



# THE GAZETTE

BELFAST GAZETTE

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and 3 April 2022

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# PARLIAMENT ASSEMBLIES & GOVERNMENT

## LEGISLATION & TREATIES

### NORTHERN IRELAND ASSEMBLY THE NORTHERN IRELAND (ROYAL ASSENT TO BILLS) ORDER 1999

The following Letters Patent were signed by Her Majesty The Queen on 28 January 2022 in respect of the **Horse Racing (Amendment) Bill (20/17-22)**.

“ELIZABETH THE SECOND by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of Our other Realms and Territories Queen, Head of the Commonwealth, Defender of the Faith, To the Members of the Northern Ireland Assembly GREETING:

WHEREAS you the Members of the Northern Ireland Assembly have passed a Bill the short title of which is set out in the Schedule hereto but the said Bill does not become an Act of the Northern Ireland Assembly without Our Royal Assent:

AND WHEREAS pursuant to the Northern Ireland Act 1998 the said Bill has been submitted to Us by the Rt Hon Brandon Lewis CBE MP one of Our Principal Secretaries of State for our Royal Assent;

We have therefore caused these Our Letters Patent to be made and have signed them and by them We give our Royal Assent to the said BILL COMMANDING Master Andrew Wells the Clerk of the Crown for Northern Ireland to seal these Our Letters with the Great Seal of Northern Ireland AND ALSO COMMANDING that these Our Letters be notified to the Presiding Officer of Northern Ireland Assembly;

AND FINALLY WE declare that, in accordance with the Northern Ireland Act 1998, at the beginning of the day on which Our Royal Assent has been notified as aforesaid the said Bill shall become an Act of the Northern Ireland Assembly.

In Witness whereof We have caused these Our Letters to be made Patent

WITNESS Ourselves at Windsor Castle  
on the 28th day of January  
in the seventieth year of Our Reign  
By the Queen Herself Signed with Her own Hand”

#### Schedule

A Bill to amend the Horse Racing (Northern Ireland) Order 1990 to allow for payments to be made from the Horse Racing Fund to horse racecourse operators; and for connected purposes.

#### Schedule

Horse Racing (Amendment) Act (Northern Ireland) 2022 (4035706)

### NORTHERN IRELAND ASSEMBLY THE NORTHERN IRELAND (ROYAL ASSENT TO BILLS) ORDER 1999

The following Letters Patent were signed by Her Majesty The Queen on 28 January 2022 in respect of the **Damages (Return on Investment) Bill (16/17-22)**.

“ELIZABETH THE SECOND by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of Our other Realms and Territories Queen, Head of the Commonwealth, Defender of the Faith, To the Members of the Northern Ireland Assembly GREETING:

WHEREAS you the Members of the Northern Ireland Assembly have passed a Bill the short title of which is set out in the Schedule hereto but the said Bill does not become an Act of the Northern Ireland Assembly without Our Royal Assent:

AND WHEREAS pursuant to the Northern Ireland Act 1998 the said Bill has been submitted to Us by the Rt Hon Brandon Lewis CBE MP one of Our Principal Secretaries of State for our Royal Assent;

We have therefore caused these Our Letters Patent to be made and have signed them and by them We give our Royal Assent to the said BILL COMMANDING Master Andrew Wells the Clerk of the Crown for Northern Ireland to seal these Our Letters with the Great Seal of Northern Ireland AND ALSO COMMANDING that these Our Letters be notified to the Presiding Officer of Northern Ireland Assembly;

AND FINALLY WE declare that, in accordance with the Northern Ireland Act 1998, at the beginning of the day on which Our Royal Assent has been notified as aforesaid the said Bill shall become an Act of the Northern Ireland Assembly.

In Witness whereof We have caused these Our Letters to be made Patent  
WITNESS Ourselves at Windsor Castle  
on the 28th day of January  
in the seventieth year of Our Reign  
By the Queen Herself Signed with Her own Hand”

#### Schedule

A Bill to make provision in relation to the assumed rate of return on investment of particular damages awarded in personal injury cases.

#### Schedule

Damages (Return on Investment) Act (Northern Ireland) 2022 (4035707)

### NORTHERN IRELAND ASSEMBLY THE NORTHERN IRELAND (ROYAL ASSENT TO BILLS) ORDER 1999

The following Letters Patent were signed by Her Majesty The Queen on 3 March 2022 in respect of the **Criminal Justice (Committal Reform) Bill (11/17-22)**.

“ELIZABETH THE SECOND by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of Our other Realms and Territories Queen, Head of the Commonwealth, Defender of the Faith, To the Members of the Northern Ireland Assembly GREETING:

WHEREAS you the Members of the Northern Ireland Assembly have passed a Bill the short title of which is set out in the Schedule hereto but the said Bill does not become an Act of the Northern Ireland Assembly without Our Royal Assent:

AND WHEREAS pursuant to the Northern Ireland Act 1998 the said Bill has been submitted to Us by the Rt Hon Brandon Lewis CBE MP one of Our Principal Secretaries of State for our Royal Assent;

We have therefore caused these Our Letters Patent to be made and have signed them and by them We give our Royal Assent to the said BILL COMMANDING Master Andrew Wells the Clerk of the Crown for Northern Ireland to seal these Our Letters with the Great Seal of Northern Ireland AND ALSO COMMANDING that these Our Letters be notified to the Presiding Officer of Northern Ireland Assembly;

AND FINALLY WE declare that, in accordance with the Northern Ireland Act 1998, at the beginning of the day on which Our Royal Assent has been notified as aforesaid the said Bill shall become an Act of the Northern Ireland Assembly.

In Witness whereof We have caused these Our Letters to be made Patent

WITNESS Ourselves at Windsor Castle  
on the 3rd day of March  
in the seventy first year of Our Reign  
By the Queen Herself Signed with Her own Hand”

#### Schedule

A Bill to amend the law relating to committal for trial.

#### Schedule

Criminal Justice (Committal Reform) Act (Northern Ireland) 2022 (4035711)

### NORTHERN IRELAND ASSEMBLY THE NORTHERN IRELAND (ROYAL ASSENT TO BILLS) ORDER 1999

The following Letters Patent were signed by Her Majesty The Queen on 28 January 2022 in respect of the **Health and Social Care Bill (18/17-22)**.

“ELIZABETH THE SECOND by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of Our other Realms and Territories Queen, Head of the Commonwealth, Defender of the Faith, To the Members of the Northern Ireland Assembly GREETING:

WHEREAS you the Members of the Northern Ireland Assembly have passed a Bill the short title of which is set out in the Schedule hereto but the said Bill does not become an Act of the Northern Ireland Assembly without Our Royal Assent:

AND WHEREAS pursuant to the Northern Ireland Act 1998 the said Bill has been submitted to Us by the Rt Hon Brandon Lewis CBE MP one of Our Principal Secretaries of State for our Royal Assent;

We have therefore caused these Our Letters Patent to be made and have signed them and by them We give our Royal Assent to the said BILL COMMANDING Master Andrew Wells the Clerk of the Crown for Northern Ireland to seal these Our Letters with the Great Seal of Northern Ireland AND ALSO COMMANDING that these Our Letters be notified to the Presiding Officer of Northern Ireland Assembly;

AND FINALLY WE declare that, in accordance with the Northern Ireland Act 1998, at the beginning of the day on which Our Royal Assent has been notified as aforesaid the said Bill shall become an Act of the Northern Ireland Assembly.

In Witness whereof We have caused these Our Letters to be made Patent

WITNESS Ourselves at Windsor Castle

on the 28th day of January

in the seventieth year of Our Reign

By the Queen Herself Signed with Her own Hand"

**Schedule**

A Bill to dissolve the Regional Health and Social Care Board; to make provision for and in connection with the exercise by the Department of Health and Health and Social Care trusts of the functions of the board; and for connected purposes.

**Schedule**

Health and Social Care Act (Northern Ireland) 2022 (4035713)

# ENVIRONMENT & INFRASTRUCTURE

Roads & Rivers,  
49 Tullywiggan Road,  
Loughry,  
Cookstown,  
Co Tyrone  
BT80 8SG.  
Tel: 028 8676 8300  
rivers.environment@infrastructure-ni.gov.uk

(4035715)

## ENVIRONMENTAL PROTECTION

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

Notice is hereby given that Lagan Meica Ltd has applied to the Chief Inspector for a Part A PPC Permit (Application No. P0597/22A) under the above Regulations to operate an installation for the production of hydrogen via electrolysis.

The installation will be located at Belfast Wastewater Treatment Works, Duncrue Street, Belfast BT3 9JB within the Belfast City Council area.

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

A copy of the application, which contains the information listed in Schedule 4 Part 1(1) of the above Regulations, is available for public inspection free of charge, to view / download, on the DAERA Website at <https://public-registers.daera-ni.gov.uk/pollution-prevention-control/>. You can use the applicant's name above to search the public register.

Written representations about the application may be sent to the Chief Inspector of the Industrial Pollution & Radiochemical Inspectorate, Northern Ireland Environment Agency, Klondyke Building, Cromac Avenue, Gasworks Business Park, Lower Ormeau Road, Belfast, BT7 2JA, within 42 days from the date of this Publication. They can also be e-mailed to: IPRI@daera-ni.gov.uk

All representations will be placed on the public register unless a representation contains a written request to the contrary. If there is such a request, the register will only include a statement that there has been such a request. (4034928)

## WATER

### DEPARTMENT FOR INFRASTRUCTURE DFI RIVERS

#### WORKS PROGRAMME

#### ANNUAL MAINTENANCE OF WATERCOURSES 2022/2023

#### CLÁR OIBREACHA COTHABHÁIL BHLIANTÚIL AR SHRUTHCHÚRSAÍ 2022/2023

The Department for Infrastructure for Northern Ireland hereby gives Notice, in pursuance of regulation 8 (1) of the Drainage (Environmental Impact Assessment) Regulations (Northern Ireland) 2017 of proposed routine maintenance works on a number of main, minor and urban watercourses throughout Northern Ireland.

Details of the location of the watercourses and the works proposed can be found on the Department's web site at:-

<https://www.infrastructure-ni.gov.uk/articles/rivers-maintenance-and-flood-management>

This website will also provide detail of ancillary works, and works that may be carried out on request or in emergency situations. The Department will carry out the work using environmentally sensitive river engineering techniques and will consult with Conservation and Fisheries organisations on the works programme.

Having determined that the proposed works are not, by reason amongst other things of their nature, size or location, likely to have significant environmental effects it is the Department's intention not to prepare an Environmental Statement.

In accordance with Regulation 8 (1) of the Regulations, representations may be made in writing to the Department at the address given below, with regard to its intention not to prepare an Environmental Statement. The closing date for receipt of representations is **1st May 2022**.

Representations, enquiries and requests for a hard copy of the information included on the website, to be sent by post, should be sent to: -

Environment Section

## Communications

### POSTAL SERVICES

#### THE ROYAL MAIL OVERSEAS POST SCHEME

06 April 2022

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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](http://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](http://www.upu.int)).

## 2 What This Scheme Applies To

2.1 This Scheme sets out the terms and conditions for:

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

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

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

b) **incoming items.**

## 3 Definitions

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

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

## 4 Our Ability To Provide Services

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

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

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

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

### Prohibited Items

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

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

- 1) Any article or substance classified as dangerous goods (other than specified lithium batteries contained in equipment);
- 2) Aerosols;
- 3) Alcoholic beverages with an alcohol content greater than 24% ABV;
- 4) Ammunition (excluding lead pellets and other airgun and airsoft projectiles);
- 5) Asbestos;
- 6) Batteries that are classed as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO), when sent in mail including:
  - i) non-spillable batteries that meet Special Provision A67 (e.g. sealed lead-acid, absorbed glass mat and gel cell batteries); and
  - ii) spillable lead acid/lead alkaline batteries (e.g. car batteries), used alkaline and nickel metal hydride batteries, lithium batteries when not sent in equipment and damaged batteries of any type;
- 7) Balloons filled with non-flammable gas;
- 8) Biological substances including diagnostic specimens (e.g. blood, urine, faeces and animal remains). Biological substances, Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO);
- 9) Bladed items
- 10) Clinical and medical waste (e.g. contaminated dressings, bandages and needles);
- 11) 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;
- 12) Corrosives (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal);
- 13) 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);
- 14) Dry ice (UN1845) when used as a coolant for UN3373 or for other perishable items;
- 15) 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;
- 16) Environmental waste (including used batteries and used engine oil);
- 17) Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps);
- 18) Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers);
- 19) Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters);
- 20) Foreign Lottery tickets and/or promotional materials for foreign lotteries, lottery syndicates or similar schemes;
- 21) Frozen water (e.g. packs of ice);
- 22) 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);
- 23) 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;
- 24) Hover boards or any type of rechargeable battery-powered: self-balancing scooter, mono-wheel, stand-up unicycle or electric skateboard;
- 25) Human and animal remains including ashes, other than as set out at 5.13 (h) below;
- 26) 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;
- 27) 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);

- 28) Lighters and refills containing flammable liquid or gas (including used butane and petrol cigar and cigarette lighters);
- 29) Liquids over 1 litre;
- 30) Live animals and reptiles (e.g. snakes, mice and rodents);
- 31) Live creatures, insects and invertebrates classified as dangerous within the Dangerous Wild Animals Act 1976 (e.g. venomous spiders);
- 32) 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);
- 33) Matches;
- 34) 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;
- 35) Nail varnish or polish;
- 36) Oxidising materials or organic peroxides (including disinfectants, nitrates, and hair dyes or colourants containing peroxide);
- 37) Perfumes and aftershaves (including eau de parfum and eau de toilette);
- 38) Perishables (including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs);
- 39) Pesticides (including weed killer and any chemical used to kill pests and insects, including fly sprays);
- 40) 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);
- 41) 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;
- 42) Scam Mail being mail that we reasonably consider to contain fraudulent, misleading or coercive, and/or which is otherwise in breach of UK law and which seeks to solicit payments or some other benefit from the recipient;
- 43) Solvent-based paints, wood varnishes and enamels;
- 44) 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
- 45) 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 and 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).
- 5.5 Failure to comply with these conditions could result in your prosecution which might result in you facing a fine or imprisonment.
- 5.6 If you **post** an item that contains a prohibited item or if the item is an incoming item that contains a prohibited item, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the **addressee**) including destroying or otherwise disposing of the relevant item (in whole or in part).
- 5.7 The sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.
- 5.8 The sender is responsible for checking whether an item is prohibited. We may also take appropriate action, including refusing to carry an item, if an item is banned by law (including under sanctions laws) or which, in our opinion, may be harmful or dangerous to our customers or employees (whether or not an item is prohibited).
- 5.9 All countries have their own rules regarding prohibitions on what they will allow in the post. These rules can vary from country to country, and can sometimes apply to items which you may think are ordinary. You are responsible for checking whether an item you send is prohibited in the country you are sending it to.
- 5.10 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek information from our website ([www.royalmail.com](http://www.royalmail.com)).

