



# THE GAZETTE

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# COMPANIES

## COMPANIES RESTORED TO THE REGISTER

### 157/159 HIGH STREET (ELGIN) (NO.1) LIMITED

Company Number: SC226219

Notice is hereby given that on 19 December 2014 a petition was presented to the Court of Session by Landmaster Properties Limited (in receivership), a company incorporated under the Companies Acts (with company number 03311387) and having its registered office at c/o KPMG LLP, Arlington Business Park, Theale, Reading RG7 4SD, for an order in terms of section 1031 of the Companies Act 2006 restoring 157/159 High Street (Elgin) (No.1) Limited, a former company previously registered in Scotland with Company number SC226219, to the Register of Companies. Lord Tyre, by interlocutor dated 24 December 2014, appointed **inter alia** notice of the petition to be advertised once in both the Edinburgh Gazette and the Herald and allowed all persons claiming an interest to lodge answers thereto, if so advised, at the Office of Court, Court of Session, 2 Parliament Square, Edinburgh EH1 1RQ, within 21 days after intimation, service and advertisement of the petition.

CMS Cameron McKenna LLP

Solicitors for the Petitioners

Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EN (2259792)

### 157/159 HIGH STREET (ELGIN) (NO.2) LIMITED

Company Number: SC226220

Notice is hereby given that on 19 December 2014 a petition was presented to the Court of Session by Landmaster Properties Limited (in receivership), a company incorporated under the Companies Acts (with company number 03311387) and having its registered office at c/o KPMG LLP, Arlington Business Park, Theale, Reading RG7 4SD, for an order in terms of section 1031 of the Companies Act 2006 restoring 157/159 High Street (Elgin) (No.2) Limited, a former company previously registered in Scotland with Company number SC226220, to the Register of Companies. Lord Tyre, by interlocutor dated 24 December 2014, appointed **inter alia** notice of the petition to be advertised once in both the Edinburgh Gazette and the Herald and allowed all persons claiming an interest to lodge answers thereto, if so advised, at the Office of Court, Court of Session, 2 Parliament Square, Edinburgh EH1 1RQ, within 21 days after intimation, service and advertisement of the petition.

CMS Cameron McKenna LLP

Solicitors for the Petitioners

Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EN (2259794)

### 50 HIGH STREET (HAWICK) (NO. 1) LIMITED

Company Number: SC226215

Notice is hereby given that on 19 December 2014 a petition was presented to the Court of Session by Landmaster Properties Limited (in receivership), a company incorporated under the Companies Acts (with company number 03311387) and having its registered office at c/o KPMG LLP, Arlington Business Park, Theale, Reading RG7 4SD, for an order in terms of section 1031 of the Companies Act 2006 restoring 50 High Street (Hawick) (No. 1) Limited, a former company previously registered in Scotland with Company number SC226215, to the Register of Companies. Lord Tyre, by interlocutor dated 24 December 2014, appointed **inter alia** notice of the petition to be advertised once in both the Edinburgh Gazette and the Herald and allowed all persons claiming an interest to lodge answers thereto, if so advised, at the Office of Court, Court of Session, 2 Parliament Square, Edinburgh EH1 1RQ, within 21 days after intimation, service and advertisement of the petition.

CMS Cameron McKenna LLP

Solicitors for the Petitioners

Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EN (2259820)

### 126/132 HIGH STREET (ELGIN) (NO.2) LIMITED

Company Number: SC226221

Notice is hereby given that on 19 December 2014 a petition was presented to the Court of Session by Landmaster Properties Limited (in receivership), a company incorporated under the Companies Acts (with company number 03311387) and having its registered office at c/o KPMG LLP, Arlington Business Park, Theale, Reading RG7 4SD, for an order in terms of section 1031 of the Companies Act 2006 restoring 126/132 High Street (Elgin) (No.2) Limited, a former company previously registered in Scotland with Company number SC226221, to the Register of Companies. Lord Tyre, by interlocutor dated 24 December 2014, appointed **inter alia** notice of the petition to be advertised once in both the Edinburgh Gazette and the Herald and allowed all persons claiming an interest to lodge answers thereto, if so advised, at the Office of Court, Court of Session, 2 Parliament Square, Edinburgh EH1 1RQ, within 21 days after intimation, service and advertisement of the petition.

CMS Cameron McKenna LLP

Solicitors for the Petitioners

Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EN (2259822)

### 50 HIGH STREET (HAWICK) (NO. 2) LIMITED

Company Number: SC226222

Notice is hereby given that on 19 December 2014 a petition was presented to the Court of Session by Landmaster Properties Limited (in receivership), a company incorporated under the Companies Acts (with company number 03311387) and having its registered office at c/o KPMG LLP, Arlington Business Park, Theale, Reading RG7 4SD, for an order in terms of section 1031 of the Companies Act 2006 restoring 50 High Street (Hawick) (No. 2) Limited, a former company previously registered in Scotland with Company number SC226222, to the Register of Companies. Lord Tyre, by interlocutor dated 24 December 2014, appointed **inter alia** notice of the petition to be advertised once in both the Edinburgh Gazette and the Herald and allowed all persons claiming an interest to lodge answers thereto, if so advised, at the Office of Court, Court of Session, 2 Parliament Square, Edinburgh EH1 1RQ, within 21 days after intimation, service and advertisement of the petition.

CMS Cameron McKenna LLP

Solicitors for the Petitioners

Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EN (2259828)

### 52 HIGH STREET (HAWICK) (NO. 1) LIMITED

Company Number: SC226386

Notice is hereby given that on 19 December 2014 a petition was presented to the Court of Session by Landmaster Properties Limited (in receivership), a company incorporated under the Companies Acts (with company number 03311387) and having its registered office at c/o KPMG LLP, Arlington Business Park, Theale, Reading RG7 4SD, for an order in terms of section 1031 of the Companies Act 2006 restoring 52 High Street (Hawick) (No. 1) Limited, a former company previously registered in Scotland with Company number SC226386, to the Register of Companies. Lord Tyre, by interlocutor dated 24 December 2014, appointed **inter alia** notice of the petition to be advertised once in both the Edinburgh Gazette and the Herald and allowed all persons claiming an interest to lodge answers thereto, if so advised, at the Office of Court, Court of Session, 2 Parliament Square, Edinburgh EH1 1RQ, within 21 days after intimation, service and advertisement of the petition.

CMS Cameron McKenna LLP

Solicitors for the Petitioners

Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EN (2259831)

### 126/132 HIGH STREET (ELGIN) (NO.1) LIMITED

Company Number: SC226218

Notice is hereby given that on 19 December 2014 a petition was presented to the Court of Session by Landmaster Properties Limited (in receivership), a company incorporated under the Companies Acts (with company number 03311387) and having its registered office at c/o KPMG LLP, Arlington Business Park, Theale, Reading RG7 4SD, for an order in terms of section 1031 of the Companies Act 2006 restoring 126/132 High Street (Elgin) (No.1) Limited, a former company previously registered in Scotland with Company number SC226218, to the Register of Companies. Lord Tyre, by interlocutor dated 24 December 2014, appointed **inter alia** notice of the petition

to be advertised once in both the Edinburgh Gazette and the Herald and allowed all persons claiming an interest to lodge answers thereto, if so advised, at the Office of Court, Court of Session, 2 Parliament Square, Edinburgh EH1 1RQ, within 21 days after intimation, service and advertisement of the petition.

