our Privy Council, by Proclamation to determine the design of coins to be made at Our Mint, and to alter any Proclamation previously made under the said section:

And Whereas by Our Proclamation dated the fourth day of October 1953 We determined a new design for the gold coins specified in Our said Proclamation, being the five pound piece, the two pound piece, the sovereign and the half-sovereign:

And Whereas it appears to Us desirable to determine a new design for the said sovereign:

We, therefore, in pursuance of the said sections 3(1)(b) and (h) and of all other powers enabling Us in that behalf, do hereby, by and with the advice of Our Privy Council, proclaim, direct and ordain as follows:

1. The following paragraph shall be substituted for the paragraph headed 'GOLD COINS' of Our said Proclamation of the fourth day of October 1953.

GOLD COINS

'Every sovereign shall have for the obverse impression Our effigy with the inscription "· ELIZABETH II · DEI · GRA · REGINA · FID · DEF" and for the reverse the image of St George armed, sitting on horseback, attacking the dragon with a sword, and a broken spear upon the ground, and the date of the year. The coins shall have either a grained or plain edge.'

2. This Proclamation shall come into force on the twenty fifth day of April Two thousand and eighteen.

Given at Our Court at Windsor Castle, this twenty fourth day of April in the year of Our Lord Two thousand and eighteen and in the sixty-seventh year of Our Reign.

GOD SAVE THE QUEEN

(3017233)

BY THE QUEEN

A PROCLAMATION

ALTERING THE PROCLAMATION OF THE EIGHTH DAY OF FEBRUARY 2018 TO DETERMINE A NEW VARIATION FROM THE STANDARD WEIGHT FOR TEN PENCE COINS IN SILVER

ELIZABETH R.

Whereas under section 3(1)(cc) and (h) of the Coinage Act 1971 We have power, with the advice of Our Privy Council, by Proclamation to determine the weight of coins to be made at Our Mint, and to alter any Proclamation previously made under the said section:

And Whereas by Our Proclamation dated the eighth day of February 2018 We determined, among other matters, the variation from the standard weight of ten pence coins in silver:

And Whereas it appears to Us desirable to determine a new variation from the standard weight for the said silver coins:

We, therefore, in pursuance of the said section 3(1)(cc) and (h) and of all other powers enabling Us in that behalf, do hereby, by and with the advice of Our Privy Council, proclaim, direct and ordain as follows:

1. In paragraph 2(2)(a) of Our said Proclamation of the eighth day of February 2018, for 'of 0.06 grammes' there shall be substituted 'of 0.16 grammes'.

2. This Proclamation shall come into force on the twenty fifth day of April Two thousand and eighteen.

Given at Our Court at Windsor Castle, this twenty fourth day of April in the year of Our Lord Two thousand and eighteen and in the sixty-seventh year of Our Reign.

GOD SAVE THE QUEEN

(3017234)

BY THE QUEEN

A PROCLAMATION

DETERMINING THE SPECIFICATIONS AND DESIGN FOR A SERIES OF FIVE POUND COINS IN GOLD, STANDARD SILVER, SILVER PIEDFORT AND CUPRO-NICKEL CELEBRATING THE MARRIAGE OF HIS ROYAL HIGHNESS PRINCE HENRY OF WALES AND RACHEL MEGHAN MARKLE

ELIZABETH R.

Whereas under section 3(1)(a), (b), (c), (cc), (cd), (d) and (dd) of the Coinage Act 1971 We have power, with the advice of Our Privy Council, by Proclamation to determine the denomination, the design and dimensions of coins to be made at Our Mint, to determine the weight and fineness of certain gold coins, the remedy to be allowed in the making of such coins and their least current weight, and to determine the weight and composition of coins other than gold coins or coins of silver of Our Maundy money, and the remedy to be allowed in the making of such coins, to provide for the manner of measurement of the variation from the standard weight of coins, and to determine the percentage of impurities which such coins may contain:

And Whereas under section 3(1)(ff) of the Coinage Act 1971 We have power, with the advice of Our Privy Council, by Proclamation to direct that any coin shall be legal tender for the payment of any amount:

And Whereas it appears to Us desirable to order that, to celebrate the marriage of His Royal Highness Prince Henry of Wales and Rachel Meghan Markle, there should be made at Our Mint a new series of coins of the denomination of five pounds in gold, standard silver, silver piedfort and cupro-nickel.

We, therefore, in pursuance of the said section 3(1)(a), (b), (c), (cc), (cd), (d), (dd) and (ff), and of all other powers enabling Us in that behalf, do hereby, by and with the advice of Our Privy Council, proclaim, direct and ordain as follows:

FIVE POUND GOLD COIN

1. (1) A new coin of gold of the denomination of five pounds shall be made, being a coin of a standard diameter of 38.61 millimetres, and being circular in shape.

(2) In the making of the said gold coin a remedy (that is, a variation from the diameter specified above) shall be allowed of an amount not exceeding 0.125 millimetres per coin.

(3) The variation from the standard weight will be measured as the average of a sample of not more than one kilogram of the coin.

(4) The design of the said gold coin shall be as follows:

'For the obverse impression Our effigy with the inscription "· ELIZABETH II · D · G · REG · FID · DEF · 5 POUNDS", and for the reverse a depiction of His Royal Highness Prince Henry of Wales and Rachel Meghan Markle with the inscription "· ROYAL WEDDING · 19 MAY 2018 ·" and "HARRY & MEGHAN". The coin shall have a plain edge.'

FIVE POUND STANDARD SILVER COIN

2. (1) A new coin of silver of the denomination of five pounds shall be made, being a coin of a standard weight of 28.28 grammes, a standard diameter of 38.61 millimetres, a standard composition of 925 parts per thousand fine silver, and being circular in shape.

(2) In the making of the said silver coin a remedy (that is, a variation from the standard weight, composition or diameter specified above) shall be allowed of an amount not exceeding the following, that is to say:

(a) a variation from the said standard weight of an amount per coin of 0.45 grammes;

(b) a variation from the said standard composition of five parts per thousand fine silver; and

(c) a variation from the said standard diameter of 0.125 millimetres per coin.

(3) The variation from the standard weight will be measured as the average of a sample of not more than one kilogram of the coin.

(4) The design of the said silver coin shall be as follows:

'For the obverse impression Our effigy with the inscription "· ELIZABETH II · D · G · REG · FID · DEF · 5 POUNDS", and for the reverse a depiction of His Royal Highness Prince Henry of Wales and Rachel Meghan Markle with the inscription "· ROYAL WEDDING · 19 MAY 2018 ·" and "HARRY & MEGHAN". The coin shall have a plain edge.'

(5) The said silver coin shall be legal tender for the payment of any amount in any part of Our United Kingdom.

FIVE POUND SILVER PIEDFORT COIN

3. (1) A new coin of silver of the denomination of five pounds shall be made, being a coin of a standard weight of 56.56 grammes, a standard diameter of 38.61 millimetres, a standard composition of 925 parts per thousand fine silver, and being circular in shape.

(2) In the making of the said silver coin a remedy (that is, a variation from the standard weight, composition or diameter specified above) shall be allowed of an amount not exceeding the following, that is to say:

- (a) a variation from the said standard weight of an amount per coin of 0.215 grammes;
- (b) a variation from the said standard composition of five parts per thousand fine silver; and
- (c) a variation from the said standard diameter of 0.125 millimetres per coin.

(3) The variation from the standard weight will be measured as the average of a sample of not more than one kilogram of the coin.

(4) The design of the said silver coin shall be as follows:

‘For the obverse impression Our effigy with the inscription “ELIZABETH II · D · G · REG · FID · DEF · 5 POUNDS”, and for the reverse a depiction of His Royal Highness Prince Henry of Wales and Rachel Meghan Markle with the inscription “ROYAL WEDDING · 19 MAY 2018 .” and “HARRY & MEGHAN”. The coin shall have a plain edge.’

(5) The said silver coin shall be legal tender for the payment of any amount in any part of Our United Kingdom.

FIVE POUND CUPRO-NICKEL COIN

4. (1) A new coin of cupro-nickel of the denomination of five pounds shall be made, being a coin of a standard weight of 28.28 grammes, a standard diameter of 38.61 millimetres, a standard composition of seventy-five per centum copper and twenty-five per centum nickel, and being circular in shape.

(2) In the making of the said cupro-nickel coin a remedy (that is, a variation from the standard weight, composition or diameter specified above) shall be allowed of an amount not exceeding the following, that is to say:

- (a) a variation from the said standard weight of an amount per coin of 0.75 grammes;
- (b) a variation from the said standard composition of two per centum copper and two per centum nickel; and
- (c) a variation from the said standard diameter of 0.125 millimetres per coin.

(3) The said cupro-nickel coin may contain impurities of three-quarters of one per centum.

(4) The variation from the standard weight will be measured as the average of a sample of not more than one kilogram of the coin.

(5) The design of the said cupro-nickel coin shall be as follows:

‘For the obverse impression Our effigy with the inscription “ELIZABETH II · D · G · REG · FID · DEF · 5 POUNDS”, and for the reverse a depiction of His Royal Highness Prince Henry of Wales and Rachel Meghan Markle with the inscription “ROYAL WEDDING · 19 MAY 2018 .” and “HARRY & MEGHAN”. The coin shall have a milled edge.’

(6) The said cupro-nickel coin shall be legal tender for the payment of any amount in any part of Our United Kingdom.

5. This Proclamation shall come into force on the twenty fifth day of April Two thousand and eighteen.

Given at Our Court at Windsor Castle, this twenty fourth day of April in the year of Our Lord Two thousand and eighteen and in the sixty-seventh year of Our Reign.

GOD SAVE THE QUEEN (3017235)

STATE APPOINTMENTS

APPOINTMENT OF DEPUTY LIEUTENANT

Mr David Lindsay, Lord-Lieutenant of County Down, has been pleased to appoint:

BLACKMORE, Miss Amanda Fiona Charlotte
The Mill House
10 Portaferry Road
Greyabbey
Newtownards
BT22 2RU

To be a Deputy Lieutenant of the County her Commission bearing date the day of 21 April 2018.

David Lindsay, Lord-Lieutenant of the County (3017460)

APPOINTMENT OF DEPUTY LIEUTENANT

Mr David Lindsay, Lord-Lieutenant of County Down, has been pleased to appoint:

LAMB, Mr Noel
Finnebrogue House
11 Finnebrogue Road
Downpatrick
BT30 9AA

To be a Deputy Lieutenant of the County her Commission bearing date the day of 21 April 2018.

David Lindsay, Lord-Lieutenant of the County (3017461)

APPOINTMENT OF DEPUTY LIEUTENANT

Mr David Lindsay, Lord-Lieutenant of County Down, has been pleased to appoint:

MCCORKELL, Mrs Sara Caroline Paget
Clanmurry
16 Lower Quilly Road
Dromore
BT25 1NL

To be a Deputy Lieutenant of the County her Commission bearing date the day of 21 April 2018.

David Lindsay, Lord-Lieutenant of the County (3017463)

ENVIRONMENT & INFRASTRUCTURE

Communications

POSTAL SERVICES

ROYAL MAIL

ROYAL MAIL SCHEME FOR FRANKING LETTERS AND PARCELS 2018

This Scheme is made by Royal Mail under section 89 of Postal Services Act 2000 (as amended by the Postal Services Act 2011).

1. APPLICATION, COMMENCEMENT, REVOCATION AND CITATION

1.1 This Scheme sets out the terms applicable to the franking of Letters and to the posting of Franked Letters in the United Kingdom. This Scheme forms part of each Licence issued.

1.2 This Scheme will be effective from 25 May 2018 and may be referred to as the Royal Mail Scheme for Franking Letters and Parcels 2018. It replaces the Royal Mail Scheme for Franking Letters and Parcels 2017 (including all amending Schemes). Licences issued under the replaced Schemes are, from 25 May 2018, subject to this Scheme, but this shall not affect Royal Mail's accrued rights under those Licences.

1.3 Royal Mail may amend this Scheme at any time. Amendments will be published in the London, Edinburgh and Belfast Gazettes.

2. INTERPRETATION

2.1 The definitions of expressions used in this Scheme are set out in the Schedule to this Scheme.

2.2 References in this Scheme to the use of Franking Equipment are (except where stated or the context necessarily indicates otherwise) references to the use of Franking Equipment to indicate payment of Postage and Fees, and/or to the resetting of Franking Equipment with a view to using the equipment to indicate the payment of Postage and Fees on Letters to be posted in the United Kingdom.

3. APPROVAL OF FRANKING EQUIPMENT AND OF MANUFACTURERS, SUPPLIERS AND MAINTAINERS

3.1 Royal Mail may at its discretion approve different models of Franking Equipment, and may approve any Person to manufacture, supply, maintain or otherwise deal with Franking Equipment.

3.2 By approving any Person to manufacture, supply, maintain or otherwise deal with Franking Equipment, Royal Mail does not become a party to any customer contract for the supply, inspection, maintenance, or otherwise in relation to Franking Equipment and does not make any promise or commitment as to the quality, suitability, weight of items, or otherwise, concerning any goods or services supplied by that Person.

4. RESTRICTIONS ON USE OF FRANKING EQUIPMENT

4.1 The Franking Equipment must not be used unless it has been manufactured by an Authorised Manufacturer and the Model has Royal Mail's then current approval, which Royal Mail can withdraw at any time.

4.2 Franking Equipment which has been modified in any way must not be used unless Royal Mail has given its approval of that modification to the Authorised Manufacturer. 4.3 Franking Equipment must not be used if Royal Mail withdraws its approval of the Model. Whenever Royal Mail withdraws its approval for a Model it will tell the Users in the way it decides is most suitable. Use of that Model must stop within the timescales notified to the Users by Royal Mail.

5. APPROVAL OF USERS

5.1 Franking Equipment must not be used before the User has obtained a Licence. All Users must apply to Royal Mail for a Licence via an Authorised Manufacturer or Authorised Supplier, who will either deal with Royal Mail on the User's behalf or instruct the User to apply for a Licence directly from Royal Mail.

5.2 If Royal Mail approves an application to use Franking Equipment it will issue a Licence to the User. Franking Equipment must not be used: (i) before a Licence has been issued to the User; (ii) after a Licence has either expired or been ended; or (iii) during any period of suspension of the Licence.

5.3 The User shall carry out all reasonable instructions given to it by Royal Mail in relation to recording details of the Franking Equipment, the issue of a Licence and the identity of the User.

6. USER LICENCES

6.1 If an application for a Licence is rejected, Royal Mail will tell the applicant and/or the Authorised Supplier or Authorised Manufacturer by whatever means Royal Mail deems appropriate. The requirement for a User to obtain a Licence applies whether or not the User has entered into a contract with Royal Mail to receive postal services. If an applicant has neither received a Licence nor a rejection then the application has been rejected.

6.2 The Licence will include the following information

6.2.1 the User's name and address;

6.2.2 the address where the Franking Equipment will be used (Note: this must not be changed without Royal Mail's prior written consent);

6.2.3 the details of the Royal Mail Franking Administration Centre where the User's records will be kept;

6.2.4 the name and number of the Model of the Franking Equipment;

6.2.5 the serial number of the Franking Equipment and/or Meter; and 6.2.6 the number of the Die and/or Device (or related machine identifier).