#### **Restricted Items**

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

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

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

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

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

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

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

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

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

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

h) **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** (which are not classified as prohibited items): 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 and 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).

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

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

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

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

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

#### **Sanctions Laws**

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

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

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

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

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

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

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

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

#### **Valuables**

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

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

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

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

6.3 The maximum size of any item with the length, width and depth combined must not exceed 900mm with the greatest dimension not exceeding 600mm. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. To be sent as a letter the maximum weight must not exceed 100grams and size must not exceed 240 x

165mm with a maximum thickness of 5mm. To be sent as a large letter the maximum weight must not exceed 750g, and size must not exceed 353mm 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](http://www.royalmail.com)) and in booklets held by Post Office® branches.

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

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

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

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

#### 7 How To Address An Item

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

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

Example Name

House name or number and road name

LOCALITY NAME and ZONE NUMBER if one exists

COUNTRY

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

9.1 For the services listed in this Scheme that are not free, the amount of postage that you must pay is dependent on several factors. The first is the destination; the 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). For the details of how we price, based on all of these factors, please see our website ([www.royalmail.com](http://www.royalmail.com)) as well as immediately below for information in relation to the service, weight and format and compensation factors:

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

b. 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.

c. The compensation: International Standard and International Economy services include standard compensation for loss and damage on the basis of **actual loss**, up to a maximum of the **market value** of the item or £20 (whichever is lower). International Signed, International Tracked & Signed and International Tracked include compensation for loss and damage on the basis of actual loss, up to

a maximum of the market value of the item or £50 (whichever is lower) as standard and are available with enhanced compensation options. Further specific details, including compensation and exemption information, can be found in section 17 below and on our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

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

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

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

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

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

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

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

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

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

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

11.2 An item must not have on its cover:

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

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

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

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

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

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

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

12.2 In addition, items sent under the following services:

- International Standard;
- International Economy;
- HM Forces Mail (without Special Delivery or Signed For™ added or except those items that qualify as free of charge items under BFPO); and
- Articles for the Blind, can also be posted in the following ways (unless the item is too large to do so):

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

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

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

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

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

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

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

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

13.2 Subject to sections 5.6 and 5.15 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, or for incoming items the item appears to satisfy the conditions of a **re-mail 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:

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

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

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

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

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

#### 14 Additional Marks We May Add

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

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

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

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

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

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

- Convey the item to the addressee.
- Return the item to the country of origin or to the postal administrator that forwarded the item to us.
- Otherwise deal with or dispose of the item at our discretion. In each case set out in this section 15.1(b) the addressee or you or the sender may be required to pay an amount (to be fixed by us) in order to cover underpaid or unpaid postage and/or service fees plus a surcharge to cover administrative costs before the item is delivered or released for collection.

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

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

- the return address is in the United Kingdom, the Channel Islands or the Isle of Man; and

- the item is returned to us by the relevant overseas postal operator.

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

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

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

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

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

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

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

- (i) to request that the item be redelivered to the same address;
- (ii) to request that the item be redelivered to an alternative local address ("local" in this context means an address covered by the delivery office to which the item was returned). Please note that this option is not available for registered items or express items;
- (iii) to collect (after the required period of time stated on the card has elapsed to allow for the item to reach that location and once identification that we deem to be suitable has been provided) the item from the delivery office or the alternative location such as a Post Office® branch to which the item was taken back to; or
- (iv) to request that the item be sent from the delivery office or other location (other than a Post Office® branch) to a Post Office® branch for collection. This service is called Local Collect (Social) and incurs an additional fee. When collecting the item the addressee (or their representative) must provide the card that was left at the address and identification that we deem acceptable. Further details including the current fee and identification requirements can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

15.7 Forwarding – unofficial redirections – We are not under any obligation to do anything with an item that someone requests to be forwarded to another address other than the return to sender address on the cover. We consider these unpaid for, forwarding requests to be a form of unofficial redirections request. Typically in this situation the original address is crossed out and a written request ("forward to") is

made on the cover to forward the item to another address. This is normally attempted in order to try to get the item to the addressee who has moved to another address. In these situations the person moving should take out a Redirection service with us or provide pre-paid stationery. If we find an item that someone has requested be forwarded to another address then the item may be dealt with or disposed of at our discretion.

### 16 Complaints Handling Process

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

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

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

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

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

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

#### Stage 3: The Postal Review Panel

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

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

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

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

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

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

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

16.2.8. For further information please refer to POSTRS's website [www.cedr.com/postrs](http://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](http://www.royalmail.com)) for further information on restrictions and prohibitions. For all other services listed in section 17.7 the maximum compensation we will pay for any item is the lower of market value or £20 (save where Special Delivery™ or Signed For™ is added for HM Forces Mail – see section 21). Where the item has no **intrinsic value**, compensation for the actual loss is not payable, however a postage refund may be considered for claims involving loss. Postage refunds are not available for any claims for damage and part loss. Details of compensation available in various circumstances are summarised in Tables 1 & 2 below.

17.11 Evidence of value can be:

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

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

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

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

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

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

	<b>Compensation for loss.</b>	<b>Compensation for damage and part loss.</b>
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	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.

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

	<b>Compensation for loss.</b>	<b>Compensation for damage and part loss.</b>
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](http://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](http://www.royalmail.com))).

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

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

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

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

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

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

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

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

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

18.3 In addition to the common and specific terms contained within this Scheme other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters and Parcels 2017 and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)). Also, customers who make use of a credit account must abide by the PPI licence, the PPI design notes and any guidelines that we publish on our website ([www.royalmail.com](http://www.royalmail.com)). Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by us and all may be updated from time to time.

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

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

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

19.3 Upon delivery of an incoming 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 or a similar proof of delivery of the recipient of the International Signed or International Tracked & Signed item. We may however seek to obtain a copy of such signature or a similar proof of delivery 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 or a similar proof of delivery) in the majority of cases can be viewed on our website ([www.royalmail.com](http://www.royalmail.com)) and will be available for up to 12 months after the item was posted. To access these details you will need to know the reference details on the barcoded label for the item sent.

#### **20 International Tracked**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### **22 Articles For The Blind**

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

22.2 In this Scheme blind people and the blind means:

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

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

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

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

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

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

- a. it must weigh less than 7 kilograms;
- b. it must clearly show the words 'ARTICLES FOR THE BLIND' on the front of the cover along with your name and address somewhere on the cover where it cannot be confused with the destination address (preferably on the back of the item). If sent through a Post Office® branch a label must also be applied which is known as a P4558;
- c. it must be left un-sealed so the contents can be checked to make sure they are permissible as listed in sections 22.3 or 22.4. Alternatively they can be sealed in a manner that we can open and then re-seal or we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible;
- d. it must not contain any item or personal message which is not listed in sections 22.3 or 22.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in sections 22.3 or 22.4;
- e. it must be addressed to a named recipient. This can be the name of an individual or an organisation that provides services specifically for blind people. Where addressed to an individual that individual must be a blind person. It is not permissible to send an item using Articles for the Blind if it is addressed to 'The Occupier' or 'Dear Customer';
- f. it must not contain any advertising literature; and
- g. it must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosed card, envelope or wrapper bearing the printed address of the sender or his agent which is pre-paid for return.

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

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

## 23 Printed Papers

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

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

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

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

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

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

## 24 Customs Control

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

24.2 Customs documentation is generally required when sending goods or merchandise outside of the UK. For up to date information on customs requirements, the forms and processes that should be completed, please refer to our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

## 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](http://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.

**Bladed Item**

(Bladed Articles and Bladed Products as defined by Offensive Weapons Act 2019) including, but not limited to, any knife (including a folding pocket knife), any knife blade, cutlery knife, scissors with sharp edges or points, sporting equipment with a blade, tools with a blade, replica and antique knives including those used for re-enactment purposes, handmade and bespoke knives, cut-throat razors, open razors where the blade is exposed, any axe, any sword, and any other article which has a blade - Excludes knives prohibited under UK law- see Weapons.

**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](http://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. (4034855)

**THE ROYAL MAIL UNITED KINGDOM POST SCHEME**

06 April 2022

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1. About this Scheme

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

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 .

1.3 This Scheme is known as 'The Royal Mail United Kingdom Post Scheme 27 April 2020' 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 25 May 2018. That old Scheme is no longer in force.

2. What this Scheme applies to

2.1 This Scheme sets out the terms & conditions for:

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

- First Class,
- Second Class,
- Royal Mail Signed For 1st Class
- Royal Mail Signed For 2nd Class
- Royal Mail Special Delivery Guaranteed by 1pm<sup>®</sup>2 ('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,
- Redelivery to Post Office, and
- Inflight Delivery Options.

3. Definitions

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

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

4. Our ability to provide services

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

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

5. What can and cannot be contained within an item

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

Prohibited items

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

5.3 As the list of prohibited items can change from time to time (see 5.3.31), we maintain a full, up-to-date list on our website 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 **Bladed Items**

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

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

5.3.8 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),

5.3.9 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),

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

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

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

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

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

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

5.3.16 Foreign Lottery tickets,

5.3.17 Frozen water e.g. packs of ice,

5.3.18 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),

5.3.19 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,

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

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

5.3.22 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),

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

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

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

5.3.26 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,

5.3.27 Matches (including safety matches)

5.3.28 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,

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

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

5.3.31 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),

5.3.32 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,

5.3.33 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)

5.3.34 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,

5.3.35 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 .

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)

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 (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 onepackage. The perfume or aftershave must be within its original retail packaging and then placed in strong outer packaging. The inner packagings 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 (which are not classified as prohibited items)
- 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.
- 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 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.

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

## 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.

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 machine<sup>3</sup>.

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, 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 Franking Letters And Parcels Scheme (which is published on our website) 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 as well as the terms and conditions contained in this Scheme document).

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

9.1 For the services listed in this Scheme that are not free, the amount of postage that you must pay is dependent on several factors. The first is how quickly you would like the item to arrive (the service), the second is what weight the item is (the weight) and the third is how much compensation is required in the event of loss or damage. For items sent using the First 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.

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. Prices and other pricing information can also be found in other locations on the same website (such as product specific pages) including in a Pricing document with all pricing information for the services mentioned in sections 9.1.1 to 9.1.4.

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

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

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

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

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

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

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

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

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

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.

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

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

11.2 An item must not have on its cover:

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

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

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

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

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

12.1.1 By handing it to an authorised member of staff at a Royal Mail building (typically a Delivery Office, Customer Service Point 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 2017<sup>4</sup> and at a Post Office® from April 2017<sup>5</sup>. 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 which is published on our website.

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

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

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

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

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

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

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

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

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

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

13.2.3 Convey the item part of the way and inform the **addressee** that an item can be collected from a specified location (normally a Royal Mail Customer Service Point) 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 for cancelling postage marks with a special postmark including one that incorporates an advertisement, at your request.

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

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

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

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

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

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

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

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

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

15.2.5.2 to request that the item be redelivered to an alternative local<sup>7</sup> address. Please note that this option is not available with Special Delivery items or any item sent using a service provided under this Scheme and is Social Security post,

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 Redelivery to Post Office 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.

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

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

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

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

15.3.4 the address to which the item is to be delivered is not permanently occupied<sup>8</sup>,

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.

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

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

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

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

## 16. Complaints handling process

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

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

### **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. 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](http://www.cedr.com/postrs).

## 17. Compensation – what we are liable for

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Claims and evidence**

17.7.3 We will only consider a claim for loss, damage or delay compensation where the minimum **basic evidence** is available and provided. Where only basic evidence is provided and the item is one which we accept liability for or has no **intrinsic value** we will refund the postage paid or issue six 1st class stamps<sup>9</sup> 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:

- 17.7.4.1 the names and addresses of you, the addressee and, if different, the claimant,
- 17.7.4.2 the name of the service used,
- 17.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression, Smartstamp®. If the value of the postage paid is greater than the value of six 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).

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

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

subject to the maximum payable being the lower of the market value of the item and £20.

**Delay**

**Compensation payable**

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

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

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

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

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

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

<b>Delay</b>	<b>Compensation payable</b>
First Class, Second Class, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Articles for the Blind	6 x First Class letter format stamps at their basic weight step.
Special Delivery	A refund of your Special Delivery postage if your item arrives later than the due time of delivery. Compensation of £5 if the item is delivered more than 24 hours (Mon-Fri) after the guaranteed

**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. We may reject claims that do not follow that process.

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

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

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

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

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

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

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

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

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

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

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

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

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

18. Additional terms & conditions for some services

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

- 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 (which is published on our website) and according to any guidelines that we publish on our Franking help centre website. 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 available<sup>10</sup> 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 19<sup>11</sup>. 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 2017<sup>12</sup> and in Post Offices from April 2017<sup>13</sup>.

