



# THE GAZETTE

BELFAST GAZETTE

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## Contents

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State/

Royal family/

**Parliament Assemblies &  
Government/218\***

Honours & Awards/

Church/

**Environment & infrastructure/219\***

Health & medicine/

**Other Notices/245\***

Money/

**Companies/249\***

**People/258\***

**Terms & Conditions/261\***

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\* Containing all notices published online between 24 and 30  
March 2025

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# PARLIAMENT ASSEMBLIES & GOVERNMENT

## LEGISLATION & TREATIES

The following Letters Patent were signed by His Majesty The King on the eighteenth day of March 2025 in respect of the Health and Social Care (Wales) Bill asc 1

CHARLES THE THIRD by the Grace of God of the United Kingdom of Great Britain and Northern Ireland and of Our other Realms and Territories King Head of the Commonwealth Defender of the Faith To Our Trusty and well beloved the Members of the Senedd

GREETING:

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

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

WITNESS Ourselves at Buckingham Palace

the eighteenth day of March 2025

in the third year of Our Reign

By The King Himself Signed with His Own Hand.

SCHEDULE

Health and Social Care (Wales) Bill

Cafodd y Breinlythyrau a ganlyn eu llofnodi gan Ei Fawrhydi y Brenin ar y deunawfed diwrnod o Fawrth 2025 mewn perthynas â'r Bil Iechyd a Gofal Cymdeithasol (Cymru) dsc 1

CHARLES Y TRYDYDD drwy Ras Duw Brenin Teyrnas Unedig Prydain Fawr a Gogledd Iwerddon a'n Teyrnasoedd a'n Tiriogaethau eraill Pennaeth y Gymanwlad Amddiffynnydd y Ffydd At Ein Ffyddlon ac anwylaf Aelodau o'r Senedd

CYFARCHION:

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

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

TYSTIED Ein Hunain ym Mhalas Buckingham

ar y deunawfed diwrnod o Fawrth 2025

yn y drydedd flwyddyn o'n Teyrnasiad

Llofnodwyd gan y Brenin Ei Hunan â'i Law Ei Hunan.

YR ATODLEN

Y Bil Iechyd a Gofal Cymdeithasol (Cymru)

(4847221)

# ENVIRONMENT & INFRASTRUCTURE

## ENVIRONMENTAL PROTECTION

### PUBLIC NOTICE

#### PUBLIC NOTIFICATION OF AN APPLICATION MADE UNDER REGULATION 10 OF

#### THE POLLUTION PREVENTION AND CONTROL (INDUSTRIAL EMISSIONS) REGULATIONS (NORTHERN IRELAND) 2013 POLLUTION PREVENTION AND CONTROL

Notice is hereby given that Re-Gen Waste Ltd has applied to the Chief Inspector for a Pollution Prevention and Control (PPC) Permit to operate an installation involving the use of external hard standing for equipment parking, circulation area and contingency area for the storage of RDF/SRF (specifically wastes that have a low fraction of organic content such as recycling centres residual waste, bulky wastes and unrecyclable wastes from the processing mixed dry recyclables) (Section 5.4 Part (b) (ii))

The installation is located at 22 Derryboy Road, Carnbane Business Park Newry Co. Down BT35 6QH in the District of Newry, Mourne and Down District Council in the County of Down.

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

Information relating to the above application is held in registers at the following locations:

Regulation Unit  
Lisburn NIEA  
17 Antrim Road  
Tonagh  
Lisburn  
BT28 3AL

Members of the public can inspect these registers free of charge at the above stated addresses during normal office hours. In addition, members of the public who wish to obtain a copy of the relevant information contained in the registers can do so upon the payment of a reasonable charge to cover the costs of copying.

Any objections or representations to the above application should be made in writing to the Chief Inspector at the address below, within 42 days from the date of this public notice.

Regulation Unit  
Lisburn NIEA  
17 Antrim Road  
Tonagh  
Lisburn  
BT28 3AL

Any such objections or representations will be entered into a public register unless the person making them requests in writing that they should not be so placed. If there is such a request, the register will only include a statement that there has been such a request.

(4847233)

## Communications

### POSTAL SERVICES

#### THE ROYAL MAIL OVERSEAS POST SCHEME 31 MARCH 2025

##### Contents

1	About This Scheme	3
2	What This Scheme Applies To	3
3	Definitions	3
4	Our Ability To Provide Services	3

5	What Can And Cannot Be Contained Within An Item	4
6	Size and Weight Limits and How To Package An Item	8
7	How To Address An Item	9
8	How To Pay For Postage And Other Services	10
9	How To Work Out How Much Postage To Pay	11
10	How To Show That An Item Has Had Postage Paid	11
11	Other Requirements Relating To The Address On The Cover Of An Item	12
12	How To Hand Over (or Post) An Item	13
13	How We Will Treat Items That Do Not Meet the Requirements Set Out In This Scheme	13
14	Additional Marks We May Add	14
15	Delivery Including Undeliverable and Re-Posted (Return To Sender) Items	15
16	Complaints handling process	17
17	Compensation – What We Are Liable For	18
18	Additional Terms and Conditions For Some Services / Items	22
19	International Signed and International Tracked & Signed	23
20	HM Forces Mail (with and without Special Delivery™ or Signed For™)	23
21	Articles For The Blind	24
22	Printed Papers	25
23	Customs Control	26
24	Your information	27
	Annex A - Definitions used in this Scheme	28

#### 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 31 March 2025' 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 06 August 2023 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
- 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** (see section 5.2 – 5.10). 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 (see section 5.11 – 5.19). Items which are subject to sanctions and/or trade controls are referred to as **sanctioned items** (see Clause 5.20 – 5.30); these may be also be prohibited or restricted 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 and 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). Please note prohibited items may also be subject to sanctions and trade controls (see Sections 5.20 – 5.30).

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.

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 which we consider to contain 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 of our requirements for the acceptance of the item. Our requirements include packaging requirements as well as other requirements. Please note restricted items may also be subject to sanctions and trade controls (see Clause 5.20 – 5.30).

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 and 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).

5.13 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).

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 and Trade Controls**

5.20 For a range of purposes, many countries across the world use measures known as financial and trade sanctions which may restrict trade or other dealings with certain individuals or entities and other controls which restrict the export and import of certain items. Further information can be found on our website. In these terms we refer to both "Sanctions" and "Trade Controls" which are defined below:

**"Sanctions"**

The rules, laws or regulations of any jurisdiction that may be relevant to the items you ask us to handle or the services you ask us to provide and which impose any form of restriction or prohibition on:

- a. Dealing in any way with assets belonging to specifically 'designated' individuals or entities;
- b. Providing funds and other resources to or for the benefit of specifically 'designated' individuals or entities;
- c. Supplying or providing certain goods or services to a groups of or specific individuals or entities; and
- d. Dealing in any way with any particular jurisdictions, individuals or entities or groups of individuals or entities.

Further information and links which may be useful can be found on our website at [www.royalmail.com/international-sanctions](http://www.royalmail.com/international-sanctions) (or any replacement URL).

**"Trade Controls"**

The rules, laws or regulations of any imposing jurisdiction that may be relevant to the items you ask us to handle or the services you ask us to provide and which impose any form of restriction or prohibition on the import or export of a specific or general category or categories of items or goods or of any Items or goods for a specified end use.

Further information and links which may be useful can be found on our website [www.royalmail.com/international-sanctions](http://www.royalmail.com/international-sanctions) (or any replacement URL).

**Your Obligations**

5.21 Subject to Sections 5.22-5.24 below (**Appropriate Licences and Permissions**) you must make sure that:

- a. None of the items you request us to handle or deliver nor any of the services you ask us to perform include or contain any Sanctioned Items or items or goods that are subject to any form of Sanctions or Trade Controls in place in any country that may be relevant to those items or services.
- b. None of the services you ask us to perform on your behalf require us to deal with the funds, assets or any other resources which are owned, held or controlled by any person entity or body which has been designated as subject to Sanctions in any country that may be relevant to the service being requested.
- c. None of the services you ask us to perform on your behalf require us to or may result in making funds or any other resources available to or for the benefit of any person, entity or body which has been designated as subject to Sanctions in any country that may be relevant to the service being requested,
- d. In addition to our prohibited and restricted Items requirements set out in this scheme, none of items you request us to handle or deliver, nor any of the services you ask us to perform include, contain or relate to goods, items or products which may be considered military and/or "Dual-use" goods,
- e. None of the services you ask us to perform include or relate to any items destined for an end use subject to Trade Controls including military, nuclear, and weapons of mass destruction related end uses,
- f. None of the services you ask us to perform on your behalf require us to or may involve dealing in any way with any person, entity or body which has been designated by any country that may be relevant to those services as having had its trade privileges removed.

**Appropriate Licences and Permissions**

5.22 In certain circumstances, you may be able to secure a licence from certain regulatory or governmental authorities to do something which would – without that licence – constitute a breach of Sanctions or Trade Controls. Alternatively, certain actions, goods or services may be covered by a general licence.

5.23 If you know or suspect that the items you wish us to handle or deliver or are subject to Trade Controls or Sanctions any of the services you ask us to perform may constitute a breach of Sanctions or Trade Controls but that they are covered by any form of licence or permission, it is your responsibility to ensure that the relevant licence covers each and every aspect of the items and/or services. Royal Mail reserves the right to charge a fee for handling and processing such items based on reasonable costs incurred. Details of any fees or further requirements in such cases in future can be found on our website <https://www.royalmail.com/sending/international-sanctions> that we update periodically.

5.24 We will bear no responsibility in the event that you or your agents send an item without a licence or with the wrong licence required under Sanctions or Trade Controls.

**Information and documents we may ask for**

5.25 If requested by us, you must be prepared to produce:

- a. Any information we may request about the nature of any items you ask us to handle and their intended use;
- b. Any information we may request about the identities of all parties relevant to the services you ask us to perform or any items you ask us to handle or deliver (including you and any intended recipient);
- c. If relevant, a copy of any applicable licence or permission and a sufficient explanation as to why the items or services are permitted by that licence; and
- d. Any other information or documents which may reasonably be requested for the purposes of Sanctions or Trade Controls compliance.

**Our rights and liabilities**

5.26 If we have reasonable suspicion that an item does not comply with Sanctions or Trade Controls as set out in this Scheme, we reserve the right to, in our sole and absolute discretion, open and inspect any items you ask us to handle, delay processing or delivery and to access any data or information available or which you provide relating to any item you ask us to handle or services you ask us to perform.

5.27 We reserve the right to refuse to handle any items or to decline to carry out any service which in our judgement may expose us to any potential or actual contravention or breach of any Sanctions or Trade Controls. This right exists in addition to any other rights of refusal or to decline to carry we have under these terms or elsewhere.

5.28 If you ask us to handle or deliver an item or to perform a service which (whether following inspection or not) does not comply or risks an actual or potential breach of Sanctions or Trade Controls, or otherwise relates to Prohibited, Restricted or Sanctioned Items, we may deal with any such or relevant items in our sole and absolute discretion including but not limited to destroying or otherwise disposing of such item in whole or in part, or returning the relevant item to you.

5.29 We will not be responsible or liable for any delay or damage that may be caused as a result of any actions taken by us in accordance with section 5.26 or section 5.28 nor will we be responsible or liable to you, any intended recipient or (where not unlawful) any third parties.

5.30 We are entitled to charge you for the cost of disposal and/or destruction, the standard postage price and 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 or Trade Controls.

**Ability to claim compensation**

5.31 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**

5.32 **Valuables** should only be sent using International Signed and International Tracked & Signed. 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 and International Tracked & Signed 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. For the avoidance of doubt, International Tracked services for all items and International Tracked and Signed services for items above two (2) kilograms are governed by a separate set of terms which can be found on our website at [Terms and conditions | Royal Mail](#)

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 21) 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.

7.7 Some overseas destinations require that we send customs information and complete customs documentation/processes in advance of shipment (known as electronic advance data or/pre-advance) for certain items, otherwise we may be unable to despatch your item(s). The specific requirements relating to customs information you need to follow are set out in Section 23 of this Scheme.

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

8.1 Of the services contained within this Scheme only the Articles for the Blind service is provided (as long as specific requirements are met) free of charge. The specific requirements for this service are set out in section 21 of this Scheme.

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

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

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

a. Subject to Section 23 of this Scheme (which relates to customs declarations required when sending goods or merchandise of commercial value (including, for example, gift vouchers), 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.

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 2018 (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, HM Forces Mail and Articles for the Blind services, can be found in sections 19 - 21 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 and International Tracked & Signed 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, **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. 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.

c. 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 2018 (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) and barcode 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 His 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

(iv) 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;
- 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 2018 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 and International Tracked & Signed 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, 5.15 and 5.26 to 5.30 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, or for incoming items the item appears to satisfy the conditions of a remail item, we may decide at our discretion to do one of the following things set out below (in sections 13.3 and 13.4) within a reasonable period of time.

13.3 For outgoing items, we may:

- Convey the item to the relevant overseas postal operator for delivery to the address shown by the service requested. The overseas postal operator may require the addressee to collect the item from a specified location.
- Convey the item to the relevant overseas postal operator for delivery to the address shown by an alternative service that we determine to be appropriate. In these situations the conditions of the service used to convey the item will apply.
- Treat the item as undeliverable. Details of how we may deal with undeliverable mail can be found in section 15.
- Return the item to you.
- Refuse to accept it.

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

In all cases we may not accept any liability for that item. This 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 at our absolute discretion deliver the item to a safeplace location, or to a **neighbour's** address. Please note that we will never attempt to deliver an item to a safeplace location or a neighbour if it is a registered item or an **express item**.

b. If an item has been delivered to a safeplace location at the address or a neighbour takes delivery of the item, we will leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item has (or items have) been delivered to a safeplace location or to a neighbour. The card will also inform the addressee of the details for the safeplace location or the relevant neighbour (as applicable), as well as the date and the time that the item was delivered.

c. If an addressee does not want their items to be delivered to a safeplace location or a neighbour's address, or does not want to take items for neighbours, they can opt out, 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 there is not a suitable safeplace location or 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 safeplace location, 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. After a failed first delivery attempt, we will attempt re-delivery within a reasonable period. If we are still unable to deliver the item or items after the re-delivery attempt, we will leave a new card at the address which 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 on an available day;
- (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 PostOffice® 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 an eligible Post Office® branch of their choice for collection. This service is called Redelivery to Post Office and may incur 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
- 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.

Evidence of posting may include:

- an original Certificate of Posting/Posting Receipt (provided automatically for International Signed and International Tracked & Signed and available on request and free of charge at Post Office® branches for other items),
- an original 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 and International Tracked & Signed; the place of posting;
- e. the date of posting;
- f. for International Signed and International Tracked & Signed 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 and International Tracked & Signed, 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 20). Where the item has no **intrinsic value**, compensation for the actual loss is not payable, however a postage refund may be considered for claims involving loss. Postage refunds are not available for any claims for damage and part loss. Details 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

**Compensation for loss.**

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

**Compensation for damage and part loss.**

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 and International Tracked & Signed

**Compensation for loss.**

Item has no intrinsic value

Postage refund.

Compensation for damage and part loss.

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

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 2018 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.

19.6 For the avoidance of doubt, International Tracked services for all items and International Tracked & Signed services for Items above two (2) kilograms are governed by a separate set of terms which can be found on our website at <https://www.royalmail.com/non-contract-terms-and-conditions>

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

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

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

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

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

20.5 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.

20.6 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.

20.7 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.

#### 21 Articles For The Blind

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

21.2 In this Scheme blind people and the blind means:

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

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

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

21.4 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)).