6.3 Royal Mail may pass this information, and any amendments to it, to the Authorised Manufacturer, Authorised Supplier and Authorised Maintainer of the User's Franking Equipment, so that their records will be accurate and up to date.

6.4 The Licence allows the User, and its employees and contractors, to use the specified Franking Equipment at the address shown on the Licence only, for the purpose of franking its own business Letters but not the Letters or other mail of any other Person. The Licence allows the User to use only that Franking Equipment named in the Licence. Any other Franking Equipment requires its own separate Licence. The Franking Equipment named in the Licence must only be used by the User, and its employees and contractors, and must not be used by any other Person.

6.5 The Licence may not be transferred to another Person. If the Franking Equipment is sold or otherwise transferred, the Licence does not transfer with it, and the User must tell the proposed new user to get a Licence from Royal Mail before using the Franking Equipment.

6.6 If the User wishes to change any of the details shown on the Licence, for example the address, the User must make a request to the Authorised Manufacturer or Authorised Supplier of the Franking Equipment, who in turn will liaise with Royal Mail. The Licence may not be changed without Royal Mail's prior written consent. Where Royal Mail agrees to the change, Royal Mail will issue a new Licence incorporating the change.

6.7 If the User permanently stops using the Franking Equipment, the User must tell each of the following in writing, either before, or, as soon as possible after, it stops using the Franking Equipment:

6.7.1 the Royal Mail Franking Administration Centre;

6.7.2 the Authorised Manufacturer (if purchased from an Authorised Manufacturer);

6.7.3 the Authorised Supplier (if purchased from an Authorised Supplier); and

6.7.4 the Authorised Maintainer of the User's Franking Equipment (if any).

7. PAYMENT OF POSTAGE AND FEES

7.1 It is the User's responsibility to ensure that a then current Tariff is at all times loaded onto, or is used in respect of, the Franking Equipment. Tariffs are available from Authorised Suppliers and Authorised Manufacturers and must be loaded onto compatible Franking Equipment in accordance with the instructions (if any) relating to them. The failure to use the correct Tariff may stop the Franking Equipment working and/or may lead to Royal Mail ending the Licence for that Franking Equipment.

7.2 Franking Equipment must always show the correct amount of Postage and Fees which the User has prepaid or has agreed to pay.

7.3 The value of Postage paid, shown by the Franking Mark on any Letter, must match the applicable rate set out in the relevant Scheme. If Postage on any Letter is found to be underpaid for the selected service, the Letter will be sent by the selected service and, except to the extent that the provisions of another Scheme apply, the User shall be charged for the difference between the payment franked and the correct amount for that service, together with such administrative charge as Royal Mail may decide from time to time. Together the amount of the underpayment and the administrative charge are referred to as the "Underpayment Surcharge".

7.4 Users are required to segregate their mail correctly by class and format. If Second Class mail is found in a First Class mailing, Royal Mail may treat it as a First Class mailing and shall charge the User for the difference between the First Class mailing and the franked amount, together with an administrative charge as Royal Mail may reasonably decide from time to time. Together the difference in the charge for the service and the administrative charge is referred to as the "Service Surcharge". Additionally, First Class mail found in a Second Class mailing could receive a Second Class service, in which case the User will not be entitled to a refund or any compensation in respect of the provision of a Second Class rather than a First Class service.

7.5 Royal Mail may instruct the relevant Authorised Manufacturer or Authorised Supplier, on Royal Mail's behalf, to deduct the value of any Underpayment Surcharge and/or Service Surcharge, which is payable by the User, from the Franking Account which the User has with that Authorised Manufacturer or Authorised Supplier.

7.6 Details of the usage of the Franking Equipment and any products purchased through it will be captured electronically and collated by a Royal Mail contractor and transmitted to Royal Mail for its use.

7.7 Some Royal Mail services are subject to VAT (Taxable Services) but only certain Franking Equipment is capable of processing Postage and Fees for the Taxable Services. Such Franking Equipment includes Smart Meters and Mailmark™ Franking Equipment. Only a Smart Meter or Mailmark™ Franking Equipment may be used to process Postage and Fees for Taxable Services. The User must ensure that Letters which are sent using the Taxable Services are franked with Postage and Fees at the VAT-inclusive price and a VAT invoice will be sent to the User in accordance with Royal Mail's invoicing procedures.

8. RESETTING FRANKING EQUIPMENT

8.1 The way in which the User prepays or pays Postage and Fees will depend on the way in which the User's Franking Equipment is set and Reset. The method of resetting will depend on the Model of the Franking Equipment.

8.2 The Franking Equipment may only be Reset in the way specified by the Authorised Manufacturer or Authorised Supplier and approved by Royal Mail. The method set out in paragraph 8.3, has Royal Mail's approval.

8.3 Remote resetting may be performed by the User using the systems offered by an Authorised Manufacturer or Authorised Supplier.

9. OPERATIONAL REQUIREMENTS

9.1 Users must comply with all the current Operational Requirements which are relevant to the Model of Franking Equipment which they are using. Royal Mail will publish changes to the Operational Requirements on the Royal Mail website from time to time. If there is any conflict between the provisions of the Operational Requirements and the provisions of this Scheme, the provisions of the current Operational Requirements will prevail.

10. INSPECTIONS, MAINTENANCE AND REPAIRS

10.1 Franking Equipment must be kept in good working order by the User.

10.2 The User must ensure that Franking Equipment is inspected in accordance with Royal Mail's requirements, and in any case at least once every year, by an Authorised Maintainer of the User's choice who has been approved by Royal Mail to carry out inspections for that Model of Franking Equipment. In the case of Mailmark™ Franking Equipment, an annual inspection is not necessary because the connection of the Mailmark™ Franking Equipment to the relevant Data Centre and the upload of the usage data is sufficient. Royal Mail and/or its representatives may nevertheless inspect Mailmark™ Franking Equipment in accordance with paragraph 10.4.

10.3 Maintenance and repairs by Authorised Maintainers

The maintenance and repair of Franking Equipment may only be undertaken by an Authorised Maintainer who has been approved by Royal Mail to carry out maintenance of and repairs on that Model of Franking Equipment.

10.4 Royal Mail's inspection checks

When required by Royal Mail, a User or Person in possession of Franking Equipment must provide Royal Mail and/or its representative's with access to the relevant premises to inspect its Franking Equipment.

11. FRANKING MARKS

11.1 Franking Marks may only be produced under the direction of, or with the approval of, Royal Mail.

11.2 A Franking Mark must be printed only:

11.2.1 in blue ink by Mailmark™ Franking Equipment and Smart Meters; and

11.2.2 in red ink by all other Franking Equipment, or in any other colour as Royal Mail may require from time to time. The ink used by the User in the Franking Equipment must meet the technical standards and security standards issued by Royal Mail from time to time, including as part of the Operational Requirements.

11.3 A Franking Mark must be clear and complete. It must appear in the top right hand corner on the front of an envelope or wrapper of the Letter, or on an address label which is stuck to the envelope or wrapper, or in such other manner that has been approved by Royal Mail as set out in the Operational Requirements.

11.4 If, in Royal Mail's opinion, a Franking Mark is not clear or complete, Royal Mail will deal with the Letter, as if the User has not paid Postage on it, as set out in the Scheme, or the User's contract or in any other way that Royal Mail considers to be the most appropriate.

11.5 Neither a Franking Mark nor slogan may consist of numbers, words, characters, symbols or marks which in Royal Mail's opinion might: (i) offend employees of Royal Mail or its contractors; (ii) make it embarrassing or difficult for Royal Mail to convey the Letter; (iii) give rise to complaints from the public, or (iv) cause Royal Mail operational or technical difficulties. If any such circumstances arise, Royal Mail may require the User to cease using the Franking Mark or slogan in question and the User shall do so immediately.

11.6 If a User prints a Franking Mark by mistake, the User may write to the Royal Mail Franking Administration Centre to apply for a refund within 6 months of the date when the Franking Mark was printed, enclosing the franked envelopes, wrappers or other items which must total no less than £10. If Royal Mail receives all the information and evidence it requires and the amount of Postage or Fees shown by the Franking Mark is legible, Royal Mail will give the User a partial refund of the amount of Postage paid, having deducted an amount which Royal Mail considers to be reasonable to meet the administrative cost of dealing with the User's application.

12. SLOGANS

Royal Mail reserves the right not to accept and/or convey any Letter bearing a slogan which it considers does not comply with paragraph 11. It is recommended that Users seek advice from the Royal Mail Franking Administration Centre in advance of producing or ordering a slogan.

13. REFUSAL AND RETURN OF LETTERS, AND REMOVAL OF DIES AND DEVICES

13.1 Royal Mail has the right to refuse to accept and/or return Letters or other items which have been franked and/or to remove any Die and/or Device.

13.2 Royal Mail may take any of the steps set out in 13.1 in any of the following circumstances:

13.2.1 failure by the User to comply with any provision of any Scheme;

13.2.2 if any of the circumstances set out in paragraph 14.2, 14.3 or 14.4 happens;

13.2.3 if the User's Licence has been suspended or ended; or 13.2.4 if Royal Mail withdraws its approval for the Model of Franking Equipment.

13.3 If any of the circumstances in paragraphs 13.2, 14.2, 14.3 or 14.4 apply, the User shall obtain, for Royal Mail and its agents, entry into the premises where the Franking Equipment is located and access to it and facilities for the removal of the Franking Equipment (or any part of it).

14. ENDING A LICENCE

Ending on written notice

14.1 Royal Mail may end a Licence, at any time by giving the User not less than 14 days' advance notice in writing.

14.2 Whenever Royal Mail withdraws its approval for a Model of the Franking Equipment, then the Licence for that model shall end in accordance with the notice given to the User by Royal Mail.

Ending a Licence Immediately

14.3 If Royal Mail is notified that any of the Dies and/or Devices have been removed from the Franking Equipment, then the Licence shall be considered to have ended on that first removal. In addition, Royal Mail may end a User's Licence, immediately by giving notice to the User in any of the following circumstances:

14.3.1 if, in Royal Mail's opinion, the User has not complied with any material requirement in any of the Schemes;

14.3.2 if, in Royal Mail's opinion, the User's Franking Equipment is not in good working order;

14.3.3 if, in Royal Mail's opinion, the User has misused any Franking Equipment;

14.3.4 if, in Royal Mail's opinion, the User has used the Franking Equipment to print or stamp a Franking Mark which causes operational or technical difficulties, or, inconvenience or embarrassment to the employees of Royal Mail or its contractors generally or to the public;

14.3.5 if Royal Mail returns or refuses to accept the User's Letters, in accordance with paragraph 13;

14.3.6 if the User fails to comply with its obligations under paragraph 7.1;

14.3.7 if the User becomes bankrupt or insolvent;

14.3.8 if a liquidator, receiver, administrator, administrative receiver, trustee, manager, supervisor or similar officer is appointed in relation to the User or any of the User's property (or any application to appoint any such person is made);

14.3.9 if the User makes any arrangement with creditors;

14.3.10 if, in Scotland, the User becomes insolvent or bankrupt or an action for the User's sequestration is commenced, or if there is a legal action to seize the User's property, or if the User sets up a trust deed for the User's creditors;

14.3.11 if the User stops trading;

14.3.12 if an order or resolution is or could be made to wind up the User's business;

14.3.13 if the User's partnership is dissolved;

14.3.14 if the User dies; or

14.3.15 if the User is found guilty of any fraudulent misuse of the User's or any other Franking Equipment, or is found guilty of any other theft or fraud relating to the posting of Letters.

14.4 Royal Mail may, at its discretion and without affecting its other rights and remedies, suspend a User's Licence if it considers that the User has not acted in accordance with any of the provisions of the Licence.

14.5 The User or a representative of the User must tell Royal Mail immediately if any of the circumstances referred to in paragraph 14.3 happen.

14.6 Any sum credited to the User's account shall not be refunded to the User on the ending of a User's Licence, except where paragraph 14.7 applies.

Ending a Licence – at User's option

14.7 If the User permanently stops using the Franking Equipment the User must promptly tell Royal Mail and give Royal Mail the date that the User stopped using the Franking Equipment which will be the date the Licence is ended. If the User does not tell Royal Mail this date then the Licence shall end on the date that Royal Mail receives the User's notice.

14.8 In the circumstances where paragraph 14.7 applies, the value of any Postage or Fees which the User has paid for and not used will be refunded, after Royal Mail has verified the readings of the Registers and provided that the User has not breached any provision of the Licence.

14.9 New Licence

If Royal Mail ends a User's Licence in accordance with paragraph 14.3, and if the User later applies for a new Licence, where Royal Mail agrees to grant a new Licence, in addition to requiring the User to pay any outstanding debt to Royal Mail under the original Licence, Royal Mail may require the User to pay an appropriate administration fee.

15. USER ADDRESS FOR COMMUNICATIONS

Royal Mail will use the address shown on the User's record card/ Licence for the purpose of sending notices to the User under this Scheme.

16. REFUNDS AND COMPENSATION

Where the User is entitled to any refund or compensation from Royal Mail in accordance with any Scheme, Royal Mail may, at its discretion, pay such refund or compensation by requiring the relevant Authorised Manufacturer or Authorised Supplier, to credit the relevant value of the refund or compensation to the User's Franking Account on Royal Mail's behalf.

17. YOUR INFORMATION

17.1 In providing a Licence to a User, under this Scheme, Royal Mail is the controller of the personal data that Royal Mail processes in providing the Licence.

17.2 Where a User supplies personal data to Royal Mail so that Royal Mail can provide the Licence to the User, and Royal Mail processes that personal data in the course of providing the Licence to the User, both the User and Royal Mail will comply with their respective obligations imposed by the Data Protection Legislation and the User

will not cause Royal Mail to contravene the Data Protection Legislation. Where the User has provided the personal data of a third party to Royal Mail, the User warrants that the User has lawful grounds, such as the third party's consent, to do so and that Royal Mail is entitled to process that personal data to provide the Licence.

17.3 From time to time Royal Mail may be obliged by its Regulator to provide the Regulator with certain information about the User, including the User's name and address.

17.4 Further information about how Royal Mail may use a User's personal data is set out in the Royal Mail Privacy Policy at www.royalmail.com/privacy-policy. Please read this Privacy Policy carefully.

17.5 The terms "personal data", "controller", "processing" and "supervisory authority" shall all have the same meaning as in the Data Protection Legislation and the term "process" shall be construed accordingly.

SCHEDULE

Definitions of expressions used in this Scheme

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

Any reference in this Scheme to any enactment, regulation or Scheme shall be construed as a reference to that enactment, regulation or Scheme as subsequently amended, re-enacted or replaced.

A reference in this Scheme to a scheme made under Section 28 of the Post Office Act 1969 shall, unless the context otherwise requires, be read as including a reference to a scheme made, or treated by virtue of the Postal Services Act 2000 (Commencement No.4 and Transitional and Savings Provisions) Order 2001 as made under Section 89 of the Postal Services Act 2000 (as amended by the Postal Services Act 2011).

In this Scheme, the following expressions have the following meanings, unless the context in which the expressions appear indicates otherwise.

Authorised Maintainer

A Person who has Royal Mail's approval to provide inspection and maintenance services (including servicing and repairs) for specified designs of Franking Equipment and systems.