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](http://www.royalmail.com)) up to 12 months after the item was posted.

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. 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 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<sup>14</sup> is a service that can be bought on its own. It offers next day delivery by 1pm to most of the UK with online tracking and proof of delivery. We will attempt to deliver a Special Delivery item by 1pm the next working day after it has been posted. If we do not succeed in attempting to deliver by this time we will refund your postage (see below). Please note that some destinations, redirected items, the Inflight Delivery Option set out at point 21.8.3 below and/or 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.

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 Monday<sup>15</sup> (or next working day following a Bank Holiday). Saturday Guarantee can be purchased for an additional service fee at a Post Office® branch if delivery on the Saturday rather than the Monday is required. The exemptions and suspensions previously mentioned in 21.1 still apply<sup>16</sup>; information can be found in on the Special Delivery website.

21.8. Prior to delivery of the Special Delivery item, the addressee may (using the Special Delivery tracking number), request one of the following delivery options:

21.8.1. the item is held at the Customer Service Point to be collected by the addressee (or their representative);

21.8.2. the item is delivered to a local Post Office® branch nominated by the addressee so the item can be collected by the addressee (or their representative); or

21.8.3. the item is delivered to the address on a later day (such date to be no later than 6 working days after the original estimated delivery date), ("Inflight Delivery Options").

21.9. Collection of Special Delivery items as specified at 21.8.1 or 21.8.2 is subject to the addressee (or their representative) presenting identification of the addressee that we deem acceptable.

21.10. Please note that the Inflight Delivery Options at 21.8 are not available in respect of Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

21.11. Whilst we will make reasonable efforts to carry out the Inflight Delivery Options as set out at point 21.8 above, we will not be liable to you or the addressee if we choose not to accept a request or if we are otherwise unable to perform a request. Such circumstances include, but are not limited to, operational reasons, or where insufficient prior notice has been received from the addressee to process the request in good time.

21.12. 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 servicefee 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.

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

21.12.2. 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.

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

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

21.15. is found to contain valuables,

21.15.1. then we will treat it as a Special Delivery item.

21.15.2. 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.

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 orroyalmail

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.

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 Articlesfor 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](http://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.postoffice.co.uk](http://www.postoffice.co.uk)).

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.

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](http://www.royalmail.com/international-sanctions) (or any replacement URL). Further information on trade controls and economic sanctions can be found on the UK Government's web pages at [www.gov.uk](http://www.gov.uk).

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

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

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](http://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 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.

**Bladed Items**

(Bladed Articles and Bladed Products as defined by Offensive Weapons Act 2019) including, but not limited to, any knife (including a folding pocket knife), any knife blade, cutlery knife, scissors with sharp edges or points, sporting equipment with a blade, tools with a blade, replica and antique knives including those used for re-enactment purposes, handmade and bespoke knives, cut-throat razors, open razors where the blade is exposed, any axe, any sword, and any other article which has a blade - Excludes knives prohibited under UK law- see Weapons.

**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 15cm<sup>3</sup> 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.

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

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

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

<sup>4</sup> The date may vary. Please check our website ([www.royalmail.com](http://www.royalmail.com)) for details of the launch of delivery confirmation.

<sup>5</sup> The date may vary. Please check our website ([www.royalmail.com](http://www.royalmail.com)) for details of the launch of delivery confirmation.

<sup>6</sup> NOTE: Not part of the Scheme. We will not attempt to deliver to a neighbour an international inbound item that requires a signature or any other item that we are contractually not permitted to deliver to a neighbour.

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

<sup>8</sup> For instance the landlord boards the property up or it becomes physically impossible to put any more mail through the letterbox or a relative makes contact with us to let us know that mail is no longer required for that address.

<sup>9</sup> Valid for a Letter format item weighing up to 100g

<sup>10</sup> 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](http://www.royalmail.com)) for updates.

<sup>11</sup> 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.

<sup>12</sup> The date may vary. Please check our website ([www.royalmail.com](http://www.royalmail.com)) for details on the launch of this service.

<sup>13</sup> The date may vary. Please check our website ([www.royalmail.com](http://www.royalmail.com)) for details on the launch of this service.

<sup>14</sup> Royal Mail also offers Special Delivery 9:00am. This service is offered under contract rather than through this Scheme. Details can be found on our website

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

<sup>16</sup> In addition we will not deliver items on a Saturday if (i) the addressee has requested for items not to be delivered on a Saturday under a retention arrangement with their local Delivery Office, or (ii) the addressee has selected an alternative delivery date under the Inflight Delivery Option at point 21.8.3 above. (4034856)

## Roads & highways

### ROAD RESTRICTIONS

#### DEPARTMENT FOR INFRASTRUCTURE

##### STATUTORY RULE

##### NORTH WEST 200 2022

##### ROAD RACES – NORTH WEST 200

The Department for Infrastructure (DfI) has made a Statutory Rule entitled “The Road Races (North West 200) Order (Northern Ireland) 2022”, (S.R. 2022 No. 150), which comes into operation on 9th May 2022.

The effect of the Rule is to permit the Coleraine & District Motor Club Limited as promoter of the North West 200 to use for that event certain roads in Counties Londonderry and Antrim by suspending the right of way of other traffic at certain times on 10th, 12th & 14th May 2022.

Due to ongoing Covid-19 guidance, a copy of the Rule may be viewed at DfI offices during office hours (Monday to Friday 9.00 a.m. to 5.00 p.m.) by appointment only.

Appointments can be arranged either by email to [Traffic.Coleraine@infrastructure-ni.gov.uk](mailto:Traffic.Coleraine@infrastructure-ni.gov.uk) or by telephone on 0300 200 7899.

The Rule may also be viewed online at <http://www.legislation.gov.uk/nisr> (4034908)

#### DEPARTMENT FOR INFRASTRUCTURE

##### STATUTORY RULE

##### SPAMOUNT HILL CLIMB 2022

##### ROAD RACES – SPAMOUNT HILL CLIMB T

The Department for Infrastructure (DfI) has made a Statutory Rule entitled “The Road Races (Spamount Hill Climb) Order (Northern Ireland) 2022”, (S.R. 2022 No. 152), which comes into operation on 27th May 2022.

The effect of the Rule is to permit the Omagh Motor Club Ltd as promoter of the Spamount Hill Climb to use for that event certain roads in Co. Tyrone by suspending the right of way of other traffic at certain times on Saturday 28th May 2022.

Due to ongoing Covid-19 guidance, a copy of the Rule may be viewed at DfI offices during office hours (Monday to Friday 9.00 a.m. to 5.00 p.m.) by appointment only.

Appointments can be arranged either by email to [DFIRoads.western@infrastructure-ni.gov.uk](mailto:DFIRoads.western@infrastructure-ni.gov.uk) or by telephone on 0300 200 7899.

The Rule may also be viewed online at <http://www.legislation.gov.uk/nisr> (4034909)

# 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. (4034910)

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 24/03/2022 AND REGISTERED ON 29/03/2022.

NI621518 @ALASTAIR WHITE LTD

LYNN COOPER

REGISTRAR OF COMPANIES

(4034913)

## DEPARTMENT FOR COMMUNITIES

### THE ALLOCATION OF HOUSING AND HOMELESSNESS (ELIGIBILITY) (AMENDMENT) REGULATIONS (NORTHERN IRELAND) 2022

The Secretary of State for Levelling Up, Housing and Communities has made a Statutory Rule entitled The Allocation of Housing and Homelessness (Eligibility) (Amendment) Regulations (Northern Ireland) 2022 (S.R. 2022 /128).

This Rule, which came into operation on 22nd March 2022, amends the Allocation of Housing and Homelessness (Eligibility) Regulations (Northern Ireland) 2006 to ensure that persons who were residing in Ukraine immediately before 1st January 2022 and who left Ukraine in connection with the Russian invasion which took place on 24th February 2022, are exempt from the habitual residence test otherwise applicable in relation to eligibility for an allocation of housing accommodation and for housing assistance.

This Rule may be purchased from the Stationery Office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting TSO Customer Services on 0333 202 5070, or viewed online at <http://www.legislation.gov.uk/nisr>.

(4034914)

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 25/03/2022 AND REGISTERED ON 29/03/2022.

NI677691 FITZWILLIAM BESPOKE CARPENTRY LTD

LYNN COOPER

REGISTRAR OF COMPANIES

(4034917)

## DEPARTMENT OF HEALTH

The Adoption (Northern Ireland) Order 1987, The Children (Northern Ireland) Order 1995, The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Safeguarding Board Act (Northern Ireland) 2011, The Health and Social Care Act (Northern Ireland) 2022

The Department of Health has made a statutory rule entitled " The Children's Social Care (Consequential Amendments) Regulations (Northern Ireland) 2022" (S.R. 2022 No. 161), which comes into operation on the 1st April 2022. This rule, which applies to procedures within children's social care in Northern Ireland amends certain Regulations made under the Adoption (Northern Ireland) Order 1987, the Children (Northern Ireland) Order 1995, the Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and the Safeguarding Board Act (Northern Ireland) 2011 to put in place consequential amendments required as a result of the dissolution of the Regional Health and Social Care Board, and the consequent transfer of social care and children functions to Health and Social Care Trusts by way of provisions in the Health and

Personal Social Services (Northern Ireland) Order 1991, as amended by Health and Social Care Act 2022. The rule may be purchased from the Stationery office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting TSO Customer Services on 0333 202 5070, or viewed online at <http://www.legislation.gov.uk/nisr> (4034922)

## DEPARTMENT OF HEALTH

### THE MEDICAL ACT 1983, THE HEALTH AND SOCIAL CARE ACT 2008

The Department of Health has made a Statutory Rule entitled "The Medical Profession (Responsible Officers)(Amendment) Regulations (Northern Ireland) 2022", (S.R. 2022 No. 164) which will come into operation on 1 April 2022.

This rule amends the Medical Profession (Responsible Officers) Regulations (Northern Ireland) 2010 to ensure that arrangements for oversight of GPs in Northern Ireland and medical advisers employed by the Health and Social Care Board are maintained when the Health and Social Care Board closes.

The rule may be purchased from the Stationery office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting TSO Customer Services on 0333 202 5070, or viewed online at <http://www.legislation.gov.uk/nisr>

(4034923)

## DEPARTMENT OF HEALTH

### THE FIREFIGHTERS' PENSION SCHEMES (AMENDMENT) REGULATIONS (NORTHERN IRELAND) 2022

Notice is hereby given that the Department of Health in exercise of the powers conferred by sections 1(1), (2)(f), (3) and (4), 2, 3(1), (2) and (3) (a) to (c), 4(1), (2) and (5), 5(1), (3)(c) and (5) and 8(1)(a), (2)(a) and (4), paragraph 6 of Schedules 1 and 2, Schedule 3 and paragraph 6 of Schedule 5 to the Public Service Pensions Act (Northern Ireland) 2014, has made Regulations entitled The Firefighters' Pension Schemes (Amendment) Regulations (Northern Ireland) 2022 (SR 2022 No 155).

The Order was made on 23 March 2022.

Copies of the Order may be purchased from the Stationery Office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting TSO Customer Services on 0333 202 5070, or viewed online at <http://www.legislation.gov.uk/nisr>

(4034925)

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 29/03/2022 AND REGISTERED ON 31/03/2022.

NI009282 GOSS AND HODGETT LTD

LYNN COOPER

REGISTRAR OF COMPANIES

(4036207)

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 28/03/2022 AND REGISTERED ON 30/03/2022.

NI661623 ODL CONTRACTS LTD

LYNN COOPER

REGISTRAR OF COMPANIES

(4035717)

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 28/03/2022 AND REGISTERED ON 30/03/2022.

NI628745 GILMORE ENGINEERING SERVICES LTD

LYNN COOPER

REGISTRAR OF COMPANIES

(4035721)

**DEPARTMENT FOR COMMUNITIES  
PUBLIC SERVICE PENSIONS ACT (NORTHERN IRELAND) 2014  
THE LOCAL GOVERNMENT PENSION SCHEME (AMENDMENT)  
REGULATIONS (NORTHERN IRELAND) 2022**

The Department for Communities has made a Statutory Rule entitled "The Local Government Pension Scheme (Amendment) Regulations (Northern Ireland) 2022", (S.R. 2022 No. 163), which comes into operation on 18th April 2022.

The Statutory Rule amends the Local Government Pension Scheme (Northern Ireland) to cover the changes required by an Employment Tribunal ruling in relation to survivor benefits. In addition to these changes, a number of technical amendments and minor policy updates are made.

This Rule may be purchased from the Stationery Office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting TSO Customer Services on 0333 202 5070 or viewed online at <http://www.legislation.gov.uk/nisr>.

(4034927)

**DEPARTMENT FOR COMMUNITIES  
THE SOCIAL SECURITY CONTRIBUTIONS AND BENEFITS  
(NORTHERN IRELAND) ACT 1992, THE SOCIAL SECURITY  
ADMINISTRATION (NORTHERN IRELAND) ACT 1992  
THE SOCIAL FUND (CHILD FUNERAL FUND) REGULATIONS  
(NORTHERN IRELAND) 2022**

The Department for Communities has made a Statutory Rule entitled The Social Fund (Child Funeral Fund) Regulations (Northern Ireland) 2022 (S.R. 2022 No. 165), which comes into operation on 1 June 2022.