21.5 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 21.3 or 21.4. Alternatively they can be sealed in a manner that we can open and then re-seal or we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible;
- d. it must not contain any item or personal message which is not listed in sections 21.3 or 21.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in sections 21.3 or 21.4;
- e. it must be addressed to a named recipient. This can be the name of an individual or an organisation that provides services specifically for blind people. Where addressed to an individual that individual must be a blind person. It is not permissible to send an item using Articles for the Blind if it is addressed to 'The Occupier' or 'Dear Customer';
- f. it must not contain any advertising literature; and
- g. it must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosed card, envelope or wrapper bearing the printed address of the sender or his agent which is pre-paid for return.

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

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

## 22 Printed Papers

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

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

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

22.4 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.

22.5 The list in section 22.4 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.

22.6 Printed Papers must not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an 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.

## 23 Customs Control

23.1 You are required to pay customs duty, provide electronic advance data/customs information in advance before despatch and prepare customs documentation/complete customs processes when sending goods or merchandise of commercial value (including, for example, gift vouchers) to some overseas destinations and for certain incoming Items where these are required and may be incomplete.

23.2 Customs documentation is required when sending goods or merchandise of commercial value (including, for example, gift vouchers) outside of the UK and for certain incoming items. 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)).

23.3 Where an item requires electronic advance data/customs information, customs documentation and requirements the relevant services should be purchased either from all PostOffices® 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.

23.4 It is important that all customs requirements (including, but not limited to, those in this section 23) are complied with. For certain destinations, we may be unable to despatch items (or in the case of incoming Items, deliver those Items) without completion of the requirements set out in this section 23 and we may deal with such item(s) in accordance with section 13.3 of this Scheme. 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 intercepted, held and investigated by customs authorities or at their instruction.

23.5 For incoming 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 any fee payable and applicable information requirements can be found on our website at Surcharges and Correction Charges Royal Mail Group Ltd (or such other link as updated by Royal Mail periodically).

## 24 Your information

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

24.2 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.

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

24.4 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.

24.5 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 the Data Protection Act 2018 and the UK GDPR (as defined in the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019), together with any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority with respect thereto, and any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body, all as amended, extended, re-enacted or replaced from time to time.

**Dual-use** means items (including software and technology) which can be used for both civil and military purposes.

**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) 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 22 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. From 31 January 2023, the only forms of definitive stamp – stamps featuring the monarch on a plain coloured background - authorised for use by us for these purposes will be those with barcodes. Special stamps with pictures on, and Christmas stamps, without barcodes will continue to be authorised by us for these purposes. Unless the context requires otherwise, references to a “stamp” mean a Postage Stamp.

**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.

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

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

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

**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 Customer Experience Team on 0345 740 740.  
Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays. (4849229)

12.	How to hand over (or post) an item	13
13.	How we will treat items that do not meet the requirements set out in this scheme	14
14.	Additional marks	15
15.	Delivery including undeliverable and re-posted (Return to Sender) items	15
16.	Photograph on delivery	18
17.	Complaints handling process	18
18.	Compensation – what we are liable for	19
19.	Additional terms & conditions for some services	25
20.	First Class, Second Class and delivery confirmation	26
21.	Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Proof of Delivery	26
22.	Special Delivery	27
23.	Articles for the Blind	29
24.	Petitions and Addresses to the Sovereign	31
25.	Petitions to Parliaments and Assemblies	31
26.	Poste Restante	32
27.	Items sent between the United Kingdom and the Channel Islands or the Isle of Man	32
28.	Your information	33
29.	Items sent between Great Britain and Northern Ireland	33

Annex A - Definitions used in this Scheme 35

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 31 March 2025' 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 06 August 2023. 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,

**THE ROYAL MAIL UNITED KINGDOM POST SCHEME**

**31 MARCH 2025**

Contents

1.	About this Scheme	3
2.	What this Scheme applies to	3
3.	Definitions	3
4.	Our ability to provide services	4
5.	What can and cannot be contained within an item	4
6.	Size & weight limits and how to package an item	9
7.	How to address an item	9
8.	How to pay for postage and other services	10
9.	How to work out how much postage to pay	11
10.	How to show that an item has had postage paid	12
11.	Other requirements relating to the address on the cover of an item	13

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

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

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** (see sections 5.2 – 5.4). 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 (see section 5.5 – 5.8). Items which are subject to sanctions and/or trade controls are referred to as **sanctioned items** (see Clause 5.9 – 5.19); these may be also be prohibited or restricted 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 and 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). Please note prohibited items may also be subject to sanctions and trade controls (see Sections 5.9 – 5.19).

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 which can be viewed at any time.

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 18 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 which we consider to contain a prohibited item, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part)

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

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

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

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

#### **Restricted Items**

5.5 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network if you meet all of our requirements for the acceptance of the item, including, but not limited to, packaging requirements. Please note restricted items may also be subject to sanctions and trade controls (see Clause 5.9 – 5.19).

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, may refuse to carry and/or deliver those items and 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).

5.7 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 (which can be viewed at any time

5.7.1 **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 18 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)

#### **Sanctions and Trade Controls**

5.9 For a range of purposes, many countries across the world, including the United Kingdom use measures known as financial and trade sanctions which may restrict trade or other dealings with certain individuals or entities and other controls which restrict the export, import and handling of certain items. Further information can be found on our website <https://www.royalmail.com/sending/international-sanctions>. In these terms we refer to both "Sanctions" and "Trade Controls" which are defined below:

##### **"Sanctions"**

The rules, laws or regulations of any jurisdiction that may be relevant to the items you ask us to handle or the services you ask us to provide and which impose any form of restriction or prohibition on:

- Dealing in any way with assets belonging to specifically 'designated' individuals or entities;
- Providing funds and other resources to or for the benefit of specifically 'designated' individuals or entities;
- Supplying or providing certain goods or services to a groups of or specific individuals or entities; and
- Dealing in any way with any particular jurisdictions, individuals or entities or groups of individuals or entities.

Further information and links which may be useful can be found on our website at [www.royalmail.com/international-sanctions](http://www.royalmail.com/international-sanctions) (or any replacement URL).

##### **"Trade Controls"**

The rules, laws or regulations of any imposing jurisdiction that may be relevant to the items you ask us to handle or the services you ask us to provide and which impose any form of restriction or prohibition on the import or export of a specific or general category or categories of items or goods, or of any items or goods for a specified end use.

Further information and links which may be useful can be found on our website:- <https://www.royalmail.com/sending/international-sanctions> (or any replacement URL).

#### ***Your Obligations***

5.10 Subject to Sections 5.11-5.13 below (**Appropriate Licences and Permissions**) you must make sure that:

- a. None of the items you request us to handle or deliver nor any of the services you ask us to perform include or contain any sanctioned items or goods that are subject to any form of Sanctions or Trade Controls that may be relevant to those items or services.
- b. None of the services you ask us to perform on your behalf require us to deal with the funds, assets or any other resources which are owned, held or controlled by any person entity or body which has been designated as subject to Sanctions in any country that may be relevant to the service being requested.
- c. None of the services you ask us to perform on your behalf require us to or may result in making funds or any other resources available to or for the benefit of any person, entity or body which has been designated as subject to Sanctions in any country that may be relevant to the service being requested,
- d. In addition to our prohibited and restricted Items requirements set out in this scheme, none of items you request us to handle or deliver, nor any of the services you ask us to perform include, contain or relate to goods, items or products which may be considered military and/or "Dual-use" goods,
- e. None of the services you ask us to perform include or relate to any items destined for an end use subject to Trade Controls including military, nuclear, and weapons of mass destruction related end uses,
- f. None of the services you ask us to perform on your behalf require us to or may involve dealing in any way with any person, entity or body which has been designated by any country that may be relevant to those services as having had its trade privileges removed.

#### ***Appropriate Licences and Permissions***

5.11 In certain circumstances, you may be able to secure a licence from certain regulatory or governmental authorities to do something which would – without that licence – constitute a breach of Sanctions or Trade Controls. Alternatively, certain actions, goods or services may be covered by a general licence.

5.12 If you know or suspect that the items you wish us to handle or deliver or are subject to Trade Controls or Sanctions or that any of the services you ask us to perform may constitute a breach of Sanctions or Trade Controls but that they are covered by any form of licence or permission, it is your responsibility to ensure that the relevant licence covers each and every aspect of the items and/or services. Royal Mail reserves the right to charge a fee for handling and processing such Items based on reasonable costs incurred. Details of any fees or further requirements in such cases in future can be found on our website <https://www.royalmail.com/sending/international-sanctions>, that we update periodically.

5.13 We will bear no responsibility in the event that you or your agents send an item without the required licence or with the wrong licence required under Sanctions or Trade Controls.

#### ***Information and documents we may ask for***

5.14 If requested by us, you must be prepared to produce:

- a. Any information we may request about the nature of any items you ask us to handle and their intended use;
- b. Any information we may request about the identities of all parties relevant to the services you ask us to perform or any items you ask us to handle or deliver (including you and any intended recipient);
- c. If relevant, a copy of any applicable licence or permission and a sufficient explanation as to why the items or services are permitted by that licence; and
- d. Any other information or documents which may reasonably be requested for the purposes of Sanctions or Trade Controls compliance.

#### ***Our rights and liabilities***

5.15 If we have reasonable suspicion that an item does not comply with Sanctions or Trade Controls as set out in this Scheme, we reserve the right to, in our sole and absolute discretion, open and inspect any items you ask us to handle, delay processing or delivery and to access any data or information available or which you provide relating to any item you ask us to handle or services you ask us to perform.

5.16 We reserve the right to refuse to handle any items or to decline to carry out any service which in our judgement may expose us to any potential or actual contravention or breach of any Sanctions or Trade Controls. This right exists in addition to any other rights of refusal or to decline to carry we have under these terms or elsewhere.

5.17 If you ask us to handle or deliver an item or to perform a service which (whether following inspection or not) does not comply or risks an actual or potential breach of Sanctions or Trade Controls, or otherwise relates to prohibited, restricted or sanctioned items, we may deal with any such or relevant items in our sole and absolute discretion including but not limited to destroying or otherwise disposing of such item in whole or in part, or returning the relevant item to you.

5.18 We will not be responsible or liable for any delay or damage that may be caused as a result of any actions taken by us in accordance with section 5.15 or section 5.17 nor will we be responsible or liable to you, any intended recipient or (where not unlawful) any third parties.

5.19 We are entitled to charge you for the cost of disposal and/or destruction, the standard postage price and 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 or Trade Controls.

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

5.20 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.

#### **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 or via online postage.

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 23) 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 23 to 27 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 20 to 22 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 online postage applications or by Post Office® branches) or by use of a franking machine<sup>3</sup> (Please note, for Items being sent from Great Britain to Northern Ireland not classed as Correspondence (as defined) using either postage labels or by use of a franking machine to generate a Franking Mark, you must comply with the requirements set out in section 29 of this scheme before and/or at the time of sending).

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 applications

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 are 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 £750 (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 18.7.4, and 22 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).

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 £20 (whichever is the lower) Further details of how the Royal Mail Signed For services work can be found in section 21 below.

9.5 To help you find the best service for your needs we provide pricing information 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**, postage labels created by online applications, **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 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.

10.2.3 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) and barcode 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 His 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 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 large letters, 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. Please see section 20 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, 5.8 and 5.15 to 5.19 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 at our absolute discretion deliver the item to a safeplace location, or to a **neighbour's** address. Please note that we will never attempt to deliver an item to a safeplace location or a neighbour if it is a Special Delivery item or it is an item sent using a service provided under this Scheme and is **Social Security post**<sup>4</sup>.

15.2.2 If an item has been delivered to a safeplace location at the address or a neighbour takes delivery of the item, we will leave a card at the address that the item was addressed to. That card will inform the addressee (or their representative) that an item has (or items have) been delivered to a safeplace location or to a neighbour. The card will also inform the addressee of the details for the safeplace location or the relevant neighbour (as applicable), as well as the date and the time that the item was delivered.

15.2.3 If an addressee does not want their items to be delivered to a safeplace location or a neighbour's address, or does not want to take items for neighbours, they can opt out, 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 there is not a suitable safeplace location or 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 safeplace location, 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. After a failed first delivery attempt, we will attempt re-delivery within a reasonable period. If we are still unable to deliver the item or items after the re-delivery attempt, we will leave a new card at the address which 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 on an available day.

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

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 an eligible Post Office® branch of their choice for collection. This service is called Redelivery to Post Office and may incur 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 and re-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. Photograph on delivery

16.1. We may take a photograph of items upon delivery to the delivery location.

16.2. A photograph of an item at the delivery location will be evidence of delivery.

16.3. We may take a photograph of your items alongside items posted by other senders and make that photograph accessible to the senders and Intended Recipients of those other items.

16.4. You will not use any photograph we make accessible to you for any purpose other than evidence that an item has been delivered.

#### 17. Complaints handling process

17.1. 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.

17.2. 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**

17.2.1. 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**

17.2.2. 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**

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

17.2.4. 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**

17.2.5. 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).

17.2.6. 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.

17.2.7. 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.

17.2.8. For further information please refer to POSTRS's website [www.cedr.com/postrs](http://www.cedr.com/postrs).

#### 18. Compensation – what we are liable for

18.1 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.

18.2 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:

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

18.2.2 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),

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

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

18.2.5 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),

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

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

18.2.8 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),

18.2.9 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,

18.2.10 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,

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

18.2.12 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,

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

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

18.3 For clarity, where an item falls into one of the categories listed in sections 18.2.1 to 18.2.14 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.

18.4 In addition to section 18.3 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.

18.5 In addition to sections 18.3 and 18.4 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.

18.6 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**

18.7 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

18.7.1 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

18.7.2 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**

18.7.3 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 stamps<sup>6</sup> which are equivalent to the postage paid where there is loss or damage (or part loss), whichever is the higher in value for loss or damage (or part loss).

18.7.4 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 18.7.5 below.

Basic evidence is made up of all of the following:

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

18.7.4.2 the name of the service used,

18.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression. If the value of the postage paid is greater than the value of four (4) 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,

18.7.4.4 the place of posting,

18.7.4.5 the date of posting,

18.7.4.6 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)

18.7.4.7 a detailed description of the contents,

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

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

18.7.5 As mentioned in section 18.7.4 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 £750 (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 £20.

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 18.7.1 it is the lower of market value or £20.

Details are summarised in Tables 1 & 2 below section 18.7.7 of this Scheme.

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

18.7.5.1.1 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),
- 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).

18.7.5.1.2 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.

18.7.5.1.3 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.

18.7.6 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.

18.7.7 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 (or an issue of First Class and/or Second Class letter format stamps at their basic weight step.)	An issue of First Class and/or Second Class letter format stamps at their basic weight step.
Item has intrinsic value (with basic evidence only)	Postage refund (or an issue of First Class and/or Second Class letter format stamps at their basic weight step.)	An issue of First Class and/or Second Class letter format stamps at their basic weight step
Item has intrinsic value (with additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.

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

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

**Table 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 (or an issue of First Class and/or Second Class letter format stamps at their basic weight step.)	An issue of First Class and/or Second Class letter format stamps at their basic weight step.
Item has intrinsic value (with basic evidence only)	Postage refund (or an issue of First Class and/or Second Class letter format stamps at their basic weight step.)	An issue of First Class and/or Second 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	An issue of First Class and/or Second Class letter format stamps at their basic weight step.
Special Delivery	A refund of your Special Delivery postage if your item arrives later than the due time of delivery. Compensation of £5 if the item is delivered more than 24 hours (Mon-Fri) after the guaranteed time. Or £10 if delivered 7 or more working days (Mon-Fri) after the guaranteed time. Additional evidence of posting is required

**Making a claim**

18.8 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.