CMS Cameron McKenna LLP  
Solicitors for the Petitioners  
Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EN (2259832)

## 52 HIGH STREET (HAWICK) (NO. 2) LIMITED

Company Number: SC226387

Notice is hereby given that on 19 December 2014 a petition was presented to the Court of Session by Landmaster Properties Limited (in receivership), a company incorporated under the Companies Acts (with company number 03311387) and having its registered office at c/o KPMG LLP, Arlington Business Park, Theale, Reading RG7 4SD, for an order in terms of section 1031 of the Companies Act 2006 restoring 52 High Street (Hawick) (No. 2) Limited, a former company previously registered in Scotland with Company number SC226387, to the Register of Companies. Lord Tyre, by interlocutor dated 24 December 2014, appointed *inter alia* notice of the petition to be advertised once in both the Edinburgh Gazette and the Herald and allowed all persons claiming an interest to lodge answers thereto, if so advised, at the Office of Court, Court of Session, 2 Parliament Square, Edinburgh EH1 1RQ, within 21 days after intimation, service and advertisement of the petition.

CMS Cameron McKenna LLP  
Solicitors for the Petitioners  
Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EN (2259833)

## TAKEOVERS, TRANSFERS & MERGERS

THE HIGH COURT  
2014 / No. 544 COS

### IN THE MATTER OF CUNA MUTUAL INSURANCE (EUROPE) LIMITED

### AND IN THE MATTER OF STERLING INSURANCE COMPANY LIMITED

### AND IN THE MATTER OF THE ASSURANCE COMPANIES ACT 1909, THE INSURANCE ACT 1989, AND THE EUROPEAN COMMUNITIES (NON-LIFE INSURANCE) FRAMEWORK REGULATIONS 1994 (AS AMENDED)

#### NOTICE

TAKE NOTICE that it is the intention of all of the directors of CUNA Mutual Insurance (Europe) Limited (**CMIEL**), having its principal place of business at Harcourt Building, Harcourt Street, Dublin 2, Ireland and Sterling Insurance Company Limited (**SIL**), having its principal place of business at 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX, England, to make an application to the High Court of Ireland (the **High Court**) to sanction the transfer of the non-life insurance business of CMIEL to SIL.

AND FURTHER TAKE NOTICE that copies of the Non-Life Scheme whereby the said transfer is to be effected, the Petition to be presented to the High Court and the Schedules annexed thereto, the report by an Independent Actuary on the Non-Life Scheme, the Affidavit of Paul M. Treinen dated 26 November 2014 and the Affidavit of Brett Donald McWilliam, dated 27 November 2014, and the exhibits to the said affidavits, will be available for the inspection of any policyholder or shareholder of CMIEL at the offices of Matheson Solicitors at 70 Sir John Rogerson's Quay, Dublin 2, Ireland, and at 16th Floor, Heron Tower, 110 Bishopsgate, London EC2N 4AY, England, between the hours of 9.00 a.m. and 5.00 p.m. (local time), and/or any policyholder or shareholder of SIL at its registered office at 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX, England, between the hours of 9.00 a.m. and 5.00 p.m. (local time) on each working day between 14 January 2015 and 4 February 2015, inclusive. Copies of those documents will also be available for viewing and/or download online at [www.cunamutual.co.uk/insurancecomms](http://www.cunamutual.co.uk/insurancecomms) (UK) and [www.cunamutual.ie/insurancecomms](http://www.cunamutual.ie/insurancecomms) (Ireland) or on the Sterling Group's website on [www.sterlinginsurancegroup.com](http://www.sterlinginsurancegroup.com).

AND FURTHER TAKE NOTICE that the said Petition is to be listed for hearing by the High Court on Thursday 16 April 2015 at the Four Courts, Inns Quay, Dublin 8, Ireland, at 11.00 a.m. Any person who wishes to be heard at the hearing of the said Petition should send a notice of their intention to appear, in writing, to Matheson Solicitors at

70 Sir John Rogerson's Quay, Dublin 2, Ireland, no later than 5.00 p.m. on Wednesday 8 April 2015 and should indicate whether such person or persons support or oppose the said Petition. Any person wishing to make submissions at the hearing of the Petition on Thursday 16 April 2015 should file an affidavit setting out those submissions with the Court and serve a copy of that affidavit on Matheson at the aforementioned address no later than 5.00 p.m. on Wednesday 8 April 2015.

If you have any queries or concerns, you may contact CMIEL by telephoning the Customer Service telephone line (quoting Non-Life Scheme transfer) on 0121 359 0221 (UK) or 01 5533 500 (Ireland). Alternatively, you may write to those contacts at CUNA Mutual Insurance (Europe) Limited, Harcourt Building, Harcourt Street, Dublin 2, Ireland.

Dated this 9th day of January 2015

MATHESON

70 Sir John Rogerson's Quay  
Dublin 2 (2259788)

THE HIGH COURT  
2014 / No. 543 COS

### IN THE MATTER OF CUNA MUTUAL LIFE ASSURANCE (EUROPE) LIMITED

### AND IN THE MATTER OF STERLING LIFE LIMITED

### AND IN THE MATTER OF THE ASSURANCE COMPANIES ACT 1909, THE INSURANCE ACT 1989, AND THE EUROPEAN COMMUNITIES (LIFE ASSURANCE) FRAMEWORK REGULATIONS 1994 (AS AMENDED)

#### NOTICE

TAKE NOTICE that it is the intention of all of the directors of CUNA Mutual Life Assurance (Europe) Limited (**CMLAE**), having its principal place of business at Harcourt Building, Harcourt Street, Dublin 2, Ireland and Sterling Life Limited (**SL**), having its principal place of business at 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX, England, to make an application to the High Court of Ireland (the **High Court**) to sanction the transfer of the life assurance business of CMLAE to SL.

AND FURTHER TAKE NOTICE that copies of the Life Scheme whereby the said transfer is to be effected, the Petition to be presented to the High Court and the Schedules annexed thereto, the report by an Independent Actuary on the Life Scheme, together with a summary thereof, the Affidavit of Paul M. Treinen dated 26 November 2014 and the Affidavit of Brett Donald McWilliam, dated 27 November 2014, and the exhibits to the said affidavits, will be available for the inspection of any policyholder or shareholder of CMLAE at the offices of Matheson Solicitors at 70 Sir John Rogerson's Quay, Dublin 2, Ireland, and at 16th Floor, Heron Tower, 110 Bishopsgate, London EC2N 4AY, England, between the hours of 9.00 a.m. and 5.00 p.m. (local time), and/or any policyholder or shareholder of SL at its registered office at 50 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JX, England, between the hours of 9.00 a.m. and 5.00 p.m. (local time) on each working day between 14 January 2015 and 4 February 2015, inclusive. Copies of those documents will also be available for viewing and/or download online at [www.cunamutual.co.uk/policyholdercomms](http://www.cunamutual.co.uk/policyholdercomms) (UK) or [www.cunamutual.ie/policyholdercomms](http://www.cunamutual.ie/policyholdercomms) (Ireland) or on the Sterling Group's website on [www.sterlinginsurancegroup.com](http://www.sterlinginsurancegroup.com).

AND FURTHER TAKE NOTICE that the said Petition is to be listed for hearing by the High Court on Thursday 16 April 2015 at the Four Courts, Inns Quay, Dublin 8, Ireland, at 11.00 a.m. Any person who wishes to be heard at the hearing of the said Petition should send a notice of their intention to appear, in writing, to Matheson Solicitors at 70 Sir John Rogerson's Quay, Dublin 2, Ireland, no later than 5.00 p.m. on Wednesday 8 April 2015 and should indicate whether such person or persons support or oppose the said Petition. Any person wishing to make submissions at the hearing of the Petition on Thursday 16 April 2015 should file an affidavit setting out those submissions with the Court and serve a copy of that affidavit on Matheson at the aforementioned address no later than 5.00 p.m. on Wednesday 8 April 2015.

If you have any queries or concerns, you may contact CMLAE by telephoning the Customer Service telephone line (quoting Life Scheme transfer) on 0121 359 0221 (UK) or 01 5533 500 (Ireland). Alternatively, you may write to those contacts at CMLAE, Harcourt Building, Harcourt Street, Dublin 2, Ireland.