These Regulations establish the Child Funeral Fund (CFF) as part of the social fund. The CFF will provide a one-off lump sum payment of £3056.00 for a funeral of children below the age of 18 and still-born children born after 24 weeks' gestation, where the funeral takes place in Northern Ireland. Payment is non-means tested.

Regulation 1 provides that the Regulations come into operation on 1st June 2022.

Regulation 3 defines the circumstances in which a claimant may be entitled to a Child Funeral Fund payment from the CFF in relation to a funeral. The payment must be in relation to a funeral of a person who had not yet attained the age of 18, or was a still-birth after a 24-week gestation period. The funeral must take place in Northern Ireland on or after 1st June 2022.

Regulation 4 prohibits more than one payment for the same funeral. It also prohibits payments for which money has been paid out under the Social Fund Maternity and Funeral Expenses (General) Regulations (Northern Ireland) 2005 (S.R. 2005 No. 506) or under regulations made under section 34 of the Social Security (Scotland) Act 2018 (asp 9).

Regulation 5 amends the Social Fund Maternity and Funeral Expenses (General) Regulations (Northern Ireland) 2005 to prevent double payment for which the claimant has already received payment from the CFF.

Regulation 6 amends the Social Security (Claims and Payments) Regulations (Northern Ireland) 1987 to amend the definition of "social fund funeral payment" to include those made under the CFF.

Copies of the Rule may be purchased from the Stationery Office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting TSO Customer Services on 0333 202 5070 or viewed online at <http://www.legislation.gov.uk/nisr>.

(4034929)

**DEPARTMENT FOR COMMUNITIES  
THE LICENSING AND REGISTRATION OF CLUBS (AMENDMENT)  
(2021 ACT) (COMMENCEMENT NO.1) ORDER (NORTHERN  
IRELAND) 2021**

**DEPARTMENT FOR COMMUNITIES  
THE LICENSING (NOTICE RELATING TO LOCAL PRODUCER'S  
PREMISES – AUTHORISATION FOR ON-SALES) REGULATIONS  
(NORTHERN IRELAND) 2022**

The Department for Communities has made a Statutory Rule entitled the Licensing (Notice Relating to Local Producer's Premises – Authorisation for On-Sales) Regulations (Northern Ireland) 2022 (S.R.2022 No. 154) which comes into operation on 2 June 2022.

This Statutory Rule will prescribe the notice that local producers of intoxicating liquor must display when selling their alcoholic drinks in their own premises for consumption in the specified part of the premises.

Copies of the Rule may be purchased from the Stationery Office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting the TSO Customer Services on 0333 202 5070 or view online at <http://www.legislation.gov.uk/nisr>

(4034932)

**DEPARTMENT OF HEALTH  
HEALTH AND PERSONAL SOCIAL SERVICES (NORTHERN  
IRELAND) ORDER 1972**

**SR 2022 NO.162**

The Department of Health has made a Statutory Rule entitled "The Health and Personal Social Services (General Medical Services Contracts) (Amendment) Regulations (Northern Ireland) 2022", (S.R. 2022 No. 162) which comes into operation on 14 April 2022.

The Statutory Rule amends The Health and Personal Social Services (General Medical Services Contracts) Regulations (Northern Ireland) 2004 (the GMS Contracts Regulations) to reflect changes to the arrangements for independent prescribing by adding new categories of prescribers known as Chiropodist or Podiatrist Independent Prescriber, Optometrist Independent Prescriber, Paramedic Independent Prescriber, Physiotherapist Independent Prescriber and Therapeutic Radiographer Independent Prescriber. The Rule inserts definitions of the new categories of independent prescriber and a definition of independent prescriber into the GMS Contracts Regulations. The Rule also amends the definition of supplementary prescriber to include dietitians and paramedics.

This Rule may be purchased from The Stationery Office at [www.tsoshop.co.uk](http://www.tsoshop.co.uk) or by contacting TSO Customer Services on 0333 202 5070, or viewed online at <http://www.legislation.gov.uk/nisr>

(4035720)

**ENFORCEMENT OF JUDGMENTS OFFICE NOTICE OF GRANT OF  
A CERTIFICATE OF UNENFORCEABILITY  
RULE 83 OF THE JUDGMENTS ENFORCEMENT RULES (NI) 1981**

<b>Case Number</b>	C/21/01484
<b>Forenames</b>	BRENDAN
<b>Surname</b>	CASSIDY
<b>Address Line 1</b>	92 MAIN STREET
<b>Address Line 3</b>	ENNISKILLEN
<b>Postcode</b>	BT92 9PD
<b>Occupation</b>	
<b>Amount Recoverable '£'</b>	1267.82
<b>Certificate Date</b>	22-Mar-22
<b>Case Number</b>	C/17/03567
<b>Forenames</b>	ALISON
<b>Surname</b>	WILSON
<b>Address Line 1</b>	30 SUNNYSIDE PARK
<b>Address Line 3</b>	BELFAST
<b>Postcode</b>	BT7 3DT
<b>Occupation</b>	UNEMPLOYED
<b>Amount Recoverable '£'</b>	591.7
<b>Certificate Date</b>	25-Mar-22
<b>Case Number</b>	C/07/04125
<b>Forenames</b>	MICHAEL
<b>Surname</b>	MAMOUN
<b>Address Line 1</b>	10 BARAGH GARDENS
<b>Address Line 3</b>	ENNISKILLEN
<b>Postcode</b>	BT94 2AQ
<b>Occupation</b>	
<b>Amount Recoverable '£'</b>	2104.36
<b>Certificate Date</b>	14-Mar-22
<b>Case Number</b>	C/13/13013
<b>Forenames</b>	MICHAEL
<b>Surname</b>	MAMOUN
<b>Address Line 1</b>	10 BARAGH GARDENS
<b>Address Line 3</b>	ENNISKILLEN
<b>Postcode</b>	BT94 2AQ
<b>Occupation</b>	
<b>Amount Recoverable '£'</b>	3117.5
<b>Certificate Date</b>	14-Mar-22
<b>Case Number</b>	C/19/02403

<b>Forenames</b>	PAUL	<b>Address Line 1</b>	6 KILDARA CLOSE
<b>Surname</b>	DUNLOP	<b>Address Line 3</b>	DUNGANNON
<b>Address Line 1</b>	3 LABURNUM GREEN	<b>Postcode</b>	BT71 4RN
<b>Address Line 3</b>	BELFAST	<b>Occupation</b>	ENGINEER
<b>Postcode</b>	BT17 0BL	<b>Amount Recoverable '£'</b>	293
<b>Occupation</b>		<b>Certificate Date</b>	23-Mar-22
<b>Amount Recoverable '£'</b>	7533.18	<b>Case Number</b>	C/19/01203
<b>Certificate Date</b>	14-Mar-22	<b>Forenames</b>	STEPHEN
<b>Case Number</b>	C/12/09445	<b>Surname</b>	HOLBROOK
<b>Forenames</b>	AMIE	<b>Address Line 1</b>	6 KILDARA CLOSE
<b>Surname</b>	HODGE	<b>Address Line 3</b>	DUNGANNON
<b>Address Line 1</b>	26 FULMAR AVENUE	<b>Postcode</b>	BT71 4RN
<b>Address Line 3</b>	LISBURN	<b>Occupation</b>	ENGINEER
<b>Postcode</b>	BT28 3HS	<b>Amount Recoverable '£'</b>	2180.59
<b>Occupation</b>		<b>Certificate Date</b>	23-Mar-22
<b>Amount Recoverable '£'</b>	2810.65	<b>Case Number</b>	C/19/01841
<b>Certificate Date</b>	15-Mar-22	<b>Forenames</b>	STEPHEN
<b>Case Number</b>	C/14/01254	<b>Surname</b>	HOLBROOK
<b>Forenames</b>	RENATA	<b>Address Line 1</b>	6 KILDARA CLOSE
<b>Surname</b>	VOLKOVA	<b>Address Line 3</b>	DUNGANNON
<b>Address Line 1</b>	21 FOXBOROUGH	<b>Postcode</b>	BT71 4RN
<b>Address Line 3</b>	DUNGANNON	<b>Occupation</b>	ENGINEER
<b>Postcode</b>	BT70 1FB	<b>Amount Recoverable '£'</b>	9569.16
<b>Occupation</b>	LAUNDRY OPERATOR	<b>Certificate Date</b>	23-Mar-22
<b>Amount Recoverable '£'</b>	4730.47	<b>Case Number</b>	C/15/06280
<b>Certificate Date</b>	18-Mar-22	<b>Forenames</b>	ANDREW
<b>Case Number</b>	C/16/03276	<b>Surname</b>	BISSON
<b>Forenames</b>	RENATA	<b>Address Line 1</b>	75 SILVERSTREAM AVENUE
<b>Surname</b>	VOLKOVA	<b>Address Line 3</b>	BELFAST
<b>Address Line 1</b>	21 FOXBOROUGH	<b>Postcode</b>	BT14 8GL
<b>Address Line 3</b>	DUNGANNON	<b>Occupation</b>	
<b>Postcode</b>	BT70 1FB	<b>Amount Recoverable '£'</b>	1111.47
<b>Occupation</b>	LAUNDRY OPERATOR	<b>Certificate Date</b>	25-Mar-22
<b>Amount Recoverable '£'</b>	1616.25	<b>Case Number</b>	C/16/00323
<b>Certificate Date</b>	18-Mar-22	<b>Forenames</b>	EMMA SOPHIA
<b>Case Number</b>	C/21/01203	<b>Surname</b>	MCDAID
<b>Forenames</b>	JOHN ADRIAN	<b>Address Line 1</b>	81 ST. EITHNE'S PARK
<b>Surname</b>	THOMPSON	<b>Address Line 3</b>	LONDONDERRY
<b>Address Line 1</b>	22 CAIRNGORM DRIVE	<b>Postcode</b>	BT48 0LE
<b>Address Line 3</b>	LARNE	<b>Occupation</b>	
<b>Postcode</b>	BT40 2AN	<b>Amount Recoverable '£'</b>	961.25
<b>Occupation</b>		<b>Certificate Date</b>	16-Mar-22
<b>Amount Recoverable '£'</b>	68021.87	<b>Case Number</b>	C/18/03536
<b>Certificate Date</b>	15-Mar-22	<b>Forenames</b>	PAULA
<b>Case Number</b>	C/15/05578	<b>Surname</b>	MCCARTNEY
<b>Forenames</b>	STEPHEN	<b>Address Line 1</b>	21 INNIS AVENUE
<b>Surname</b>	HOLBROOK	<b>Address Line 3</b>	NEWTOWNABBEY
<b>Address Line 1</b>	6 KILDARA CLOSE	<b>Postcode</b>	BT37 9ES
<b>Address Line 3</b>	DUNGANNON	<b>Occupation</b>	
<b>Postcode</b>	BT71 4RN	<b>Amount Recoverable '£'</b>	866.92
<b>Occupation</b>	ENGINEER	<b>Certificate Date</b>	15-Mar-22
<b>Amount Recoverable '£'</b>	1246.76	<b>Case Number</b>	C/21/01817
<b>Certificate Date</b>	23-Mar-22	<b>Forenames</b>	FRANCES
<b>Case Number</b>	C/15/07636	<b>Surname</b>	MURRAY
<b>Forenames</b>	STEPHEN	<b>Address Line 1</b>	340 FIRMOUNT DRIVE
<b>Surname</b>	HOLBROOK	<b>Address Line 3</b>	ANTRIM
<b>Address Line 1</b>	6 KILDARA CLOSE	<b>Postcode</b>	BT41 1JH
<b>Address Line 3</b>	DUNGANNON	<b>Occupation</b>	
<b>Postcode</b>	BT71 4RN	<b>Amount Recoverable '£'</b>	651.1
<b>Occupation</b>	ENGINEER	<b>Certificate Date</b>	22-Mar-22
<b>Amount Recoverable '£'</b>	1223.15	<b>Case Number</b>	C/17/05068
<b>Certificate Date</b>	23-Mar-22	<b>Forenames</b>	RYAN
<b>Case Number</b>	C/16/00748	<b>Surname</b>	MCLAUGHLIN
<b>Forenames</b>	STEPHEN	<b>Address Line 1</b>	46A FOUNTAIN STREET
<b>Surname</b>	HOLBROOK	<b>Address Line 3</b>	ANTRIM