Authorised Manufacturer

A Person who has Royal Mail's approval to manufacture Franking Equipment.

Authorised Provider

An Authorised Maintainer, Authorised Manufacturer or Authorised Supplier.

Authorised Supplier

A person or body who has Royal Mail's approval to supply Franking Equipment.

Data Centre

The data centre of an Authorised Manufacturer to which Mailmark™ Franking Equipment supplied by that Authorised Manufacturer must be connected to upload usage data.

Data Protection Legislation

means (1) the Data Protection Act 1998; the Data Protection Directive (95/46/EC) and the Privacy and Electronic Communications Directive (2002/58/EC); (2) after 25 May 2018, Regulation (EU) 2016/679 of the European Parliament And Of The Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), (3) any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority, any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body as amended, extended, re-enacted or replaced from time to time, and (4) the Regulation on Privacy and Electronic Communications, when in force.

Dies and/or Devices

The component or components of the Franking Equipment which prints, or controls the printing of, the Franking Mark.

Franking

The stamping or printing of a Franking Mark on the envelope or outer wrapper of a Letter to indicate the Postage and/or fee which has been paid on that Letter.

Franking Account

The account which the User has with the relevant Authorised Manufacturer or Authorised Supplier in relation to the Franking Equipment operated by the User, and which relates to the payment by the User of Postage and Fees in return for Resetting of the Franking Equipment.

Franking Equipment

Any piece of equipment which may be used to indicate and record payment of Postage and Fees on Letters, including but not limited to machines, computers, computer peripherals, security devices, software, printers and telecommunications links and including any system used to Reset such equipment.

Franked Letter

Any Letter bearing a Franking Mark.

Franking Mark

Any mark or impression printed or otherwise made by Franking Equipment indicating the date and place of posting, the Postage and Fees paid or payable, the identity of the Franking Equipment used and any other numbers, words, characters, barcodes, symbols or marks required by Royal Mail.

Letter

Any postal packet (including letters and parcels) except a packet consisting of articles for the blind, a current registered newspaper, an un-addressed packet or packet consisting of a petition or address of a kind referred to in Section 84 (1) of the Post Offices Act 1969, or Section 100(1) to (3) of the Postal Services Act 2000 (as amended by the Postal Services Act 2011).

Licence

A licence issued by Royal Mail allowing the User to use Franking Equipment.

Mailmark™ Franking Equipment

Franking Equipment which produces a Franking Mark that includes a Mailmark™ indicia.

Meter/Postal Security Device

The part of the Franking Equipment that records usage.

Model

The generic type, make or model of Franking Equipment.

Operational Requirements

Technical and operational requirements relating to the use of Franking Equipment, as published by Royal Mail from time to time on its website at www.royalmail.com/franking.

Person

An individual or any corporate or unincorporated body.

Postage and Fees

Postage is the fee charged by Royal Mail for delivery of a Letter. Fees are the sums Royal Mail charges to provide other services. When Postage and Fees are subject to VAT, the published figures for the Postage and Fees will include VAT, unless stated otherwise.

Registers

Instruments within the Meter of the Franking Equipment which record the amount of Postage paid and the amount of credit remaining available for use.

Reset

To charge the Franking Equipment with credit for payment of Postage and/ or Fees. The term resetting should be construed accordingly. Royal Mail A company incorporated in England and Wales with company number 4138203 and whose name is currently Royal Mail Group Limited.

Royal Mail Franking Administration Centre

Royal Mail administration centre where records are kept of the User's Franking Equipment.

Scheme

Any Scheme made under either section 28 of Post Office Act 1969 or section 89 of the Postal Services Act 2000 (as amended by the Postal Services Act 2011).

Slogan

A design or wording commissioned by the User, to be printed on Letters in addition to the Franking Mark.

Tariff

An electronically programmed device or electronic or other data designed to be inserted into, or loaded onto, or used in conjunction with the Franking Equipment in accordance with instructions given to the User.

User

Any Person who uses or intends to use the Franking Equipment to pay Postage and Fees on Letters to be posted in the UK.

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(3017430)

ROYAL MAIL

THE ROYAL MAIL OVERSEAS LETTER POST SCHEME

25 MAY 2018

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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 25 May 2018' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced an old Scheme which was called the Royal Mail Overseas Letter Post Scheme 30 January 2017 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:

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

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

b) **incoming items.**

3 DEFINITIONS

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

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

4 OUR ABILITY TO PROVIDE SERVICES

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

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

5 WHAT CAN AND CANNOT BE CONTAINED WITHIN AN ITEM

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

Prohibited Items

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

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

- 1) Any article or substance classified as dangerous goods (other than specified lithium batteries contained in equipment);
- 2) Aerosols;
- 3) Alcoholic beverages with an alcohol content greater than 24% ABV;
- 4) Ammunition (excluding lead pellets and other airgun and airsoft projectiles);
- 5) Asbestos;
- 6) Batteries that are classed as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO), when sent in mail including:
 - i) non-spillable batteries that meet Special Provision A67 (e.g. sealed lead-acid, absorbed glass mat and gel cell batteries); and
 - ii) spillable lead acid/lead alkaline batteries (e.g. car batteries), used alkaline and nickel metal hydride batteries, lithium batteries when not sent in equipment and damaged batteries of any type;
- 7) Balloons filled with non-flammable gas;
- 8) Biological substances including diagnostic specimens (e.g. blood, urine, faeces and animal remains). Biological substances, Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO);
- 9) Clinical and medical waste (e.g. contaminated dressings, bandages and needles);
- 10) Controlled drugs and narcotics (such as cannabis, cocaine, heroin, LSD, opium, and amyl nitrate). Those discovered in transit will be stopped and handed to Customs or the Police who may take legal action against the sender and/or recipient;
- 11) Corrosives (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal);
- 12) Counterfeit currency, bank notes and stamps (including any false instrument, or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981);
- 13) Dry ice (UN1845) when used as a coolant for UN3373 or for other perishable items;
- 14) Electronic items sent with lithium batteries of any kind (including laptops, mobile phones, digital cameras, MP3 players, portable DVD players and Sat Navs etc) when not installed in the electronic item;
- 15) Environmental waste (including used batteries and used engine oil);
- 16) Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps);

- 17) Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers);
 - 18) Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters);
 - 19) Foreign Lottery tickets;
 - 20) Frozen water (e.g. packs of ice);
 - 21) Gases including flammable, non-flammable, toxic and compressed gases new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream gas cylinders);
 - 22) Goods made in foreign prisons, except those imported for a non-commercial purpose, of a kind not manufactured in the United Kingdom, or those in transit;
 - 23) Hover boards or any type of rechargeable battery-powered: self-balancing scooter, mono-wheel, stand-up unicycle or electric skateboard;
 - 24) Human and animal remains including ashes, other than as set out at 5.13 (h) below;
 - 25) 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;
 - 26) 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);
 - 27) Lighters and refills containing flammable liquid or gas (including used butane and petrol cigar and cigarette lighters);
 - 28) Liquids over 1 litre;
 - 29) Live animals and reptiles (e.g. snakes, mice and rodents);
 - 30) Live creatures, insects and invertebrates classified as dangerous within the Dangerous Wild Animals Act 1976 (e.g. venomous spiders);
 - 31) 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);
 - 32) Matches;
 - 33) 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;
 - 34) Nail varnish or polish;
 - 35) Oxidising materials or organic peroxides (including disinfectants, nitrates, and hair dyes or colourants containing peroxide);
 - 36) Perfumes and aftershaves (including eau de parfum and eau de toilette);
 - 37) Perishables (including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs);
 - 38) Pesticides (including weed killer and any chemical used to kill pests and insects, including fly sprays);
 - 39) 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);
 - 40) 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;
 - 41) Solvent-based paints, wood varnishes and enamels;
 - 42) Waste, dirt, filth or refuse (including household waste) Note - soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging; and
 - 43) Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives and other knives that are banned knives under UK laws, taser and stun guns).
- 5.4 Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delay.
- 5.5 Failure to comply with these conditions could result in your prosecution which might result in you facing a fine or imprisonment.
- 5.6 If you **post** an item that contains a prohibited item or if the item is an incoming item that contains a prohibited item, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the **addressee**) including destroying or otherwise disposing of the relevant item (in whole or in part).

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

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

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

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

Restricted Items

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

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

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

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

b) **Batteries, specifically new and used lithium metal and lithium alloy when sent in equipment** (e.g. non-rechargeable): Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged are prohibited. Any person preparing or offering cells or batteries in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Each package must contain no more than four cells or two batteries installed in equipment. The lithium content of a lithium metal/alloy cell or battery must not be more than 1g per cell or 2g per battery. For lithium ion/polymer cells and batteries, the watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging. Each package is subject to the maximum weight limits of 2kg (see section 6.2).

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

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

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

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

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

h) **Human and animal ashes**: must have a volume per item not exceeding 50 grams and must be placed in a sift-proof container and securely closed. Items 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.

i) **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.

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

k) **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.

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

m) **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.

n) **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.

o) **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.

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

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

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

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

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

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

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

Sanctions Laws

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

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

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

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

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

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

Ability to claim compensation

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

Valuables

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

6 SIZE AND WEIGHT LIMITS AND HOW TO PACKAGE AN ITEM

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

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

6.3 The maximum size of any item with the length, width and depth combined must not exceed 900mm with the greatest dimension not exceeding 600mm. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. To be sent as a letter the maximum weight must not exceed 100grams and size must not exceed 240 x 165mm with a maximum thickness of 5mm. To be sent as a large letter the maximum weight must not exceed 750g, and size must not exceed 353mm x250mm with a maximum thickness of 25mm. (please note that the letter and large letter sizes quoted here mirror standard UK letter and large letter dimensions). To be sent as a postcard the maximum size must not exceed 120 x 235mm.

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

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

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

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

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

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

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

7 HOW TO ADDRESS AN ITEM

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

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

Example Name

House name or number and road name

LOCALITY NAME and ZONE NUMBER if one exists

COUNTRY

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

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

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

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

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

8 HOW TO PAY FOR POSTAGE AND OTHER SERVICES

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

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

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

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

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

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

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

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

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

9 HOW TO WORK OUT HOW MUCH POSTAGE TO PAY

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

a. The destination: destinations are grouped together to form pricing zones (pricing zones) which apply to the *International Standard*, *International Signed* and *International Tracked & Signed* services. Currently the pricing zones are Europe (consisting of EU and non-EU destinations); World Zone 1 (covering North and South America, Africa, the Middle East and Asia) and World Zone 2 (covering Australasia). For *International Tracked*, in addition to the pricing zones described above, pricing based upon an individual country or group of countries may apply. For the *International Economy* service there is one single zone. For the *Articles for the Blind* service there are no price distinctions between zones unless you also wish to purchase a tracking or signature on delivery option for your item (see section 22 for more information on *Articles for the Blind*). The price for *HM*

Forces Mail is set separately at the time of publication of this Scheme (please see section 21 for further details). The pricing zones described above can change from time to time and the up-to-date list can be found on our website (www.royalmail.com). Pricing information for *International Tracked* is available at the point of sale.

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). Not all services are available for all destinations. Further specific details about *International Signed*, *International Tracked & Signed*, *International Tracked*, *HM Forces Mail* and *Articles for the Blind* services, can be found in sections 19 - 22 below and on our website (www.royalmail.com).

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

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

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 covered by this Scheme.

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

10 HOW TO SHOW THAT AN ITEM HAS HAD POSTAGE PAID

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

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

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

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

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

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

10.3 If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels 2014 (which is published on our website (www.royalmail.com)) 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:

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

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

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

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

12 HOW TO HAND OVER (OR POST) AN ITEM

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

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

12.2 In addition, items sent under the following services:

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

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

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

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

12.3 An item that has had postage paid by a franking machine must be posted in accordance with the Royal Mail Scheme for Franking Letters and Parcels 2017 which is published on our website (www.royalmail.com).

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

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

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

13 HOW WE WILL TREAT ITEMS THAT DO NOT MEET THE REQUIREMENTS SET OUT IN THIS SCHEME

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

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

13.3 For outgoing items, we may:

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

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

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

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

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

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

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

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

14 ADDITIONAL MARKS WE MAY ADD

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

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

15 DELIVERY INCLUDING UNDELIVERABLE AND RE-POSTED (RETURN TO SENDER) ITEMS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

16 COMPLAINTS HANDLING PROCESS

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

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

Stage 1: Contacting our Customer Services Advisors

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

Stage 2: Contacting our Escalated Customer Resolution Team

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

Stage 3: The Postal Review Panel

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

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

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

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

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

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

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

16.2.8. For further information please refer to POSTRS's website www.cedr.com/postrs.

17 COMPENSATION – WHAT WE ARE LIABLE FOR

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

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

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

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

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

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

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

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

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

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

Claims and Evidence

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

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

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

17.10 In order to claim loss or damage compensation for the **actual loss** of the item, additional evidence of the item's value is required (see section 17.11 for examples). Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For *International Signed*, *International Tracked & Signed* and *International Tracked*, it is the lower of market value or £50, or £250 if an enhanced compensation service has been purchased. Enhanced compensation is not available for mobile telephones (including Blackberrys and PDAs) and the maximum compensation available under the enhanced compensation service for loss or damage to cash, securities or instruments to the bearer is £100. There are restrictions to sending cash and other items to some destinations. Please see our website (www.royalmail.com) for further information on restrictions and prohibitions. For all other services listed in section 17.7 the maximum compensation we will pay for any item is the lower of market value or £20 (save where *Special Delivery™* or *Signed For™* is added for *HM Forces Mail* – see section 21). Where the item has no **intrinsic value**, compensation for the actual loss is not payable, however a postage refund may be considered for claims involving loss. Postage refunds are not available for any claims for damage and part loss. Details of compensation available in various circumstances are summarised in Tables 1 & 2 below.

17.11 Evidence of value can be:

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

- Repair quotations.

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

17.12 In addition to information set out in sections 17.9 – 17.11, for eBay claims you must also include the following: • item sale page and PayPal or bank/credit card statement; and • eBay item number. 1

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

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

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

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

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

Making a Claim

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

17.15 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.

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

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

17.18 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. Alternatively, claims may be submitted online via our website (www.royalmail.com).

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

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

17.21 We may at any time request more documentation and/or information from the claimant, sender or recipient to protect against unwarranted or duplicate claims. This includes, but is not limited to, a declaration of non-receipt (or proof of non-receipt in appropriate cases). 17.22 If compensation has been paid in respect of the loss of an item for a sum exceeding the real value of the contents, or if the item is subsequently found and delivered or returned, any compensation or postage refund awarded to you must be refunded to us.

18 ADDITIONAL TERMS AND CONDITIONS FOR SOME SERVICES /ITEMS

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

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

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

18.3 In addition to the common and specific terms contained within this Scheme other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters and Parcels 2017 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.

19 INTERNATIONAL SIGNED AND INTERNATIONAL TRACKED & SIGNED

19.1 For *International Signed* and *International Tracked & Signed*, the item will only be delivered to an addressee or their representative once a signature or similar proof of delivery has been gained. *International Signed* is tracked to the point it leaves the UK and takes a signature on delivery. *International Tracked & Signed* is tracked in the UK and overseas and takes a signature on delivery. In each

destination country, either one or the other (but not both) of these services is available. For details of destinations that offer *International Signed* or *International Tracked & Signed* please see our website (www.royalmail.com). Please note that country details may change from time to time so you should check the website when necessary.