Dated this 9th day of January 2015

MATHESON  
70 Sir John Rogerson's Quay  
Dublin 2

(2259821)

23 December 2014

(2259785)

## Corporate insolvency

### Creditors' voluntary liquidation

#### APPOINTMENT OF LIQUIDATORS

##### PURSUANT TO SECTION 109 OF THE INSOLVENCY ACT 1986

Name of Company: **CRAIGSHEEN LIMITED**  
Company Number: SC147888  
Previous Name of Company: Ice Scotland Limited  
Nature of Business: Non-trading company  
Type of Liquidation: Creditors Voluntary  
Registered office: C/o Consilium Chartered Accountants, 169 West George Street, Glasgow G2 2LB  
*Ian William Wright*, WRI Associates Ltd, Third Floor, Turnberry House, 175 West George Street, Glasgow G2 2LB  
Office Holder Number: 9227.  
Date of Appointment: 23 December 2014  
By whom Appointed: Members and Creditors  
For further details contact: *Ishbel MacNeil*  
Email: [info@wriassociates.co.uk](mailto:info@wriassociates.co.uk)  
Telephone: 0844 902 4400

(2259784)

Company Number: SC437143  
Name of Company: **PEEBLES COURTHOUSE ENTERPRISE LIMITED**  
Nature of Business: Public House  
Type of Liquidation: Creditors  
Registered office: 2nd Floor North, Saltire Court, 20 Castle Terrace, Edinburgh, EH1 2EN  
Principal trading address: 1 High Street, Peebles, EH45 8SW  
*Kenneth Pattullo* and *Kenneth Craig*, both of Begbies Traynor, Finlay House, 10-14 West Nile Street, Glasgow G1 2PP.  
Office Holder Numbers: 008368 and 008584.  
Further details contact: *Louise Lawlor*, Email: [Louise.lawlor@begbies-traynor.com](mailto:Louise.lawlor@begbies-traynor.com)  
Date of Appointment: 23 December 2014  
By whom Appointed: Members and Creditors

(2259826)

#### FINAL MEETINGS

##### ENVIRO TRANSPORT SOLUTIONS (ETS) LIMITED

Company Number: SC362020  
Registered Office Address: 5 & 6 Waterside Court, Albany Street, Newport, South Wales, NP20 5NT  
Principal trading address: Infinity House, Fir Tree Lane, Rotherwas, Hereford, HR2 6LA  
NOTICE IS HEREBY GIVEN, pursuant to Section 106 of the Insolvency Act 1986, that the final meetings of members and creditors of the above named company will be held on 23 February 2015 at Purnells, 5 & 6 Waterside Court, Albany Street, Newport, South Wales, NP20 5NT, at 1.45 pm and 2.00 pm respectively for the purposes of  
1. Having laid before them an account showing how the winding-up has been conducted and the company's property disposed of; and  
2. Hearing any explanations that may be given by the Liquidators.  
A Member or Creditor entitled to attend and vote at either of the above meetings may appoint a proxy to attend and vote instead of him/her. A proxy need not be a Member or Creditor of the company. Proxies for use at either of the meetings together with unlodged proofs of debt must be lodged at Purnells, 5 & 6 Waterside Court, Albany Street, Newport South Wales, NP20 5NT no later than 12noon 22 February 2015.  
Dated this 23rd day of December 2014  
*Leigh Holmes* (IP Number: 9390) and *Susan Purnell* (IP Number: 9386)  
Joint Liquidator  
Appointed: 7 June 2012  
L-J Holmes, Joint Liquidator - S Purnell, Joint Liquidator

#### MEETINGS OF CREDITORS

##### BJ'S (ANNIESLAND) LIMITED

Company Number: SC391509  
**NOTICE OF MEETING OF CREDITORS**  
Registered Office: 3 Dava Street, Glasgow, G51 2JA  
Principal trading address: 828-830 Crow Road, Glasgow, G13 1HA  
Notice is hereby given pursuant to Section 98 of the INSOLVENCY ACT 1986, that a Meeting of Creditors of the above named Company will be held at the offices of Grainger Corporate Rescue & Recovery Limited, 65 Bath Street, Glasgow, G2 2BX, on Monday 19 January 2015 at 11.00 am for the purposes mentioned in Sections 99 to 101 of the INSOLVENCY ACT 1986.  
A list of the names and addresses of the Company's creditors will be available for inspection, free of charge, within the offices of Grainger Corporate Rescue & Recovery Limited, 65 Bath Street, Glasgow, G2 2BX, during the two business days preceding the above meeting.  
*Ian McGoldrick*  
Director

(2259817)

##### QUADRILLE MEDIA LIMITED

Company Number: SC242102  
Registered office: 68 Edgehead Village, Pathhead EH37 5RJ  
Principal trading address: 68 Edgehead Village, Pathhead EH37 5RJ  
Notice is hereby given, pursuant to Section 98 OF THE INSOLVENCY ACT 1986 that a meeting of the creditors of the above named Company will be held within Cowan & Partners Ltd, 60 Constitution Street, Leith, Edinburgh, EH6 6RR, on 15 January 2015, at 11.00 am for the purposes mentioned in Sections 99, 100 and 101 of the said Act. A list of the names and addresses of the Company's creditors may be inspected, free of charge, at the offices of Cowan & Partners Ltd, 60 Constitution Street, Leith, Edinburgh, EH6 6RR, during the two business days preceding the above meeting.  
Further details contact: *nicola.mennim@cowanandpartners.co.uk*, Tel: 0131 554 0724  
*Jeff Whitecross*, Director  
05 January 2015

(2259823)

##### THE INSOLVENCY ACT 1986 SHAW & HAMILTON LIMITED

In Liquidation  
Company Number: SC420502  
Registered Office: C/o Moore and Partners, Lennox House, Lennox Road, Cumbernauld, G67 1LL  
Principal trading address: The Songbird Bar, 209 Stirling Street, Dunipace, FK6 6JR  
NOTICE IS HEREBY GIVEN, pursuant to Section 98 of the INSOLVENCY ACT 1986, that a Meeting of creditors of the above named company will be held at 104 Quarry Street, Hamilton, ML3 7AX on 15 January 2015 at 11.30 am for the purposes provided for in Sections 99 to 101 of the said Act.  
A list of the names and addresses of the Company's creditors will be available for inspection free of charge, at the offices of French Duncan LLP, 104 Quarry Street, Hamilton, ML3 7AX, during the two business days immediately preceding the date of the meeting.  
By Order of the Board  
*Martin Shaw*  
Director  
6 January 2015

(2259783)

#### RESOLUTION FOR WINDING-UP

##### COMPANIES ACT 2006 INSOLVENCY ACT 1986 COMPANY LIMITED BY SHARES RESOLUTIONS CRAIGSHEEN LIMITED

Company Number: SC147888  
Registered Office: C/o Consilium Chartered Accountants, 169 West George Street, Glasgow, G2 2LB  
Passed: 23 December 2014

At a General Meeting of the Members of the above named company, duly convened and held at Third Floor, Turnberry House, 175 West George Street, Glasgow G2 2LB on 23 December 2014 at 10.30 am the following Special Resolution was duly passed:

“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 same and, accordingly, that the company be wound up voluntarily.”

Thereafter, the following Ordinary Resolution was duly passed:

“That *Ian William Wright*, (IP No. 9227), Licensed Insolvency Practitioner, of WRI Associates Limited, Third Floor, Turnberry House, 175 West George Street, Glasgow, G2 2LB, be appointed liquidator for the purposes of such winding up.”