<b>Postcode</b>	BT41 4BB	<b>Amount Recoverable '£'</b>	781
<b>Occupation</b>		<b>Certificate Date</b>	24-Mar-22
<b>Amount Recoverable '£'</b>	1989.91	<b>Case Number</b>	C/21/00578
<b>Certificate Date</b>	16-Mar-22	<b>Forenames</b>	MICHAEL
<b>Case Number</b>	C/21/00423	<b>Surname</b>	O'DOHERTY
<b>Forenames</b>	BRIAN	<b>Address Line 1</b>	24 CRAWFORD SQUARE
<b>Surname</b>	CUSACK	<b>Address Line 3</b>	LONDONDERRY
<b>Address Line 1</b>	41 CROMWELL ROAD	<b>Postcode</b>	BT48 7HT
<b>Address Line 3</b>	BELFAST	<b>Occupation</b>	
<b>Postcode</b>	BT7 1JX	<b>Amount Recoverable '£'</b>	2041.49
<b>Occupation</b>		<b>Certificate Date</b>	14-Mar-22
<b>Amount Recoverable '£'</b>	5083.64	<b>Case Number</b>	C/21/00623
<b>Certificate Date</b>	14-Mar-22	<b>Forenames</b>	
<b>Case Number</b>	C/21/01910	<b>Surname</b>	T SCULLION CONTRACTS LTD
<b>Forenames</b>	DENIS	<b>Address Line 1</b>	15 TREA GARDENS
<b>Surname</b>	DOYLE	<b>Address Line 3</b>	ANTRIM
<b>Address Line 1</b>	5 IVEAGH CRESCENT	<b>Postcode</b>	BT41 3NN
<b>Address Line 3</b>	NEWRY	<b>Occupation</b>	
<b>Postcode</b>	BT34 5AJ	<b>Amount Recoverable '£'</b>	316.01
<b>Occupation</b>		<b>Certificate Date</b>	24-Mar-22
<b>Amount Recoverable '£'</b>	6215.49	<b>Case Number</b>	C/21/00812
<b>Certificate Date</b>	15-Mar-22	<b>Forenames</b>	
<b>Case Number</b>	C/20/01948	<b>Surname</b>	T SCULLION CONTRACTS LTD
<b>Forenames</b>	BEN	<b>Address Line 1</b>	15 TREA GARDENS
<b>Surname</b>	MERCER	<b>Address Line 3</b>	ANTRIM
<b>Address Line 1</b>	1 PINES PARK	<b>Postcode</b>	BT41 3NN
<b>Address Line 3</b>	CRAIGAVON	<b>Occupation</b>	
<b>Postcode</b>	BT66 7BP	<b>Amount Recoverable '£'</b>	1237.84
<b>Occupation</b>		<b>Certificate Date</b>	24-Mar-22
<b>Amount Recoverable '£'</b>	5681.21	<b>Case Number</b>	C/21/01016
<b>Certificate Date</b>	18-Mar-22	<b>Forenames</b>	DAVID
<b>Case Number</b>	C/19/03391	<b>Surname</b>	MCCLOSKEY
<b>Forenames</b>		<b>Address Line 1</b>	5 WAVENEY ROAD
<b>Surname</b>	ULTRA SLIM CLINICS	<b>Address Line 3</b>	BALLYMENA
<b>Address Line 1</b>	3 WELLINGTON PARK	<b>Postcode</b>	BT43 5BA
<b>Address Line 3</b>	BELFAST	<b>Occupation</b>	
<b>Postcode</b>	BT9 6DJ	<b>Amount Recoverable '£'</b>	2727
<b>Occupation</b>		<b>Certificate Date</b>	21-Mar-22
<b>Amount Recoverable '£'</b>	1008	<b>Case Number</b>	C/21/01283
<b>Certificate Date</b>	16-Mar-22	<b>Forenames</b>	HOLLY
<b>Case Number</b>	C/21/01694	<b>Surname</b>	MILLAR
<b>Forenames</b>	ALICIA	<b>Address Line 1</b>	11 FARM LODGE
<b>Surname</b>	NOLAN	<b>Address Line 3</b>	BALLYMENA
<b>Address Line 1</b>	19 BALLYMURPHY CRESCENT	<b>Postcode</b>	BT43 7DN
<b>Address Line 3</b>	BELFAST	<b>Occupation</b>	UNKNOWN
<b>Postcode</b>	BT12 7JH	<b>Amount Recoverable '£'</b>	6926.95
<b>Occupation</b>		<b>Certificate Date</b>	23-Mar-22
<b>Amount Recoverable '£'</b>	639.16	<b>Case Number</b>	C/21/01253
<b>Certificate Date</b>	24-Mar-22	<b>Forenames</b>	MARK
<b>Case Number</b>	C/21/01775	<b>Surname</b>	HENDERSON
<b>Forenames</b>	JOANNA	<b>Address Line 1</b>	14 INVERARY AVENUE
<b>Surname</b>	BRZOZOWSKA	<b>Address Line 3</b>	BELFAST
<b>Address Line 1</b>	20 GLENMAHON PARK	<b>Postcode</b>	BT4 1RN
<b>Address Line 3</b>	CRAIGAVON	<b>Occupation</b>	
<b>Postcode</b>	BT62 3EJ	<b>Amount Recoverable '£'</b>	4016.63
<b>Occupation</b>		<b>Certificate Date</b>	24-Mar-22
<b>Amount Recoverable '£'</b>	997.13	<b>Case Number</b>	C/21/01042
<b>Certificate Date</b>	21-Mar-22	<b>Forenames</b>	JULIE-ANN
<b>Case Number</b>	C/21/01797	<b>Surname</b>	FERGUSON
<b>Forenames</b>	MARIE	<b>Address Line 1</b>	39 GRANVILLE ROAD
<b>Surname</b>	MCCAUGHEY	<b>Address Line 3</b>	DUNGANNON
<b>Address Line 1</b>	9 HALFTOWN ROAD	<b>Postcode</b>	BT70 1NJ
<b>Address Line 3</b>	AUGHER	<b>Occupation</b>	
<b>Postcode</b>	BT77 0BT	<b>Amount Recoverable '£'</b>	400
<b>Occupation</b>		<b>Certificate Date</b>	15-Mar-22

<b>Case Number</b>	C/21/01041	<b>Surname</b>	MCCAULEY
<b>Forenames</b>	VALERIE LYNN HUSTON	<b>Address Line 1</b>	27 MOYGLASS PLACE
<b>Surname</b>	LAVERY	<b>Address Line 3</b>	LONDONDERRY
<b>Address Line 1</b>	47 SANDOWN PARK	<b>Postcode</b>	BT47 6XW
<b>Address Line 3</b>	LISBURN	<b>Occupation</b>	
<b>Postcode</b>	BT28 2EN	<b>Amount Recoverable '£'</b>	213.76
<b>Occupation</b>		<b>Certificate Date</b>	22-Mar-22
<b>Amount Recoverable '£'</b>	10000	<b>Case Number</b>	C/22/00026
<b>Certificate Date</b>	16-Mar-22	<b>Forenames</b>	SEAN
<b>Case Number</b>	C/21/01522	<b>Surname</b>	MCMENAMIN
<b>Forenames</b>	SUSAN	<b>Address Line 1</b>	16 GAMBLE PARK
<b>Surname</b>	SMYTH	<b>Address Line 3</b>	CASTLEDERG
<b>Address Line 1</b>	31 HUGUENOT DRIVE	<b>Postcode</b>	BT81 7ND
<b>Address Line 3</b>	LISBURN	<b>Occupation</b>	
<b>Postcode</b>	BT27 4UJ	<b>Amount Recoverable '£'</b>	213.76
<b>Occupation</b>		<b>Certificate Date</b>	22-Mar-22
<b>Amount Recoverable '£'</b>	893.69	<b>Case Number</b>	C/10/04046
<b>Certificate Date</b>	24-Mar-22	<b>Forenames</b>	GRAHAM
<b>Case Number</b>	C/21/01507	<b>Surname</b>	LOVE
<b>Forenames</b>	RADOSLAW	<b>Address Line 1</b>	43 BALLYNOE GARDENS
<b>Surname</b>	SASIN	<b>Address Line 3</b>	BANGOR
<b>Address Line 1</b>	22 BIRCH HILL PARK	<b>Postcode</b>	BT19 1SB
<b>Address Line 3</b>	ANTRIM	<b>Occupation</b>	
<b>Postcode</b>	BT41 1DF	<b>Amount Recoverable '£'</b>	2482.53
<b>Occupation</b>		<b>Certificate Date</b>	24-Mar-22
<b>Amount Recoverable '£'</b>	213.76	<b>Case Number</b>	C/19/03348
<b>Certificate Date</b>	24-Mar-22	<b>Forenames</b>	GRAHAM
<b>Case Number</b>	C/21/01634	<b>Surname</b>	LOVE
<b>Forenames</b>	MARJON	<b>Address Line 1</b>	43 BALLYNOE GARDENS
<b>Surname</b>	LARKIN	<b>Address Line 3</b>	BANGOR
<b>Address Line 1</b>	6 GARDEN TERRACE	<b>Postcode</b>	BT19 1SB
<b>Address Line 3</b>	MAGHERAFELT	<b>Occupation</b>	
<b>Postcode</b>	BT45 5DE	<b>Amount Recoverable '£'</b>	1977.66
<b>Occupation</b>		<b>Certificate Date</b>	24-Mar-22
<b>Amount Recoverable '£'</b>	1350.16	<b>Case Number</b>	C/20/01728
<b>Certificate Date</b>	24-Mar-22	<b>Forenames</b>	GRAHAM
<b>Case Number</b>	C/21/01745	<b>Surname</b>	LOVE
<b>Forenames</b>	JUSTINE	<b>Address Line 1</b>	43 BALLYNOE GARDENS
<b>Surname</b>	GRIEVE	<b>Address Line 3</b>	BANGOR
<b>Address Line 1</b>	22 VALENTIA PLACE	<b>Postcode</b>	BT19 1SB
<b>Address Line 3</b>	NEWCASTLE	<b>Occupation</b>	
<b>Postcode</b>	BT33 0EH	<b>Amount Recoverable '£'</b>	3634.88
<b>Occupation</b>		<b>Certificate Date</b>	24-Mar-22
<b>Amount Recoverable '£'</b>	4536.91		(4034920)
<b>Certificate Date</b>	24-Mar-22		
<b>Case Number</b>	C/21/01941		
<b>Forenames</b>	CLAUDIA		
<b>Surname</b>	CORDAUAN		
<b>Address Line 1</b>	87 ARDOYNE ROAD		
<b>Address Line 3</b>	BELFAST		
<b>Postcode</b>	BT14 7HZ		
<b>Occupation</b>			
<b>Amount Recoverable '£'</b>	741		
<b>Certificate Date</b>	16-Mar-22		
<b>Case Number</b>	C/22/00081		
<b>Forenames</b>	PAULINE MARY		
<b>Surname</b>	DEVLIN		
<b>Address Line 1</b>	14 HUNTERS WAY		
<b>Address Line 3</b>	DOWNPATRICK		
<b>Postcode</b>	BT30 7WP		
<b>Occupation</b>			
<b>Amount Recoverable '£'</b>	1450.31		
<b>Certificate Date</b>	21-Mar-22		
<b>Case Number</b>	C/21/01883		
<b>Forenames</b>	NOLEEN		

# COMPANIES

## Corporate insolvency

### NOTICES OF DIVIDENDS

#### NOTICE OF INTENDED DISTRIBUTION TO CREDITORS

##### SOURCE OUT OF HOME (N.I.) LIMITED (in Members' Voluntary Liquidation)

NI073202

Nature of business: Advertising Agencies

Registered office: c/o EY, Bedford House, 16 Bedford Street, Belfast, BT2 7DT

Principal trading address: College House, Citylink Business Park, Albert St, Belfast, BT12 4HQ

Date of appointment of liquidators: 22 March 2022

Liquidators' names: Andrew Dolliver and Samantha Jane Keen

Office holder number(s): 15230 and 9250

Liquidators' address: Andrew Dolliver of EY, Bedford House, 16 Bedford Street, Belfast, BT2 7DT and Samantha Jane Keen of EY, 1 More London Place, London, SE1 2AF

Telephone number: 028 9044 3931

Name of alternative person to contact with enquiries about the case: Laura Allison

As Joint Liquidators of the company, we hereby give notice that we intend to make a final distribution to its creditors. The last date for proving is 29 April 2022 and creditors of the company should by that date send their full names and addresses and particulars of their debts or claims to me, Andrew Dolliver of EY, Bedford House, 16 Bedford Street, Belfast, BT2 7DT.

In accordance with Rule 4.192(5) of the INSOLVENCY RULES (NORTHERN IRELAND) 1991, we may thereafter make the proposed distribution without regard to the claim of any person in respect of a debt not yet proved.

Dated: 28 March 2022

*Andrew Dolliver*

Joint Liquidator (4034924)

## Creditors' voluntary liquidation

### APPOINTMENT OF LIQUIDATORS

#### ARTICLE 95, THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

Name of Company: **MCALFEER & TEAGUE LTD**

Company Number: NI620269

Nature of Business: 41201 - Construction of commercial buildings

Type of Liquidation: Creditors

Registered office: 41 Main Street, Dromore, Co Tyrone, BT78 3AG

Liquidator's name and address: *Tom Keenan* and *Scott Murray* of Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-27 Gloucester Street, Belfast, BT1 4LS

Office Holder Numbers: 8656 and 14096.

Date of Appointment: 28 March 2022

By whom Appointed: Creditors (4036210)

Company Number: NI661623

Name of Company: **ODL CONTRACTS LIMITED**

Nature of Business: 78200 - Temporary employment agency activities  
78300 - Human resources provision and management of human resources functions

Registered office: 98 Lisburn Road, Belfast BT9 6AG

Type of Liquidation: Creditors Voluntary Liquidation

Liquidator's name and address: Liquidator: *Seamas Keating* (IP number GBNI091/10610) of PKF-FPM Accountants Limited, 1- 3 Arthur Street, Belfast, Co. Antrim BT1 4GA.

Date of Appointment: Date of Appointment: 23 March 2022

By whom Appointed: Members and Creditors

For further details contact 02890 243131 (4033824)

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

Name of Company: **WILSON AEROSPACE LTD**

Trading Name: WILSON AEROSPACE LTD

Company Number: NI625031

Nature of Business: Repair and maintenance of aircraft and spacecraft

Type of Liquidation: Creditors' Voluntary Liquidation

Registered office: 8 Kings Chase, Lisburn, Northern Ireland, BT27 5ST.

Principal trading address: 8 Kings Chase, Lisburn, Northern Ireland, BT27 5ST

Liquidator's name and address: *Kenneth Wilson Pattullo* and *Kenneth Robert Craig* both of Begbies Traynor (Central) LLP, Scottish Provident Building, 7 Donegall Square West, Belfast, County Antrim, BT1 6JH

Office Holder Numbers: 008368 and 008584.