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

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

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

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

20 INTERNATIONAL TRACKED

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

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

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

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

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

- a) has *International Tracked* written on it, or anything which suggests that the item is intended to be sent via *International Tracked* or
- b) is found to contain valuables, then we will treat it as an *International Tracked* item.

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

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

21 HM FORCES MAIL (WITH AND WITHOUT SPECIAL DELIVERY™ OR SIGNED FOR™)

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

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

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

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

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

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

a. Compensation for delay or consequential loss is not available.

b. Money or jewellery must be sent in a *Special Delivery™* pre-paid envelope if compensation is to apply in the event of loss or damage.

c. Compensation is available for loss and damage on the basis of actual loss up to the maximum of the market value or £500 (or £1,000 or £2,500 if enhanced compensation is purchased) whichever is the lower of these.

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

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

22 ARTICLES FOR THE BLIND

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

22.2 In this Scheme blind people and the blind means:

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

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

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

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

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

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

- a. it must weigh less than 7 kilograms;
- b. it must clearly show the words 'ARTICLES FOR THE BLIND' on the front of the cover along with your name and address somewhere on the cover where it cannot be confused with the destination address (preferably on the back of the item). If sent through a Post Office® branch a label must also be applied which is known as a P4558;

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

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

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

f. it must not contain any advertising literature; and

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

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

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

23 PRINTED PAPERS

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

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

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

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

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

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

24 CUSTOMS CONTROL

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

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

24.3 Customs documentation is generally required for destinations outside the EU when sending goods or merchandise. The documentation to use is dependent on the value of the goods. At the date of publication of this Scheme, where the value of goods or merchandise being sent is less than £270 customs form CN22 must be completed and affixed to the front of the item in the top left hand corner. Where value of contents exceeds this, customs form CN23

must be completed enclosed in plastic envelope SP126 and affixed to the item in the top left hand corner. In both cases the senders name and address must appear adjacent to the form. For up to date information on customs thresholds and the forms that should be completed, please refer to our website (www.royalmail.com).

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

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

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

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

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

25 YOUR INFORMATION

25.1 Where we supply services to you under this Scheme, we are the controller of the personal data we process in providing services to you.

25.2 Where you supply personal data to us so we can provide services to you, and we process that personal data in the course of providing services to you, both you and we will comply with our obligations imposed by the Data Protection Legislation and you will not cause us to contravene the Data Protection Legislation. Where you have provided the personal data of a third party to us, you warrant that you have lawful grounds, such as their consent, to do so and that we are entitled to process that personal data to provide services.

25.3 From time to time we may be obliged by our Regulator to provide it with certain information about you, including your name and address.

25.4 Further information about how we use your personal data is set out in our Privacy Policy at www.royalmail.com/privacy-policy. Please read this Privacy Policy carefully.

25.5 The terms "personal data", "controller", "processing" and "supervisory authority" shall all have the same meaning as in the Data Protection Legislation and the term "process" shall be construed accordingly.

ANNEX A - DEFINITIONS USED IN THIS SCHEME

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

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

actual loss

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

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

address

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

addressee

the person to whom an item is addressed.

business

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

Channel Islands

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

cover

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

damage

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

Data Protection Legislation

means (1) the Data Protection Act 1998; the Data Protection Directive (95/46/EC) and the Privacy and Electronic Communications Directive (2002/58/EC); (2) after 25 May 2018, Regulation (EU) 2016/679 of the European Parliament And Of The Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), (3) any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority, any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body as amended, extended, re-enacted or replaced from time to time, and (4) the Regulation on Privacy and Electronic Communications, when in force.

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 *International Tracked service*.

franking mark

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

incoming item

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

intrinsic value

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

item

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

loss

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

market value

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

neighbour

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

outgoing item

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

part loss

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

post, posted

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

postage

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

postage mark

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

postmark

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

Printed Postage Impression (PPI)

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

Printed Papers

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

private post box

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

postage stamp

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

postage label, service fee label

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

registered item

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

re-mail item

means incoming items addressed to persons within the UK and posted in a foreign jurisdiction other than the jurisdiction in which they were produced and/or made ready for sending. representative means a person who acts legitimately, with or without express permission, on behalf of the addressee.

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

SmartStamp®

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

valuables (money and jewellery)

any item that is

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

Zone Number

overseas equivalent of a UK postcode

FURTHER INFORMATION (NOT PART OF THE SCHEME)

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

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays. (3017431)

ROYAL MAIL

THE ROYAL MAIL UNITED KINGDOM POST SCHEME

25 MAY 2018

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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 25 May 2018' 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 30th January 2017. 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)*.

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. 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

PROHIBITED ITEMS RESTRICTED ITEMS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.3.15 Foreign Lottery tickets,

5.3.16 Frozen water e.g. packs of ice,

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

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

5.3.19 Hover boards or any type of rechargeable battery-powered: self-balancing scooter, mono-wheel, stand-up unicycle or electric skateboard,

5.3.20 Human and animal remains including ashes other than as set out at 5.7.12 and 5.7.20 below,

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

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

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

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

5.3.25 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,

5.3.26 Matches (including safety matches)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Restricted items

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

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

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

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

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

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

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

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

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

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

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

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

5.7.4 Asbestos

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

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

5.7.5 Balloons filled with non-flammable gas

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.7.13 Christmas crackers

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.7.19.1 Use First Class as the minimum service.

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

5.7.20 Human and animal ashes:

5.7.20.1 Volume of human or animal ashes per item must not exceed 50 grams; and

5.7.20.2 Human and animal ashes must be placed in a sift-proof container and securely closed. Items 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.

5.7.21 Lighters (new and unused empty lighters)

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

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

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

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

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

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

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

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

5.7.24 Lottery tickets

5.7.24.1 UK lottery tickets are allowed in the domestic post.

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

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

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

5.7.26 Nail varnish and polish

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

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

5.7.27 Paints, wood stains and enamels - water-based

5.7.27.1 The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging. In the case of water-based paints, woods stains and enamels, there is no limit on the number of items that can be sent in any one package. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Volume per item should not exceed 150ml.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.7.34 Vaccines that are not classified as dangerous goods

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

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

5.7.35 Human or animal samples

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

6. SIZE & WEIGHT LIMITS AND HOW TO PACKAGE AN ITEM

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

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

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

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

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

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

6.7 With the exception of items that are sent using the *Articles for the Blind* service (which are discussed in more detail section 22) 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 22 to 26 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 First Class, Second Class with delivery confirmation, *Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class* and *Special Delivery* are set out below in sections 19 to 21 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 machine³.

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 2014* (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.

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. Please note that delivery confirmation is not currently available where First Class or Second Class services are purchased by use of a franking machine or stamps, or for items sent to the Channel Islands or Isle of Man. Postage labels for delivery confirmation will be available for purchase online from January 2017 and from Post Offices from April 2017. Please note that the dates for launch of delivery confirmation may change. Please check our website (www.royalmail.com) for updates.

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 Class, 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 160mm and cylinder shaped items that do not exceed 450mm in length and has a diameter no greater than 160mm neither of which exceed 2 kilograms in weight are deemed to be **small parcels** for pricing purposes; and

9.1.4 items which exceed 450 mm by 350mm by 160mm (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).

9.2 We aim to deliver a *Special Delivery* item by 1pm the next **working day** after it has been **posted**. Please note that exemptions do apply in certain circumstances. All *Special Delivery* items are priced by service and by weight. Compensation for loss or damage is available on the basis of **actual loss** of up to the maximum of the **market value** of the item or £500 (whichever is the lower) comes as standard. *Special Delivery* is available with enhanced compensation options. Further add on services can also be purchased with *Special Delivery* such as a *Saturday Guarantee* or *Consequential Loss* for additional **service fees**. Further specific details, including compensation, exemption and suspension information, can be found in sections 17.7.4 & 21 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 20 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 2014 (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, 1

1.2.3 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*, 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.

Please note that delivery confirmation for small parcels and medium parcels sent by First Class or Second Class, requires the application of an appropriate postage label purchased online or from a Post Office. The labels are expected to be available online from January 2017⁴ and at a Post Office® from April 2017⁵. Please see section 19 for further details of delivery confirmation.

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

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.

⁴ The date may vary. Please check our website (www.royalmail.com) for details of the launch of delivery confirmation.

⁵ The date may vary. Please check our website (www.royalmail.com) for details of the launch of delivery confirmation.

13. HOW WE WILL TREAT ITEMS THAT DO NOT MEET THE REQUIREMENTS SET OUT IN THIS SCHEME

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

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

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

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

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

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

13.2.5 Return the item to you.

13.2.6 Refuse to accept it.

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

In all cases we may not accept any liability for that item. This provision also applies to items which have been found either in a Post Office® branch or on Royal Mail premises and which appears intended for posting. 13.3 In each case set out in section 13.2 we may require the addressee or you to pay an amount (to be fixed by us in order to cover additional costs) before the item is delivered or released for collection.

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

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

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

14. ADDITIONAL MARKS

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

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

15. DELIVERY INCLUDING UNDELIVERABLE AND RE-POSTED (RETURN TO SENDER) ITEMS

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

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

15.2.1 If no one is available we may attempt to deliver the item to a neighbour. Please note that we will never attempt to deliver an item to a **neighbour** if it is a *Special Delivery* item or it is an item sent using a service provided under this Scheme and is **Social Security post**⁶.

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 local⁷ 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 occupied⁸,
- 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 of 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. 1

5.5 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.

⁶ 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

⁷ Local in this context means an address covered by the Delivery Office to which the item was returned.

⁸ 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.

16. COMPLAINTS HANDLING PROCESS

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

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

Stage 1: Contacting our Customer Services Advisors

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

Stage 2: Contacting our Escalated Customer Resolution Team

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

Stage 3: The Postal Review Panel

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

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

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

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

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

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

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

16.2.8. For further information please refer to POSTRS's website www.cedr.com/postrs.

17. COMPENSATION – WHAT WE ARE LIABLE

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

What determines compensation payable

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

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

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

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

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

Royal Mail's retail compensation policy for damage

Royal Mail’s retail compensation policy for delay

Claims and evidence

17.7.3 We will only consider a claim for loss, damage or delay compensation where the minimum basic evidence is available and provided. Where only **basic evidence** is provided and the item is one which we accept liability for or has no **intrinsic value** we will refund the postage paid or issue six 1st class stamps⁹ whichever is the higher in value for loss or damage (or part loss).

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

Basic evidence is made up of all of the following:

17.7.4.2 the name of the service used,

17.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression, Smartstamp®. If the value of the postage paid is greater than the value of six 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,

17.7.4.4 the place of posting,

17.7.4.5 the date of posting,

17.7.4.6 the basis for asserting the posting details and product used (such as date of postmark or certificate of posting (if available)). For *Special Delivery, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class* and parcels sent by First Class or Second Class with delivery confirmation, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt)

17.7.4.7 a detailed description of the contents,

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

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

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

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

For *Royal Mail Signed For 1st Class* and *Royal Mail Signed for 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 17.7.1 it is the lower of market value or £20. Details are summarised in Tables 1 & 2 below section 17.7.7 of this Scheme.

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

17.7.5.1.1 Evidence of posting can be:

- Any original Certificate of Posting (provided automatically for *Royal Mail Signed for 1st Class, Royal Mail Signed For 2nd Class, parcels sent by First Class or Second Class with delivery confirmation* 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, parcels sent by First Class or Second Class with delivery confirmation* and *Special Delivery*).

17.7.5.1.2 Evidence of value can be:

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

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

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

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

- eBay item number.

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

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

⁹ Valid for a Letter format item weighing up to 100g 17.7.4.1 the names and addresses of you, the addressee and, if different, the claimant,

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.)	6x 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	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.

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

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
<i>First Class, Second Class, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Articles for the Blind Special Delivery</i>	6 x First Class letter format stamps at their basic weight step. A refund of your <i>Special Delivery</i> 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 17.8 This section sets out some details for making a compensation claim. The full process for making a claim is set out on our website (www.royalmail.com). We may reject claims that do not follow that process.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

18. ADDITIONAL TERMS & CONDITIONS FOR SOME SERVICES

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

- *First Class, Second Class* and delivery confirmation (section 19),
- *Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class* and *Proof of Delivery* (section 20),
- *Special Delivery* (section 21),
- *Articles for the Blind* (section 22),
- *Petitions and Addresses to the Sovereign* (section 23),
- *Petitions to Parliament & Assemblies* (section 24),
- *Poste Restante* (section 25) and
- Items sent between the United Kingdom and the Channel Islands and the Isle of Man (section 26).

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

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

19. FIRST CLASS, SECOND CLASS AND DELIVERY CONFIRMATION

19.1. Delivery confirmation is available¹⁰ for small parcels and medium parcels sent by First Class or Second Class services to addressee's in the UK excluding the Channel Islands and the Isle of Man. It is not available for letters or large letters.

19.2. Where delivery confirmation applies, a scan is taken by Royal Mail upon delivery or attempted delivery to the addressee or to another address such as a neighbour. Data from the scans is available online as described within this section 19¹¹. Please note that delivery confirmation is not a tracked service: it simply provides a way of gaining confirmation of delivery or attempted delivery.

19.3. A Royal Mail barcoded postage label must be applied securely to the cover of the item for which First Class or Second Class has been purchased in a manner and position specified by us. The label is expected to be available online from January 2017¹² and in Post Offices from April 2017¹³.

19.4. You may obtain a copy of the data captured upon delivery or attempted delivery of the item free of charge from our website (www.royalmail.com) up to 12 months after the item was posted.

¹⁰ Delivery confirmation is expected to be available online from January 2017 and from Post Offices from April 2017. Please note that the dates for launch of delivery confirmation may change. Please check our website (www.royalmail.com) for updates.

¹¹ Please note that in certain circumstances, for example where the label has become damaged or because of the shape of the packaging, it may not be possible for us to successfully scan the item and provide the data.

¹² The date may vary. Please check our website (www.royalmail.com) for details on the launch of this service.

¹³ The date may vary. Please check our website (www.royalmail.com) for details on the launch of this service.

20. ROYAL MAIL SIGNED FOR 1ST CLASS, ROYAL MAIL SIGNED FOR 2ND CLASS & PROOF OF DELIVERY

20.1. *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.

20.2. *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.

20.3. 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.

20.4. 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.

20.5. 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 an amount equal to the difference between the Royal Mail 1st Class Service fee and the *Royal Mail Signed For 1st Class Service fee* or Royal Mail 2nd Class Service fee and *Royal Mail Signed for 2nd Class Service fee*, depending on the service purchased.

20.6. 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 an amount equal to the difference between the Royal Mail 1st Class Service fee and the *Royal Mail Signed For 1st Class Service fee* or Royal Mail 2nd Class Service fee and *Royal Mail Signed for 2nd Class Service fee*, depending on the service purchased, if a claim is made within 3 months of the item being posted.

21. SPECIAL DELIVERY

21.1. *Special Delivery*¹⁴ 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).

21.2. *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.

21.3. 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.

21.4. 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.

21.5. 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.

21.6. 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.