18.8.1 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. 18.8.1.1 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.

18.8.2 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.

18.8.2.1 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).

18.8.2.2 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.

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

18.8.2.4 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.

18.8.2.5 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.

18.8.2.6 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 18.8.2.1 and the assessment of when an item is considered delayed in paragraph 18.8.2.3 and 18.8.2.4 shall apply on a case by case basis.

18.8.3 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)).

18.8.4 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 18.7 of this Scheme.

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

18.9 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.

18.10 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.

**19. Additional terms & conditions for some services**

19.1 The terms and conditions set out in sections 5 to 18 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 20),
- Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Proof of Delivery (section 21),
- Special Delivery (section 22),
- Articles for the Blind (section 23),
- Petitions and Addresses to the Sovereign (section 24),
- Petitions to Parliament & Assemblies (section 25),
- Poste Restante (section 26) and
- Items sent between the United Kingdom and the Channel Islands and the Isle of Man (section 27).

• Items sent between Great Britain and Northern Ireland (section 29).

19.2 When using a service listed in section 19.1, 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.

19.3 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.

20. First Class, Second Class and delivery confirmation

20.1. Delivery confirmation is available for some large letters 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.

20.2. 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 20<sup>7</sup>. Please note that delivery confirmation is not a tracked service: it simply provides a way of gaining confirmation of delivery or attempted delivery.

20.3. 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.

20.4. 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.

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

21.1. 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.

21.2. 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.

21.3. 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.

21.4. 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.

21.5. 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.

21.6. 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.

## 22. Special Delivery

22.1. Special Delivery<sup>8</sup> is a service that can be bought on its own. It offers next day delivery by 1pm to most of the UK with online tracking and proof of delivery. We will attempt to deliver a Special Delivery item by 1pm the next working day after it has been posted. If we do not succeed in attempting to deliver by this time we will refund your postage (see below). Please note that some destinations, redirected items, the Inflight Delivery Option set out at point 22.8.3 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.

22.2. 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.

22.3. 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.

22.4. 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.

22.5. 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.

22.6. 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.

22.7. Special Delivery items posted on a Friday are due for delivery the following Monday<sup>9</sup> (or next working day following a Bank Holiday). Saturday Guarantee can be purchased for an additional service fee at a Post Office® branch if delivery on the Saturday rather than the Monday is required. The exemptions and suspensions previously mentioned in 22.1 still apply<sup>10</sup>; information can be found in on the Special Delivery website.

22.8. 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").

22.9. Collection of Special Delivery items as specified at 22.8.1 is subject to the addressee (or their representative) presenting identification of the addressee that we deem acceptable.

22.10. Please note that the Inflight Delivery Options at 22.8 are not available in respect of Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

22.11. Whilst we will make reasonable efforts to carry out the Inflight Delivery Options as set out at point 22.8 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.

22.12. As mentioned in section 18.7.5 Special Delivery comes with compensation of up to the lower of market value or £750 for loss or damage (or part loss). The purchase of enhanced compensation for an appropriate additional service fee increases the maximum limit up to £1,000 or £2,500. These limits do not include cover for consequential loss. Consequential loss is the loss that occurs from failure of the Special Delivery service beyond the loss or delay of or damage to an item. For instance the loss of some legal contractual documents may lead to additional financial loss. Our Consequential Loss service is an add on service that will provide additional compensation if things go wrong. It is available for an additional service fee from a Post Office® branch. It is not available for items being sent to the Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

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

22.12.2. 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.

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

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

22.15. is found to contain valuables,

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

22.15.2. 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.

23. Articles for the Blind

23.1. 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.

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

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

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

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

23.3.1. 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,

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

23.3.3. relief maps,

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

23.3.5. writing frames and attachments,

23.3.6. Braille instruction manuals

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

23.4. 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:

23.4.1. games (including card games),

23.4.2. mathematical appliances and attachments,

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

23.4.4. equipment used to play talking books and newspapers,

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

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

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

23.4.8. walking sticks adapted for blind people,

23.4.9. harnesses for guide dogs,

23.4.10. 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

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

23.5. 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:

23.5.1. It must weigh less than 7 kilograms.

23.5.2. 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.

23.5.3. It must be left un-sealed so the contents can be checked to make sure they are permissible as listed in 23.3 or 23.4. 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.

23.5.4. It must not contain any item or personal message which is not listed in 23.3 or 23.4, 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 23.3 or 23.4. Please note that we may open and inspect items that are sent using the Articles for the Blind to ensure the service is not being abused.

23.5.5. 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'.

23.5.6. It must not contain any advertising literature.

23.6. 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.

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

24. Petitions and Addresses to the Sovereign

24.1. Special arrangements exist for the delivery of a petition or an address to the **Sovereign**, His Majesty the King.

24.1.1. For the purposes of section 24.1 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.

24.1.2. For the purposes of section 24.1 a **petition** is a signed document intended to be presented to the Sovereign asking for action to be taken on a particular issue.

24.2. Petitions and Addresses to the Sovereign are 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 6.3,

24.2.3. it does not weigh more than 2 kilograms,

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

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

24.2.6. it does not contain any other item

24.2.7. 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.

## 25. Petitions to Parliaments and Assemblies

25.1. 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.

25.1.1. For the purposes of section 25.1 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.

25.2. 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:

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

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

25.2.3. it does not weigh more than 2 kilograms,

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

25.2.5. 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,

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

25.2.7. it does not contain any other item.

25.3. 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.

## 26. Poste Restante

26.1. 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.

26.1.1. For the purposes of section 26.1 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.

26.2. 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.

26.3. 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.

26.4. 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.

26.4.1. items that are not collected within the time period set out in 26.4 will be treated as if they were undeliverable (see section 15)

26.5. 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)).

26.6. 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.

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

27.1. 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**').

27.2. 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.

27.3. When 'working day(s)' is used in the context of delivery speeds for outgoing and incoming items for the Channel Islands and the Isle of Man, the delivery speed will be the number of working days specified plus one working day.

27.4. Section 18('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.

27.5. We may pay compensation for loss of or damage to (or part loss of) an incoming or outgoing item as set out in section 18 if the following criteria are all met:

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

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

27.5.3. 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.

## 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.

## 29. Items sent between Great Britain and Northern Ireland

29.1 This section of the Scheme applies to an Item containing goods or merchandise of commercial value posted in Great Britain for delivery to an address in Northern Ireland which is not Correspondence.

29.2 Some Items that meet the requirements of section 29.1 require that we send certain data and Item information in advance of shipment and that the Item meets certain criteria as required by the UK Government, otherwise we may be unable to dispatch your Item(s).

29.3 You are required to provide information to Royal Mail that is complete and accurate before dispatch when sending items from Great Britain to Northern Ireland that meet the requirements of section 29.1. The requirements depend on whether you, as the sender, are a person or a Business and on the identity of the recipient in Northern Ireland. You may be directed to certain products and services to fulfil the requirements for parcels being sent from a business in Great Britain to a business in Northern Ireland. It is your responsibility to verify that any Items you send meet the relevant data requirements, information requirements and any other criteria that may be mandated at the time of sending. For up-to-date information please refer to our website <https://www.royalmail.com/windsor-framework>.

29.4 In addition to any information and criteria for sending an Item from Great Britain to Northern Ireland in accordance with this section 29, you must ensure that you and your Item comply with all requirements set out in section 5 of this Scheme regarding, prohibited, restricted and/or sanctioned items.

29.5 There may be circumstances where we are unable to dispatch or deliver items, or delivery may be delayed. This may be where the data provided is insufficient and/or does not meet the necessary criteria, where you and/or your Item do not comply with the terms of this Scheme or if an item is investigated by UK government authorities. For clarity and in addition to our rights set out elsewhere in this Scheme, 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 an Item in such case(s).

29.6 Where Items that meet the requirements of section 29.1 do not comply with this section 29, we may deal with such Item(s) in accordance with section 13 of this Scheme without incurring any liability whatsoever to you or the addressee.

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, Alderney, 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)

**Correspondence** means Items containing correspondence (including, but not limited to, personal and non-personal correspondence e.g. postcards, letters, braille letters, invoices and statements) and such other items, goods or articles which are classed as correspondence. Please refer to our website at <https://www.royalmail.com/windsor-framework> for further information in this respect.

**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 the Data Protection Act 2018 and the UK GDPR (as defined in the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019), [together with any guidance, directions, determinations, codes of practice, orders, notices or demands issued by any competent supervisory authority or other competent authority with respect thereto,] and any other applicable data protection laws or regulations and judgments of any court of law, tribunal or regulatory body, all as amended, extended, re-enacted or replaced from time to time.

**Dual-use** means items (including software and technology) which can be used for both civil and military purposes.

**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;

(c) for items being sent to the Channel Islands and Isle of Man, the relevant date specified in (a) or (B) above plus one working day.

**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.

**Great Britain** means the countries England, Scotland and Wales

**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.

**Northern Ireland** means the country of Northern Ireland that forms part of the United Kingdom

**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 and pre-printed stationery) 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. *From 31 January 2023, the only forms of definitive stamp – stamps featuring the monarch on a plain coloured background - authorised for use by*

us for these purposes will be those with barcodes. Special stamps with pictures on, and Christmas stamps, without barcodes will continue to be authorised by us for these purposes. Unless the context requires otherwise, references to a "stamp" mean a Postage Stamp.

**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.

**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.

**United Kingdom** means the United Kingdom of Great Britain and Northern Ireland (as defined in Schedule 1 of the Interpretation Act 1978).

**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 Customer Experience Team on 03457 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 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.

<sup>4</sup> 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. Local in this context means an address covered by the Delivery Office to which the item was returned

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

<sup>6</sup> Valid for a Letter format item weighing up to 100g

<sup>7</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>8</sup> Royal Mail also offers Special Delivery 9:00am. This service is offered under contract rather than through this Scheme. Details can be found on our website

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

<sup>10</sup> In addition we will not deliver items 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 22.8.2 above. (4849230)

## Roads & highways

### ROAD RESTRICTIONS

**DEPARTMENT FOR INFRASTRUCTURE**

**STATUTORY RULE**

**CIRCUIT OF IRELAND RALLY 2025**

**ROAD RACES – CIRCUIT OF IRELAND RALLY 2025**

The Department for Infrastructure (DfI) has made a Statutory Rule entitled "The Road Races (Circuit of Ireland Rally) Order (Northern Ireland) 2025", (S.R. 2025 No. 65), which comes into operation on 17th April 2025.

The effect of the Rule is to permit the Ulster Automobile Club Ltd as promoter of the Circuit of Ireland Rally to use for that event certain roads in Counties Armagh and Tyrone by suspending the right of way of other traffic at certain times on Friday 18th April and Saturday 19th April 2025.

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 [dfiroadswestern@infrastructure-ni.gov.uk](mailto:dfiroadswestern@infrastructure-ni.gov.uk) or [tnidcraigavon@infrastructure-ni.gov.uk](mailto:tnidcraigavon@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> (4850053)

**DEPARTMENT FOR INFRASTRUCTURE**

**STATUTORY RULE**

**CROFT HILL CLIMB 2025**

**ROAD RACES – CROFT HILL CLIMB**

The Department for Infrastructure (DfI) has made a Statutory Rule entitled "The Road Races (Croft Hill Climb) Order (Northern Ireland) 2025", (S.R. 2025 No. 56), which comes into operation on 11th April 2025.

The effect of the Rule is to permit the Thoroughbred Sports Car Club N.I. as promoter of the Croft Hill Climb to use for that event certain roads in Co. Down by suspending the right of way of other traffic at certain times on Saturday 12th April 2025.

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 [ArdsandNorthDown@infrastructure-ni.gov.uk](mailto:ArdsandNorthDown@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> (4847222)

# 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. (4847223)

## THE DEPARTMENT OF FINANCE THE SOCIAL SECURITY PENSIONS (NORTHERN IRELAND) ORDER 1975

Notice is hereby given that the Department of Finance in exercise of the powers conferred on it by Article 69 of the Social Security Pensions (Northern Ireland) Order 1975, has made a Statutory Rule entitled "The Pensions Increase (Review) Order (Northern Ireland) 2025" (S.R. 2025 No.69), which comes into operation on 7th April 2025. The Order was made on 27th March 2025.

The Pensions Increase (Review) Order (Northern Ireland) 2025 is used by each of the NI public service pension schemes to uprate pensions in payment and deferred pensions according to the percentage specified.

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> (4850100)

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 21/03/2025 AND REGISTERED ON 25/03/2025.

NI066121 – CARRIGAGH LIMITED  
IAN MCFARLAND  
REGISTRAR OF COMPANIES (4850055)

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 25/09/2025 AND REGISTERED ON 26/03/2025.

NI679359 - MR HOSPITALITY LTD  
IAN MCFARLAND  
REGISTRAR OF COMPANIES (4850058)

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 25/09/2025 AND REGISTERED ON 26/03/2025.

NI644188 – DMB (N.I.) LIMITED  
IAN MCFARLAND  
REGISTRAR OF COMPANIES (4850059)

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 21/03/2025 AND REGISTERED ON 27/03/2025.

NI039821 - THOS. W. MCDONAGH LTD  
IAN MCFARLAND  
REGISTRAR OF COMPANIES (4850063)

## THE DEPARTMENT FOR COMMUNITIES THE REGISTERED RENTS (INCREASE) ORDER (NORTHERN IRELAND) 2025

The Department for Communities has made a Statutory Rule entitled "The Registered Rents (Increase) Order (Northern Ireland) 2025", (S.R. 2025 No. 68), which comes into operation on 9 June 2025.

These Regulations increase the rents registered with the Rent Officer for Northern Ireland under Part IV of the Private Tenancies (Northern Ireland) Order 2006 during the period beginning on 2 April 2007 and ending on 8 June 2025 by 2.7 percent.

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> (4850067)

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 17/03/2025 AND REGISTERED ON 21/03/2025.

NI033825 – THE BELFAST BUS COMPANY  
IAN MCFARLAND  
REGISTRAR OF COMPANIES (4847225)

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 18/03/2025 AND REGISTERED ON 21/03/2025.

NI033585 - BAYFIELD DEVELOPMENTS LTD  
IAN MCFARLAND  
REGISTRAR OF COMPANIES (4847226)

## DEPARTMENT FOR THE ECONOMY THE EMPLOYMENT RIGHTS (INCREASE OF LIMITS) ORDER (NORTHERN IRELAND) 2025

The Department for the Economy has made a Statutory Rule entitled "The Employment Rights (Increase of Limits) Order (Northern Ireland) 2025" (S.R. 2025 No. 63) which comes into operation on 6th April 2025.

This Order increases the limits applying to certain awards of industrial tribunals, and other amounts payable under employment legislation, as specified in the Schedule to the Order. The increases made by this Order reflect the increase in the Retail Price Index of 2.7% from September 2023 to September 2024.

Copies of the Rule may be purchased from The Stationery Office (TSO) 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> (4847228)

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 21/03/2025 AND REGISTERED ON 24/03/2025.

NI610214 - ID SIGNS & GRAPHICS LIMITED  
IAN MCFARLAND  
REGISTRAR OF COMPANIES (4847229)

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 22/03/2025 AND REGISTERED ON 24/03/2025.