Date of Appointment: 30 March 2022

By whom Appointed: Creditors

#### Further Details

Any person who requires further information may contact by telephone on 028 90918200. Alternatively enquiries can be made to Stuart Kirk by e-mail at [danielle.mcwilliams@btguk.com](mailto:danielle.mcwilliams@btguk.com) or by telephone on 028 90918583 . (4036219)

### FINAL MEETINGS

#### BAHIA BLANCA CLUB B LIMITED IN CREDITORS' VOLUNTARY LIQUIDATION

(Company Number NI018484)

NOTICE is hereby given that pursuant to Articles 91 & 92 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that a combined Annual and Final Meeting of the Members of the above named company will be held at the offices of French Duncan LLP, 133 Finnieston Street, Glasgow, G3 8HB on 11 May 2022 at 10.30am to be followed by the combined Annual and Final Meeting of creditors at 11.00am, for the purpose of receiving an account of the Liquidator's acts and dealings for the period of the liquidation.

The following resolutions will be considered at the creditor's meeting:-

1. That the Liquidator's Final Report and Receipts and Payments account be approved.
2. That the Liquidator be granted his release from office after the final meeting of creditors.
3. That the Liquidator may destroy the books and records of the company 12 months after the final meeting

Forms of Proxy, if intended to be used, must be duly completed and lodged at the offices of French Duncan LLP, 133 Finnieston Street, Glasgow G3 8HB no later than 12 noon on 10 May 2022.

*Brian Milne*

Office-holder Number: 9381

Liquidator

French Duncan LLP

30 March 2022

Further contact details:

Rob Hardie on telephone number 0141 271 3944 or email [GCorp@frenchduncan.co.uk](mailto:GCorp@frenchduncan.co.uk) (4035719)

### MEETINGS OF CREDITORS

#### THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 LISBURN COWORK LIMITED

(Company Number NI658706)

Registered office: 3 Hill Street (Above Dirty Onion) Belfast County Antrim Northern Ireland BT1 2LA

**NOTICE IS HEREBY GIVEN**, pursuant to Article 84 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that a meeting of the creditors of the above-named company will be held at HNH Partners Limited, Jefferson House, 42 Queen Street, Belfast, BT1 6HL on 13 April 2022 at 11:00 am 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 will be available for inspection free of charge at the offices of HNH Partners Limited on the two business days immediately preceding the meeting between the hours of 10.00 am and 4.00 pm. Due to the ongoing Covid-19 pandemic, this should be requested by email at jamesm@hnhgroup.co.uk.

Any creditor entitled to attend and vote at this meeting is entitled to do so either in person or by proxy. Creditors wishing to vote at the meeting must (unless they are individual creditors attending in person) lodge their proxy at the offices of HNH Partners Limited, Jefferson House, 42 Queen Street, Belfast, BT1 6HL no later than 12 noon on 12 April 2022.

The resolutions at the meeting of creditors may include a resolution specifying the terms on which the Joint Liquidators, James Neill and John Donaldson are to be remunerated.

In order to safeguard social distancing measures a physical meeting of creditors will not take place. To provide creditors with the opportunity to participate in the meeting, the meeting will be held remotely by telephone and/or by video conferencing facilities. Whilst there is no requirement to participate in this meeting, creditors wishing to should submit a proxy and indicate that they wish to be sent details by email of how they may access the virtual meetings at the required time by no later than 12 noon on 12 April 2022.

Dated: 31 March 2022

By Order of the Board (4036215)

## NOTICES TO CREDITORS

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 IN THE MATTER OF MCALEER & TEAGUE LTD IN CREDITORS' VOLUNTARY LIQUIDATION**

(Company Number NI620269)

We, Tom Keenan and Scott Murray of Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-27 Gloucester Street, Belfast, BT1 4LS, give notice that we were appointed Joint Liquidators of the above named company on 28 March 2022.

NOTICE IS HEREBY GIVEN that the creditors of the above named company which is being voluntarily wound up, are required, on or before **28 May 2022** to prove their debts by sending to the undersigned, Scott Murray of Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-27 Gloucester Street, Belfast, BT1 4LS, the Joint Liquidator of the company, written statements of the amounts they claim to be due to them from the company and, if so requested, to provide such further details or produce such documentary evidence as may appear to the liquidator to be necessary. A creditor who has not proved this debt before the declaration of any dividend is not entitled to disturb, by reason that he has not participated in it, the distribution of that dividend or any other dividend declared before his debt was proved.

Dated this 28th day of March 2022

**Scott Murray**  
Joint Liquidator (4036208)

### **ODL CONTRACTS LIMITED**

(Company Number NI661623)

Registered office: 98 Lisburn Road, Belfast BT9 6AG

I, Seamas Keating, of PKF-FPM Accountants Limited, 1- 3 Arthur Street, Belfast, Co. Antrim, BT1 4GA, give notice that I was appointed liquidator of the above-named company on 23 March 2022.

NOTICE IS HEREBY GIVEN that the creditors of the above named company which is being voluntarily wound up, are required, on or before 13 May 2022 to prove their debts by sending to the undersigned, Seamas Keating, of PKF-FPM Accountants Limited, 1- 3 Arthur Street, Belfast, Co. Antrim, BT1 4GA the liquidator of the company, written statements of the amounts they claim to be due to them from the company and, if so requested, to provide such further details or produce such documentary evidence as may appear to the liquidator to be necessary. A creditor who has not proved this debt before the declaration of any dividend is not entitled to disturb, by reason that he has not participated in it, the distribution of that dividend or any other dividend declared before his debt was proved.

Liquidator: *Seamas Keating* (IP number GBNI091/10610) of PKF-FPM Accountants Limited, 1- 3 Arthur Street, Belfast, Co. Antrim BT1 4GA.  
Date of Appointment: 23 March 2022

For further details contact 02890 243131

(4033826)

### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989 WILSON AEROSPACE LTD (IN CREDITORS' VOLUNTARY LIQUIDATION)**

(Company Number NI625031)

**NOTICE IS HEREBY GIVEN** that the Creditors of the above named company are required on or before the 30 March 2022 to send their names and addresses and particulars of their debts or claims and the names and addresses of the solicitors (if any) to Kenneth Wilson Pattullo or Kenneth Robert Craig, the joint liquidators of the said company, at Begbies Traynor (Central) LLP, Scottish Provident Building, 7 Donegall Square West, Belfast, County Antrim, BT1 6JH and, if so required by notice in writing from the said liquidators, by their solicitors or personally, 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 30/03/2022 (4036217)

## RESOLUTION FOR WINDING-UP

### **SPECIAL AND ORDINARY RESOLUTION (PURSUANT TO SECTION 282 & 283 OF THE COMPANIES ACT 2006 AND ARTICLE 70 AND 99 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989)**

#### **MCALEER & TEAGUE LTD**

(Company Number NI620269)

Registered office: 41 Main Street, Dromore, Co Tyrone, BT78 3AG

Principal trading address: Business Address: 41 Main Street, Dromore, Co Tyrone, BT78 3AG

At a General Meeting of the above-named company duly convened and held at 11:00 on 28 March 2022, the following resolutions were duly passed as a special and an ordinary resolution, respectively:

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

2. "That Tom Keenan of Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15/17 Gloucester Street, Belfast, BT1 4LS and Scott Murray of Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15/17 Gloucester Street, Belfast, BT1 4LS be and are hereby appointed Joint Liquidators of the company for the purposes of the winding-up. Any act required or authorised under any enactment to be done by a Liquidator may be done by any one of them."

Signed: *Mr Ciaran Teague*

Dated: 28 March 2022

Chair of General Meeting (4036206)

### **ODL CONTRACTS LIMITED**

(Company Number NI661623)

Registered office: 98 Lisburn Road, Belfast BT9 6AG

At a General Meeting of the above-named company, convened and held at PKF-FPM Accountants Limited, 1- 3 Arthur Street, Belfast, Co. Antrim, BT1 4GA the following resolutions were passed. The first being a special resolution and the second being an ordinary resolution.

1 "That the company be wound up voluntarily."

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

Liquidator: *Seamas Keating* (IP number GBNI091/10610) of PKF-FPM Accountants Limited, 1- 3 Arthur Street, Belfast, Co. Antrim BT1 4GA.

Date of Appointment: 23 March 2022

For further details contact 02890 243131 (4033825)

**NOTICE OF RESOLUTION TO WIND UP PURSUANT TO ARTICLE 71(1) OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989.**

**WILSON AEROSPACE LTD**  
(Company Number NI625031)  
("the Company")

Registered office: 8 Kings Chase, Lisburn, Northern Ireland, BT27 5ST.

At a General Meeting of the members of the above named company, duly convened and held at Scottish Provident Building, 7 Donegall Square West, Belfast, BT1 6JH on 30 March 2022 1:00pm the following resolutions were duly passed; as a Special Resolution and as an Ordinary Resolution respectively:

1. "That the Company be wound up voluntarily".
2. "That Kenneth Wilson Pattullo and Kenneth Robert Craig of Begbies Traynor (Central) LLP, Scottish Provident Building, 7 Donegall Square West, Belfast, County Antrim, BT1 6JH be and hereby are appointed Joint Liquidators of the Company for the purpose of the voluntary winding-up, and any act required or authorised under any enactment to be done by the Joint Liquidators may be done by all or any one or more of the persons holding the office of liquidator from time to time."

Kenneth Wilson Pattullo (IP Number: 008368) and Kenneth Robert Craig (IP Number: 008584).

Any person who requires further information may contact by telephone on 028 90918200. Alternatively enquiries can be made to Lawrence O'Hara by e-mail at lawrence.o'hara@begbies-traynor.com or by telephone on 028 90918200

Dated: 30th March 2022

Chair (4036213)

**Members' voluntary liquidation****APPOINTMENT OF LIQUIDATORS****PURSUANT TO ARTICLE 95 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**

Name of Company: **COOLSARA PROPERTIES LIMITED**

Company Number: NI037168

Nature of Business: Dormant Company

Type of Liquidation: Members' Voluntary Liquidation

Liquidator's name and address: *Ian Finnegan*, 30 Monaghan Street Newry Down BT35 6AA

Office Holder Number: GBNI080.

Date of Appointment: 23 March 2022

By whom Appointed: Members (4034918)

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

Name of Company: **GOSS AND HODGETT LIMITED**

Company Number: NI009282

Nature of Business: Sale of new cars and light motor vehicles

Type of Liquidation: Members

Registered office: 6/7 Merchants Quay, Newry, Co Down, BT35 6AL

Liquidator's name and address: *Michael Drumm*, Cavanagh Kelly, 36-38 Northland Row, Dungannon, Co. Tyrone, BT71 6AP

Office Holder Number: 21590.

Date of Appointment: 22 March 2022

By whom Appointed: Members (4034919)

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

Name of Company: **NWW BROCKAGH (1) LIMITED**

Company Number: NI617817

Nature of Business: Other engineering activities

Type of Liquidation: Members Voluntary Liquidation

Registered office: 35 Templemore Business Park, Northland Road, Derry BT48 0LD

Liquidator's name and address: *Ronan Duffy*, McCambridge Duffy LLP, 35 Templemore Business Park, Northland Road Derry, BT48 0LD

Office Holder Number: 9557.

Date of Appointment: 30 March 2022

By whom Appointed: Members (4036220)

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

Name of Company: **NWW MAKENNY LIMITED**

Company Number: NI639801

Nature of Business: Other engineering services

Type of Liquidation: Members Voluntary Liquidation

Registered office: 35 Templemore Business Park, Northland Road, Derry BT48 0LD

Liquidator's name and address: *Ronan Duffy*, McCambridge Duffy LLP, 35 Templemore Business Park, Northland Road Derry, BT48 0LD

Office Holder Number: 9557.

Date of Appointment: 30 March 2022

By whom Appointed: Members (4036216)

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

Name of Company: **PRINCETOWN INVESTMENTS LIMITED**

Company Number: NI614934

Nature of Business: Security dealing on own account

Type of Liquidation: Members

Registered office: The Office Dock Unit 2 Channel Wharf, 21 Old Channel Road, Belfast, BT3 9DE

Liquidator's name and address: *Gregg Sterritt*, Sterritt Business Advisory Ltd, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT

Office Holder Number: 9027.

Date of Appointment: 18 March 2022

By whom Appointed: Members (4034921)

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

Name of Company: **SOURCE OUT OF HOME (N.I.) LIMITED**

Company Number: NI073202

Nature of Business: Advertising agencies

Type of Liquidation: MEMBERS VOLUNTARY

Registered office: C/o EY, Bedford House, 16 Bedford Street, Belfast, BT2 7DT

Liquidators' names and addresses: *Andrew Dolliver* of EY, Bedford House, 16 Bedford Street, Belfast, BT2 7DT and *Samantha Jane Keen* of EY, 1 More London Place, London, SE1 2AF

Office Holder Numbers: 15230 and 9250.

Date of Appointment: 22 March 2022

By whom Appointed: MEMBERS (4034926)

**FINAL MEETINGS****THE INSOLVENCY (NI) ORDER 1989****BENCO DEVELOPMENTS LTD****In Members Voluntary Liquidation**

(Company Number NI646193)

Notice is hereby given pursuant to Article 80 of the INSOLVENCY (NI) ORDER 1989, that the final meeting of members of the above named Company will be held at the offices of McKeague Morgan & Company, 27 College Gardens, Belfast BT9 6BS on 3rd May 2022 commencing at 11.00a.m., for the purposes of having accounts laid before the members showing how the winding-up has been conducted and the property of the Company disposed of, and hearing any explanation that may be given by the Liquidator.

A member entitled to attend and vote at the meeting may appoint a proxy, who need not be a member, to attend and vote instead of him/her.