21.7. *Special Delivery* items posted on a Friday are due for delivery the following Monday¹⁵ (or next working day following a Bank Holiday). *Saturday Guarantee* can be purchased for an additional service fee at a Post Office® branch if delivery on the Saturday rather than the Monday is required. The exemptions and suspensions previously mentioned in 20.1 still apply¹⁶; information can be found in on the *Special Delivery* website (www.royalmail.com).

21.8. As mentioned in section 17.7.5 Special Delivery comes with compensation of up to the lower of market value or £500 for loss or damage (or part loss). The purchase of enhanced compensation for an appropriate additional service fee increases the maximum limit up to £1,000 or £2,500. These limits do not include cover for consequential loss. Consequential loss is the loss that occurs from failure of the Special Delivery service beyond the loss or delay of or damage to an item. For instance the loss of some legal contractual documents may lead to additional financial loss. Our *Consequential Loss* service is an add on service that will provide additional compensation if things go wrong. It is available for an additional service fee from a Post Office® branch. It is not available for items being sent to the Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

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

21.8.2. 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.

21.9. If we find an item which has not met the conditions laid out in this Scheme for a *Special Delivery* item but which either

21.10. has '*Special Delivery*' written on it, or anything which suggests that the item is intended to be sent via *Special Delivery* or

21.11. is found to contain valuables,

21.11.1. then we will treat it as a *Special Delivery* item.

21.11.2. 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.

¹⁴ 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) address.

¹⁵ Please note that we may, on occasion, deliver items on a Saturday if it is operationally convenient for us to do so.

¹⁶ 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.

22. ARTICLES FOR THE BLIND

22.1. *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.

22.2. In this Scheme **blind people** and **the blind** means

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

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

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

22.3.1. 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,

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

22.3.3. relief maps,

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

22.3.5. writing frames and attachments,

22.3.6. Braille instruction manuals or

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

22.4. *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:

22.4.1. games (including card games),

22.4.2. mathematical appliances and attachments,

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

22.4.4. equipment used to play talking books and newspapers,

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

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

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

22.4.8. walking sticks adapted for blind people,

22.4.9. harnesses for guide dogs,

22.4.10. 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

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

22.5. 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:

22.5.1. It must weigh less than 7 kilograms.

22.5.2. 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.

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

22.5.4. It must not contain any item or personal message which is not listed in 22.3 or 22.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in 22.3 or 22.4. Please note that we may open and inspect items that are sent using the *Articles for the Blind* to ensure the service is not being abused.

22.5.5. 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'.

22.5.6. It must not contain any advertising literature.

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

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

23. PETITIONS AND ADDRESSES TO THE SOVEREIGN

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

23.1.1. For the purposes of section 23.1 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.

23.1.2. For the purposes of section 23.1 a **petition** is a signed document intended to be presented to the Sovereign asking for action to be taken on a particular issue.

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

23.2.1. it is a signed original and not a copy,

23.2.2. it is within the size limits set out in 6.3,

23.2.3. it does not weigh more than 2 kilograms,

23.2.4. it is packed so the contents can easily be inspected,

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

23.2.6. it does not contain any other item

23.2.7. 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.

24. PETITIONS TO PARLIAMENTS AND ASSEMBLIES

24.1. 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.

24.1.1. For the purposes of section 24.1 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.

24.2. 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:

24.2.1. it is a signed original and not a copy,

24.2.2. it is within the size limits set out in section 6.3,

24.2.3. it does not weigh more than 2 kilograms,

24.2.4. is packed so the contents can easily be inspected,

24.2.5. 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,

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

24.2.7. it does not contain any other item.

24.3. 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.

25. POSTE RESTANTE

25.1. *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.

25.1.1. For the purposes of section 25.1 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.

25.2. 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.

25.3. 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.

25.4. 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.

25.4.1. items that are not collected within the time period set out in 25.4 will be treated as if they were undeliverable (see section 15)

25.5. 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.royalmail.com).

25.6. 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.

26. ITEMS SENT BETWEEN THE UNITED KINGDOM AND THE CHANNEL ISLANDS OR THE ISLE OF MAN

26.1. 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**').

26.2. 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).

26.3. Section 17 ('Compensation – what we are liable for') of this Scheme does not apply to incoming or outgoing items except as expressly provided for in this section.

26.4. We may pay compensation for loss of or damage to (or part loss of) an incoming or outgoing item as set out in section 17 if the following criteria are all met:

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

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

26.4.3. 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.

27. SANCTIONS LAWS

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

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

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

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

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

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

28. YOUR INFORMATION

Where we supply services to you under this Scheme, we are the controller of the personal data we process in providing services to you.

28.2 Where you supply personal data to us so we can provide services to you, and we process that personal data in the course of providing services to you, both you and we will comply with our obligations imposed by the Data Protection Legislation and you will not cause us to contravene the Data Protection Legislation. Where you have provided the personal data of a third party to us, you warrant that you have lawful grounds, such as their consent, to do so and that we are entitled to process that personal data to provide services.

28.3 From time to time we may be obliged by our Regulator to provide it with certain information about you, including your name and address.

28.4 Further information about how we use your personal data is set out in our Privacy Policy at www.royalmail.com/privacy-policy. Please read this Privacy Policy carefully.

28.5 The terms "personal data", "controller", "processing" and "supervisory authority" shall all have the same meaning as in the Data Protection Legislation and the term "process" shall be construed accordingly.

ANNEX A - DEFINITIONS USED IN THIS SCHEME

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

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

Actual loss

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

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

Address

means for any premises the address, including the 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.

Data Protection Legislation

means (1) the Data Protection Act 1998; the Data Protection Directive (95/46/EC) and the Privacy and Electronic Communications Directive (2002/58/EC); (2) after 25 May 2018, Regulation (EU) 2016/679 of the European Parliament And Of The Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), (3) any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority, any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body as amended, extended, re-enacted or replaced from time to time, and (4) the Regulation on Privacy and Electronic Communications, when in force.

Due date

Means:

(a) for *First Class, Royal Mail Signed For 1st Class and Special Delivery*, the next working day following the date of posting;

(b) for *Second Class and Royal Mail Signed For 2nd Class services* the third working day following the date of posting.

Franking Mark

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

Intrinsic Value

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

Item

means any letter, postcard, reply postcard, newspaper, printed packet, sample packet or parcel and every packet or other article transmissible by post.

Loss

An item shall be deemed to be lost, (unless there is evidence to the contrary to demonstrate that it has not been lost) if it has not been delivered by us by the end of the tenth working day after its **due date**, or the fifth working day after its due date for *Special Delivery*.

Neighbour

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

Market Value

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

Part Loss

Where a letter is received and some or part of the content is missing.

Post, Posted

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

Postage

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

Postage Mark

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

Postmark

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

Printed Postage Impression (PPI)

A Postage mark indicating postage is payable to us and printed under a Licence from us.

Private Post Box

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

Postage Stamp

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

Postage Label, Service fee Label

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

Representative

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

Service fee

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

SmartStamp®

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

Small Parcel Box A 15cm³ specifically designed mailing box with the "Royal Mail Delivered By" symbol on it as well as reference to "Small Parcel Box". Customers sending items with a height greater than 8cm weighing no more than 2kg must use one of these boxes to take advantage of the Small Parcel price.

Social Security post

Social security post means items whose contents relate to any benefit, contributions or national insurance number or to any other matter relating to social security. Social security post is further defined in Section 182A of the Social Security Administration Act 1992 and Section 158A of the Social Security Administration (Northern Ireland) Act 1992.

Sovereign

The reigning Monarch of the United Kingdom.

Valuables (money and jewellery)

Any item that is:

i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;

- ii) ingots;
- iii) diamonds and precious stones;
- iv) watches the cases of which are made wholly or mainly of precious metal; and
- v) articles similar to any of those referred to in i) - iii) above with an **intrinsic value**.
- v) Coins & Bank notes of any currency that are legal tender at the time of posting;
- vi) Postal Orders, cheques and dividend warrants uncrossed and payable to bearer;
- vii) Unused postage and revenue stamps and National Insurance stamps; Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and
- viii) Coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

Working Day

For any item posted using (or otherwise treated by us as being posted using) a service other than *Special Delivery*, working days are Monday to Saturday inclusive, excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday.

For items that have been posted using (or otherwise treated by us as being posted using) the *Special Delivery* service to which Saturday Guarantee has not been added, working days are Monday to Friday inclusive excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday.

For items posted using (or otherwise treated by us as being posted using) the *Special Delivery* service to which Saturday Guarantee has been added, working days are Monday to Saturday inclusive, excluding any day which is (in the part of the United Kingdom concerned) a public holiday and any other day that Ofcom has directed us to treat as a public holiday.

FURTHER INFORMATION (NOT PART OF THE SCHEME)

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

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays. (3017432)

Roads & highways

ROAD RESTRICTIONS**DEPARTMENT FOR INFRASTRUCTURE****STATUTORY RULE****ROAD RACES**

The Department for Infrastructure has made a Statutory Rule entitled "The Road Races (Tour of the Sperrins Rally) Order (Northern Ireland) 2018", (S.R. 2018 No 93), which comes into operation on 11th May 2018.

The effect of the rule is to permit the Magherafelt and District Motor Club Limited as promoter of the Tour of the Sperrins Rally 2018 to use for that event certain roads by suspending the right of way of other traffic at various times on 12th May 2018. Copies of the rule may be obtained from Room 3-01, Clarence Court, 10-18 Adelaide Street, Belfast or viewed online at <http://www.legislation.gov.uk/nisr> (3017464)

DEPARTMENT FOR INFRASTRUCTURE**ROAD RACES**

The Department for Infrastructure has made a Statutory Rule entitled The Road Races (Spamout Hill Climb) Order (Northern Ireland) 2018 (S.R. 2018 No.95) which will come into operation on 25th May 2018.

The effect of the Order is to permit the Omagh Motor Club Limited as promoter of the Spamout Hill Climb 2018 to use for that event certain roads by suspending the right of way of other traffic at various times on 26th May 2018.

Copies of the Order may be obtained from Room 3-01, Clarence Court, 10-18 Adelaide Street, Belfast BT2 8GB or viewed online at <http://www.legislation.gov.uk/nisr> (3017465)

DEPARTMENT FOR INFRASTRUCTURE**ROAD RACES**

The Department for Infrastructure has made a Statutory Rule entitled The Road Races (North West 200) Order (Northern Ireland) 2018 (S.R. 2018 No.96) which will come into operation on 14th May 2018.

The effect of the Order is to permit the Coleraine and District Motor Club Limited as promoter of the North West 200 2018 to use for that event certain roads by suspending the right of way of other traffic at various times on 15th, 17th & 19th May 2018.

Copies of the Order may be obtained from Room 3-01, Clarence Court, 10-18 Adelaide Street, Belfast BT2 8GB or viewed online at <http://www.legislation.gov.uk/nisr> (3017467)

DEPARTMENT FOR INFRASTRUCTURE**ABANDONMENT - AUGHER, DUNGANNON**

The Department for Infrastructure (DfI), being of the opinion that the road is not necessary proposes to make an Order to abandon 104 square metres of road comprising verge at No. 38 Annaghilla Road, Augher, Dungannon. The area of road proposed to be abandoned is delineated on a map which, together with a copy of a draft order, may be inspected free of charge during office hours within the period from 24 April 2018 to 4 June 2018 at DfI Roads Western Division Depot, Main Road, Moygashel, Dungannon or viewed online at www.infrastructure-ni.gov.uk

Any person may, within the period above, object to the proposal by writing to the Department at DfI Roads Western Division, County Hall, Drumragh Avenue, Omagh, BT79 7AF or by emailing dfiroads.western@infrastructure-ni.co.uk stating the grounds of the objection. Information you provide, including personal information, could be published or disclosed under the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations (EIR). For further details on confidentiality, the FOIA and the EIR please refer to www.ico.org.uk (3017466)

DEPARTMENT FOR INFRASTRUCTURE**LEGISLATION PURSUANT TO WHICH TO NOTICE IS PLACED:****(S.R. 2018 NO. 71)****THE PARKING AND WAITING RESTRICTIONS (GLENGORMLEY) ORDER (NORTHERN IRELAND) 2018 (S.R. 2018 NO. 71)**

This order authorises the use as parking places of the lengths of road specified in Schedule 1 (Article 2) and prescribes the conditions under which the parking places may be used (Articles 3, 4 & 7) Vehicles are excepted from the conditions in certain circumstances (Article 5) The Order also makes provision for the suspension of use of a parking place (Article 6) and for the removal of a vehicle from a parking place in an emergency (Articles 8 & 9) and for its safe custody (Article 10).

The Order also revokes and re-enacts the parking and waiting restriction in the Orders Specified in Schedule 3 (Article 13).

A penalty charge (£90) is payable with respect to a vehicle involved in a contravention of the Order in accordance with the Traffic Management (Northern Ireland) Order 2005 and the Penalty Charges (Prescribed Amounts) Regulations (Northern Ireland) 2006.

Traffic signs indicating the effect of the Order will be in due course be placed on the roads. (3017462)

OTHER NOTICES

COMPANY LAW SUPPLEMENT

The Company Law Supplement details information notified to, or by, the Registrar of Companies. The Company Law Supplement to *The London, Belfast and Edinburgh Gazette* is published weekly on a Tuesday.

These supplements are available to view at <https://www.thegazette.co.uk/browse-publications>.

Alternatively use the search and filter feature which can be found here <https://www.thegazette.co.uk/all-notices> on the company number and/or name. (3017468)

DEPARTMENT OF AGRICULTURE, ENVIRONMENT AND RURAL AFFAIRS

The Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations (Northern Ireland) 1999, The Waste Management Licensing Regulations (Northern Ireland) 2003

The Waste (Fees and Charges) (Amendment) Regulations (Northern Ireland) 2018

The Department of Agriculture, Environment and Rural Affairs has made a Statutory Rule entitled "The Waste (Fees and Charges) (Amendment) Regulations (Northern Ireland) 2018", S.R. 2018 No. 91.

This rule amends the Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations (Northern Ireland) 1999 and the Waste Management Licensing Regulations (Northern Ireland) 2003. The amendments are to increase the fees and charges in line with the GDP deflator and the recently uplifted Charging Scheme for 2018/19. (3017469)

MCCANN CABLING SOLUTIONS LIMITED

(Company Number NI613718)

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 23/04/2018 AND REGISTERED ON 26/04/2018.

NI613718 MCCANN CABLING SOLUTIONS LIMITED
HELEN SHILLIDAY, REGISTRAR OF COMPANIES (3017470)

LAKELAND TYRES BELFAST LIMITED

(Company Number NI627485)

NOTICE IS HEREBY GIVEN, PURSUANT TO SECTIONS 1064 AND 1077 OF THE COMPANIES ACT 2006, THAT IN RESPECT OF THE UNDERMENTIONED COMPANY NOTICE OF APPOINTMENT OF A LIQUIDATOR WAS REGISTERED RECEIVED BY ME ON 23/04/2018 AND REGISTERED ON 26/04/2016.

NI627485 LAKELAND TYRES BELFAST LIMITED
HELEN SHILLIDAY, REGISTRAR OF COMPANIES (3017472)

DEPARTMENT OF FINANCE

WHOLE OF GOVERNMENT ACCOUNTS (DESIGNATION OF BODIES) ORDER (NORTHERN IRELAND) 2018

A Statutory Rule entitled The Whole of Government Accounts (Designation of Bodies) Order (Northern Ireland) 2018 (SR No: 94) was made by the Department of Finance on 20th April 2018. It will come into operation on 14th May 2018.