NI613929 - SIMORR PROPERTIES LTD  
IAN MCFARLAND  
REGISTRAR OF COMPANIES (4847230)

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 12/03/2025 AND REGISTERED ON 25/03/2025.  
 NI624841 - MOVILLA HOUSE (NO. 1) LIMITED  
 IAN MCFARLAND  
 REGISTRAR OF COMPANIES (4847231)

**DEPARTMENT FOR COMMUNITIES  
 THE SOCIAL SECURITY ADMINISTRATION (NORTHERN IRELAND) ACT 1992  
 THE SOCIAL SECURITY BENEFITS UP-RATING ORDER (NORTHERN IRELAND) 2025**

The Department for Communities has made a Statutory Rule entitled "The Social Security Benefits Up-rating Order (Northern Ireland) 2025" (S.R. 2025 No. 64), which comes into operation on a number of dates commencing on 1st April 2025.

This Order, one of a series of statutory rules relating to the annual up-rating of social security benefits, provides for the rates of certain social security benefits, pensions and allowances from April 2025.

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>.

(4850056)

**DEPARTMENT FOR COMMUNITIES  
 THE SOCIAL SECURITY ADMINISTRATION (NORTHERN IRELAND) ACT 1992, THE SOCIAL SECURITY CONTRIBUTIONS AND BENEFITS (NORTHERN IRELAND) ACT 1992 AND THE PENSIONS ACT (NORTHERN IRELAND) 2015  
 THE SOCIAL SECURITY BENEFITS UP-RATING REGULATIONS (NORTHERN IRELAND) 2025**

The Department for Communities has made a Statutory Rule entitled "The Social Security Benefits Up-rating Regulations (Northern Ireland) 2025" (S.R. 2025 No. 67), which comes into operation on 7th April 2025.

These Regulations contain only provisions in consequence of the Social Security Benefits Up-rating Order (Northern Ireland) 2025 and are one of a series of statutory rules relating to the annual up-rating of social security benefits and pensions.

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>.

(4850057)

**DEPARTMENT FOR COMMUNITIES  
 THE MESOTHELIOMA ETC., ACT (NORTHERN IRELAND) 2008  
 THE MESOTHELIOMA LUMP SUM PAYMENTS (CONDITIONS AND AMOUNTS) (AMENDMENT) REGULATIONS (NORTHERN IRELAND) 2025**

The Department for Communities has made a Statutory Rule entitled "The Mesothelioma Lump Sum Payments (Conditions and Amounts) (Amendment) Regulations (Northern Ireland) 2025" (S.R. 2025 No. 66), which will come into operation on 1st April 2025.

These Regulations, one of a series of statutory rules relating to the annual up-rating of social security benefits and pensions, amend the Mesothelioma Lump Sum Payments (Conditions and Amounts) Regulations (Northern Ireland) 2008 to increase the amounts payable under the Act by 1.7 per cent in line with the up-rating of industrial injuries benefits.

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>.

(4850060)

**DRIVER & VEHICLE AGENCY  
 THE GOODS VEHICLES (ENFORCEMENT POWERS) REGULATIONS (NORTHERN IRELAND) 2012 (S.R.2012/258)**

Notice is given that at 08:49 hours, on 12 March 2025, on the A5, Omagh, County Tyrone, the Driver & Vehicle Agency, by virtue of powers under regulation 3 of the Goods Vehicles (Enforcement Powers) Regulations (Northern Ireland) 2012 ("the 2012 Regulations") detained the following vehicle and trailer:

Registration number: 07MN6684

Make: Scania

Trailer Identification number: NI/066185/10

Make: Schmitz

At the time the vehicle and trailer were detained, the trailer was laden with milk.

Any person having a claim to the vehicle and trailer is required to establish their claim in writing on or before 18 April 2025. The application form can be downloaded at [www.infrastructure-ni.gov.uk/publications/application-department-infrastructure-return-detained-goods-vehicle](http://www.infrastructure-ni.gov.uk/publications/application-department-infrastructure-return-detained-goods-vehicle)

The form should be completed and sent by post to the Transport Regulation Unit, Safe and Accessible Travel Division, Department for Infrastructure, James House, 2-4 Cromac Avenue, The Gasworks, Belfast, BT7 2JA or via email to [TRU@infrastructure-ni.gov.uk](mailto:TRU@infrastructure-ni.gov.uk) (Regulations 9, 10 and 20 of the 2012 Regulations refer).

If on or by the date given in this notice, no person has established that they are entitled to the return of the vehicle and trailer, the Driver & Vehicle Agency shall be entitled to dispose of them (Regulations 13 and 14 of the 2012 Regulations refer).

Any person having a claim to the contents of the above vehicle and trailer may seek their return on or before 18 April 2025 at the Driver & Vehicle Agency, Hydebank House, 4A Hospital Road, Ballydollahgan, Belfast, BT8 8JL between 09:00 hours and 17:00 hours Monday to Friday.

If on or by the date given in this notice, no person has established that they are entitled to the return of the contents, the Driver & Vehicle Agency shall dispose of them (Regulations 15 and 16 of the 2012 Regulations refer).

(4847224)

**DEPARTMENT OF FINANCE  
 THE CORONAVIRUS ACT 2020 (REGISTRATION OF DEATHS AND STILL-BIRTHS) ((EXTENSION) ORDER (NORTHERN IRELAND) 2025**

The Department of Finance has made a Statutory Rule entitled "The Coronavirus Act 2020 (Registration of Deaths and Still-Births) (Extension) Order (Northern Ireland) 2025" (S.R. 2025 No.62 which comes into operation on 24 March 2025.

The Rule extends the expiry date for section 18(3) and Part 3 of Schedule 13, paragraphs 18 to 22 and 27 to 29 of the Coronavirus Act 2020 in relation to the registration of deaths and still-births to 24 September 2025.

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

(4847227)

**DEPARTMENT OF JUSTICE  
 THE CORONAVIRUS ACT 2020 (EXTENSION OF PROVISIONS RELATING TO LIVE LINKS FOR COURTS AND TRIBUNALS) ORDER (NORTHERN IRELAND) 2025**

Notice is hereby given that the Department of Justice made the above named Statutory Rule under section 90(2) of the Coronavirus Act 2020 on 19 March 2025.

The Statutory Rule will require to be approved by a resolution of the Northern Ireland Assembly before the end of the period of 40 days beginning with the day on which the order was made if it is to remain in effect until the 24 September 2025. The calculation of 40 days is subject to the provision made in section 96(8) of that Act.

The purpose of this Order is to extend the provisions in the Coronavirus Act 2020 (c. 7) which provide for courts and statutory tribunals in Northern Ireland to receive evidence, wholly or in part, through the use of audio or video live links until 24 September 2025.

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>.

(4847232)

**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/17/03584
<b>Forenames</b>	MARGUERITE
<b>Surname</b>	BURKE
<b>Address Line 1</b>	88 CREGGAN HEIGHTS
<b>Address Line 3</b>	LONDONDERRY
<b>Postcode</b>	BT48 9QT

<b>Occupation</b>	NOT KNOWN	<b>Certificate Date</b>	21-Mar-25
<b>Amount Recoverable '£'</b>	2221.86	<b>Case Number</b>	C/17/01480
<b>Certificate Date</b>	18-Mar-25	<b>Forenames</b>	MICHAEL
<b>Case Number</b>	C/13/05666	<b>Surname</b>	ARKINS
<b>Forenames</b>	NOELEEN	<b>Address Line 1</b>	22 CESNOR PARK
<b>Surname</b>	HARRIGAN	<b>Address Line 3</b>	CARRICKFERGUS
<b>Address Line 1</b>	37 ELAGHMORE PARK	<b>Postcode</b>	BT38 7PF
<b>Address Line 3</b>	LONDONDERRY	<b>Occupation</b>	NOT KNOWN
<b>Postcode</b>	BT48 8DX	<b>Amount Recoverable '£'</b>	3499.54
<b>Occupation</b>	NOT KNOWN	<b>Certificate Date</b>	19-Mar-25
<b>Amount Recoverable '£'</b>	533.50	<b>Case Number</b>	C/19/01916
<b>Certificate Date</b>	18-Mar-25	<b>Forenames</b>	NEILL PASCAL
<b>Case Number</b>	C/13/08460	<b>Surname</b>	BRAMMELD
<b>Forenames</b>	MICHAEL	<b>Address Line 1</b>	16 CLONAVON ROAD
<b>Surname</b>	FARREN	<b>Address Line 3</b>	BALLYMENA
<b>Address Line 1</b>	34 ROSSNAGALLIAGH	<b>Postcode</b>	BT43 5BQ
<b>Address Line 3</b>	LONDONDERRY	<b>Occupation</b>	NOT KNOWN
<b>Postcode</b>	BT48 8GB	<b>Amount Recoverable '£'</b>	1787.47
<b>Occupation</b>	NOT KNOWN	<b>Certificate Date</b>	21-Mar-25
<b>Amount Recoverable '£'</b>	203.00	<b>Case Number</b>	C/18/03866
<b>Certificate Date</b>	20-Mar-25	<b>Forenames</b>	
<b>Case Number</b>	C/13/09385	<b>Surname</b>	SISSY MCGINTYS LTD
<b>Forenames</b>	PREMYSL	<b>Address Line 1</b>	55 FLAX VALLEY
<b>Surname</b>	GLOGAR	<b>Address Line 3</b>	ENNISKILLEN
<b>Address Line 1</b>	22 STARFIELD	<b>Postcode</b>	BT94 1FL
<b>Address Line 3</b>	ANTRIM	<b>Occupation</b>	NOT KNOWN
<b>Postcode</b>	BT41 3BU	<b>Amount Recoverable '£'</b>	460.84
<b>Occupation</b>	NOT KNOWN	<b>Certificate Date</b>	19-Mar-25
<b>Amount Recoverable '£'</b>	3138.28	<b>Case Number</b>	C/18/04267
<b>Certificate Date</b>	21-Mar-25	<b>Forenames</b>	NIGEL
<b>Case Number</b>	C/14/09596	<b>Surname</b>	STEWART
<b>Forenames</b>	JOHN	<b>Address Line 1</b>	97 KILLOWEN DRIVE
<b>Surname</b>	EPPLESTON	<b>Address Line 3</b>	MAGHERAFELT
<b>Address Line 1</b>	1 COPLEY AVENUE	<b>Postcode</b>	BT45 6DT
<b>Address Line 3</b>	SOUTH SHIELDS	<b>Occupation</b>	NOT KNOWN
<b>Postcode</b>	NE34 8HQ	<b>Amount Recoverable '£'</b>	483.40
<b>Occupation</b>	CARPET FITTER	<b>Certificate Date</b>	21-Mar-25
<b>Amount Recoverable '£'</b>	1717.32	<b>Case Number</b>	C/19/04195
<b>Certificate Date</b>	21-Mar-25	<b>Forenames</b>	GAIL
<b>Case Number</b>	C/17/03048	<b>Surname</b>	LANIGAN
<b>Forenames</b>	GARY	<b>Address Line 1</b>	31 TARRAGON PARK
<b>Surname</b>	MCGRATH	<b>Address Line 3</b>	ANTRIM
<b>Address Line 1</b>	304 CLONMEEN	<b>Postcode</b>	BT41 4PF
<b>Address Line 3</b>	CRAIGAVON	<b>Occupation</b>	NOT KNOWN
<b>Postcode</b>	BT65 4AT	<b>Amount Recoverable '£'</b>	1882.76
<b>Occupation</b>	NOT KNOWN	<b>Certificate Date</b>	20-Mar-25
<b>Amount Recoverable '£'</b>	736.23	<b>Case Number</b>	C/19/02250
<b>Certificate Date</b>	21-Mar-25	<b>Forenames</b>	DERMOTT
<b>Case Number</b>	C/17/03052	<b>Surname</b>	MERRIGAN
<b>Forenames</b>	GARY	<b>Address Line 1</b>	16 GREENCASTLE STREET
<b>Surname</b>	MCGRATH	<b>Address Line 3</b>	NEWRY
<b>Address Line 1</b>	304 CLONMEEN	<b>Postcode</b>	BT34 4BH
<b>Address Line 3</b>	CRAIGAVON	<b>Occupation</b>	NOT KNOWN
<b>Postcode</b>	BT65 4AT	<b>Amount Recoverable '£'</b>	3677.22
<b>Occupation</b>	NOT KNOWN	<b>Certificate Date</b>	19-Mar-25
<b>Amount Recoverable '£'</b>	788.14	<b>Case Number</b>	C/19/03315
<b>Certificate Date</b>	21-Mar-25	<b>Forenames</b>	JAMIE
<b>Case Number</b>	C/18/00396	<b>Surname</b>	MCDONALD
<b>Forenames</b>	GARY	<b>Address Line 1</b>	8 WOODVIEW AVENUE
<b>Surname</b>	MCGRATH	<b>Address Line 3</b>	CRAIGAVON
<b>Address Line 1</b>	304 CLONMEEN	<b>Postcode</b>	BT62 3BR
<b>Address Line 3</b>	CRAIGAVON	<b>Occupation</b>	NOT KNOWN
<b>Postcode</b>	BT65 4AT	<b>Amount Recoverable '£'</b>	10059.16
<b>Occupation</b>	NOT KNOWN	<b>Certificate Date</b>	21-Mar-25
<b>Amount Recoverable '£'</b>	765.68	<b>Case Number</b>	C/25/00137