For further details contact [info@wriassociates.co.uk](mailto:info@wriassociates.co.uk) or telephone 0844 904 4400

Name in full: *Giuseppe Antonio Conetta*

Chairman of the Meeting

Date: 23 December 2014

(2259781)

#### PEEBLES COURTHOUSE ENTERPRISE LIMITED

Company Number: SC437143

Registered office: 2nd Floor North, Saltire Court, 20 Castle Terrace, Edinburgh, EH1 2EN

Principal trading address: 1 High Street, Peebles, EH45 8SW

Pursuant to Chapter 2 of Part 13 of the Companies Act 2006 on 23 December 2014 the shareholders of the Company passed the following Special and Ordinary Resolutions respectively:

“That it has been proved to the satisfaction of this meeting that the Company is insolvent and that it is advisable to wind up the same, and accordingly, that the Company be wound up voluntarily and that *Kenneth W Pattullo* and *Kenneth R Craig*, both of Begbies Traynor (Central) LLP, 3rd Floor, Finlay House, 10-14 West Nile Street, Glasgow G1 2PP, (IP Nos 008368 and 008584) be and are hereby appointed joint liquidators of the Company for the purpose of such winding up.”

Further details contact: Louise Lawlor, Email: [Louise.lawlor@begbies-traynor.com](mailto:Louise.lawlor@begbies-traynor.com)

*A Reid*, Director

(2259818)

#### QUADRILLE MEDIA LIMITED

Company Number: SC242102

Registered office: 68 Edgehead Village, Pathhead, EH37 5RJ

Principal trading address: 68 Edgehead Village, Pathhead, EH37 5RJ

At a general meeting of the members of the said Company duly convened and held at Cowan & Partners Ltd, 60 Constitution Street, Leith, Edinburgh, EH6 6RR on 05 January 2015 the following resolutions, respectively special and ordinary, were passed:

“That it has been proved to the satisfaction of this meeting that the company cannot, by reason of its liabilities, continue its business and that it is advisable to wind up the same and accordingly that the company be wound up voluntarily and that *David Forbes Rutherford*, of Cowan & Partners Ltd, 60 Constitution Street, Leith, Edinburgh, EH6 6RR, (IP No: 5736) be and is hereby appointed liquidator for the purposes of such winding up.”

Further details contact: [nicola.mennim@cowanandpartners.co.uk](mailto:nicola.mennim@cowanandpartners.co.uk), Tel: 0131 554 0724

*Jeff Whitecross*, Chairman

(2259782)

## Liquidation by the Court

### APPOINTMENT OF LIQUIDATORS

#### MOKI LIMITED

Formerly trading as: Branches of Glasgow  
In Liquidation

Company Number: SC223620

Registered Office and Trading Address: 170-174 Kilmarnock Road, Glasgow G41 3PG

*I, Bryce Luke Findlay* BSc CA MIPA MABRP, 50 Darnley Street, Pollokshields, Glasgow G41 2SE, hereby give notice that I was appointed Liquidator of Moki Limited on 7 January 2015, by resolution of the first meeting of creditors. A Liquidation Committee was not established by the meeting of creditors.

All creditors who have not already done so are required on or before 30 April 2015 to lodge their claims with me.

*Bryce Luke Findlay* BSc CA MIPA MABRP, Liquidator  
Findlay Hamilton, 50 Darnley Street, Pollokshields, Glasgow G41 2SE,  
[findlayhamilton@btconnect.com](mailto:findlayhamilton@btconnect.com)

7 January 2015

(2259790)

#### O'NEILL & GOLDIE LTD

Company Number: SC328951

Registered office: 121 Moffat Street, Glasgow, G1 5ND

Principal trading address: As registered office.

Registered name(s) in previous 12 months: O'Neill & Goldie Ltd

Trading name(s): O'Neill & Goldie Ltd

Nature of business: Stonemasonry and drystone walling services

*Robert Caven* (Office holder number 8784) Grant Thornton UK LLP,  
95 Bothwell Street, Glasgow G2 7JZ

Capacity of office holder: Interim Liquidator

Date of appointment: 14 November 2014

Email address or phone number: 0141 223 0642

Name of alternative contact: Xiu-Zhu Ni

Court name and case number: L218/14

*I, Robert Caven* of Grant Thornton UK LLP, give notice that I was appointed Interim Liquidator of O'Neill & Goldie Ltd by Interlocutor of the Sheriff of Glasgow and Strathkelvin at Glasgow Sheriff Court on 14 November 2014.

NOTICE IS HEREBY GIVEN that, in terms of Section 138(4) of the Insolvency Act 1986, a Meeting of Creditors of the above Company will be held at the offices of Grant Thornton UK LLP, 95 Bothwell Street, Glasgow, G2 7JZ on 23 January 2015 at 10.30 for the purposes of choosing a liquidator and of determining whether to establish a liquidation committee as specified in Sections 138(3) and 142(1) of the said Act.

If no liquidation committee is formed at this meeting, then resolutions may be taken specifying the terms on which the liquidator is to be remunerated and disbursements charged.

All creditors are entitled to attend in person or by proxy, and a resolution will be passed by a majority in value of those voting. Creditors may vote whose claims and proxies have been submitted and accepted at the meeting or lodged beforehand at my office. For the purpose of formulating claims, creditors should note that the date of liquidation is 13 August 2014.

*Robert Caven*, Interim Liquidator

Grant Thornton UK LLP, 95 Bothwell Street, Glasgow G2 7JZ

7 January 2015

(2259798)

### MEETINGS OF CREDITORS

#### CELL TRADING (U.K.) LIMITED

Company Number: SC215521

Registered office: 11 Deaconsgrange Road, Thornliebank Road, Glasgow G46 7UL

*I, David J Hill* (IP No. 6161) of BDO LLP, 4 Atlantic Quay, 70 York Street, Glasgow, G2 8JX, hereby give notice that I was appointed Interim Liquidator of Cell Trading (UK) Limited on 23 December 2014, by Interlocutor of the Sheriff at Glasgow Sheriff Court. Notice is hereby given pursuant to Section 138 OF THE INSOLVENCY ACT 1986 that the first meeting of creditors of the above Company will be held within 4 Atlantic Quay, 70 York Street, Glasgow, G2 8JX, on 30 January 2015, at 11.00 am for the purpose of choosing a Liquidator and determining whether to establish a Liquidation Committee. A resolution at the meeting will be passed if a majority in value of those voting have voted in favour of it. A creditor will be entitled to vote at the meeting only if a claim has been lodged with me at the meeting or before the meeting at my office and it has been accepted for voting purposes in whole or in part. For the purpose of formulating claims, creditors should note that the date of commencement of the Liquidation is 24 November 2014. Proxies may also be lodged with me at the meeting or before the meeting at my office. Further details contact: *Catherine Taylor*, Email: [catherine.taylor@bdo.co.uk](mailto:catherine.taylor@bdo.co.uk) Tel: 0141 248 3761

*David J Hill*, Interim Liquidator

07 January 2015

(2259791)

**THE OPEN DOOR COMPANY (SCOTLAND) LIMITED**

Company Number: SC342286

Registered office: 51 Groveburn Avenue, Glasgow, G46 7DA

Principal trading address: 51 Groveburn Avenue, Glasgow, G46 7DA

I, Donald Iain McNaught, Insolvency Practitioner, hereby give notice that I was appointed Interim Liquidator of The Open Door Company (Scotland) Limited on 23 December 2014, by Interlocutor of the Sheriff of Paisley. Notice is also given that the First Meeting of Creditors of the above company will be held at Johnston Carmichael, 227 West George Street, Glasgow, G2 2ND, on 22 January 2015, at 11.00 am for the purposes of choosing a Liquidator and of determining whether to establish a Liquidation Committee. Creditors whose claims are unsecured, in whole or in part, are entitled to attend and vote in person or by proxy providing that their claims and proxies have been submitted and accepted at the meeting or lodged beforehand at the undernoted address. A resolution will be passed when a majority in value of those voting have voted in favour of it. For the purpose of formulating claims, creditors should note that the date of commencement of the liquidation is 2 December 2014.

Office Holder details: Donald Iain McNaught (IP No 9359) of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND. Alternative contact: Campbell Davidson, Telephone: 0141 222 5800.