I confirm that all known creditors have been paid in full.

Dated this 1st April 2022

*N McKeague*, Liquidator (4036212)

**IN THE MATTER OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989****DR CHRIS FERRES LTD****(IN MEMBERS' VOLUNTARY LIQUIDATION)**

(Company Number NI614881)

**NOTICE OF THE FINAL MEETING OF THE COMPANY PURSUANT TO ARTICLE 80 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**

Notice is hereby given, pursuant to article 80 of THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that the final meeting of the above named company will be held at FRP Advisory Trading Limited, Jupiter House, Warley Hill Business Park, The Drive, Brentwood, Essex, on 3 May 2022 at 10am, for the purpose of laying before the meeting an account showing how the winding up has been conducted and the company's property disposed of and hearing any explanation that may be given by the Joint Liquidators and to determine whether the Joint Liquidators should have their release.

A shareholder entitled to attend and vote at the above meeting may appoint a proxy to attend and vote instead of him or her. A proxy need not be a shareholder of the company.

Proxies for use at the meeting must be lodged at Jupiter House Warley Hill Business Park, The Drive, Brentwood, Essex, CM13 3BE no later than 12 noon on the business day preceding the date of the meeting.

29 March 2022

**G Mummery FIPA FABRP**

**Joint Liquidator**

Licensed in the United Kingdom by the Insolvency Practitioners Association (4034915)

**ENTERPRISETECH SOLUTIONS LIMITED**

(Company Number NI651213)

Registered office: 2 Belgravia Avenue, Belfast BT9 7BJ

Principal trading address: 2 Belgravia Avenue, Belfast BT9 7BJ

Notice is hereby given, pursuant to Article 80 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989 that a final meeting of the shareholders of the Company will be held at 41 Kingston Street Cambridge CB1 2NU on 27 May 2022 at 12.30pm, for the purpose of having an account laid before them showing how the winding-up has been conducted and the property of the Company has been disposed of and to hear any explanations that may be given by the Liquidator. Members wishing to vote at the meeting must (unless they are individual members attending the meeting in person) have lodged their proxies with the Liquidator at 41 Kingston Street Cambridge CB1 2NU by 12.00 noon on the business day before the meeting.

Date of Liquidator's appointment: 14 May 2021

Office Holder details: Philip Beck (IP no. 8720) of The MVL Studio Limited, KD Tower, Cotterells, Hemel Hempstead Hertfordshire HP1 1FW

For further details contact: Philip Beck, tel 01442 275794, email philip.beck@sjdaccountancy.com.

*Philip Beck*

Liquidator (4035714)

**THE INSOLVENCY (NI) ORDER 1989**

**GRACEFIELD MEDICAL LIMITED**

**In Members Voluntary Liquidation**

(Company Number NI605931)

Notice is hereby given pursuant to Article 80 of the INSOLVENCY (NI) ORDER 1989, that the final meeting of members of the above named Company will be held at the offices of McKeague Morgan & Company, 27 College Gardens, Belfast BT9 6BS on 4th May 2022 commencing at 11.00a.m., for the purposes of having accounts laid before the members showing how the winding-up has been conducted and the property of the Company disposed of, and hearing any explanation that may be given by the Liquidator.

A member entitled to attend and vote at the meeting may appoint a proxy, who need not be a member, to attend and vote instead of him/her.

I confirm that all known creditors have been paid in full.

Dated this 1st April 2022

*N McKeague*, Liquidator (4036211)

**NOTICES TO CREDITORS**

**GOSS AND HODGETT LIMITED**

**("the Company") – In Members' Voluntary Liquidation**

(Company Number NI009282)

Registered office: 6/7, Merchants Quay, Newry, Co Down, BT35 6AL

**NOTICE IS HEREBY GIVEN** that the creditors of the above named Company, which was voluntarily wound up on 22 March 2022, are required, on or before 30 April 2022 to send their full names and addresses together with full particulars of their debts or claims to CavanaghKelly, 36-38 Northland Row, Dungannon, Co. Tyrone, BT71 6AP, and, if so requested by me, to provide such further details or produce such documentary or other evidence as may appear to be necessary, or in default thereof they will be excluded from the benefit of any distribution made before such debts are proved.

**Please note this is a solvent liquidation and all known creditors have been or will be paid in full.**

Liquidator: Michael Drumm (IP No. 21590) of CavanaghKelly, 36-38 Northland Row, Dungannon, Co. Tyrone, BT71 6AP.

Date of appointment: 22 March 2022

For further details contact Ciara Maguire on telephone 028 8775 2990, or by email at ciara.maguire@cavanaghkelly.com.

DATED THIS 29TH DAY OF MARCH 2022

*Michael Drumm*

Liquidator (4034912)

**IN THE MATTER OF**

**THE INSOLVENCY (NI) ORDER 1989**

**AND IN THE MATTER OF**

**NWW BROCKAGH (1) LIMITED**

(Company Number NI617817)

(In Members' Voluntary Liquidation)

Notice is hereby given that at a General Meeting of the above-named company held on 30 March 2022 the company was placed in Members' Voluntary (Solvent) Liquidation and Ronan Duffy of McCambridge Duffy LLP, Templemore Business Park, Northland Road, Derry, BT48 0LD, was appointed liquidator. Notice is hereby given that the creditors of the above named Company which is being voluntarily wound up, are required, on or before to prove their debts by sending to the undersigned at the above address 29 April 2022 which is the last day for proving claims. The liquidator also gives notice that he will then make a final distribution to creditors and that a creditor who does not make a claim by the date mentioned will not be included in the distribution.

**All known creditors have been or will be paid in full.**

Dated: 31 March 2022

*Ronan Duffy*

Liquidator (4036209)

**IN THE MATTER OF**

**THE INSOLVENCY (NI) ORDER 1989**

**AND IN THE MATTER OF**

**NWW MAKENNY LIMITED**

(Company Number NI639801)

(In Members' Voluntary Liquidation)

Notice is hereby given that at a General Meeting of the above-named company held on 30 March 2022 the company was placed in Members' Voluntary (Solvent) Liquidation and Ronan Duffy of McCambridge Duffy LLP, Templemore Business Park, Northland Road, Derry, BT48 0LD, was appointed liquidator. Notice is hereby given that the creditors of the above named Company which is being voluntarily wound up, are required, on or before to prove their debts by sending to the undersigned at the above address 29 April 2022 which is the last day for proving claims. The liquidator also gives notice that he will then make a final distribution to creditors and that a creditor who does not make a claim by the date mentioned will not be included in the distribution.

**All known creditors have been or will be paid in full.**

Dated: 31 March 2022

*Ronan Duffy*

Liquidator (4036214)

**PRINCETOWN INVESTMENTS LIMITED**

**In Members Voluntary Liquidation**

(Company Number NI614934)

Notice is hereby given that the creditors of the above named company are required on or before the 30 April 2022 to send in writing their names and addresses and the particulars of their debts or claims, if any, to Gregg Sterritt of Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT, the Liquidator of the said company, or in default thereof they will be excluded from the benefit of any distribution made before such debts are proved.

Dated: 21 March 2022

*Gregg Sterritt*

Liquidator

**This notice is formal: all known creditors have been paid or provided for in full** (4034916)

## RESOLUTION FOR VOLUNTARY WINDING-UP

### COMPANIES (NI) ORDER 1986

#### COMPANY LIMITED BY SHARES

#### WRITTEN RESOLUTIONS OF THE MEMBERS OF

#### COOLSARA PROPERTIES LIMITED

(Company Number NI037168)

We, the undersigned, being the members of the above company for the time being having a right to attend and vote at General Meetings, held at 68 Quaywest Apartments, Douglas, Isle of Man on 23 March 2022 at 4:00 pm hereby pass the following resolutions in accordance with Section 288 of the COMPANIES ACT 2006:

#### SPECIAL RESOLUTIONS

- THAT** the Company be wound up by way of a members' voluntary liquidation.
- THAT** the Liquidator be and is authorised under the provisions of Article 96 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989 (the Order) to enter into such an arrangement as referred to in Article 96 of the Order.
- THAT** the Liquidator be and is authorised under the provisions of Article 140 of the Order to exercise any of the powers specified in Part 1 of Schedule 2 of the Order, namely to pay all creditors in full and to make compromises with creditors and debtors.
- THAT** the liquidator is hereby authorised to divide among the members in specie, all or part of the Company's assets

#### ORDINARY RESOLUTIONS

- THAT** Ian Finnegan of ASM (N) Ltd be appointed as liquidator of the Company.
- THAT** the remuneration of the liquidator be fixed by reference to time properly given by the liquidator and his staff in attending to matters arising in the winding up.
- THAT** the liquidator be and is hereby authorised to claim valid disbursements incurred to be paid as and when funds permit.

*Jonathan Mills*

23 March 2022 (4034933)

### GOSS AND HODGETT LIMITED

#### ("the Company") – In Members' Voluntary Liquidation

(Company Number NI009282)

Registered office: 6/7 Merchants Quay, Newry, Co Down, BT35 6AL

At a General Meeting of the Company, duly convened and held at the offices of Daly Park, 6 Trevor Hill, Newry, Co. Down, BT34 1DN on 22 March 2022 at 2.30pm the following resolutions were passed as a Special resolution and Ordinary resolution respectively:

- That the Company be wound up voluntarily supported by a solvency statement by the directors issued in accordance with Article 75 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989.
- That Michael Drumm (IP No: 21590) of CavanaghKelly, 36-38 Northland Row, Dungannon, Co. Tyrone, BT71 6AP, be appointed Liquidator for the purpose of the winding up of the affairs and distributing the assets of the Company.

For further details please contact Ciara Maguire on telephone 028 8775 2990, or by email at ciara.maguire@cavanaghkelly.com.

DATED THIS 29TH DAY OF MARCH 2022

*Sharon Goss, Director* (4034934)

### THE INSOLVENCY (NI) ORDER 1989

#### NWW BROCKAGH (1) LIMITED

#### ("the Company") – In Members Voluntary Liquidation

(Company Number NI617817)

At a General Meeting of the members of the above named company, duly convened and held at McCambridge Duffy LLP, 35 Templemore Business Park, Northland Road, Derry, BT48 0LD on 30 March 2022 at 4.15pm the following Special and Ordinary Resolutions were duly passed:

#### Special Resolution

"That the Company be voluntarily wound up."

#### Ordinary Resolution

"That Ronan Duffy of McCambridge Duffy LLP, 35 Templemore Business Park, Northland Road, Derry, BT48 0LD, be and is hereby appointed Liquidator for the purpose of the winding up.

By order of the board (4036221)

### THE INSOLVENCY (NI) ORDER 1989

#### NWW MAKENNY LIMITED

#### ("the Company") – In Members Voluntary Liquidation

(Company Number NI639801)

At a General Meeting of the members of the above named company, duly convened and held at McCambridge Duffy LLP, 35 Templemore Business Park, Northland Road, Derry, BT48 0LD on 30 March 2022 at 4.00pm the following Special and Ordinary Resolutions were duly passed:

#### Special Resolution

"That the Company be voluntarily wound up."

#### Ordinary Resolution

"That Ronan Duffy of McCambridge Duffy LLP, 35 Templemore Business Park, Northland Road, Derry, BT48 0LD, be and is hereby appointed Liquidator for the purpose of the winding up.

By order of the board (4036222)

### COMPANIES ACT 2006

#### SPECIAL RESOLUTION

#### OF

#### PRINCETOWN INVESTMENTS LIMITED

(Company Number NI614934)

At a General Meeting of the Members of the above-named company duly convened and held at the offices of PGR Accountants, Unit 2 Channel Wharf, 21 Old Channel Road, Belfast, BT3 9DE on the 18 March 2022

#### The following Special Resolution was duly passed

'That the company be wound up as a members' voluntary winding-up'  
*Derek Crawford Neill*

Director (4034930)

### SOURCE OUT OF HOME (N.I.) LIMITED

#### (in liquidation)

(Company Number NI073202)

Registered office: Bedford House, 16 Bedford Street, Belfast, BT2 7DT

Principal trading address: College House Citylink Business Park, Albert St, Belfast, BT12 4HQ

On 22 March 2022 the following written resolutions were passed by the shareholders of the company, as a special resolution and an ordinary resolution respectively:

"THAT the Company be wound up voluntarily."

"THAT Andrew Dolliver of EY, Bedford House, 16 Bedford Street, Belfast, BT2 7DT and Samantha Jane Keen of EY, 1 More London Place, London, SE1 2AF be and they are hereby appointed Joint Liquidators for the purposes of the winding up."