<b>Forenames</b>	CARINA	<b>Certificate Date</b>	19-Mar-25
<b>Surname</b>	O'CONNOR	<b>Case Number</b>	C/25/00293
<b>Address Line 1</b>	5 BALLYCLARE STREET	<b>Forenames</b>	
<b>Address Line 3</b>	BELFAST	<b>Surname</b>	TOM'S GUTTERS LTD
<b>Postcode</b>	BT14 6FQ	<b>Address Line 1</b>	68 COPPERTHORPE
<b>Occupation</b>	NOT KNOWN	<b>Address Line 3</b>	LONDONDERRY
<b>Amount Recoverable '£'</b>	1955.10	<b>Postcode</b>	BT47 3LT
<b>Certificate Date</b>	19-Mar-25	<b>Occupation</b>	NOT KNOWN
<b>Case Number</b>	C/25/00303	<b>Amount Recoverable '£'</b>	517.00
<b>Forenames</b>		<b>Certificate Date</b>	20-Mar-25
<b>Surname</b>	YOLK FOLK EGG PRODUCTS LIMITED	<b>Case Number</b>	C/25/00094
<b>Address Line 1</b>	19 OLD COACH ROAD	<b>Forenames</b>	
<b>Address Line 3</b>	ENNISKILLEN	<b>Surname</b>	2PAC SPRAYING LTD
<b>Postcode</b>	BT92 2BZ	<b>Address Line 1</b>	73A DERRYVALE ROAD
<b>Occupation</b>	NOT KNOWN	<b>Address Line 3</b>	DUNGANNON
<b>Amount Recoverable '£'</b>	516.61	<b>Postcode</b>	BT71 4DY
<b>Certificate Date</b>	20-Mar-25	<b>Occupation</b>	NOT KNOWN
<b>Case Number</b>	C/24/02204	<b>Amount Recoverable '£'</b>	749.54
<b>Forenames</b>		<b>Certificate Date</b>	19-Mar-25
<b>Surname</b>	MCP RECOVERY AND TRANSPORT	<b>Case Number</b>	C/25/00103
<b>Address Line 1</b>	13 CANTERBURY PARK	<b>Forenames</b>	
<b>Address Line 3</b>	LONDONDERRY	<b>Surname</b>	SWILLY BRICKWORK LIMITED
<b>Postcode</b>	BT47 6BX	<b>Address Line 1</b>	23 SWILLY GARDENS
<b>Occupation</b>	NOT KNOWN	<b>Address Line 3</b>	LONDONDERRY
<b>Amount Recoverable '£'</b>	905.52	<b>Postcode</b>	BT48 9QW
<b>Certificate Date</b>	20-Mar-25	<b>Occupation</b>	NOT KNOWN
<b>Case Number</b>	C/24/02431	<b>Amount Recoverable '£'</b>	749.77
<b>Forenames</b>	KATHLEEN	<b>Certificate Date</b>	20-Mar-25
<b>Surname</b>	WARD	<b>Case Number</b>	C/25/00214
<b>Address Line 1</b>	128 DUNCLUG GARDENS	<b>Forenames</b>	
<b>Address Line 3</b>	BALLYMENA	<b>Surname</b>	OAKLAND COURT JOINERY LTD
<b>Postcode</b>	BT43 6NP	<b>Address Line 1</b>	3 OAKLAND COURT
<b>Occupation</b>	NOT KNOWN	<b>Address Line 3</b>	OMAGH
<b>Amount Recoverable '£'</b>	215.65	<b>Postcode</b>	BT79 7EE
<b>Certificate Date</b>	19-Mar-25	<b>Occupation</b>	NOT KNOWN
<b>Case Number</b>	C/24/02697	<b>Amount Recoverable '£'</b>	751.16
<b>Forenames</b>		<b>Certificate Date</b>	19-Mar-25
<b>Surname</b>	DC SERVICES JOINERY & PROPERTY MAINTENANCE LTD	<b>Case Number</b>	C/25/00314
<b>Address Line 1</b>	11 FINBANK COURT	<b>Forenames</b>	TIARNAN
<b>Address Line 3</b>	BELFAST	<b>Surname</b>	ROONEY
<b>Postcode</b>	BT9 6QU	<b>Address Line 1</b>	3 QUEENSWAY COURT
<b>Occupation</b>	NOT KNOWN	<b>Address Line 3</b>	LISBURN
<b>Amount Recoverable '£'</b>	8588.10	<b>Postcode</b>	BT27 4RF
<b>Certificate Date</b>	19-Mar-25	<b>Occupation</b>	
<b>Case Number</b>	C/25/00377	<b>Amount Recoverable '£'</b>	479.00
<b>Forenames</b>		<b>Certificate Date</b>	18-Mar-25
<b>Surname</b>	DC SERVICES JOINERY & PROPERTY MAINTENANCE LTD	<b>Case Number</b>	C/17/04963
<b>Address Line 1</b>	11 FINBANK COURT	<b>Forenames</b>	JUNE
<b>Address Line 3</b>	BELFAST	<b>Surname</b>	MCCRORY
<b>Postcode</b>	BT9 6QU	<b>Address Line 1</b>	19 AVENUE ROAD
<b>Occupation</b>	NOT KNOWN	<b>Address Line 3</b>	CRAIGAVON
<b>Amount Recoverable '£'</b>	758.57	<b>Postcode</b>	BT66 7BB
<b>Certificate Date</b>	19-Mar-25	<b>Occupation</b>	FOSTER CARER
<b>Case Number</b>	C/24/02849	<b>Amount Recoverable '£'</b>	11344.15
<b>Forenames</b>		<b>Certificate Date</b>	18-Mar-25
<b>Surname</b>	PRONET SAFETY SERVICES LIMITED		(4850065)
<b>Address Line 1</b>	68 BROWNDOD ROAD		
<b>Address Line 3</b>	LARNE		
<b>Postcode</b>	BT40 3DX		
<b>Occupation</b>	NOT KNOWN		
<b>Amount Recoverable '£'</b>	2574.52		

# COMPANIES

## TAKEOVERS, TRANSFERS & MERGERS

CR-2024-005159

IN THE HIGH COURT OF JUSTICE  
BUSINESS AND PROPERTY COURTS OF ENGLAND AND WALES  
COMPANIES COURT (ChD)

IN THE MATTER OF  
CREDIT SUISSE INTERNATIONAL  
and

IN THE MATTER OF  
UBS AG LONDON BRANCH  
and

IN THE MATTER OF PART VII OF  
THE FINANCIAL SERVICES AND MARKETS ACT 2000

**NOTICE IS HEREBY GIVEN** that on 19 March 2025 an application (the **Application**) was made to the High Court of Justice of England and Wales (the **Court**) by Credit Suisse International (**CSi**) and UBS AG, London Branch (**UBS AGLB**) pursuant to section 107(1) of the Financial Services and Markets Act 2000 (as amended) (**FSMA**) for an Order:

1. under section 111 of FSMA and in accordance with Regulations made thereunder to sanction a banking business transfer scheme (the **Scheme**) providing for the transfer to UBS AGLB of the Transferring Business (as defined in the document setting out the full terms and conditions of the Scheme (the **Scheme Document**)), but excluding the EEA Contracted Business (as defined in the Scheme Document), being CSi's residual business and related products, which includes: intra-group deposits (together with the loans and security arrangements related to those deposits); a large number of OTC derivative transactions, repurchase transactions and securities lending transactions (together with all associated guarantees, collateral, security arrangements, other credit support arrangements and ancillary arrangements (including the general terms of business)); corporate loans (together with all associated guarantees, security arrangements and other ancillary arrangements (including the general terms of business)); structured deposit plan terms and conditions in relation to matured structured deposits (together with all associated segregated trust account agreements, trust arrangements and service agreements); structured notes; one outstanding role in relation to a special purpose entity and certain other assets and liabilities, in accordance with the Order and without any further act or instrument (the **UBS AGLB Transfer**); and

2. making ancillary provisions in connection with the UBS AGLB Transfer pursuant to sections 112 and 112A of FSMA, including, to ensure the Scheme is fully and effectively carried out, an Order sanctioning the transfer of the EEA Contracted Business to UBS Europe SE (**UBS ESE**) pursuant to section 112(1)(d) of FSMA (the **UBS ESE Transfer**, and together with the UBS AGLB Transfer, the **Transfers**).

A copy of the Scheme Document and Explanatory Statement setting out the terms of the proposed Scheme will be sent free of charge to any person who requests them and will be made available to collect from 5 Broadgate, London, EC2M 2QS, United Kingdom until 18 July 2025. The Scheme Document and the Explanatory Statement will also be available at [www.ubs.com/global/en/investment-bank/about-us/csi-part-vii-transfer-process](http://www.ubs.com/global/en/investment-bank/about-us/csi-part-vii-transfer-process).

An email attaching: (i) a copy of the Explanatory Statement; and (ii) a copy of the Q&A document, addressing a number of issues that may be of interest to Transferring Counterparties (as defined in the Scheme Document), will be sent to each Transferring Counterparty for whom CSi holds valid contact details.

The Application is directed to be heard before a Judge of the Chancery Division of the Court at the Business and Property Courts of England & Wales, 7 Rolls Buildings, Fetter Lane, London EC4A 1NL on 18 July 2025. If approved by the Court, it is currently proposed that the Scheme will become effective on 22 July 2025 (the **Effective Date**) and the Transfers will take effect on a staggered basis over multiple transfer dates, to take place over a period of six months from

the Effective Date. Transferring Counterparties and other affected persons will, where valid contacts are held for them by CSi, be notified of the specific Relevant Transfer Date (as defined in the Scheme Document) applicable to them closer to the time of transfer, and will have the ability to request a different Relevant Transfer Date.

**Any person (including any counterparty or employee of CSi, UBS AGLB or UBS ESE) who alleges that they would be adversely affected by the carrying out of the Scheme is entitled to appear at the Court hearing either in person or by legal representative.**

**Any person who does not intend to attend the Court hearing may make representations about the Scheme to CSi by post or email using the contact details set out at the end of this notice. A record of the number of respondents will be maintained and, together with copies of any representations, provided to the Court at the date of the Court hearing. Summaries of any representations received by CSi will be given to the Prudential Regulation Authority and the Financial Conduct Authority.**

Any person who intends to: (i) appear at the Court hearing either in person or by legal representative; and/or (ii) make representations, is requested (but not obliged) to give notice of such objections as soon as possible and preferably at least five business days before the Court hearing on 18 July 2025, setting out the grounds of their objection by using the contact details set out at the end of this notice.

For the avoidance of doubt, a failure to give notice in advance does not prevent any person who wishes to do so from: (i) attending the Court hearing either in person or by legal representative; and/or (ii) from making representations in writing to be put before the Court.

All other questions or concerns and any requests for information relating to the Scheme should be referred to CSi using the contact details set out at the end of this notice.

CSi can be contacted in relation to the Scheme:

**By email:**

Attention: CSi Part VII Transfer Support Team  
[csi-transfers@ubs.com](mailto:csi-transfers@ubs.com)

**By post:**

Attention: CSi Part VII Transfer Support Team, CSi Part VII Scheme,  
UBS AG, London Branch, 5 Broadgate, London, EC2M 2QS

**Freshfields LLP**

100 Bishopsgate, London, EC2P 2SR, United Kingdom.  
Ref:101807-0370/LEH

**Solicitors for CSi and UBS AGLB**

(4847411)

## Corporate insolvency

### Administration

#### APPOINTMENT OF ADMINISTRATORS

##### APPOINTMENT OF ADMINISTRATORS

##### INSOLVENCY (NORTHERN IRELAND) ORDER 1989 AS AMENDED

In the High Court of Justice in Northern Ireland Chancery Division  
(Company Insolvency)

No 29341 of 2025

##### FOX ENGINEERING (N.I) LIMITED

(Company Number NI661478)

Nature of Business: 70100 - Activities of head offices

Registered office: Oakmont House, 2 Queens Road, Lisburn, Northern Ireland, BT27 4TZ

Joint Administrators appointed on: 20 March 2025

Joint Administrators' Names and Address: *Scott Murray and Ian Davison* (IP Nos 14096 and 25392) of Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS

##### Contact Information

Telephone Number: 028 9023 3023

Email: [mmclean@keenancf.com](mailto:mmclean@keenancf.com)

(4850062)

**APPOINTMENT OF ADMINISTRATORS  
INSOLVENCY (NORTHERN IRELAND) ORDER 1989 AS AMENDED**

In the High Court of Justice in Northern Ireland Chancery Division  
(Company Insolvency)  
No 29342 of 2025

**FOXANO LIMITED**

(Company Number NI661489)

Nature of Business: 25610 - Treatment and coating of metals

Registered office: Oakmont House, 2 Queens Road, Lisburn, Northern Ireland, BT27 4TZ

Joint Administrators appointed on: 20 March 2025

Joint Administrators' Names and Address: *Scott Murray and Ian Davison* (IP Nos 14096 and 25392) of Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS

**Contact Information**

Telephone Number: 028 9023 3023

Email: mmclean@keenancf.com

(4850061)

**MEETINGS OF CREDITORS**

**NEWPARK SECURITY LTD**

(Company Number NI061344)

In Administration

NOTICE IS HEREBY GIVEN pursuant to Paragraph 52 of Schedule B1 to the INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that an INITIAL MEETING OF THE CREDITORS of the above-named company will be held at The Bristol Hotel, Prince Street, Bristol, BS1 4QF, on 9 April 2025 at 10:00 a.m.

The purpose of the meeting is to consider the Joint Administrators' proposals and to decide whether to form a Creditors' Committee, and if one is not formed, to seek resolutions fixing the basis of the Joint Administrators' remuneration and expenses, discharge of liability and pre-Administration costs.

If you cannot attend the meeting and wish to be represented, please use the contact details below to request a proxy form which should be completed and returned to us (at the address given below) by no later than 12.00 hours on the business day before the day fixed for the meeting.

DATED: 25 March 2025

*Jack Callow*

Joint Administrator

Administrator appointment made on 12 March 2025

Name and address of administrators:

*Jack Callow and Colin David Wilson* of Opus Restructuring LLP, 6th Floor, Broad Quay House, Broad Quay, Bristol, BS1 4DJ

Joint Administrators IP Numbers:

25210 and 9478

Office holder's telephone no and email address: +44 0117 428 8705 and sakshi.mehta@opusllp.com

Alternative contact for enquiries on proceedings:  
*Jessie Jennings* at opusllp.com (4850054)

**Creditors' voluntary liquidation**

**APPOINTMENT OF LIQUIDATORS**

Company Number: NI679359

Name of Company: **MR HOSPITALITY LTD**

Nature of Business: Public houses and bars

Registered office: Flat 9 Burnbank House, Mill Road, Crumlin, BT29 4ZG

Principal trading address: 36 Main Street, Crumlin, BT29 4UR

Type of Liquidation: Creditors Voluntary Liquidation

Liquidator's name and address: Liquidator: *Andrew Ryder* (IP number 17552) of JT Maxwell Limited, 1 Sackville Street, Lisburn County Antrim, BT27 4AB.

Date of Appointment: 19 March 2025

By whom Appointed: Members and Creditors

(4847440)

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

Name of Company: **THE FOX & BEAN CIC**

Trading Name: The Fox & Bean Cic

Company Number: NI661781

Nature of Business: Unlicensed restaurants and cafes, Artistic creation

Type of Liquidation: Creditors' Voluntary Liquidation

Registered office: 44 Mullaghcreevy Road, Dungannon, BT70 1RJ

Principal trading address: 44 Mullaghcreevy Road, Dungannon BT70 1RJ

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

Office Holder Numbers: 008584 and 25750.

Date of Appointment: 18 March 2025

By whom Appointed: Creditors

**Further Details**

Any person who requires further information may contact Danielle McWilliams by e-mail at danielle.mcwilliams@btguk.com or by telephone on 028 9091 8583.

(4847257)

**MEETINGS OF CREDITORS**

**IN THE MATTER OF**

**THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**

**AND IN THE MATTER OF**

**CHOCOA LTD**

(Company Number NI638135)

Registered office: 17-21 Bryan Street, Ballymena, Antrim, United Kingdom, BT43 6DN

Notice is hereby given, pursuant to Article 84 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989, that a Meeting of Creditors of the above-named Company will be held at the offices of Gildernew & Co, Scottish Provident Building, 7 Donegal Square West, Belfast, BT1 6JH on 16 April 2025 at 11am for the purposes mentioned in Articles 85 to 87 of the said Order.

A list of the names and addresses of the Company's creditors may be inspected free of charge at the offices of Gildernew & Co. Ltd, 6 Northland Row, Dungannon, BT71 6AW between 10.00 am and 4.00pm on the two working days preceding the above meeting.

Creditors wishing to vote at the meeting must (unless they are individual creditors attending in person) lodge their proxies at the offices of Gildernew & Co. Ltd, 6 Northland Row, Dungannon, BT71 6AW no later than 12.00 noon on 15 April 2025.

The resolutions at the creditors' meeting may include a resolution specifying the terms on which any office holder is to be remunerated. The meeting may receive information about, or be asked to approve, cost of preparing the statement of affairs and convening the meeting.

Dated this 27th day of March 2025

By Order of the Board

*L Elliott*

(4850079)

**IN THE MATTER OF**

**THE INSOLVENCY (NI) ORDER 1989**

**AND**

**VELOCITY WORLDWIDE UK LTD**

(Company Number NI613311)

Registered office: Current Registered Office: McCambridge Duffy LLP, 101 Spencer Road, Derry, BT47 6AE

**NOTICE IS HEREBY GIVEN** pursuant to Article 84 of THE INSOLVENCY (NI) ORDER 1989, that a meeting of the creditors of the above-named Company will be held at McCambridge Duffy LLP, 101 Spencer Road, Derry, BT47 6AE on 08 April 2025 at 11:00am for the purposes mentioned in Articles 85 to 87 of the said Order.

Creditors wishing to vote at the meeting must lodge their Proxy, together with a full statement of account at the current registered office – McCambridge Duffy LLP, 101 Spencer Road, Derry, BT47 6AE not later than 12:00 noon on 07 April 2025.