*Donald Iain McNaught*, Interim Liquidator

06 January 2015

(2259795)

**PETITIONS TO WIND-UP****BAR OF SQUIRES LTD**

Company Number: SC444520

On 23 December 2014, a petition was presented to Edinburgh Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for Her Majesty's Revenue and Customs craving the Court **inter alia** to order that Bar of Squires Ltd, 5/1 Powderhall Rigg, Edinburgh, EH7 4GA (registered office) (company registration number SC444520) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Edinburgh Sheriff Court, 27 Chambers Street, Edinburgh, EH1 1LB within 8 days of intimation, service and advertisement.

*Jim Noonan*

Officer of Revenue &amp; Customs

HM Revenue &amp; Customs

Debt Management &amp; Banking

Enforcement &amp; Insolvency

20 Haymarket Yards, Edinburgh

for Petitioner

Reference: 623/1068178 (ARG)

(2259787)

**INSTITUTE OF NANO TECHNOLOGY**

Company Number: SC171871

NOTICE is hereby given that on 24 December 2014, a Petition was presented to the Sheriff at Glasgow by Institute of Nano Technology having their Registered Office at Strathclyde University Incubator Unit, Graham Hills Building, 50 Richmond Street, Glasgow, G1 1XP ("the Company") craving the Court **inter alia** that the Company be wound up by the Court and that an **interim** liquidator be appointed, in which Petition the Court, by Interlocutor dated 31 December 2014, appointed all persons having an interest to lodge Answers in the hands of the Sheriff Clerk at 1 Carlton Place, Glasgow, G5 9DA within eight days after intimation, advertisement or service.

*John Gordon Alexander Mackie*

Solicitor

The PRG Partnership, 12 Royal Crescent, Glasgow G3 7SL

Agent for the Petitioners

(2259786)

**SIMON CONNOR LTD**

Company Number: SC376425

On 23 December 2014, a petition was presented to Tain Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for Her Majesty's Revenue and Customs craving the Court **inter alia** to order that Simon Connor Ltd, Victoria Buildings, Tain, IV19 1AE (registered office) (company registration number SC376425) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Tain Sheriff Court, High Street, Tain, IV19 1AB within 8 days of intimation, service and advertisement.

*Neil MacDonald*

Officer of Revenue &amp; Customs

HM Revenue &amp; Customs

Debt Management &amp; Banking

Enforcement &amp; Insolvency

20 Haymarket Yards, Edinburgh

for Petitioner

Reference: 623/1067941(ARG)

(2259789)

**Members' voluntary liquidation****APPOINTMENT OF LIQUIDATORS****PURSUANT TO SECTION 109 OF THE INSOLVENCY ACT 1986**Name of Company: **RESERVICES LIMITED**

Previous Name of Company: Isandco Four Hundred and Sixty Five Limited

Company Number: SC284106

Nature of Business: Oil &amp; Gas extraction &amp; surveying

Type of Liquidation: Members

Registered office: 18 Queens Road, Aberdeen

*Michael James Meston Reid*, Meston Reid & Co, 12 Carden Place,

Aberdeen AB10 1UR

Office Holder Number: 331.

Date of Appointment: 23 December 2014

By whom Appointed: Members

(2259780)

**PURSUANT TO SECTION 109 OF THE INSOLVENCY ACT 1986**Name of Company: **SAA CONTRACTS LIMITED**

Company Number: SC431879

Nature of Business: Consultancy for Oil and Gas Services

Type of Liquidation: Members

Registered office: 58 Queens Road, Aberdeen

*Michael James Meston Reid*, Meston Reid & Co, 12 Carden Place,

Aberdeen AB10 1UR

Office Holder Number: 331.

Date of Appointment: 24 December 2014

By whom Appointed: The Members

(2259814)

**PURSUANT TO SECTION 109 OF THE INSOLVENCY ACT 1986**Name of Company: **SORN PROJECTS LIMITED**

Company Number: SC335180

Nature of Business: Consultancy

Registered office: 8/1, 170 Queen Street, Glasgow G2 4TP

*Donald McKinnon*, Insolvency Practitioner, 168 Bath Street, Glasgow

G2 4TP

Office Holder Number: 9272.

Date of Appointment: 15 December 2014

By whom Appointed: Members

(2259778)

**FINAL MEETINGS****THE INSOLVENCY ACT 1986****NOTICE OF FINAL MEETING****RLM PROJECTS LTD**

Company Number: SC417100

Registered Office: 27 Antonine Road, Dullatur, Cumbernauld,

Glasgow G68 0FE

Principal trading address: 27 Antonine Road, Dullatur, Cumbernauld,

Glasgow G68 0FE

Notice is hereby given that a final meeting of the members of RLM Projects Ltd will be held at 10.30 am on 9 February 2015. The meeting will be held at the offices of DCA Business Recovery LLP, at 2 Nelson Street, Southend on Sea, Essex SS1 1EF.

The meeting is called pursuant to Section 94 of the Insolvency Act 1986 for the purpose of receiving an account showing the manner in which the winding-up of the company has been conducted and the property of the company disposed of, and to receive any explanation that may be considered necessary. Any member entitled to attend and vote at the meeting is entitled to appoint a proxy to attend and vote on their behalf. A proxy need not be a member of the company.

The following resolutions will be considered at the meeting:

1. That the liquidator's final report and receipts and payments account be approved.

2. That the liquidator be released and discharged.

Proxies to be used at the meeting must be returned to the offices of DCA Business Recovery LLP, at 2 Nelson Street, Southend on Sea, Essex SS1 1EF no later than 12.00 noon on the working day immediately before the meeting.

*Deborah Ann Cockerton* MABRP MIPA (IP NO. 9641), Liquidator

2 Nelson Street, Southend on Sea, Essex SS1 1EF

Contact Name: *Leah Morton*. Email: leahmorton@dcabr.co.uk. Tel: 01702 344558 (2259777)

## RESOLUTION FOR VOLUNTARY WINDING-UP

### PURSUANT TO SECTION 84 OF THE INSOLVENCY ACT 1986

#### SPECIAL RESOLUTION

#### RESERVES LIMITED

Company Number: SC284106

At an extraordinary general meeting of the sole member of the above named company, duly convened and held at 3.30 pm on 23 December 2014 at 12 Carden Place, Aberdeen AB10 1UR, the following special resolutions were passed:

1. That the company be wound up voluntarily and that *Michael James Meston Reid*, Chartered Accountant of Meston Reid & Co, 12 Carden Place, Aberdeen be and is appointed Liquidator of the company for the purpose of such winding up.

2. That the Liquidator be and is hereby authorised to divide to the sole member, either in specie or in kind, the whole or any part of the assets of the company.

*Bruce Stevens*, Chairman

(2259779)

### PURSUANT TO SECTION 84 OF THE INSOLVENCY ACT 1986

#### SPECIAL RESOLUTION

#### SAA CONTRACTS LIMITED

Company Number: SC431879

At an extraordinary general meeting of the sole member of the above named company, duly convened and held at 11.30 am on 24 December 2014 at 12 Carden Place, Aberdeen AB10 1UR, the following special resolutions were passed:

1. That the company be wound up voluntarily and that *Michael James Meston Reid*, Chartered Accountant of Meston Reid & Co, 12 Carden Place, Aberdeen be and is appointed Liquidator of the company for the purpose of such winding up.

2. That the Liquidator be and is hereby authorised to divide to the sole member, either in specie or in kind, the whole or any part of the assets of the company.