Copies of the Order may be purchased from the Stationery Office at www.tsoshop.co.uk, or by contacting TSO Customer Services on 0333 202 5070, or viewed online at <http://www.legislation.gov.uk/nisr>. (3017473)

THE DEPARTMENT FOR COMMUNITIES THE SOCIAL SECURITY ADMINISTRATION (NORTHERN IRELAND) ACT 1992, THE JUSTICE ACT (NORTHERN IRELAND) 2016

THE SOCIAL SECURITY (FINES) (DEDUCTIONS FROM BENEFITS) REGULATIONS (NORTHERN IRELAND) 2018

The Department for Communities has made a Statutory Rule entitled The Social Security (Fines) (Deductions from Benefits) Regulations (Northern Ireland) 2018 (S.R. 2018 No. 98), which comes into operation on 1 June 2018.

These regulations introduce provisions in support of the Department of Justice Fines and Enforcement service to provide for deductions to be made from certain social security benefits with regard to recovery of court fines.

Copies of the Rule may be purchased from the Stationery Office at www.tsoshop.co.uk or by contacting TSO Customer Services on 0333 202 5070 or viewed online at <http://www.legislation.gov.uk/nisr>. (3017471)

COMPANIES

TAKEOVERS, TRANSFERS & MERGERS

In the High Court of Justice
Business and Property Courts of England and Wales, Companies
Court (ChD) Court Number: CR-2017-009373

IN THE MATTER OF

AIG EUROPE LIMITED

AND

AMERICAN INTERNATIONAL GROUP UK LIMITED

AND

AIG EUROPE SA

AND

IN THE MATTER OF

THE FINANCIAL SERVICES AND MARKETS ACT 2000

NOTICE

NOTICE IS HEREBY GIVEN that, on 5 March 2018, AIG Europe Limited (the “**Transferor**”) and American International Group UK Limited (the “**UK Transferee**”) and AIG Europe SA (the “**European Transferee**”) made an application (the “**Application**”) to the High Court of Justice, Business and Property Courts of England and Wales, Companies Court in London (the “**Court**”) pursuant to section 107(1) of the Financial Services and Markets Act 2000 (as amended) (“**FSMA**”) for an Order:

1. Under section 111 of FSMA sanctioning an insurance business transfer scheme (the “**Scheme**”) for the transfer of:

(a) certain insurance business carried on by the Transferor to the UK Transferee (the “**Transferring UK Business**”) in accordance with the terms of the Order and without any further act or instrument; and

(b) shortly after the transfer of the Transferring UK Business, all remaining insurance business carried on by the Transferor to the European Transferee (the “**Transferring EEA Business**”) under the planned cross-border merger by absorption of the Transferor by the European Transferee pursuant to the Companies (Cross-Border Mergers) Regulations 2007 (**SI 2007/2974**) (the “**Merger**”) and in accordance with the terms of the Order; and

2. making ancillary provision in connection with the Scheme pursuant to section 112 and 112A of FSMA.

The following documents are available free of charge and can be downloaded at www.aig.com/brexit:

- A copy of a report on the terms of the Scheme prepared in accordance with section 109 of FSMA, by an Independent Expert, Steve Mathews of Willis Towers Watson, whose appointment has been approved by the Prudential Regulation Authority, (the “**Scheme Report**”);

- The full Scheme document;
- The Scheme Booklet (which contains a summary of the terms of the Scheme, and a summary of the Scheme Report); and
- a question and answer document about the Scheme.

Supporting documents and any further news about the Scheme will be posted on this website so you may wish to check for updates. You can also request free copies of any of these documents by writing to or telephoning the Transferor using the contact details below.

The Application is due to be heard on 18 October 2018 by a Judge of the Chancery Division of the High Court at The Rolls Building, Fetter Lane, London, EC4A 1NL, United Kingdom. A similar application in relation to the Merger is due to be heard at the same time. If approved by the Court, it is proposed that the Scheme and the Merger will take effect on 1 December 2018.

Any person who claims that he or she may be adversely affected by the carrying out of the Scheme has a right to attend the hearing and express their views either in person or by a legal representative.

Any person who claims that they may be adversely affected by the Scheme but does not intend to attend the hearing may make representations about the Scheme by telephone or in writing to the solicitors named below or the Transferor using the contact details set out below.

Any person who intends to appear at the hearing or make representations by telephone or in writing is requested (but is not obliged) to notify his or her objections as soon as possible and preferably at least five days before the hearing of the Application on 18 October 2018 to the solicitors named below or to the Transferor using the contact details set out below.

If the Scheme is sanctioned by the Court, it will result in the transfer of:

1. All the contracts, property, assets and liabilities relating to the Transferring UK Business to the UK Transferee in accordance with the terms of the Order; and

2. All the contracts, property, assets and liabilities relating to the Transferring EEA Business to the European Transferee under the Merger and in accordance with the terms of the Order, in each case, notwithstanding that a person would otherwise be entitled to terminate, modify, acquire or claim an interest or right or to treat an interest or right as terminated or modified in respect thereof. Any such right will only be enforceable to the extent the Order of the Court makes provision to that effect.

27 April 2018

Transferor contact address:

The AIG Building, 58 Fenchurch Street, London EC3M 4AB, United Kingdom

Transferor contact information:

Telephone number:

Origination Country - Toll Free Telephone Number

United States - 8336454339

Malta - 80062519

Liechtenstein - 0800110061

Greece - 0080044142187

Romania - 0800400986

Croatia - 0800988961

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Iceland, Italy, Ireland, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom - 00800 244 244 29

Our phone lines are open from 9.00am to 5.00pm Monday to Friday (excluding bank holidays and public holidays).

Postal address: AIG Brexit Team, The AIG Building, 58 Fenchurch Street, London EC3M 4AB, United Kingdom

Email: aigbrexit@aig.com

Freshfields Bruckhaus Deringer LLP

65 Fleet Street, London, EC4Y 1HS, United Kingdom

Ref: 153385.0064 (GHFS)

Solicitors for the Transferor

(3016452)

Corporate insolvency

Administration

APPOINTMENT OF ADMINISTRATORS

In the HIGH COURT OF JUSTICE IN NORTHERN IRELAND
CHANCERY DIVISION

No 22863 of 2018

CRAWFORD CONTRACTS GROUP LTD

(Company Number NI026869)

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

Nature of Business: Nature of business: Sports Surfacing Contractor

Registered office: Woodside Road Industrial Estate, Woodside Road, Ballymena, BT42 4QJ

Names and addresses of administrators: *Tom Keenan* and *Scott Murray* both of Keenan CF, 10th Floor Victoria House, 15-27 Gloucester Street, Belfast, BT1 4LS

Joint Administrators IP Nos.; 8656 and 14096

Date of Appointment: Administrator appointment made on : 18 April 2018 (3017953)

Creditors' voluntary liquidation

APPOINTMENT OF LIQUIDATORS

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

Name of Company: **LAKELAND TYRES BELFAST LIMITED**
 Company Number: NI627485
 Registered office: 7 & 8 Drumbrughas Avenue, Drumbrughas North, Lisnaskea, Co Fermanagh, BT92 0QQ
 Principal trading address:
 Nature of Business: Retail Trade of Motor Vehicle Tyres
 Type of Liquidation: Creditors
 Liquidator's name and address: Liquidator's name and address:
James B Kennedy, Unit A1, Boucher Business Studios, Glenmachan Place, Belfast BT12 6QH
 Office Holder Number: GBNI 043.
 Date of Appointment: Thursday 19th April 2018
 By whom Appointed: Members and Creditors (3017957)

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

Name of Company: **ENDOSURGICAL (NI) LIMITED**
 Company Number: NI051934
 Registered office: Number One, Lanyon Quay, Belfast, BT1 3LG
 Nature of Business: Supply of hospital equipment
 Type of Liquidation: Creditors
 Liquidator's name and address: Liquidator's name and address:
Gregg Sterritt, Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT
 Office Holder Number: GBNI 065.
 Date of Appointment: 17 April 2018
 By whom Appointed: Members and Creditors (3017908)

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

Name of Company: **ENDOSURGICAL (NI) LIMITED**
 Company Number: NI051934
 Registered office: Number One, Lanyon Quay, Belfast, BT1 3LG
 Nature of Business: Supply of hospital equipment
 Type of Liquidation: Creditors
 Liquidator's name and address: Liquidator's name and address:
Gregg Sterritt, Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT
 Office Holder Number: GBNI 065.
 Date of Appointment: 17 April 2018
 By whom Appointed: Members and Creditors (3017955)

FINAL MEETINGS

S. & R. ELECTRIC LIMITED

(Company Number NI017617)
 - In Creditors' Voluntary Liquidation
 NOTICE IS HEREBY GIVEN, pursuant to Article 92 of the Insolvency (NI) Order 1989, that the Final Meeting of Members and Creditors of the above named company will be held at the offices of BDO Northern Ireland, Lindsay House, 10 Callender Street, Belfast, BT1 5BN on 31 May 2018 at 10:30am and 11:00am respectively, for the purpose of having an account laid before the meeting showing the manner in which the winding-up has been conducted and of hearing any explanation that may be given by the Liquidator.
 Dated: 27 April 2018
Brian Murphy FCA, Joint Liquidator (3017959)

SHANIDAR LIMITED

(Company Number NI037595)
 -In Creditors' Voluntary Liquidation

() NOTICE IS HEREBY GIVEN, pursuant to Article 92 of the Insolvency (NI) Order 1989, that the Final Meeting of Members and Creditors of the above named company will be held at the offices of BDO, Lindsay House, 10 Callender Street, Belfast, BT1 5BN on Tuesday 29 May 2018 at 11:00am and 11:30am respectively, for the purpose of having an account laid before the meeting showing the manner in which the winding-up has been conducted and of hearing any explanation that may be given by the Liquidator.

Dated: 27 April 2018
Michael Jennings, Joint Liquidator (3017964)

MAYNE DEVELOPMENTS LIMITED

(Company Number NI047307)
 - In Creditors Voluntary Liquidation
 Notice is hereby given, pursuant to Article 92 of the Insolvency (NI) Order 1989, that a final general meeting of the members of the above named company will be held at BDO, Lindsay House, 10 Callender Street, Belfast BT1 5BN on Friday 25 May 2018 at 10:30 am, to be followed at 11:00 am by a final meeting of creditors for the purpose of receiving an account showing the manner in which the winding up has been conducted, and of hearing any explanation that may be given by the Liquidators and to decide whether the Liquidators should be released in accordance with Article 147 of the Insolvency (NI) Order 1989.

Dated: 26 April 2018
Brian Murphy FCA, Joint Liquidator (3017960)

PURSUANT TO ARTICLE 92 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

IN THE MATTER OF MIGHTY PRICE LIMITED
 (Company Number NI032887)
 (IN LIQUIDATION)
 And In the Matter of INSOLVENCY (NORTHERN IRELAND) ORDER 1989

NOTICE IS HEREBY GIVEN pursuant to Article 92 of The Insolvency (Northern Ireland) Order 1989, that the Final Meetings of Members and Creditors of the above-named Company, will be held at the offices of McCambridge Duffy LLP, 35 Templemore Business Park, Northland Road, Derry, BT48 0LD on 30 May 2018 at 10:30am and 10:45am respectively.

The meetings are called pursuant to Article 92 of the Insolvency (Northern Ireland) Order 1989 for the purpose of having an account laid before them by the Liquidator showing the manner in which the winding-up has been conducted and the property of the Company disposed of, and of hearing any explanations that may be given by the Liquidator.

A Member or Creditor entitled to attend and vote at the above meetings may appoint a proxy to attend and vote in his place. It is not necessary for the proxy to be a Member or Creditor.

Proxies to be used at the meeting should be lodged at the offices of McCambridge Duffy LLP, 35 Templemore Business Park, Northland Road, Derry BT48 0LD no later than 12 noon on the business day preceding the meeting.

James Green, Liquidator
 25 April 2018 (3017962)

NOTICES TO CREDITORS

ENDOSURGICAL (NI) LIMITED

(Company Number NI051934)
 Creditors Voluntary Winding up
 Registered office: Number One, Lanyon Quay, Belfast, BT1 3LG
 NOTICE IS HEREBY GIVEN that I, Gregg Sterritt FCA, was appointed Liquidator of the above named company on 17 April 2018, at the first meeting of creditors, pursuant to Article 86 of the Insolvency (Northern Ireland) Order 1989. Creditors of the above named company are required on or before the 31 day of May 2018 to send their full names and addresses and the particulars of their debts or claims and the names and addresses of their solicitors to Gregg Sterritt of Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT, the Liquidator of the said company, and, if so

required by notice in writing from the said Liquidator, to 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.

DATED this 23 day of April 2018

Gregg Sterritt, Liquidator

(3017902)

ENDOSURGICAL (NI) LIMITED

(Company Number NI051934)

Creditors Voluntary Winding up

Registered office: Number One, Lanyon Quay, Belfast, BT1 3LG

NOTICE IS HEREBY GIVEN that I, Gregg Sterritt FCA, was appointed Liquidator of the above named company on 17 April 2018, at the first meeting of creditors, pursuant to Article 86 of the Insolvency (Northern Ireland) Order 1989. Creditors of the above named company are required on or before the 31 day of May 2018 to send their full names and addresses and the particulars of their debts or claims and the names and addresses of their solicitors to Gregg Sterritt of Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT, the Liquidator of the said company, and, if so required by notice in writing from the said Liquidator, to 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.

DATED this 23 day of April 2018

Gregg Sterritt, Liquidator

(3017956)

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

ROMATECH (N.I) LTD

(Company Number NI601519)

Registered office: Twin Spires Centre. 155 Northumberland Street, Belfast, Northern Ireland, BT13 2JF

Principal trading address: Highview House, 270 Rochester Road, Burnham, Rochester, Kent, ME1 3RJ

NOTICE IS HEREBY GIVEN that Bai Cham and David Elliott of CVR Global LLP, 139-141 Watling Street, Gillingham, Kent, ME7 2YY were appointed as Joint Liquidators of the above-named Company by resolution of the members passed on 12 April 2018.

NOTICE IS ALSO 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 CVR Global LLP, 139-141 Watling Street, Gillingham, Kent, ME7 2YY on 2 May 2018 at 10:30am for the purposes mentioned in Articles 85 to 87 of the said Order.

A list of the names and addresses of the company's creditors may be inspected free of charge at CVR Global LLP, 139-141 Watling Street, Gillingham, Kent, ME7 2YY, between 10.00am and 4.00pm on the two business days prior to the day of the meeting. Creditors wishing to vote at the meeting must (unless they are individual creditors attending in person) lodge their proxies at CVR Global LLP, 139-141 Watling Street, Gillingham, Kent, ME7 2YY no later than 12.00 noon on the business day prior to the day of the meeting. Proofs may be lodged at any time prior to voting at the creditors meeting.