Notice is further given that a list of the names and addresses of the Company's creditors may be inspected, free of charge, at the offices of McCambridge Duffy LLP, 101 Spencer Road, Derry, BT47 6AE between 10.00am and 4.00pm on the two business days preceding the date of the meeting stated above.

The resolutions at the creditors' meeting may include a resolution specifying the terms on which the Liquidator is to be remunerated. The meeting may receive information about, or be asked to approve, the costs of preparing the statement of affairs and convening the meeting.

Dated this 27 March 2025

(4850102)

#### WE ARE OI LIMITED

Trading Name: Outside In  
(Company Number NI648472)

Registered office: Unit 9 Work West 301 Glen Road, Andersonstown, Belfast, Northern Ireland, BT11 8BU

#### THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

##### NOTICE OF THE FIRST MEETING OF CREDITORS

**NOTICE IS HEREBY GIVEN** pursuant to Article 84 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989 that a meeting of the creditors of the above named Company will be held at the offices of FRP Advisory Trading Limited, Eagle Star House, 5-7 Upper Queen Street, Belfast, Northern Ireland, BT1 6FB on 8th April 2025 at 13:30 for the purposes mentioned in Articles 85, 86 and 87 of the said Order. The meeting may receive information about, or be called upon to approve, the costs of preparing the Statement of Affairs and convening of the meeting.

**NOTICE IS ALSO HEREBY GIVEN** that for the purpose of voting, secured creditors are required, unless they surrender their security, to lodge at FRP Advisory Trading Limited, 4th Floor, Abbey House, 32 Booth Street, Manchester, M2 4AB before the meeting, a statement giving particulars of their security, the date it was given and the value at which it is assessed.

FORMS of general and special proxy are enclosed herewith and proxies must be duly completed and lodged with the Company at FRP Advisory Trading Limited, 4th Floor, Abbey House, 32 Booth Street, Manchester, M2 4AB **not later than noon on the business day preceding the date of the meeting.**

Creditors are required to prove their debts by means of suitable evidence, prior to the meeting if possible, but should this not be the case, such evidence can be presented to the chairman at the meeting of creditors itself.

In accordance with Article 84 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989 a list of the names and addresses of the Company's creditors will be available for inspection, free of charge, from FRP Advisory Trading Limited, 4th Floor, Abbey House, 32 Booth Street, Manchester, M2 4AB or requested from beth.megram@frpadvisory.com on the two business days preceding the date of the meeting, between the hours of 10.00 a.m. and 4.00 p.m.

DATED: 26 March 2025

#### BY ORDER OF THE BOARD

**David Mark Johnston**

Director

(4850066)

#### NOTICES TO CREDITORS

#### THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

#### THE FOX & BEAN CIC

#### (IN CREDITORS' VOLUNTARY LIQUIDATION)

(Company Number NI661781)

**NOTICE IS HEREBY GIVEN** that the Creditors of the above named company are required on or before the 18 May 2025 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 Robert Craig or Kevin Mapstone, 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 18 March 2025

(4847260)

#### RESOLUTION FOR WINDING-UP

#### MR HOSPITALITY LTD

(Company Number NI679359)

Registered office: Flat 9 Burnbank House, Mill Road, Crumlin, BT29 4ZG

Principal trading address: 36 Main Street, Crumlin, BT29 4UR

At a general meeting of the above-named company, duly convened, and held at 10.00am on 19 March 2025, the following resolutions were passed:

##### Special resolution

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

##### Ordinary resolution

"That Andrew Ryder (office holder no 17552) of JT Maxwell Limited, PO Box 160, Blyth, NE24 9GP be and is hereby appointed Liquidator for the purpose of such winding up."

Liquidator: *Andrew Ryder* (IP number 17552) of JT Maxwell Limited, 1 Sackville Street, Lisburn County Antrim, BT27 4AB.

Date of Appointment: 19 March 2025

Date of Resolution: 19 March 2025

(4847439)

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

#### THE FOX & BEAN CIC

(Company Number NI661781)

(the "Company")

Registered office: 44 Mullaghcreevy Road, Dungannon, BT70 1RJ

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 18 March 2025 at 11:00am 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 Robert Craig and Kevin Mapstone 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 Robert Craig (IP Number: 008584) and Kevin Mapstone (IP Number: 25750).

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: 18 March 2025

Chair

(4847256)

#### Liquidation by the Court

#### PETITIONS TO WIND-UP

In the High Court of Justice Northern Ireland

No. 013752 of 2025

In the matter of **AREZAIR LTD**

Trading As: AREZAIR LTD,

and in the matter of the Insolvency (Northern Ireland) Order 1989,

A Petition to wind up AREZAIR LTD (NI652742) of 20 Ballysillan Drive, Belfast BT14 8HQ, whose nature of business is 45200, presented on Thursday 13 February 2025, at 15:00 by DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), of 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast BT1 3LP claiming to be a Creditor of the Company, will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE, on Thursday 10 April 2025, at 10:00 hours (or as soon thereafter as the Petition can be heard).

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioners or to their Solicitor in accordance with Rule 4.016 of the Insolvency Rules (Northern Island) 1991 by 16:00 hours on Wednesday 09 April 2025

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, CROWN SOLICITOR'S OFFICE, Royal Courts Of Justice, Chichester Street, Belfast BT1 3JY,, Telephone: 02890546039, Email: insolvency@csoni.gov.uk (Reference number: kag-6449.) (4848242)

In the High Court of Justice Northern Ireland  
No. 013750 of 2025

In the matter of **MODEL GROUP (N.I.) LIMITED**

Trading As: MODEL GROUP (N.I.) LIMITED,  
and in the matter of the Insolvency (Northern Ireland) Order 1989,  
A Petition to wind up MODEL GROUP (N.I.) LIMITED (NI672715) of 82 Balmoral Avenue, Belfast BT9 6NY, whose nature of business is 87300, presented on Thursday 13 February 2025, at 15:00 by DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), of 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast BT1 3LP claiming to be a Creditor of the Company, will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE, on Thursday 10 April 2025, at 10:00 hours (or as soon thereafter as the Petition can be heard).

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioners or to their Solicitor in accordance with Rule 4.016 of the Insolvency Rules (Northern Island) 1991 by 16:00 hours on Wednesday 09 April 2025

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, CROWN SOLICITOR'S OFFICE, Royal Courts Of Justice, Chichester Street, Belfast BT1 3JY,, Telephone: 02890546039, Email: insolvency@csoni.gov.uk (Reference number: kag-6453.) (4848250)

In the High Court of Justice Northern Ireland  
No. 013755 of 2025

In the matter of **REGUS BUSINESS SERVICES LIMITED**

Trading As: REGUS BUSINESS SERVICES LIMITED,  
and in the matter of the Insolvency (Northern Ireland) Order 1989,  
A Petition to wind up REGUS BUSINESS SERVICES LIMITED (NI042675) of Forsyth House, Cromac Square, Belfast BT2 8LA, whose nature of business is 68209, 68320, 82990, presented on Thursday 13 February 2025, at 15:00 by DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), of 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast BT1 3LP claiming to be a Creditor of the Company, will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE, on Thursday 10 April 2025, at 10:00 hours (or as soon thereafter as the Petition can be heard).

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioners or to their Solicitor in accordance with Rule 4.016 of the Insolvency Rules (Northern Island) 1991 by 16:00 hours on Wednesday 09 April 2025

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, CROWN SOLICITOR'S OFFICE, Royal Courts Of Justice, Chichester Street, Belfast BT1 3JY,, Telephone: 02890546039, Email: insolvency@csoni.gov.uk (Reference number: kag-6455.) (4848257)

In the High Court of Justice Northern Ireland  
No. 013763 of 2025

In the matter of **SORRISO COLERAINE LTD**

Trading As: SORRISO COLERAINE LTD,  
and in the matter of the Insolvency (Northern Ireland) Order 1989,  
A Petition to wind up SORRISO COLERAINE LTD (NI659768) of Old Course Club House, Portmore Road, Portstewart, County Londonderry BT55 7BE, whose nature of business is 56102, presented on Thursday 13 February 2025, at 15:00 by DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), of 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast BT1 3LP claiming to be a Creditor of the Company, will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE, on Thursday 10 April 2025, at 10:00 hours (or as soon thereafter as the Petition can be heard).

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioners or to their Solicitor in accordance with Rule 4.016 of the Insolvency Rules (Northern Island) 1991 by 16:00 hours on Wednesday 09 April 2025

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, CROWN SOLICITOR'S OFFICE, Royal Courts Of Justice, Chichester Street, Belfast BT1 3JY,, Telephone: 02890546039, Email: insolvency@csoni.gov.uk (Reference number: kag-6462.) (4848263)

In the High Court of Justice Northern Ireland  
No. 013759 of 2025

In the matter of **ALEXANDRA PARK DEVELOPMENT ONE LTD**

Trading As: ALEXANDRA PARK DEVELOPMENT ONE LTD,  
and in the matter of the Insolvency (Northern Ireland) Order 1989,  
A Petition to wind up ALEXANDRA PARK DEVELOPMENT ONE LTD (NI653325) of 1 Church Mews, 35 Church Road, Dundonald BT16 2LQ, whose nature of business is 41100, presented on Thursday 13 February 2025, at 15:00 by DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), of 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast BT1 3LP claiming to be a Creditor of the Company, will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE, on Thursday 10 April 2025, at 10:00 hours (or as soon thereafter as the Petition can be heard).

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioners or to their Solicitor in accordance with Rule 4.016 of the Insolvency Rules (Northern Island) 1991 by 16:00 hours on Wednesday 09 April 2025

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, CROWN SOLICITOR'S OFFICE, Royal Courts Of Justice, Chichester Street, Belfast BT1 3JY,, Telephone: 02890546039, Email: insolvency@csoni.gov.uk (Reference number: kag-6464.) (4848265)

In the High Court of Justice Northern Ireland  
No. 014714 of 2025

In the matter of **GLEN PARK BELFAST LTD**

Trading As: GLEN PARK BELFAST LTD,  
and in the matter of the Insolvency (Northern Ireland) Order 1989,  
A Petition to wind up GLEN PARK BELFAST LTD (NI700324) of 14 Ardoyne Avenue, Belfast BT14 7DA, whose nature of business is 56302, presented on Tuesday 18 February 2025, at 13:35 by THE DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), of 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast BT1 3LP claiming to be a Creditor of the Company, will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE, on Thursday 10 April 2025, at 10:00 hours (or as soon thereafter as the Petition can be heard).

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioners or to their Solicitor in accordance with Rule 4.016 of the Insolvency Rules (Northern Island) 1991 by 16:00 hours on Wednesday 09 April 2025

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, CROWN SOLICITOR'S OFFICE, Royal Courts Of Justice, Chichester Street, Belfast BT1 3JY,, Telephone: 02890542555, Email: insolvency@csoni.gov.uk (Reference number: KAG0006436/LH.) (4848958)

In the High Court of Justice Northern Ireland  
No. 014730 of 2025

In the matter of **CUSTOM HOUSE CAFE LTD**

Trading As: CUSTOM HOUSE CAFE LTD,  
Previously Trading As: Custom House Bar Ltd,  
and in the matter of the Insolvency (Northern Ireland) Order 1989,  
A Petition to wind up CUSTOM HOUSE CAFE LTD (NI651888) of 4 Main Street, Coalisland, County Tyrone BT71 4NB, whose nature of business is 56101, presented on Tuesday 18 February 2025, at 13:35 by THE DEPARTMENT OF FINANCE, LAND & PROPERTY SERVICES (RATING), of 3rd Floor, Lanyon Plaza, Lanyon Place, Belfast BT1 3LP claiming to be a Creditor of the Company, will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE, on Thursday 10 April 2025, at 10:00 hours (or as soon thereafter as the Petition can be heard).

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioners or to their Solicitor in accordance with Rule 4.016 of the Insolvency Rules (Northern Island) 1991 by 16:00 hours on Wednesday 09 April 2025

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, CROWN SOLICITOR'S OFFICE, Royal Courts Of Justice, Chichester Street, Belfast BT1 3JY., Telephone: 02890542555, Email: insolvency@csoni.gov.uk (Reference number: KAG0006456/LH.) (4848966)

In the High Court of Justice Northern Ireland  
No. 014719 of 2025

In the matter of **FUEL 24/7 LIMITED**

Trading As: FUEL 24/7 LIMITED,  
and in the matter of the Insolvency (Northern Ireland) Order 1989,  
A Petition to wind up FUEL 24/7 LIMITED (NI610951) of 28-30 Main Street, Sixmilecross, Omagh, County Tyrone BT79 9NF, whose nature of business is 47300, presented on Tuesday 18 February 2025, at 13:35 by HIS MAJESTY'S REVENUE AND CUSTOMS, of 100 Parliament Street, London SW1A 2BQ claiming to be a Creditor of the Company, will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JE, on Thursday 10 April 2025, at 10:00 hours (or as soon thereafter as the Petition can be heard).

Any person intending to appear on the hearing of the Petition (whether to support or oppose it) must give notice of intention to do so to the Petitioners or to their Solicitor in accordance with Rule 4.016 of the Insolvency Rules (Northern Island) 1991 by 16:00 hours on Wednesday 09 April 2025

The Petitioner's Solicitor is Crown Solicitor for Northern Ireland, CROWN SOLICITOR'S OFFICE, Royal Courts Of Justice, Chichester Street, Belfast BT1 3JY., Telephone: 02890542555, Email: insolvency@csoni.gov.uk (Reference number: CBW0041122/LH.) (4848972)

In the HIGH COURT OF JUSTICE IN NORTHERN IRELAND  
CHANCERY DIVISION (COMPANIES WINDING UP) Court Number: 25/024451

In the Matter of **CLEEVE RACING LIMITED**

(Company Number NI609540)  
and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company (Company Number: NI609540) whose registered office is situate at Unit 932, Moat House Business Centre, Belfast, BT5 5AD presented on 14 March 2025 by NICHOLAS MCKENNA of 3 Quince Orchard, Hamstreet, Ashford, Kent, TN26 2HB (director), will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JF on:

Date: 10 April 2025

Time: 10.00 am (or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitors in accordance with Rule 4.016 by 16.00 hours on 09 April 2025.

The petitioner's solicitor is: *Jason Byrne*, Millar McCall Wylie Solicitors, 3rd Floor The Printworks, 35-39 Queen St, Belfast, BT1 6EA

Dated: 21 March 2025 (4847254)

In the COURT OF JUSTICE IN NORTHERN IRELAND  
CHANCERY DIVISION (COMPANIES WINDING UP) Court Number: 25/020346

In the Matter of **CROOB ENGINEERING LTD**

(Company Number NI641409)  
and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company (Company Number: NI641409) whose registered office is situate at 100 Clonvaraghan Road, Castlewellan, County Down, BT31 9LA presented on 05 March 2025 by LISA LAPPIN of Baker Tilly Mooney Moore, 17 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG (Supervisor of CVA), will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JF on

Date: 10 April 2025

Time: 10.00 am (or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitors in accordance with Rule 4.016 by 16.00 hours on 09 April 2025.