Date on which the resolutions were passed: 22 March 2022

Details of the Joint Liquidators:

Andrew Dolliver

EY

Bedford House Belfast BT2 7DT

Samantha Jane Keen

EY

1 More London Place London SE1 2AF

Office holder numbers: 15230 / 9250

Telephone number: 028 9044 3931

Name of alternative person to contact about the liquidation: Laura Allison

*Darren Jackson*

Director (4034911)

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# PEOPLE

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## Personal insolvency

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### BANKRUPTCY ORDERS

**GRIFFIN, CAOLAN**

Occupation Bus Driver, 18 Brookhill Avenue, Belfast, BT14 6BS

In the High Court of Justice in Northern Ireland

No 016730 of 2022

Date of Filing Petition: 10 February 2022

Bankruptcy order date: 25 March 2022

Whether Debtor's or Creditor's Petition Debtors (4035716)

**HARPER, MARK**

Occupation Unknown, 7 Virginia Court, Londonderry, BT47 2DX

In the High Court of Justice in Northern Ireland

No 011480 of 2020

Date of Filing Petition: 4 February 2020

Bankruptcy order date: 25 March 2022

Whether Debtor's or Creditor's Petition Creditor (4035709)

**LOGUE, OLIVER**

Occupation Retired, 81 Gleneagles, Derry, BT48 7TE

In the High Court of Justice in Northern Ireland

No 078161 of 2021

Date of Filing Petition: 6 October 2021

Bankruptcy order date: 16 March 2022

Whether Debtor's or Creditor's Petition Creditor (4035718)

**O'KANE, GERARD**

Occupation Taxi Driver, formerly t/a Gerard O'Kane Photography,  
residing & t/a 4 Cedar Street, Londonderry, BT48 0EG

In the High Court of Justice in Northern Ireland

No 018951 of 2022

Date of Filing Petition: 21 February 2022

Bankruptcy order date: 23 March 2022

Whether Debtor's or Creditor's Petition Debtors (4035712)

**SHANNON, ALISON**

Occupation Unknown, 5 Shandon Close, Bangor, BT20 5GZ

In the High Court of Justice in Northern Ireland

No 006154 of 2020

Date of Filing Petition: 20 January 2020

Bankruptcy order date: 16 March 2022

Whether Debtor's or Creditor's Petition Creditor (4035722)

## Wills & probate

### DECEASED ESTATES – BELFAST EDITION

NOTICE IS HEREBY GIVEN pursuant to section 28 (Deceased Estates) of the Trustee Act (Northern Ireland) 1958, that any person having a claim against or an interest in the estate of any of the deceased persons whose names and addresses are set out below is hereby required to send particulars in writing of his claim or interest to the person or persons whose names and addresses are set out below, and to send such particulars before the date specified in relation to that deceased person displayed below, after which date the personal representatives will distribute the estate among the persons entitled thereto having regard only to the claims and interests of which they have had notice and will not, as respects the property so distributed, be liable to any person of whose claim they shall not then have had notice.

<b>Name of Deceased (Surname first)</b>	<b>Address, description and date of death of Deceased</b>	<b>Names addresses and descriptions of Persons to whom notices of claims are to be given and names, in parentheses, of Personal Representatives</b>	<b>Date before which notice of claims to be given</b>	
DEVINE, MICHAEL JOSEPH	Owen Mor Nursing Home, 167 Culmore Road, Londonderry, BT48 8JH and formerly of 7 Knockdara, Waterside, Londonderry, BT47 2BQ. 14 May 2021	A D McCLAY & COMPANY, Solicitors for the Personal Representative, 1 Limavady Road, Waterside, Londonderry BT47 6JU	9 June 2022	(4035708)
GRAHAM, John James	99 Cloy Road, Ederney, County Fermanagh. 29 August 2020	Cooper Wilkinson Limited, Solicitors for the Personal Representative of Imperial Buildings, 38/40 Queen Elizabeth Road, Enniskillen, County Fermanagh BT74 7BY	2 June 2022	(4036218)
HAMILTON, HENRY TEDFORD	LANCEDEAN ROAD, BELFAST, COUNTY DOWN, BT6 9QP. 11 February 2021	Wilson Nesbitt Solicitors, 33 Hamilton Road, Bangor, County Down, BT20 4LF Solicitors for the Personal Representatives	2 June 2022	(4035710)
RYDER, EILEEN EDITH	MOVILLA HOUSE NURSING HOME, 51 MOVILLA ROAD, NEWTOWNARDS, BT23 8EZ FORMERLY OF 153 GROOMSPORT ROAD, BANGOR, BT20 5NZ. 9 June 2021	Mackenzie & Dorman, Solicitors for the Personal Representatives, 94/96 Holywood Road, Belfast, BT4 1NN	2 June 2022	(4034931)

# Terms and conditions relating to submission of notices

The Gazette (which includes the London, Belfast and Edinburgh Gazette) is an official public record and the United Kingdom's longest continuously published newspaper. It is managed by The National Archives (a non-ministerial government department) under a concessionary contract with The Stationery Office Limited ('TSO' or the "Publisher", as defined below). Any capitalised terms referred to in these terms and conditions relating to submission of notices are defined below.

By placing a Notice in The Gazette you are consenting to put official information permanently on the public record and in the public domain, online (in The Gazette website or via The Gazette mobile app), in print, and via a data service (rather than by having to search for notices on The Gazette website, customers can either create a pdf of the Notices that they are interested in, or subscribe to an electronic version of The Gazette (in full or in part) which is provided as a data service).

These terms should be read in conjunction with:

1 The Publisher's [privacy policy](#)

2 The Publisher's [policies relating to submission of notice](#)

which together govern the submission of Notices.

Notice Placers, as defined below, may place a Notice in The Gazette either because there is a statutory requirement to do so, or to do so voluntarily to put information in The Gazette in order to create an official record of fact. All Notice Placers must have the authority to place the notice that they submit for publishing. TSO, as the Publisher, is required to verify the authority of Notice Placers who place Notices and has the authority to refuse to publish Notices from Notice Placers whose authority cannot be effectively verified.

Notices received for publication usually fall under the following broad headings:

Church, Companies, Environment and Infrastructure, Health and Medicine, Honours and awards, Money, Parliament and Assemblies, People, Royal Family and State. Further information can be found at [www.thegazette.co.uk](http://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](http://www.thegazette.co.uk) (the "**Website**") or by email, post and/or facsimile, the Notice Placer (as defined below) agrees to be bound by these Terms and Conditions. Where the Notice Placer is acting as an agent or as a representative of a principal, the Notice Placer 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. By submitting Notices to The Gazette after the Publisher has published such modifications, the Notice Placer, including any principal, agrees to be bound by the revised Terms and Conditions.

## 1 Definitions

1.1 In these Terms and Conditions: "**Authorised Scale of Charges**" means the scale of charges set out at in the printed copy of the Gazette or at [www.thegazette.co.uk/place-notice/pricing](http://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 Notice Placer as set out in the Authorised Scale of Charges; "**Forwarding Service**" means the service provided to use The Gazette's postal box for correspondence in order to prevent a personal address from being publicly and permanently available on the official public record. "**Local Newspaper Notice**" means any notice placed in a local newspaper other than The Gazette; "**Notice**" means all advertisements and state, public, legal or other notices (without limitation) submitted for potential publication in The Gazette by the Notice Placer, save in respect of any Local Newspaper Notice, to which other terms may apply where indicated in these Terms and Conditions; "**Notice Placer**" means any agency, company, firm, organisation 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; "**Publisher**" means The Stationery Office Limited or TSO, with registered company number 03049649, acting in accordance with the concessionary contract awarded by The National Archives.

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 Notice Placer 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 Notice Placer 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 Notice Placer.

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 Notice Placer 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 Notice Placer; and

4.6 subject to clause 5 below, no amendments to the text (other than those made as a consequence of 4(i) – (v) above) shall be made without confirmation from the Notice Placer.

For the avoidance of doubt, the Notice Placer agrees and accepts that, subject to the limited rights to edit any Notice referred to above, it is the Notice Placer 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 Notice Placer 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; whether to publish it (including after acceptance); the timing of any publication of a Notice; or whether to remove or withdraw the Notice after publication, such decision to be final. The Notice Placer must satisfy itself as to the legal, statutory and/or procedural requirements and accuracy relating to any Notice and, for the avoidance of doubt, the Publisher shall have the sole and absolute discretion to refuse to publish or withdraw from publication (if already published) any Notices where the content of the Notice, in the Publisher's sole and absolute opinion, may not comply with any such requirements. In instances where publication has not yet taken place, the Publisher shall notify the Notice Placer 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 Notice Placer. Where publication has taken place the Notice placer will be contacted with the proposed remedy which may include, but is not limited to, removal, reinsertion, retraction or substitution notice.

6 Save for any liability that cannot be excluded or restricted by law, The National Archives or the Publisher's (including any successor organisations, affiliates, officers, directors, agents, subcontractors and/or employees) total aggregate liability whether arising from the acts and/or omissions of The National Archives or the Publisher arising out of or made in connection with any Notice or otherwise for any and all liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs and other professional costs and/or expenses), whether in contract (including under an indemnity or warranty), tort (including negligence), misrepresentation, equity, breach of statutory duty, strict liability or otherwise incurred shall be limited to one hundred and fifty per cent (150%) of the value of the Charge paid for such Notice under these Terms and Conditions.

6A Other than as set out in clause 6 above, neither the Publisher, nor The National Archives, shall have any liability in respect of any act and/or omission of the Notice Placer and/or any third party or in respect of any Notice submitted by any Notice Placer for potential

publication in The Gazette, which the Notice Placer warrants and accepts is solely its responsibility.

7 For the avoidance of doubt, subject to clause 6 above and save for the payment of the Charges, in no circumstances shall either party be liable for any losses including, without limitation, loss of revenues, profits, contracts, business or savings 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 a failure to publish, or has published a Notice in error or with an error, the Publisher shall, at no charge to the Notice Placer, either publish the Notice at the next suitable opportunity, or in the event of an error, remove the Notice or publish a reinsertion, retraction or substitution Notice as appropriate 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 Notice Placer (including any principal, if applicable) and the full extent of the limit of the Publisher's liability in these circumstances.

9 In the event that the Publisher believes, in its sole opinion, a Notice Placer is submitting Notices in bad faith, is in breach of clause 11 below, or has dealings with Notice Placers 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 Notice Placer 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 Notice Placer warrants:

11.1 that it has the right, power and authority to submit the Notice;

11.2 the Notice is true and accurate in all respects and does not mislead or 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 of any applicable advertising regulations, guidelines or codes of practice, 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 Notice Placer agrees to fully indemnify (as a debt) 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, clause 11 of the Terms and Conditions) and 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 and/or potential breach by the Notice Placer (or their principal) of these Terms and Conditions or of any law and/or any of the rights of a third party. The Publisher shall consult with the Notice Placer 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 Notice Placer 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 Notice Placer shall promptly notify the Publisher in writing of any actual, threatened or suspected claim made by a third party or parties against the Notice Placer 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](http://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 (at its sole and absolute discretion) require the Notice Placer 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.

In exceptional circumstances, for example if the Notice was found by the Publisher to have been submitted by an unauthorised Notice Placer, the Publisher (upon receiving written approval from The National Archives) will remove a Notice in its entirety from [www.thegazette.co.uk](http://www.thegazette.co.uk), but will retain the Notice identification online and include explanatory text saying why and when the Notice was removed.

15 The Notice Placer acknowledges that the Publisher may re-use Notices and/or allow third parties to re-use Notices accepted for publication in The Gazette for ongoing Gazette-related activity – for example to create a company profile page on The Gazette website and where you have also opted for a newspaper advertisement as well as a Gazette notice – 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 Notice Placer 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 Notice Placer accepts that the purpose of The Gazette is to disseminate information of interest to the public as widely as possible in the public interest. The Notice Placer accepts that the information contained in the Notices published in The Gazette may be used for additional purposes by the Publisher or third parties after publication as stated above and that such use may be beyond the control of The Gazette. In such instances, the Notice Placer agrees that the Publisher shall have no liability whatsoever in respect of such use by the Publisher or third parties. The Gazette will at all times act with confidentiality, discretion and adhere to any legislative requirements.

17 The Notice Placer 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 Notice Placer's account related to such authorities and the Notice Placer 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 Notice Placer 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 EU General Data Protection Regulation (Regulation 2016/679), and any legislation which implements, amends, re-enacts or replaces it in England and Wales, Northern Ireland or Scotland ("GDPR"), 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 Notice Placer 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 Notice Placer; 18.3 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, the Publisher shall arrange for the local newspaper to publish the corrected Local Newspaper Notice at no additional cost to the Notice Placer. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Notice Placer (including any principal, if applicable) and the full extent of the limit of liability in these circumstances;

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 Notice Placer and/or any third party (including, without limitation, any principal of the Notice Placer) 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 the their agents, subcontractors and/or employees or third parties acting on behalf of the Publisher.

19 In respect of the use of the Forwarding Service, The Gazette will replace the Notice Placer or executor's address with The Gazette's postal box address in the Notice, and Local Newspaper Notice if applicable. All correspondence received will be sent on from The Gazette to the Notice Placer or executor (if different).

Please be aware that correspondence received by The Gazette's postal box may be opened (for example in circumstances where the intended recipient of the correspondence is not clear) and in using this service you are consenting to this, however The Gazette will at all

times act with confidentiality, discretion and adhere to any legislative requirements.

The Forwarding Service will remain in place for a period of 10 months from publication of the Notice in The Gazette, or 10 months from publication of the Notice in a Local Newspaper, in line with the Inheritance (Provision for Family and Dependants) Act 1975. After the 10 months period has lapsed any correspondence received will be returned to the sender where possible or securely destroyed, and the Notice Placer or executor's name and address details will be removed from the Forwarding Service.

20 The Notice Placer 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 Notice Placer 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 Notice Placer.

21 Please note that we use PayPage by Verifone on The Gazette to process credit or debit card transactions. This involves a £1.00 pre-authorised transaction by your bank to check that funds are available and that sum is then reserved, although no actual deduction or charge takes place. The reserved funds then become available to the customer after the pre-authorisation expires usually between 3-7 days (as a guideline). We use this process to validate all card orders and this allows us to hold orders for goods that are out of stock or not yet published as we do not charge for these until the goods are in stock. By placing the order, you agree to such pre-authorisation processes.

22 If the Notice Placer wishes to make a complaint, all such complaints shall be submitted in writing to [customer.services@thegazette.co.uk](mailto:customer.services@thegazette.co.uk)

23 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.

24 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.

All communications on the business of The Belfast Gazette should be addressed to  
 The Belfast Gazette, PO Box 3584, Norwich NR7 7WD  
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