*Shane A Alexander*, Chairman

(2259769)

## Partnerships

### TRANSFER OF INTEREST

#### LIMITED PARTNERSHIPS ACT 1907

#### APAX EUROPE VII – A (FEEDER), L.P.

#### REGISTERED IN SCOTLAND NUMBER SL5949

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that with effect from 1 January 2015, Charles Stewart Mott Foundation has transferred its entire interest in Apax Europe VII – A (Feeder), L.P., a limited partnership registered in Scotland with number SL5949 (the "Partnership") to CPP Investment Board Private Holdings (3) Inc. As a result, Charles Stewart Mott Foundation has ceased to be a limited partner of the Partnership and CPP Investment Board Private Holdings (3) Inc. has been admitted as a limited partner of the Partnership. (2259796)

#### LIMITED PARTNERSHIPS ACT 1907

#### CAPITAL DYNAMICS GENERATION VII GP LP

#### REGISTERED IN SCOTLAND NUMBER SL19019

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that, with effect from 23 December 2014, Capital Dynamics UK Member I Limited has transferred its entire interest in Capital Dynamics Generation VII GP LP, a limited partnership registered in Scotland with number SL19019 (the "Partnership") to CD Associates LP. As a result, Capital Dynamics UK Member I Limited has ceased to be a limited partner of the Partnership and CD Associates LP has been admitted as a limited partner of the Partnership. (2259797)

#### LIMITED PARTNERSHIPS ACT 1907

#### APAX EUROPE VII – A (FEEDER), L.P.

#### REGISTERED IN SCOTLAND NUMBER SL5949

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that The Pennsylvania State University has transferred its entire interest in Apax Europe VII – A (Feeder), L.P., a limited partnership registered in Scotland with number SL5949 (the "Partnership") to Irvin Holdings LLC. As a result, The Pennsylvania State University has ceased to be a limited partner of the Partnership and Irvin Holdings LLC has been admitted as a limited partner of the Partnership. (2259799)

#### LIMITED PARTNERSHIPS ACT 1907

#### EUROPEAN STRATEGIC PARTNERS SCOTTISH 'C', LP

#### REGISTERED IN SCOTLAND NUMBER SL003868

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that on 31 December 2014 Daimler Pension Trust e.V. transferred to DPT Silverstar SICAV – SIF S.A. the whole of the interest held by it in European Strategic Partners Scottish 'C', LP, a limited partnership registered in Scotland with number SL003868. (2259800)

#### LIMITED PARTNERSHIPS ACT 1907

#### ASF VI L.P.

#### REGISTERED IN SCOTLAND NUMBER SL013647

Notice is hereby given, pursuant to section 10 of the Limited Partnerships Act 1907, that with effect from 30 December 2014, Matador Private Equity AG has transferred a part of its interest in ASF VI L.P., (the "Partnership"), a limited partnership registered in Scotland with number SL013647, to N4 Beteiligungsgesellschaft mbH. Consequently, N4 Beteiligungsgesellschaft mbH has been admitted as a limited partner in the Partnership. (2259801)

#### LOWCA WIND POWER LP

#### REGISTERED IN SCOTLAND NO. SL17031

Notice is hereby given, pursuant to section 10 of the Limited Partnerships Act 1907, that on 24 December 2014 (the "Effective Date") Simona Bran, of Sotanga, Str, Calea Pucioasei, nr 120, Romania transferred her entire right, title and interest in Lowca Wind Power LP to Aquila Scotland LP, a limited partnership registered in Scotland under number SL014216 whose registered office is at c/o Maclay Murray & Spens LLP, 1 George Square, Glasgow G2 1AL (acting through its general partner Aquila Capital Investment Verwaltungsgesellschaft MBH, a company registered in Germany whose registered office is at Valentinskamp 70, 2035 Hamburg).

Maclay Murray & Spens LLP

(for Sym Holdings Limited in its capacity as

general partner of Lowca Wind Power LP)

(2259824)

**LIMITED PARTNERSHIPS ACT 1907****CAPITAL DYNAMICS GLOBAL SECONDARIES IV (SCOTS) GP LP REGISTERED IN SCOTLAND NUMBER SL15165**

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that, with effect from 29 September 2014, Capital Dynamics Services II Limited has transferred its entire interest in Capital Dynamics Global Secondaries IV (Scots) GP LP, a limited partnership registered in Scotland with number SL15165 (the "Partnership") to CD Associates LP. As a result, Capital Dynamics Services II Limited has ceased to be a limited partner of the Partnership and CD Associates LP has been admitted as a limited partner of the Partnership. (2259825)

**LIMITED PARTNERSHIPS ACT 1907****LUNA CAPITAL LP****REGISTERED IN SCOTLAND NUMBER SL010550**

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that Rafael Ramon Aragones Pardo has transferred his entire interests in Luna Capital LP, a limited partnership registered in Scotland with number SL010550 (the "Partnership"), to Accuvest SA as trustee of the Luna Legacy Trust. As a result, Rafael Ramon Aragones Pardo has ceased to be a limited partner of the Partnership and Accuvest SA as trustee of the Luna Legacy Trust has been admitted as a limited partner of the Partnership. (2259829)

**LIMITED PARTNERSHIPS ACT 1907****HGPE CAPITAL PARTNERS LP****Registered in Scotland No. SL009600**

Pursuant to Section 10 of the Limited Partnerships Act 1907, notice is hereby given that HGPE Capital Partners LP terminated with effect from 19 December 2014.

Principal place of business of the partnership: 50 Lothian Road, Festival Square, Edinburgh, Midlothian EH3 9WJ.

HGPE Capital GP LLP

acting as general partner of

HGPE Capital Partners LP (2259830)

**LIMITED PARTNERSHIPS ACT 1907****INFRACAPITAL SLP II LP**

Registered in Scotland Number: SL 8358

Notice is hereby given that, pursuant to section 10 of the Limited Partnerships Act 1907:

1. Martin Lennon has transferred to Ella Pinney part of his interest in Infracapital SLP II LP, a limited partnership registered in Scotland with number SL 8358 (the "Partnership"), represented by a capital contribution of £2.27;
  2. Ed Clarke has transferred to Ella Pinney part of his interest in the Partnership, represented by a capital contribution of £2.27;
  3. Mahrin Shafique has transferred to Ella Pinney part of his interest in the Partnership, represented by a capital contribution of £10.59;
  4. Martin Lennon has transferred to Stephen Nelson part of his interest in the Partnership, represented by a capital contribution of £41.60;
  5. Ed Clarke has transferred to Stephen Nelson part of his interest in the Partnership, represented by a capital contribution of £41.59;
  6. Martin Lennon has transferred to Ameer Hamza Khan part of his interest in the Partnership, represented by a capital contribution of £7.56;
  7. Ed Clarke has transferred to Ameer Hamza Khan part of his interest in the Partnership, represented by a capital contribution of £7.57;
- As a result, Ella Pinney, Stephen Nelson and Ameer Hamza Khan have been admitted as limited partners of the Partnership. (2259834)

**LIMITED PARTNERSHIPS ACT 1907****GENERAL PARTNER NO. 6 LP****REGISTERED IN SCOTLAND NUMBER SL006027**

Notice is hereby given, pursuant to section 10 of the Limited Partnerships Act 1907, that with effect from 31 December 2014 Calum Daniel, Magnus Goodlad and Nicholas Warmingham have each transferred a part their interest in General Partner No. 6 LP, a limited partnership registered in Scotland with number SL006027 (the "Partnership"), to General Partner No. 2 Limited. (2259835)

**LIMITED PARTNERSHIPS ACT 1907****HERMES GPE DIRECT CO-INVEST IV GENERAL PARTNER LP REGISTERED IN SCOTLAND NUMBER SL011853**

Notice is hereby given, pursuant to section 10 of the Limited Partnerships Act 1907, that with effect from 31 December 2014 Calum Daniel, Magnus Goodlad and Nicholas Warmingham have each transferred a part their interest in Hermes GPE Direct Co-Invest IV General Partner LP, a limited partnership registered in Scotland with number SL011853 (the "Partnership"), to Hermes GPE Direct Co-Invest IV GP LLP. (2259836)

**LIMITED PARTNERSHIPS ACT 1907****HERMES GPE 2011-2013 GENERAL PARTNER LP****REGISTERED IN SCOTLAND NUMBER SL008538**

Notice is hereby given, pursuant to section 10 of the Limited Partnerships Act 1907, that with effect from 31 December 2014 Calum Daniel, Magnus Goodlad and Nicholas Warmingham have each transferred a part their interest in Hermes GPE 2011-2013 General Partner LP, a limited partnership registered in Scotland with number SL008538 (the "Partnership"), to Hermes GPE 2011-2013 GP Ltd. (2259837)

**LIMITED PARTNERSHIPS ACT 1907****EEEE EXECUTIVE LIMITED PARTNERSHIP**

the "Partnership"

**A limited partnership registered in England and Wales with number SL005957**

Notice is hereby given, pursuant to section 10 of the Limited Partnerships Act 1907, on 18 December 2014, Senja Helena Karttunen, Georgina Marlow Bennett and Jeremy Heal Bennett as the executors of the estate of Christopher Bennett, who, prior to his death, was a limited partner in the Partnership, transferred 100% of Christopher Bennett's right, title and interest in the Partnership to Europa Capital Limited Liability Partnership.