Dated 19 April 2018

Peter Fowler, Director

(3017903)

RESOLUTION FOR WINDING-UP

COMPANIES ACT 2006 SPECIAL

RESOLUTION OF

ENDOSURGICAL (NI) LIMITED

(Company Number NI051934)

At a General Meeting of the Members of the above-named company duly convened and held at the Mourne Country Hotel, 52 Belfast Road, Newry, BT34 1TR on 17 April 2018 the following Special Resolution was duly 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 THAT accordingly the company be wound up voluntarily.'

Signed: Director

(3017961)

NOTICE UNDER THE INSOLVENCY (NORTHERN IRELAND)

ORDER 1989

SPECIAL RESOLUTION OF

LAKELAND TYRES BELFAST LIMITED

(Company Number NI627485)

At an extraordinary general meeting of the Creditors of the above-named company duly convened and held at Unit A1, Boucher Business Studios, Glenmachan Place, Belfast BT12 6QH on Thursday 19 April 2018 the following Special Resolution was duly passed

That the company should be wound up on the grounds that it is unable to pay its debts and that James B Kennedy of James B Kennedy & Co, Unit A1, Boucher Business Studios, Glenmachan Place, Belfast BT12 6QH be appointed liquidator of the company

(3017958)

Liquidation by the Court

PETITIONS TO WIND-UP

In the High Court of Justice in Northern Ireland

No 033223 of 2018

In the Matter of **BOYLES LIMITED**

(Company Number NI612116)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 54-55 William Street, Portadown, Craigavon, County Armagh, BT62 3NX presented on 27 March 2018 by the 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 10 May 2018

Time 10:00 hours

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

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 May 2018.

The petitioner's solicitor is Crown Solicitor for Northern Ireland, Royal Courts of Justice, Chichester Street, Belfast BT1 3JE (3017966)

In the High Court of Justice in Northern Ireland

No 031505 of 2018

In the Matter of **GMC INNS LTD**

(Company Number NI632955)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 96-100 Ann Street, Belfast, County Antrim, BT1 3HH presented on 23 March 2018 by the DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast, BT1 3LP claiming to be a creditor of the company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE,

On Thursday

Date 10 May 2018

Time 10:00 hours

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

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 May 2018.

The petitioner's solicitor is Crown Solicitor for Northern Ireland, Crown Solicitor's Office, Royal Courts of Justice, Chichester Street, Belfast BT1 3JY (3017963)

In the High Court of Justice in Northern Ireland

No 031493 of 2018

In the Matter of **J P CONTRACTS NI LIMITED**

(Company Number NI616303)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 2 Station Park, Crossgar, Downpatrick, County Down, BT30 9FB presented on 23 March 2018 by the 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 10 May 2018

Time 10:00 hours

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

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 May 2018.

The petitioner's solicitor is Crown Solicitor for Northern Ireland, Royal Courts of Justice, Chichester Street, Belfast BT1 3JE (3017969)

In the High Court of Justice in Northern Ireland

No 033228 of 2018

In the Matter of **LAIDAN LIMITED**

(Company Number NI063219)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 29 Chichester Street, Belfast, BT1 4JE presented on 27 March 2018 by the 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 10 May 2018

Time 10:00 hours

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

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 May 2018.

The petitioner's solicitor is Crown Solicitor for Northern Ireland, Royal Courts of Justice, Chichester Street, Belfast BT1 3JE (3017970)

In the High Court of Justice in Northern Ireland

No 030774 of 2018

In the Matter of **MCALLISTER SITE SERVICES LIMITED**

(Company Number NI625744)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 140a Kilrea Road, Upperlands, Maghera, Derry, BT46 5TB presented on 21 March 2018 by the 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 10 May 2018

Time 10:00 hours

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

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 May 2018.

The petitioner's solicitor is Crown Solicitor for Northern Ireland, Royal Courts of Justice, Chichester Street, Belfast BT1 3JE (3017968)

In the HIGH COURT OF JUSTICE IN NORTHERN IRELAND
CHANCERY DIVISION

(COMPANIES WINDING UP) No 36619 of 2018

In the Matter of **THE APPLIANCE CENTRE HOLLYWOOD NI LIMITED**

(Company Number NI628126)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above named company of 445 Lisburn Road, Belfast, BT9 7EY presented on 10/04/2018 by LEGAL & GENERAL (PORTFOLIO MANAGEMENT SERVICES) LIMITED of One Coleman Street, London, EC2R 5AA claiming to be a creditor of the company will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JF

Date: 10/05/2018

Time; 10:00 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 his solicitor in accordance with Rule 4.016 by 16:00 hours on 9th May 2018.

The Petitioner's solicitor is: Wilson Nesbitt Solicitors, Hamilton House, 3 Joy Street, Belfast, BT2 8LE. Ref: EN/310621

Dated: 17 April 2018

(3017904)

In the High Court of Justice in Northern Ireland

No 031514 of 2018

In the Matter of **AMBERGREEN ENERGY LIMITED**

(Company Number NI610132)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of Boucher Way, Belfast, BT12 6RE presented on 22 March 2018 by the 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 10 May 2018

Time 10:00 hours

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

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 May 2018.

The petitioner's solicitor is Crown Solicitor for Northern Ireland, Royal Courts of Justice, Chichester Street, Belfast BT1 3JE (3017972)

In the High Court of Justice in Northern Ireland

CHANCERY DIVISION (COMPANIES WINDING UP) No CR: 33229/2018 of 2018

In the Matter of **FURROW & BAIT LIMITED**

(Company Number NI620096)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above -named company of 631 Lisburn Road, Belfast, BT9 7GT, presented on the 28 March 2018 by Christopher McGimpsey, a Director of the Company will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JF

Date: 10 May 2018

Time: 10:00 a.m. (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 his/its solicitor in accordance with Rule 4.016 by 16.00 hours on 9th Mat 2018.

The petitioner's solicitor is Keown Solicitors, Lynden House, 19 Cregagh Road, Belfast, BT6 8PX (3017971)

In the High Court of Justice in Northern Ireland

No 031504 of 2018

In the Matter of **SMART KIDS (GILFORD) LTD**

(Company Number NI626877)

and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company of 3-5 Riverside Shopping Mall, Mill Street, Gilford, Craigavon, County Armagh, BT63 6HQ presented on 23 March 2018 by the DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast, BT1 3LP claiming to be a creditor of the company will be heard at The Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE,

On Thursday

Date 10 May 2018

Time 10:00 hours

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

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 May 2018.

The petitioner's solicitor is Crown Solicitor for Northern Ireland, Crown Solicitor's Office, Royal Courts of Justice, Chichester Street, Belfast BT1 3JY (3017965)

In the High Court of Justice in Northern Ireland
No 031513 of 2018

In the Matter of **TEC SHOPFITTING LTD**

(Company Number NI606742)

and in the Matter of the **INSOLVENCY (NORTHERN IRELAND) ORDER 1989**

A petition to wind up the above-named company of 76 Teconnaught Road, Crossgar, Downpatrick, County Down, BT30 9HH presented on 22 March 2018 by the 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 10 May 2018

Time 10:00 hours

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

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitor in accordance with Rule 4.016 by 16.00 hours on 9 May 2018.

The petitioner's solicitor is Crown Solicitor for Northern Ireland, Royal Courts of Justice, Chichester Street, Belfast BT1 3JE (3017967)

Members' voluntary liquidation

APPOINTMENT OF LIQUIDATORS

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

Name of Company: **SELECT DESIGN SERVICES (NI) LIMITED**

Company Number: NI048554

Registered office: 3 High Street, Larne, BT40 1JN

Principal trading address:

Nature of Business: Architectural activities

Type of Liquidation: Members

Liquidator's name and address: *David William John McClean* of Baker Tilly Mooney Moore, 17 Clarendon Road, Belfast BT1 3BG

Office Holder Number: GBNI 047 .

By whom Appointed: Members (3017909)

RESOLUTION FOR VOLUNTARY WINDING-UP

THE COMPANIES (NORTHERN IRELAND) ORDER 1989

SPECIAL RESOLUTION OF

SELECT DESIGN SERVICES (NI) LIMITED

(Company Number NI048554)

At an extraordinary General Meeting of the Members of the above-named company duly convened and held at 1 Broadway Avenue, Ballymena BT43 7AA on 17 April 2018 the following Special Resolution was duly passed:

Special Resolution

That the Company be wound up voluntarily.

William McGaughey, Chairman (3017954)

By Order dated 19/04/2018, the above-named company (registered office at 120 Ballypollard Road, Magheramorne, Larne, BT40 3JG) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up, 08/03/2018

Official Receiver (3018058)

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

MULTIBOXSAFETYSOLUTIONS LIMITED

NI624089

By Order dated 19/04/2018, the above-named company (registered office at 63 Thornhill Park, Londonderry, BT48 8PB) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up, 27/02/2018

Official Receiver (3018059)

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

FARM DEVELOPMENT SERVICES LTD

NI050995

By Order dated 19/04/2018, the above-named company (registered office at 91 Killysorrell Road, Dromore, BT25 1LD) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up, 05/03/2018

Official Receiver (3018060)

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

IT STAR LIMITED

NI058132

By Order dated 19/04/2018, the above-named company (registered office at 36 Jubilee Road, Newtownards, BT23 4YH) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up, 16/02/2018

Official Receiver (3018061)

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

RUBANE LIMITED PARTNERSHIP

NL000045

By Order dated 19/04/2018, the above-named company (registered office at Centre House, 4 High Street, Holywood, BT18 9AZ) was ordered to be wound up by the High Court of Justice in Northern Ireland.

Commencement of winding up, 27/02/2018

Official Receiver (3018057)

Partnerships

WINDING-UP ORDER

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

BURNS PROPERTY DEVELOPMENT LTD

NI058873

PEOPLE

Whether Debtor's or Creditor's PetitionCreditor's (3017218)

CHANGES OF NAME OR ARMS

BATES GEORGE

84 Niblock Road, Antrim BT41 2RH
 Health Service Administrator/Farmer (Retired)
 Death details: 4 June 2017Notice of claims: O'Rorke McDonald & Tweed, Solicitors, 37-39 Church Street, ANTRIM, County Antrim BT41 4BDNotice of claims date: 13 July 2018 (3018062)

Personal insolvency

BANKRUPTCY ORDERS

BROWN, SIMON GEORGE

Occupation Sub Contractor, residing Apartment 20, 219 Saintfield Road, Belfast, BT8 7HQ, formerly t/a 21 Hillside, Ballynahinch, BT24 8PS
 In the The High Court of Justice in Northern Ireland
 No 131085 of 2017
 Date of Filing Petition: 20 December 2017
 Bankruptcy order date: 16 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017213)

CRAWFORD, WILSON

Occupation Unknown, residing 11 Old Ballymoney Road, Ballymena, BT43 6LX, formerly t/a 36 - 38 William Street, Ballymena, BT43 6AW
 In the The High Court of Justice in Northern Ireland
 No 027630 of 2018
 Date of Filing Petition: 13 March 2018
 Bankruptcy order date: 18 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017215)

DICKINSON, GARY OWEN

Occupation Share Fisherman, 33 Killowen Village, Rostrevor, Newry, BT34 3AJ
 In the The High Court of Justice in Northern Ireland
 No 008290 of 2018
 Date of Filing Petition: 25 January 2018
 Bankruptcy order date: 16 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017214)

DUNNE, CATHERINE

Occupation Unemployed, 10 Glassmullin Gardens, Belfast, BT11 8NS
 In the The High Court of Justice in Northern Ireland
 No 032680 of 2018
 Date of Filing Petition: 27 March 2018
 Bankruptcy order date: 19 April 2018
 Whether Debtor's or Creditor's PetitionDebtor's (3017216)

DYSART, STEPHEN JAMES

Occupation Butcher, T/a Top Meats, residing 14 Knocklynn Grove, Coleraine, BT52 1WR, t/a Unit B, Newmills Road Lower, Coleraine, BT52 2JR
 In the The High Court of Justice in Northern Ireland
 No 007898 of 2018
 Date of Filing Petition: 24 January 2018
 Bankruptcy order date: 16 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017217)

GILLEN, ROBERTA JOANNE

Occupation Hairdresser, 49 Durnish Road, Antrim, BT41 2TH
 In the The High Court of Justice in Northern Ireland
 No 010890 of 2018
 Date of Filing Petition: 01 February 2018
 Bankruptcy order date: 18 April 2018

HARKIN, RONAN

Occupation Former Shop Proprietor, formerly t/a Rosy Surfboards, residing 20A Buncrana Road, Londonderry, BT48 8AB, formerly residing 10 Thistlewood Park, Londonderry, BT48 0NW, formerly t/a 2a Pennyburn Industrial Estate, Londonderry, BT48 0LU
 In the The High Court of Justice in Northern Ireland
 No 013748 of 2018
 Date of Filing Petition: 07 February 2018
 Bankruptcy order date: 18 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017219)

HEANEY, JAMES MARTIN

Occupation Mobile Caterer, 14 Farland Way, Londonderry, BT48 0RS
 In the The High Court of Justice in Northern Ireland
 No 010234 of 2018
 Date of Filing Petition: 31 January 2018
 Bankruptcy order date: 18 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017220)

HUE, RONALD

Also known as: Ronnie Hue
 Occupation Care Worker, 63 Thorburn Road, Newtownabbey, BT36 7JA
 In the The High Court of Justice in Northern Ireland
 No 038376 of 2018
 Date of Filing Petition: 16 April 2018
 Bankruptcy order date: 19 April 2018
 Whether Debtor's or Creditor's PetitionDebtor's (3017221)

LAVERY, BRIAN

Occupation Unknown, 55 Belagherty Road, Magherafelt, BT45 6JJ
 In the The High Court of Justice in Northern Ireland
 No 130639 of 2017
 Date of Filing Petition: 20 December 2017
 Bankruptcy order date: 20 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017222)

LEYBURN, ROBERT

Occupation Farmer, residing 14 Tivnacree Road, Derrynoose, Armagh, BT60 3EE, t/a 14 - 22 Tivnacree Road, Derrynoose, Armagh, BT60 3EE
 In the The High Court of Justice in Northern Ireland
 No 130967 of 2017
 Date of Filing Petition: 19 December 2017
 Bankruptcy order date: 18 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017223)

LOVETT, HELEN

Occupation Unknown, 7 Comber Road, Balloo, Killinchy, BT23 6PA
 In the The High Court of Justice in Northern Ireland
 No 010726 of 2018
 Date of Filing Petition: 31 January 2018
 Bankruptcy order date: 18 April 2018
 Whether Debtor's or Creditor's PetitionCreditor's (3017229)

MCCARTAN, RYAN ANTHONY

Occupation Bricklayer, T/a R. McCartan Contracts, residing & t/a 38 Kilmore Road, Lurgan, BT67 9BP
 In the The High Court of Justice in Northern Ireland
 No 076830 of 2017
 Date of Filing Petition: 15 August 2017
 Bankruptcy order date: 18 April 2018
 Whether Debtor's or Creditor's PetitionDebtor's (3017231)

MCGILLOWAY, RACHEL ALICE

Occupation Project Manager, 36 Lowertown Road, Dungannon, BT71 6QJ

In the The High Court of Justice in Northern Ireland

No 028959 of 2018

Date of Filing Petition: 16 March 2018

Bankruptcy order date: 18 April 2018

Whether Debtor's or Creditor's Petition Debtor's (3017228)