The petitioner's solicitor is: *Jason Byrne*, Millar McCall Wylie Solicitors, 3rd Floor The Printworks, 35-39 Queen St, Belfast, BT1 6EA

Dated: 21 March 2025 (4847252)

In the HIGH COURT OF JUSTICE IN NORTHERN IRELAND  
CHANCERY DIVISION (COMPANIES WINDING UP) Court Number: 25/021479

In the Matter of **TAILORMADE WOODCRAFT LTD**

(Company Number NI673497)  
and in the Matter of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989

A petition to wind up the above-named company (Company Number: NI673497) whose registered office is situate at 67 Glenwood Court, Lisburn, BT28 3UD presented on 07 March 2025 by PATRICK MARLEY of 67 Glenwood Court, Lisburn, BT28 3UD (director), will be heard at the Royal Courts of Justice, Chichester Street, Belfast, BT1 3JF on:

Date: 10 April 2025

Time: 10.00 am (or as soon thereafter as the petition can be heard)

Any person intending to appear on the hearing of the petition (whether to support or oppose it) must give notice of intention to do so to the petitioner or its solicitors in accordance with Rule 4.016 by 16.00 hours on 09 April 2025.

The petitioner's solicitor is: *Jason Byrne*, Millar McCall Wylie Solicitors, 3rd Floor The Printworks, 35-39 Queen St, Belfast, BT1 6EA

Dated: 21 March 2025 (4847253)

## Members' voluntary liquidation

### APPOINTMENT OF LIQUIDATORS

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

Name of Company: **ALEXANDER RANKIN & SON LIMITED**

Company Number: NI010500

Nature of Business: Plumbing, Heating & Air Conditioning Installation

Type of Liquidation: Members Voluntary Liquidation

Registered office: 60 Main Street, Castledawson, BT45 8AB

Liquidator's name and address: *Darren McMath*, McKeague Morgan & Company, 27 College Gardens, Belfast BT9 6BS

Office Holder Number: ICAEW 7349.

Date of Appointment: 26th March 2025

By whom Appointed: Members (4850072)

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

Name of Company: **D.J.D. COMPUTATIONAL SERVICES LTD**

Company Number: NI034399

Nature of Business: Information technology consultancy activities

Type of Liquidation: Members' Voluntary Liquidation

Registered office: 29 Gortnageeragh Road, Martinstown, BT43 7LL

Liquidators' names and address: *Adam Price*, CMB Partners UK Limited, Craftwork Studios, 1-3 Dufferin Street, London, EC1Y 8NA and *Lane Bednash*, CMB Partners UK Limited, Craftwork Studios, 1-3 Dufferin Street, London, EC1Y 8NA

Office Holder Numbers: 25050 and 8882.

Date of Appointment: 14 March 2025

By whom Appointed: The Members (4847265)

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

Name of Company: **DR. THOMAS GUMBRIELLE**

Company Number: NI605419

Nature of Business: General medical practice activities

Type of Liquidation: Members

Registered office: 6b Upper Water Street, Newry, Co Down, BT34 1DJ

Liquidator's name and address: *Gerard Gildernew*, Gildernew & Co. Ltd, Six Northland Row, Dungannon, BT71 6AW

Office Holder Number: 12930.

Date of Appointment: 26 March 2025

By whom Appointed: Members

(4850070)

**PURSUANT TO ARTICLE 95 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**Name of Company: **LIGONIEL HOMES LIMITED**

Company Number: NI649690

Nature of Business: House Builder

Type of Liquidation: Members Voluntary Liquidation

Registered office: 46 Hill Street, Belfast, BT1 2LB

Liquidator's name and address: *Darren McMath*, McKeague Morgan &

Company, 27 College Gardens, Belfast BT9 6BS

Office Holder Number: ICAEW 7349.

Date of Appointment: 25th March 2025

By whom Appointed: Members

(4850078)

**PURSUANT TO ARTICLE 95 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**Name of Company: **LOUGHRAN MCNALLY LIMITED**

Trading Name: Clogher Valley Dental

Company Number: NI631896

Nature of Business: 86230 - Dental practice activities

Type of Liquidation: Members

Registered office: 25 Main Street, Clogher, Co. Tyrone, United Kingdom, BT76 0AA

Liquidator's name and address: *Michael Drumm*, CavanaghKelly,

36-38 Northland Row, Dungannon, Co. Tyrone, BT71 6AP

Office Holder Number: 7376.

Date of Appointment: 21 March 2025

By whom Appointed: Members

(4847259)

**PURSUANT TO ARTICLE 95 OF THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**Name of Company: **SANDHEAD DEVELOPMENTS LTD**

Trading Name: Sandhead Developments Ltd

Company Number: NI059191

Nature of Business: Buying and selling of own real estate

Type of Liquidation: Members' Voluntary Liquidation

Registered office: At The Offices of Moore Stephens, Waterford House 32 Lodge Road, Coleraine, BT52 1NB

Principal trading address: At The Offices Of Moore Stephens, Waterford House 32 Lodge Road, Coleraine, BT52 1NB

Liquidators' names and address: *Kenneth Robert Craig* and *Kevin Mapstone* both of Begbies Traynor (Central) LLP, Scottish Provident Building, 7 Donegall Square West, Belfast, County Antrim, BT1 6JH

Office Holder Numbers: 008584 and 25750.

Date of Appointment: 12 March 2025

By whom Appointed: Members'

**Further Details**

Any person who requires further information may contact Danielle McWilliams by e-mail at [danielle.mcwilliams@btguk.com](mailto:danielle.mcwilliams@btguk.com) or by telephone on 028 9091 8583. (4847267)

**ARTICLE 95, INSOLVENCY (NORTHERN IRELAND) ORDER 1989**Name of Company: **STOCKMAN'S MANAGEMENT LIMITED**

Company Number: NI040012

Nature of Business: 46342 - Wholesale of wine, beer, spirits and other alcoholic beverages

Type of Liquidation: Members

Registered office: c/o Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast BT1 4LS

Liquidators' names and address: *Scott Murray* and *Ian Davison*, Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS

Office Holder Numbers: 14096 and 25392.

Date of Appointment: 27 March 2025

By whom Appointed: Members

(4850103)

**FINAL MEETINGS****IN THE MATTER OF DEVELOPORRS LIMITED in Liquidation**

(Company Number NI653691)

**Notice is hereby given**, pursuant to Article 80 of the INSOLVENCY (NI) ORDER 1989, that the Final Meeting of the Members of the above named company will be held at the offices of Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT on the 30 April 2025 at 10.00 am for the purposes of receiving an account of the Liquidator's acts and dealings and of the conduct of the winding-up to closure.

Forms of proxy, if intended to be used, must be duly completed and lodged at the offices of Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT no later than 12.00 noon on the 29 April 2025.

**Dated: 26 March 2025****Gregg Sterritt**

Liquidator

(4850068)

**DOW HOLDINGS IRELAND LTD****In Members Voluntary Liquidation**

(Company Number NI638658)

**THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**

NOTICE IS HEREBY GIVEN, in pursuance of Article 80 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989 that a FINAL MEETING of the above named company will be held at 10.30am on 28 April 2025 at McCambridge Duffy LLP 101 Spencer Road, Derry, BT47 6AE, for the purpose of having an account laid before members showing the manner in which the winding-up has been conducted and the property of the company disposed of, and of hearing any explanation that may be given by the Liquidator.

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

Proxies to be used at the meeting should be lodged at McCambridge Duffy LLP 101 Spencer Road, Derry, BT47 6AE no later than 12 noon on the working day immediately before the meeting

24 March 2025

**Ronan Duffy**

Liquidator

(4850064)

**IN THE MATTER OF IRVINE DENTAL CARE LIMITED in Liquidation**

(Company Number NI646543)

**Notice is hereby given**, pursuant to Article 80 of the INSOLVENCY (NI) ORDER 1989, that the Final Meeting of the Members of the above named company will be held at the offices of Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT on the 29 April 2025 at 10.00 am for the purposes of receiving an account of the Liquidator's acts and dealings and of the conduct of the winding-up to closure.

Forms of proxy, if intended to be used, must be duly completed and lodged at the offices of Sterritt Business Advisory, 89 Hillsborough Road, Carryduff, Belfast, BT8 8HT no later than 12.00 noon on the 28 April 2025.

**Dated: 25 March 2025****Gregg Sterritt**

Liquidator

(4847255)

**NOTICES TO CREDITORS****IN THE MATTER OF THE INSOLVENCY (NI) ORDER 1989 AND IN THE MATTER OF****ALEXANDER RANKIN & SON LIMITED**

(In Members' Voluntary Liquidation)

(Company Number NI010500)

I, Darren McMath give notice that I was appointed liquidator of the above-named company on 26th March 2025 by a resolution of members.

Notice is hereby given that the creditors of the above named company are required on or before 2nd May 2025 to send their names and addresses and the particulars of their debts or claims and the names of their solicitors if any, to Darren McMath of McKeague Morgan & Co 27 College Gardens, Belfast, BT9 6BS, the liquidator of the said company, and, if so by notice in writing from the said liquidator, or by their solicitor, or personally to come in and prove their debts or claims at such time and place as shall be specified in such notice, or in default thereof they will be excluded from the benefit of any distribution made before such debts are proved.

**This company is solvent, and all known creditors have been or will be paid in full.**

Dated 28th March 2025

*D McMath*, Liquidator (4850073)

#### **THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989**

##### **D.J.D. COMPUTATIONAL SERVICES LTD**

(Company Number NI034399)

Registered office: 29 Gortnageeragh Road, Martinstown, BT43 7LL

Notice is hereby given that at a General Meeting of the above-named company held on 14 March 2025 at 11:45am, the company was placed in Members' Voluntary (Solvent) Liquidation and Adam Price and Lane Bednash of CMB Partners UK Limited, Craftwork Studios, 1-3 Dufferin Street, London, EC1Y 8NA, were appointed Joint Liquidators.

The Joint Liquidators give notice pursuant to Rule 4.192 of the INSOLVENCY RULES (NORTHERN IRELAND) ORDER 1991 that creditors of the Company are required, on or before 28 April 2025, to prove their debts by delivering their proofs to the Joint Liquidators at **the above address**, 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.

Note: The Director of the Company has made a declaration of solvency and it is expected that all creditors have been or will be paid in full.

##### **Names, IP numbers, firm names and addresses of Liquidators:**

Adam Price (IP number 25050) of CMB Partners UK Limited, Craftwork Studios, 1-3 Dufferin Street, London, EC1Y 8NA and Lane Bednash (IP number 8882) of CMB Partners UK Limited, Craftwork Studios, 1-3 Dufferin Street, London, EC1Y 8NA

**Date of appointment of Liquidators:** 14 March 2025

**Contact information for Liquidators:** 020 7377 4370 or [zs@cmbukltd.co.uk](mailto:zs@cmbukltd.co.uk)

**Optional alternative contact name:** Zaneta Skworzec (4847264)

#### **NOTICE TO CREDITORS TO SUBMIT CLAIMS**

##### **DR. THOMAS GUMBRIELLE**

(Company Number NI605419)

##### **IN MEMBER'S VOLUNTARY LIQUIDATION**

At a meeting held under Article 77 of the INSOLVENCY (NORTHERN IRELAND) ORDER 1989, on 26 March 2025, at 12.15pm, I was duly appointed Liquidator.

Notice is hereby given that the creditors of the above-named company are required on or before 29 April 2025 to send their names and addresses and the particulars of their debts or claims, and the names and addresses of their Solicitors, if any, to Gildernew & Co. Ltd, Six Northland Row, Dungannon, BT71 6AW, the Liquidator of the said company, and, if so by notice in writing from the said Liquidator, or by their Solicitors, or personally, to come in and prove their debts or claims at such time and place as shall be specified in such notice, or in default thereof they will be excluded from the benefit of any distribution made before such debts are proved.

**THIS NOTICE IS PURELY FORMAL.**

**THIS COMPANY IS SOLVENT AND ALL KNOWN CREDITORS HAVE BEEN OR WILL BE PAID IN FULL.**

Dated this 27th Day of March 2025

*Gerard Gildernew*

Liquidator (4850071)

#### **IN THE MATTER OF THE INSOLVENCY (NI) ORDER 1989 AND IN THE MATTER OF LIGONIEL HOMES LIMITED**

(In Members' Voluntary Liquidation)

(Company Number NI649690)

I, Darren McMath give notice that I was appointed liquidator of the above-named company on 25th March 2025 by a resolution of members.

Notice is hereby given that the creditors of the above named company are required on or before 2nd May 2025 to send their names and addresses and the particulars of their debts or claims and the names of their solicitors if any, to Darren McMath of McKeague Morgan & Co 27 College Gardens, Belfast, BT9 6BS, the liquidator of the said company, and, if so by notice in writing from the said liquidator, or by their solicitor, or personally to come in and prove their debts or claims at such time and place as shall be specified in such notice, or in default thereof they will be excluded from the benefit of any distribution made before such debts are proved.

**This company is solvent, and all known creditors have been or will be paid in full.**

Dated 28th March 2025

*D McMath*, Liquidator (4850075)

#### **LOUGHRAN MCNALLY LIMITED**

Trading Name: Clogher Valley Dental

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

(Company Number NI631896)

Registered office: 25 Main Street, Clogher, Co. Tyrone, United Kingdom, BT76 0AA

**NOTICE IS HEREBY GIVEN** that the creditors of the above named Company, which was voluntarily wound up on 21 March 2025, are required, on or before 07 May 2025 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.7376) of CavanaghKelly, 36-38 Northland Row, Dungannon, Co. Tyrone, BT71 6AP.

Date of appointment: 21 March 2025

For further details contact Melissa Hetherington on telephone 028 8775 2990, or by email at [Melissa.hetherington@cavanaghkelly.com](mailto:Melissa.hetherington@cavanaghkelly.com) DATED THIS 21st DAY OF MARCH 2025

**Michael Drumm**

Liquidator (4847266)

#### **NOTICE TO CREDITORS TO SEND IN PARTICULARS OF DEBTS OR CLAIMS**

##### **SANDHEAD DEVELOPMENTS LTD**

(In Liquidation) ("the Company")

(Company Number NI059191)

**NOTICE IS HEREBY GIVEN** that following a General Meeting of the Company on 12 March 2025, We, Kenneth Robert Craig and Kevin Mapstone of Begbies Traynor (Central) LLP of Scottish Provident Building, 7 Donegall Square West, Belfast, County Antrim, BT1 6JH were appointed joint liquidator.

The Liquidator gives notice that pursuant to Rule 4.192 of the INSOLVENCY RULES (NORTHERN IRELAND) 1991 that creditors of the above-named company are required on or before 13 May 2025 to send details in writing of any claim against the Company to the liquidator at the above address. No further public advertisement of invitation to prove debts will be given.

It should be noted that the Directors of the Company have made a Statutory Declaration that they have made a full enquiry into the affairs of the Company and that they are of the opinion that the Company will be able to pay its debts in full within a period of twelve months from the commencement of the winding-up.

This notice is purely formal and all known Creditors have been, or will be, paid in full.

Date: 12 March 2025

**Kenny Craig**

Joint Liquidator

(4847269)

**NOTICES TO CREDITORS****THE INSOLVENCY (NORTHERN IRELAND) RULES 1991  
STOCKMAN'S MANAGEMENT LIMITED**

(Company Number NI040012)

Notice is hereby given that the above named company was placed into Members' Voluntary Liquidation (solvent liquidation) on 27 March 2025 and Scott Murray and Ian Davison of Keenan Corporate Finance Ltd were appointed Joint Liquidators.

Notice is also hereby given, pursuant to Rule 4.192 of the INSOLVENCY RULES (NORTHERN IRELAND) 1991, that the creditors of the company must send details, in writing of their claim against the company to Matthew Mclean at Keenan Corporate Finance Ltd, 10th Floor Victoria House, 15-17 Gloucester Street, Belfast, BT1 4LS by no later than 30 May 2025 which is the last day for proving claims. The Joint Liquidators further gives notice that they will then make a final distribution to creditors, and any creditor who does not make a claim by the date mentioned above will not be included in the distribution.