Noel Manns

Principal

for and on behalf on Europa Capital Limited Liability Partnership,

as general partner of the Partnership

18 December 2014

(2259802)

**LIMITED PARTNERSHIPS ACT 1907**

Notice is hereby given, pursuant to section 10 of the Limited Partnerships Act 1907, in relation to Piper V General Partner L.P. (the "Partnership"), a limited partnership registered in Scotland with number SL8396.

1. on 31 December 2014 and with effect from 2 September 2014, George Andrew Adams transferred 45% of the interest held by him in the Partnership to Christopher Curry, Peter Kemp-Welch, Libby Gibson and Crispin Tweddell (all existing limited partners in the Partnership) as set out below:

**Transferee**

Christopher Curry	4.10869565%
Peter Kemp-Welch	2.60217391%
Elizabeth Gibson	2.05434783%
Crispin Tweddell	0.68478261%

2. on 31 December 2014 and with effect from 28 November 2014, Piper V GP LLP transferred 100% of its interest in the Partnership to the following persons as set out below:

**Transferee**

	<b>Transferred Interest</b> <b>(expressed as a proportion of 100% of the interests in the Partnership)</b>
Dan Stern	2.5%
Rory Gibbs	2%
Peter Kemp-Welch	2%
Leon Hughes	1.5%
Richard Moore	1%
Yasha Estraiikh	1%



And with effect from 31 December 2014 Piper V GP LLP ceased to be a limited partner and each of Transferees referred to in this paragraph 2 (with the exception of Peter Kemp-Welch who is an existing limited partner) became a limited partner in the Partnership.

*David Irwin*

for and on behalf of Piper V GB LLP (in its capacity as general partner of Piper V General Partner L.P.) acting through its Managing Member, Piper PE V GP Company Limited

6 January 2015

(2259827)

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## PEOPLE

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### Personal insolvency

#### SEQUESTRATIONS

##### **BANKRUPTCY (SCOTLAND) ACT 1985**

##### **DANIEL MCLAY**

A Petition under the Bankruptcy (Scotland) Act 1985 has been raised in Edinburgh Sheriff Court by Jewson Limited, 99 Harmony Row, Glasgow G51 3LH, Petitioners, calling as a Respondent, DANIEL MCLAY trading as DANIEL MCLAY BUILDING AND LANDSCAPING, formerly of 116 Gilmerton Dykes Crescent, Edinburgh EH17 8JN and whose present whereabouts are unknown.

The Court has appointed the said Daniel McLay trading as Daniel McLay Building and Landscaping, if so advised, to appear within the Sheriff Court at Edinburgh on 20 January 2015 at 10.00 am to show cause why sequestration should not be awarded.

*Kenneth Balfour Lang*

160 Hope Street, Glasgow G2 2TL

Solicitors for Petitioners

(2259793)

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## ENVIRONMENT & INFRASTRUCTURE

#### ENERGY

##### **CROSSBURNS WIND FARM LTD**

##### **ELECTRICITY ACT 1989**

##### **TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997**

##### **THE ELECTRICITY WORKS (ENVIRONMENTAL IMPACT ASSESSMENT) (SCOTLAND) REGULATIONS 2000**

Further to the notice of an application for consent to construct and operate a wind farm scheme, the Crossburns Wind Farm, at the Ural Estate at approximately 4 kilometres southwest of Aberfeldy that lies within the Perth & Kinross local authority area (Central Grid Reference NN 824 440) and for a direction under Section 57(2) of the Town and Country Planning (Scotland) Act 1997 that planning permission for the development be deemed to be granted. The installed capacity of the proposed generating station would be up to 75 megawatts comprising 25 turbines with a ground to blade tip height of 115 metres.

Notice is hereby given that additional information has been received by Scottish Ministers on this application, in the form of consultation responses from Scottish Natural Heritage (SNH). A copy of this information has been forwarded to Perth & Kinross Council to be made available for public inspection by being placed on the planning register. It can also be viewed on the Scottish Government's Energy Consents Unit website at:

<http://www.scotland.gov.uk/Topics/Business-Industry/Energy/Infrastructure/Energy-Consents/Applications-Database>

Any queries about this additional information should be directed in the following ways:

Writing to the Scottish Government Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow G2 8LU or emailing to [energyconsents@scotland.gsi.gov.uk](mailto:energyconsents@scotland.gsi.gov.uk), or,

Writing to Perth & Kinross Council (Planning), Pullar House, 35 Kinnoull Street, Perth PH1 5GD.

Any subsequent additional information received by Scottish Ministers before determination of the application, if considered to be materially relevant, will be similarly forwarded to Perth & Kinross Council to be placed on the planning register and made available for public inspection. However, no further public notice will be issued.

Any representations should be made in writing to The Scottish Government, Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow G2 8LU or emailed to [representations@scotland.gsi.gov.uk](mailto:representations@scotland.gsi.gov.uk) identifying the proposal and specifying grounds for objection or support, not later than **Friday 27 February 2015**. Representations should be dated and should clearly state the name (in block capitals) and full return email or postal address of those making representation. Only representations sent by email to the address stipulated will receive acknowledgement.

**All previous representations received in relation to this development remain valid**

##### **Fair Processing Notice**

The Scottish Government Energy Consents and Deployment Unit process applications under The Electricity Act 1989. During the consultation process letters of representation can be sent to Scottish Ministers in support of or objecting to these applications.

Should Scottish Ministers call a Public Local inquiry (PLI), copies of these representations will be sent to the Directorate of Planning and Environmental Appeals for the Reporter to consider during the inquiry. These representations will be posted on their website with all personal data redacted, including the full name, address, email address, signature and home telephone number.

Copies of representations will also be issued to the developer on request, again, with all personal data redacted as previously indicated.

You can choose to mark your representation as confidential, in which case it will only be considered by Scottish Ministers and will not be shared with the Planning Authority, the developer, the Reporter (should a PLI be called) or any other third party.

If you have any queries or concerns about how your personal data will be handled, please email the Energy Consents and Deployment Unit at: [energyconsents@scotland.gsi.gov.uk](mailto:energyconsents@scotland.gsi.gov.uk) or in writing to Energy Consents and Deployment Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU (2259771)

##### **KYPE MUIR WIND FARM EXTENSION**

##### **ELECTRICITY ACT 1989**

##### **TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997**

##### **THE ELECTRICITY WORKS (ENVIRONMENTAL IMPACT ASSESSMENT) (SCOTLAND) REGULATIONS 2000**

Further to the notice of an application for consent to construct and operate an extension to Kype Muir Wind Farm at land approximately 6.5km to the south-west of Strathaven and 4.5km south-east of Drumclog that lies within the South Lanarkshire Local Authority area (Central grid Reference NS 69832 37323) and for a direction under Section 57 of the Town and Country Planning (Scotland) Act 1997 that planning permission for the development be deemed to be granted. The installed capacity of the proposed generating station would be up to 72 MW comprising 18 wind turbines, 10 turbines with a ground to blade tip of 132 meters and 8 turbines with a ground to blade tip of 152 meters.