MILLAR, AMANDA

Occupation Unknown, 19 The Birches, Carrickfergus, BT38 8HF

In the The High Court of Justice in Northern Ireland

No 126547 of 2017

Date of Filing Petition: 06 December 2017

Bankruptcy order date: 16 April 2018

Whether Debtor's or Creditor's Petition Creditor's (3017224)

MULQUEEN, GERALYN B

Occupation Psychotherapist, residing 3 Quay Road, Downpatrick, BT30 7LL, formerly residing 6 The Square, Killough, BT30 7QE

In the The High Court of Justice in Northern Ireland

No 038701 of 2018

Date of Filing Petition: 16 April 2018

Bankruptcy order date: 20 April 2018

Whether Debtor's or Creditor's Petition Debtor's (3017227)

O'BRIEN, PHILIP

Occupation Landlord, residing 27b Windsor Avenue, Belfast, BT9 6EE, formerly residing 165 Belfast Road, Newtownards, BT23 4UA, formerly t/a Flat 3, 1 Stranmillis Mews, Belfast, BT9 5DG & 8

Strandburn Street, Belfast, BT4 1LX

In the The High Court of Justice in Northern Ireland

No 027596 of 2018

Date of Filing Petition: 13 March 2018

Bankruptcy order date: 18 April 2018

Whether Debtor's or Creditor's Petition Creditor's (3017226)

PIERCE, ELAINE

Occupation Unknown, 34 The Poplars, Newtownabbey, BT36 4QP

In the The High Court of Justice in Northern Ireland

No 128176 of 2017

Date of Filing Petition: 12 December 2017

Bankruptcy order date: 16 April 2018

Whether Debtor's or Creditor's Petition Creditor's (3017230)

PRITCHARD, STEPHEN FREDRICK

Occupation Car Salesman, 13 Clanbrassil Avenue, Portadown, BT63 5XX

In the The High Court of Justice in Northern Ireland

No 034001 of 2018

Date of Filing Petition: 29 March 2018

Bankruptcy order date: 18 April 2018

Whether Debtor's or Creditor's Petition Debtor's (3017225)

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Terms and Conditions Relating to Submission of Notices

The Gazette (which includes the London, Belfast and Edinburgh Gazette) is the Official Public Record and the United Kingdom's longest continuously published newspaper. It has been published by Authority since 1665. The Gazette publishes official, legal and regulatory notices pursuant to legislation and on behalf of the persons who are required by law to notify the public at large of certain information. For the avoidance of doubt all references to "**The Gazette**" shall include the London, Belfast and Edinburgh and any supplements to the Gazette, as well as all mediums, including the online and paper versions of the Gazette.

The Gazette is published by the Publisher (as defined below) under the authority and superintendence of the Controller of Her Majesty's Stationery Office at The National Archives. Notices received for publication can fall under the following broad headings:

Church, Companies, Education and Qualifications, Environment and Infrastructure, Health and Medicine, Money, Parliament and Assemblies, People, Royal Family and State. Further information can be found at www.thegazette.co.uk.

These terms and conditions ("**Terms and Conditions**") govern submission of Notices (as defined below) to The Gazette. By submitting Notices, howsoever communicated, whether at the website www.thegazette.co.uk (the "**Website**") or by email, post and/or facsimile, the Advertiser (as defined below) agrees to be bound by these Terms and Conditions. Where the Advertiser is acting as an agent or as a representative of a principal, the Advertiser warrants that the principal agrees to be bound by these Terms and Conditions. The Publisher reserves the right to modify these Terms and Conditions at any time. Such modifications shall be effective immediately upon publication of the modified terms and conditions. By submitting Notices to The Gazette after the Publisher has published notice of such modifications, the Advertiser, including any principal, agrees to be bound by the revised Terms and Conditions.

1 Definitions

1.1 In these Terms and Conditions: "**Advertiser**" means any company, firm or person who has requested to place a Notice in The Gazette, whether acting on their own account or as agent or representative of a principal; "**Authorised Scale of Charges**" means the scale of charges set out at in the printed copy of the Gazette or at <https://www.thegazette.co.uk/place-notice/pricing> as modified from time to time; "**Charges**" means the payment due for the acceptance of a Notice by the Publisher payable by the Advertiser as set out in the Authorised Scale of Charges; "**Local Newspaper Notice**" means any notice placed in a local newspaper rather than The Gazette; "**Notice**" means all advertisements and state, public, legal or other notices (without limitation) placed in The Gazette, save in respect of any Local Newspaper Notice, to which other terms may apply where indicated in these Terms and Conditions; "**Publisher**" means The Stationery Office Limited, with registered company number 03049649.

1.2 the singular includes the plural and vice-versa; and

1.3 any reference to any legislative provision shall be deemed to include any subsequent re-enactment or amending provision.

2 By submitting a Notice to the Publisher, the Advertiser agrees to be bound by these Terms and Conditions which, unless stated otherwise in these Terms and Conditions, represent the entire terms agreed between the parties in relation to the publication of Notices in The Gazette and which every Notice shall be subject to. For the avoidance of doubt, these Terms and Conditions shall prevail over any other terms or conditions (whether or not inconsistent with these Terms and Conditions) contained or referred to in any correspondence or documentation submitted by the Advertiser or implied by custom, practice or course of dealing which the parties agree shall not apply, unless otherwise expressly agreed in writing by the Publisher.

3 The Publisher reserves the right, to be exercised at its sole and absolute discretion, to make reasonable efforts to verify the validity of the Advertiser.

4 The Publisher may, at its sole and absolute discretion, edit the Notice, subject to the following restrictions:

4.1 the sense of the Notice submitted by the Advertiser will not be altered;

4.2 Notices shall be edited for house style only, not for content;

4.3 Notices can be edited to remove obvious duplications of information;

4.4 Notices can be edited to re-position material for style;

4.5 any additions, amendments or deletions required in order to include the minimum necessary information set out in any Notice guidelines shall be confirmed with the Advertiser; and

4.6 subject to clause 5 below, no amendments to the text (other than those made as a consequence of 4.1 - 4.5 above) shall be made without confirmation from the Advertiser.

For the avoidance of doubt, the Advertiser agrees and accepts that, subject to the limited rights to edit any Notice referred to above, it is the Advertiser that shall be solely responsible for the content of any Notice, including its validity and accuracy and that the Publisher shall not be responsible for, nor shall have any liability in respect of such content in any way whatsoever.

5 The Advertiser accepts that it submits a Notice entirely at its own risk and that the Publisher shall have the sole and absolute discretion whether to accept a Notice for publication or the timing of any publication of a Notice, such decision to be final. The Advertiser must satisfy itself as to the legal, statutory and/or procedural requirements and accuracy relating to any Notice. Where the Publisher has accepted a Notice for publication, the Publisher shall have the sole and absolute discretion to refuse to publish where the content of the Notice, in the publisher's sole opinion, may not comply with any such requirements. In such instances, the Publisher shall notify the Advertiser of any action required to remedy any deficiency and publication shall not take place until the Publisher is satisfied that such action has been taken by the Advertiser.

6 Neither the Publisher nor The National Archives (or any successor organisation) (including affiliates, officers, directors, agents, subcontractors and/or employees) shall be liable for any liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs (including on a full indemnity basis) and other professional costs and/or expenses) suffered or incurred, howsoever arising (including negligence), whether arising from the acts or omissions of the Publisher, The National Archives and/or the Advertiser and/or any third party (including, without limitation, any principal of the Advertiser) or arising out of or made in connection with the Notice or otherwise except only that nothing in these Terms and Conditions shall limit or exclude any liability for fraudulent misrepresentation, or for death or personal injury resulting from the Publisher's or The National Archives' negligence or the negligence of the their agents, subcontractors and/or employees.

7 For the avoidance of doubt, subject to clause 6 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 including 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 becoming aware of such error, the Publisher shall publish the corrected Notice at no charge and at the next suitable opportunity. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Advertiser (including any principal, if applicable) and full extent of the limit of the Publishers liability in these circumstances.

9 In the event that the Publisher believes, in its sole opinion, an Advertiser is submitting Notices in bad faith, is in breach of clause 11 below, or has dealings with Advertisers who are in breach of these Terms and Conditions or has breached such Terms and Conditions previously, the Publisher may require further verification of information to be provided by the Advertiser and may, at its sole and absolute discretion, delay publication of those Notices until it is satisfied that the Notice it has received is based on authentic information.

10 The location of the Notice in The 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 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 potentially fraudulent information;

11.3 the Notice is submitted in good faith, does not contravene any law (statutory or otherwise) nor is it in any way illegal, defamatory or an infringement of any other party's rights or an infringement of the

British Code of Advertising Practice (as amended and updated from time to time), nor is it subject to any court order prohibiting such publication.

12 To the extent permissible by law the Publisher excludes all warranties, conditions or other terms, whether implied by statute or otherwise, relating to the placing of any Notices.

13 The Advertiser agrees to fully indemnify and hold the Publisher and The National Archives (or any successor organisation), including any affiliates, officers, directors, agents, subcontractors and employees harmless from all liabilities, costs, expenses, damages and losses (including, without limitation) any direct, indirect, consequential and/or special losses and/or damage, loss of profit, loss of reputation and/or goodwill and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and/or expenses (including legal costs) suffered or incurred (including negligence) in respect of any matter arising out of, in connection with or relating to any Notice, including (without limitation) in respect of any claim and/or demand (including threatened and/or potential claims or demands) made by any third party which may constitute a breach, threatened and/or potential breach by the Advertiser (or their principal) of these Terms and Conditions or any breach and/or potential breach by the Advertiser of any law and/or any of the rights of a third party. The Publisher shall consult with the Advertiser as to the way in which such applicable claims, demands or potential claims or demands are handled but the Publisher shall retain the sole, absolute and final decision on all aspects of any matter arising from the aforementioned indemnity, including the choice of instructing legal representatives, steps taken in or related litigation and/or decisions to settle the case. The Advertiser shall use best endeavours to provide, at its own expense, such co-operation and assistance as the Publisher may reasonably request including in respect of any principal (if applicable) and including, without limitation, the provision of and/or access to witnesses, access to premises and delivery up of documents and/or any evidence, including supporting any associated litigation and/or dispute resolution process.

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.thegazette.co.uk and all other websites controlled by the Publisher containing the Notice, as well as from any other medium in which the Notice has been placed that is controlled by The Gazette, where possible. 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, threatened or suspected claim. Any reinstatement of the Notice shall be at the sole and absolute discretion of the Publisher, whose decision in respect of such matter shall be final. Other than withdrawal of a Notice following a claim or threatened claim, withdrawal of a Notice post-publication shall take place only upon the written instructions of The National Archives (or any successor organisation) or if there is a credible claim that the continuing presence of a Notice endangers an individual's personal safety or a request is received from any applicable regulatory and/or enforcement authorities.

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 Gazette, and hereby assigns to the Publisher for and on behalf of the Crown, all rights, including but not limited to, copyright and/or other such intellectual property rights (as applicable) in all Notices, and warrants that any such activity in respect of any Notice (including any activity in the preparation of such Notice for publication in The Gazette) by the Publisher and/or third parties does not and will not infringe any legal right of the Advertiser or any third party. For the avoidance of doubt, all Notices and any content therein shall be Crown copyright and may be subject to the Open Government Licence (or any variation thereof).

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

17 The Advertiser acknowledges and agrees that the publication of any Notice is subject to any court order and/or direction of the court or such other regulatory and/or enforcement authorities including the Information Commissioner's Office, the police, the Financial Conduct Authority (and such other related regulatory organisations), the Solicitors Regulation Authority and such other authorities as may be applicable (without limitation) and that the Publisher may delay, refuse to publish or withdraw from publication if it has received evidence to that effect and may not publish such notice until it has received written evidence from the court (as the Publisher may reasonably require from time to time) that demonstrates that any previous order and/or direction has been withdrawn and/or is no longer applicable (as the Publisher may reasonably require from time to time) and/or, subject to any statutory and/or applicable laws, The Gazette may share information and/or data related to the Notice and/or the Advertiser's account related to such authorities and the Advertiser hereby consents to such disclosure(s).

18 In respect of any Local Newspaper Notice, this clause 18 shall apply. For the avoidance of doubt, all other terms of the Terms and Conditions shall apply to Local Newspaper Notices only to the extent that they do not conflict with the terms set out below. In the event of any conflict, the terms set out in this clause 18 shall prevail:

18.1 The Local Newspaper Notice may be placed in a local newspaper by any subcontractor and/or a third party organisation at the Publisher's sole and absolute discretion and the Advertiser hereby consents to such use (including any activity that is ancillary and/or reasonably necessary to such use). For the avoidance of doubt, this may include the processing of personal data in accordance with the Data Protection Act 1998, as amended ("DPA"), by the Publisher, any subcontractor and/or third party organisation, together with the local newspaper and related organisations;

18.2 The placement of a Local Newspaper Notice shall be upon the standard terms and conditions of the local newspaper in question in addition to these Terms and Conditions. The Advertiser expressly agrees to such local newspaper terms and by submitting a Local Newspaper Notice to The Gazette, expressly consents to the Publisher, its subcontractors and/or any applicable third party organisation agreeing to such terms on behalf of the Advertiser;

18.2.1 To the extent that such local newspaper and the applicable terms allow, where the Publisher, any subcontractor, any third party acting on behalf of the Publisher and/or the local newspaper is responsible for any error including (without limitation), the Publisher, the Publisher shall arrange for the local newspaper to publish the corrected Local Newspaper Notice at no additional cost to the Advertiser. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Advertiser (including any principal, if applicable) and the full extent of the limit of liability in these circumstances;

19 In the event that a corrected Local Newspaper Notice is not published for whatever reason, the total aggregate liability of the Publisher and The National Archives, whether direct or indirect, and including (without limitation) all liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs and/or other professional costs and/or expenses) suffered or incurred, howsoever arising (including negligence), whether arising from the acts and/or omissions of the Publisher, The National Archives and/or the Advertiser and/or any third party (including, without limitation, any principal of the Advertiser) or arising out of or made in connection with the Notice or otherwise shall be limited to the value of the Local Newspaper Notice placed through The Gazette except that nothing in these Terms and Conditions shall limit or exclude any liability for fraudulent misrepresentation, or for death or personal injury resulting from the Publisher's or The National Archives' negligence or the negligence of their agents, subcontractors and/or employees or third parties acting on behalf of the Publisher.

20 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 in writing. The Charges must be paid in full by the Advertiser in advance of publication unless other requirements of the Publisher in respect of the payment of such Charges (as determined from time to time) are notified to the Advertiser.

21 If the Advertiser wishes to make a complaint, all such complaints shall be submitted in writing to customer.services@thegazette.co.uk

22 Save in respect of The National Archives (or any successor organisation), 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 party specified in these Terms and Conditions or which exists or is available apart from that Act.

23 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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(6 - 10 Related Companies charged at treble the single rate)	£0.00	£65.70	£186.45	£253.80
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(6 - 10 Related events will be charged at treble the single rate)	£0.00	£65.70	£186.45	£253.80
If you are unsure how to price your notice or your notice contains more than 40 events please contact belfast@thegazette.co.uk				
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7 Other services				
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Forwarding service for Deceased Estates	£54.90	£54.90	£56.50	£56.50
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Reinsertion of notice	£21.90	£21.90	£62.15	£84.60

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