**THIS NOTICE IS PURELY FORMAL AS THE COMPANY IS SOLVENT AND IT IS ANTICIPATED THAT ALL CREDITORS WILL BE PAID IN FULL.**

Ian Davison, Joint Liquidator

27 March 2025

(4850101)

**DR. THOMAS GUMBRIELLE**

(Company Number NI605419)

At a General Meeting of the above-named Company duly convened and held at Accountancy-Tax.ie Limited, 1-4 Adelaide Road, Glashule, Co Dublin, A96 D7W7 on 26 March 2025 at 12.15pm the following Special Resolutions (No. 1 and No.2) and Ordinary Resolutions (No.3 to No.5) were passed:

1. THAT the Company be wound up voluntarily; and
- 2 THAT the Liquidator is authorised to act as an agent of the Company in entering into any agreement in regard to any deed of assignment or distribution in specie any of the Company's assets.
3. THAT Gerard Gildernew, Licensed Insolvency Practitioner be and is hereby appointed Liquidator for the purpose of winding up the affairs and distributing the assets of the Company.
4. THAT the remuneration to be paid to the Liquidator, in addition to the costs, charges and expenses thereof, shall be fixed by reference to the time spent by the Liquidator and staff thereof in attending to matters arising in the winding up including but without limitation to any matters outside the statutory duties of the Liquidator and undertaken at the request of the member; and
5. THAT the Liquidator shall distribute to the member according to his rights and interest in any surplus assets of the Company.

Dated this 26th of March 2025

By Order of the Board

DRT Gumbrielle

(4850069)

**RESOLUTION FOR VOLUNTARY WINDING-UP****INSOLVENCY (NI) ORDER 1989****ALEXANDER RANKIN & SON LIMITED**

Registered in Northern Ireland

(Company Number NI010500)

At a general meeting of the company's shareholders held on 26th March 2025 at 27 College Gardens, Belfast, BT9 6BS, the following resolutions were passed: No's 1 & 2 as special resolutions and No's 3 to 5 as ordinary resolutions:

1. That the company be wound up voluntarily.
2. That any residual non-cash assets be distributed in specie.
3. That Darren McMath of McKeague Morgan & Company, 27 College Gardens, Belfast BT9 6BS be and is hereby appointed Liquidator for such winding up.
4. That the Liquidator shall divide amongst the members according to their rights and interests any surplus assets of the Company.
- 5 That the liquidator's remuneration shall be fixed by reference to the time properly given by the liquidator and his staff in attending to matters arising in the winding up, including those falling outside his statutory duties undertaken at the request of members, within the terms of a previously agreed fee with McKeague Morgan & Company.

By order of the board

D. Orr

B Orr

Date 28th March 2025

(4850074)

**INSOLVENCY (NI) ORDER 1989****LIGONIEL HOMES LIMITED**

Registered in Northern Ireland

(Company Number NI649690)

At a general meeting of the company's shareholders held on 25th March 2025 at 5 Larne Rd, Ballynure, Ballyclare, BT39 9UA, the following resolutions were passed: No's 1 & 2 as special resolutions and No's 3 to 5 as ordinary resolutions:

1. That the company be wound up voluntarily.
2. That any residual non-cash assets be distributed in specie.
3. That Darren McMath of McKeague Morgan & Company, 27 College Gardens, Belfast BT9 6BS be and is hereby appointed Liquidator for such winding up.
4. That the Liquidator shall divide amongst the members according to their rights and interests any surplus assets of the Company.
- 5 That the liquidator's remuneration shall be fixed by reference to the time properly given by the liquidator and his staff in attending to matters arising in the winding up, including those falling outside his statutory duties undertaken at the request of members, within the terms of a previously agreed fee with McKeague Morgan & Company.

By order of the board

B. Orr

Date 28th March 2025

(4850076)

**THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989****D.J.D. COMPUTATIONAL SERVICES LTD**

(Company Number NI034399)

Registered office: 29 Gortnageeragh Road, Martinstown, BT43 7LL

Notice is hereby given that the following resolutions were passed at a General Meeting of the members of the above-named company on 14 March 2025 at 11:45pm, as a special resolution and an ordinary resolution respectively:

"That the company be wound up voluntarily"; and

"That Adam Price and Lane Bednash be appointed as Joint Liquidators for the purposes of such voluntary winding up."

Daniel Duffin

**Names, IP numbers, firm names and addresses of Liquidators:**

Adam Price (IP number 25050) of CMB Partners UK Limited, Craftwork Studios, 1-3 Dufferin Street, London, EC1Y 8NA and Lane Bednash (IP number 8882) of CMB Partners UK Limited, Craftwork Studios, 1-3 Dufferin Street, London, EC1Y 8NA

**Date of appointment of Liquidators:** 14 March 2025**Contact information for Liquidators:** 020 7377 4370 or zs@cmbukltd.co.uk**Optional alternative contact name:** Zaneta Skworzec (4847262)**LOUGHAN MCNALLY LIMITED**

Trading Name: Clogher Valley Dental

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

(Company Number NI631896)

Registered office: 25 Main Street, Clogher, Co. Tyrone, United Kingdom, BT76 0AA

At a General Meeting of the Company, duly convened and held at CavanaghKelly 36-38 Northland Row, Dungannon BT71 6AP on 21 March 2025 at 10:00am the following resolutions were passed as a Special resolution and Ordinary resolution respectively:

"That the Company be wound up voluntarily" and "That Michael Drumm of CavanaghKelly, (IP No: 7376) of 36-38 Northland Row, Dungannon, Co. Tyrone, BT71 6AP, be appointed Liquidator of the Company"

For further details contact Melissa Hetherington on telephone 02887752990 or by email at

Melissa.hetherington@cavanaghkelly.com.

DATED THIS 21st DAY OF MARCH 2025

**Jacqueline Anne Loughran****Director**

(4847261)

**NOTICE UNDER THE INSOLVENCY (NORTHERN IRELAND)****ORDER 1989****SANDHEAD DEVELOPMENTS LTD**

(Company Number NI059191)

(Registered in Northern Ireland) ("the Company") In Members Voluntary Liquidation

Registered office: The Offices of Moore Stephens, Waterford House  
32 Lodge Road, Coleraine, BT52 1NB

At a General Meeting of the members of Sandhead Developments Ltd held on 12 March 2025 the following Resolutions were passed as a Special Resolution and as an Ordinary Resolution respectively:

1. That the Company be wound up voluntarily.
2. That Kenneth Robert Craig and Kevin Mapstone both of Begbies Traynor (Central) LLP, Scottish Provident Building, 7 Donegall Square West, Belfast, County Antrim, BT1 6JH be hereby appointed as joint liquidators for the purposes of such winding up and that any power conferred on them by law or by this resolution, may be exercised by them jointly.

Kenneth Robert Craig (IP Number: 008584)

Kevin Mapstone (IP Number: 25750)

Any person who requires further information may contact Begbies Traynor by telephone on 028 90918200.

Dated: 12 March 2025

**Richard Copeland**

Chairman

(4847268)

**INSOLVENCY (NORTHERN IRELAND) ORDER 1989****SPECIAL RESOLUTIONS OF****STOCKMAN'S MANAGEMENT LIMITED**

(Company Number NI040012)

At a General Meeting of the members of the above-named company, duly convened and held at 23 Stockmans Way, Belfast, BT9 7ET, on 27 March 2025 at 10:00am, the following Special and Ordinary Resolutions were duly passed:

1. A special resolution that the Company be wound up voluntarily pursuant to Article 70 of the INSOLVENCY (NI) ORDER 1989.
2. An ordinary resolution that Scott Murray and Ian Davison 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.

*Paul Campisson*, Chair of the Meeting

27 March 2025

(4850099)

# PEOPLE

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## Personal insolvency

### ADMINISTRATION ORDERS

#### THE ADMINISTRATION OF INSOLVENT ESTATES OF DECEASED PERSONS ORDER (NORTHERN IRELAND) 1991

##### JOHN HASLETT MITCHELL

(Deceased)

Former Prison Officer, formerly of 26 Moylena Road, Antrim, BT41 4PA

Date of Insolvency Administration order: 21 March 2025

Date of Presentation Of petition: 27 February 2025

No. of matter: 25/017353 (4850077)

### NOTICES OF DIVIDENDS

THE INSOLVENCY (NORTHERN IRELAND) ORDER 1989

CHANCERY DIVISION (BANKRUPTCY)

In the Royal Courts of Justice

No 116375 of 2019

IN THE MATTER OF

##### JOSEPH MCGLONE

NOTICE IS HEREBY GIVEN that it is my intention to declare a first and final Dividend to Unsecured Creditors of the above-named Bankrupt within four months from the date of this notice. Creditors who have not yet done so are required on or before 21 April 2025 to send their Proofs of Debt to Andrew Ryder, JT Maxwell, Unit 1 Lagan House, 1 Sackville Street, Lisburn, BT27 4AB or by emailing personal@jtmaxwell.co.uk and to provide such further details or produce such documentary or other evidence as may appear to the Trustee as necessary. A creditor who has not proved his debt by the specified date will be excluded from the distribution.

Andrew Ryder

Trustee

20 March 2025

(4846087)

## 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>	
DONNELLY, Father Liam (William John)	15 Drumlamph Lane, Castledawson, County Derry BT45 8EH. 26 October 2024	Martin, King, French & Ingram LLP Solicitors, 52 Catherine Street, Limavady, County Londonderry BT49 9DB	9 June 2025	(4847258)
HEANEY, Mr Mark	17 Springhill Manor, Magheralin, CRAIGAVON, BT67 0UB. 14 January 2025	Linda Heaney, The London Gazette (48916), PO Box 3584, Norwich, NR7 7WD.	27 May 2025	(4847557)
MAGOWAN, William	55 Hill Close, Ballykelly, BT49 9QA. 26 August 2018	Joe London Magowan, The London Gazette (48877), PO Box 3584, Norwich, NR7 7WD.	28 May 2025	(4845974)
O'NEILL, Mr Paul Clement	142 Drones Road, Ballymoney, County Antrim BT53 8JT. 17 September 2021	O'Hare Solicitors, 37-41 High Street, Belfast BT1 2AB; Telephone number: 02890234800; Reference number: 2680/HS	29 May 2025	(4847263)
WHYTE, William John	24 Long Rig Road, Nutts Corner, CRUMLIN, BT29 4SX. 3 April 2024	C/O Higgins Hollywood Deazley Solicitors, 507 Oldpark Road, BELFAST, BT14 6QU.	28 May 2025	(4848283)



THE  
GAZETTE  
OFFICIAL PUBLIC RECORD

# Place a deceased estates notice online

Place a notice in both a local newspaper and online in The Gazette in one easy step, and protect the executor from unknown creditors and beneficiaries. Simply create an account or login to your existing Gazette account and complete the online notice placement form.

Benefits include:

- A cost-effective service
- A quick and easy process
- PO Box forwarding to retain anonymity
- The comfort that you are ensuring due diligence for your client
- A notice which is prominently recorded in the UK's official public record, easily accessible online and nationwide
- Providing the executor with peace of mind knowing they have taken sufficient steps to find any unknown creditors or beneficiaries



To place a notice visit  
[www.thegazette.co.uk/wills-and-probate/place-a-deceased-estates-notice](http://www.thegazette.co.uk/wills-and-probate/place-a-deceased-estates-notice)

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a Williams Lea company

10266 11/22

# 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](#); and
- 3 [Royal Mail general terms and conditions](#) (applicable to Notices Placers utilising the Forwarding Service)

which (as amended from time to time) 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. For the avoidance of doubt the Royal Mail's terms and conditions above will be read subject to the terms and conditions of this Agreement and the Publisher's own terms referenced above will take precedence. The Publisher is not liable to the Notice Placer for the availability, access and/or any accuracy of any information placed on any third-party website.

## 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 postal service provided indirectly via The Royal Mail, in order 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 and or TSO, with registered company number 03049649, acting in accordance with the concessionary contract awarded by The National Archives.

**"Royal Mail"** means the Royal Mail Group Limited.

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 and without liability on the part of the Publisher. The Notice Placer must satisfy itself as to the legal, statutory, procedural, and/or data protection 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 use all reasonable endeavours to notify the Notice Placer of any action required to remedy any deficiency and publication shall not take place until the Publisher is reasonably satisfied that such action has been taken by the Notice Placer. Where publication has taken place the Notice placar will be sent communication with the proposed remedy which may include, but is not limited to, removal, reinsertion, retraction or substitution notice. The Notice Placer agrees and accepts that the mutual obligations and undertakings under this Agreement are sufficient consideration for the enforceability of these

terms and conditions which the Notice Placer agrees are fair and reasonable.

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 and undertakes to the Publisher:

11.1 that it has the (legal) 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.

The Notice Placer agrees and accepts that the Publisher is reliant upon the services of the Royal Mail in order to deliver the Forwarding Service and accordingly any failure and/or inability of the Royal Mail to deliver the Forwarding Service shall in so far as reasonably possible not put the Publisher to be in breach of this Agreement unless the Publisher was the sole contributory to the breach and/or negligent on its part to properly supervise the Royal Mail in relation to the Services.

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 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, which is subject to Clause 12 (above), 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 via Royal Mail from The Gazette to the Notice Placer or executor (if different).

Please be aware that correspondence received by The Gazette's postal box (subject to the final condition of the mail and delivery of the same), will using reasonable endeavours be opened, scanned, and securely stored. The scans will be retained for as long as the service remains (paid for and) in place and for a period of 6 months beyond that time, so that any copies of claims can be requested and communicated to the executor (for example in circumstances where Royal Mail has failed to deliver a claim) and in using this service you are consenting to the provisions of this clause; 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 Dependents) Act 1975. After the 10 months period has lapsed any correspondence received will be posted to the sender where possible and 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 TSO uses Stripe on its eCommerce sites to process credit or debit card transactions. Goods that are out of stock are charged for immediately and despatched when the goods are in stock. By placing an order you agree to this process.

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 Wales 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  
 Telephone: +44 (0)333 200 2434  
 Email: belfast@thegazette.co.uk



**AUTHORISED SCALE OF CHARGES  
 From 1 January 2025**

All charges are exclusive of VAT at the prevailing rate, currently 20%

**No VAT is payable on printed copies**

	Public sector placing mandatory notices or state notices		All other advertisers	
	XML, webform, Gazette template	Other	XML, webform, Gazette template	Other
	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Corporate and Personal Insolvency Notices	£0.00	£24.60	£92.20	£125.80
(2 - 5 Related Companies/Individuals charged at double the single rate)	£0.00	£49.20	£184.40	£251.60
1 (6 - 10 Related Companies charged at treble the single rate)	£0.00	£73.80	£276.60	£377.40
[Pursuant to the Insolvency Act 1986, the Insolvency Rules and any subsequent amending legislation]				
2 Deceased Estates Notices Pursuant to s.28 Trustee Act (Northern Ireland) 1958			£92.20	£125.80
All other Notices - charged by event	£0.00	£24.60	£92.20	£125.80
3 (2 - 5 Related events will be charged at double the single rate)	£0.00	£49.20	£184.40	£251.60
(6 - 10 Related events will be charged at treble the single rate)	£0.00	£73.80	£276.60	£377.40
If you are unsure how to price your notice or your notice contains more than 40 events please contact belfast@thegazette.co.uk				
4 Offline proofing		£44.50		£57.35
5 Late advertisements - accepted after 3pm, one day prior to publication		£44.50		£57.35
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