Notice is hereby given that additional information, in the form of a consultation response from SEPA, has been received by Scottish Ministers on this application. Copies of this information have been forwarded to South Lanarkshire Council to be made available for public inspection by being placed on the planning register. This information can also be viewed on the Scottish Government's Energy Consents Unit website at:

<http://www.scotland.gov.uk/Topics/Business-Industry/Energy/Infrastructure/Energy-Consents/Applications-Database>

Request for copies of this additional information from Scottish Ministers or any queries about this additional information should be directed in the following ways:

In writing to the Scottish Government Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow G2 8LU or emailing to [energyconsents@scotland.gsi.gov.uk](mailto:energyconsents@scotland.gsi.gov.uk)

Any subsequent additional information received by Scottish Ministers before determination of the application, if considered to be materially relevant, will be similarly forwarded to **South Lanarkshire Council** to be placed on the planning register and made available for public inspection. However, no further public notice will be issued.

Any representations should be made in writing to The Scottish Government, Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow G2 8LU or emailed to [representations@scotland.gsi.gov.uk](mailto:representations@scotland.gsi.gov.uk) identifying the proposal and specifying grounds for objection or support, not later than **Friday 13 February**.

Representations should be dated and should clearly state the name (in block capitals) and full return email and postal address of those making representation. Only representations sent by email to the address stipulated will receive acknowledgement.

**All previous representations received in relation to this development remain valid.**

**Fair Processing Notice**

The Scottish Government Energy Consents and Deployment Unit process applications under The Electricity Act 1989. During the consultation process letters of representation can be sent to Scottish Ministers in support of or objecting to these applications.

Should Scottish Ministers call a Public Local inquiry (PLI), copies of these representations will be sent to the Directorate of Planning and Environmental Appeals for the Reporter to consider during the inquiry. These representations will be posted on their website with all personal data redacted, including the full name, address, email address, signature and home telephone number.

Copies of representations will also be issued to the developer on request, again, with all personal data redacted as previously indicated.

You can choose to mark your representation as confidential, in which case it will only be considered by Scottish Ministers and will not be shared with the Planning Authority, the developer, the Reporter (should a PLI be called) or any other third party.

If you have any queries or concerns about how your personal data will be handled, please email the Energy Consents and Deployment Unit at: [energyconsents@scotland.gsi.gov.uk](mailto:energyconsents@scotland.gsi.gov.uk)

or

in writing to Energy Consents and Deployment Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU (2259775)

**WHITELAW BRAE WINDFARM LIMITED**

**ELECTRICITY ACT 1989**

**TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997**

**THE ELECTRICITY WORKS (ENVIRONMENTAL IMPACT ASSESSMENT) (SCOTLAND) REGULATIONS 2000**

Notice is hereby given that Whitelaw Brae Windfarm Limited, company registration number SC456527, c/o 2020 Renewables Limited, Clydeview, Suite F3, Riverside Business Park, 22 Pottery Street, Greenock, PA15 2UZ has applied to the Scottish Ministers for consent to construct and operate a wind farm at land approximately 3km south of Tweedsmuir that lies within the Scottish Borders Local Authority area (Central Grid Reference, OSGB: 307000, 620000). The installed capacity of the proposed generating station would be up to 50.4 MW comprising 14 wind turbines, comprising a maximum blade tip height of 133.5 metres, and a maximum rotor diameter of 107m and other ancillary development.

Whitelaw Brae Windfarm Limited has also applied for a direction under Section 57(2) of the Town and Country Planning (Scotland) Act 1997 that planning permission for the development be deemed to be granted.

A copy of the application, with a plan showing the land to which it relates, together with a copy of the Environmental Statement discussing the Company's proposals in more detail and presenting an analysis of the environmental implications, is available for inspection, free of charge, at:

**Scottish Borders Council**  
**Council Headquarters**  
**Newtown St. Boswells**  
**Melrose**  
**TD6 0SA**

Tel: 0300 100 1800  
 Opening times:  
 Monday to Thursday:  
 9am – 5pm  
 Friday: 9am - 3.45pm  
 Saturday: Closed  
 Sunday: Closed

**The Laurel Bank**  
**Broughton**  
**Biggar**  
**ML12 6HF**

Tel: 01899 830 462  
 Opening times:  
 Monday to Wednesday:  
 10am – 6pm  
 Thursday to Saturday:  
 10am – 11pm  
 Sunday: 10am – 9pm

**Tweedsmuir Village Hall**  
**Tweedsmuir**  
**Biggar**  
**Lanarkshire**  
**ML12 6QN**

Tel: 01899 880 329  
 Email: [parkerpolmoodlodge@tiscali.co.uk](mailto:parkerpolmoodlodge@tiscali.co.uk)  
 (No set opening times – ES is available at request using contact details above).

The Environmental Statement can also be viewed at the Scottish Government Library at: Victoria Quay, Edinburgh, EH6 6QQ.

Copies of the Environmental Statement may be obtained from **2020 Renewables (Tel: 01475 749 950)** at a charge of **£250.00** hard copy and **£15.00** on CD. Copies of a short non-technical summary are available free of charge.

Any representations to the application should be made by email to The Scottish Government, Energy Consents Unit mailbox at [representations@scotland.gsi.gov.uk](mailto:representations@scotland.gsi.gov.uk)

or

by post to The Scottish Government, Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow G2 8LU, identifying the proposal and specifying the grounds for representation, not later than 13th of February 2015.

Representations should be dated and should clearly state the name (in block capitals), full return email and postal address of those making representations. Only representations sent by email to the address stipulated will receive acknowledgement.

When initial comments from statutory consultees are received further public notices will give advice on how this information may be viewed by members of the public, and how representations may be made to Scottish Ministers. During the consideration of the proposal, Scottish Ministers may formally request further information to supplement the Environmental Statement and this will also be advertised in such a manner.

As a result of a statutory objection from the relevant planning authority, or where Scottish Ministers decide to exercise their discretion to do so, Scottish Ministers can also cause a Public Local Inquiry (PLI) to be held.

Following receipt of all views and representations, Scottish Ministers will determine the application for consent in one of two ways:

- Consent the proposal, with or without conditions attached; or
- Reject the proposal

**Fair Processing Notice**

The Scottish Government Energy Consents and Deployment Unit process applications under The Electricity Act 1989. During the consultation process letters of representation can be sent to Scottish Ministers in support of or objecting to these applications.

Should Scottish Ministers call a Public Local Inquiry (PLI), copies of these representations will be sent to the Directorate of Planning and Environmental Appeals for the Reporter to consider during the inquiry. These representations will be posted on their website with personal email address, signature and home telephone number redacted (blacked out).

Copies of representations will also be issued to the developer on request, again with email address, signature and home telephone number redacted.

You can choose to mark your representation as confidential, in which case it will only be considered by Scottish Ministers and will not be shared with the Planning Authority, the developer, the Reporter (should a PLI be called) or any other third party.

If you have any queries or concerns about how your personal data will be handled, please email the Energy Consents and Deployment Unit at: energyconsents@scotland.gsi.gov.uk or in writing to Energy Consents and Deployment, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU. (2259776)

## ENVIRONMENTAL PROTECTION

### DEPARTMENT OF ENERGY & CLIMATE CHANGE

#### THE OFFSHORE PETROLEUM PRODUCTION AND PIPE-LINES (ASSESSMENT OF ENVIRONMENTAL EFFECTS) REGULATIONS 1999 (AS AMENDED)

Pursuant to Regulations 5(8), 5(8A) and 6(11) of the above Regulations, the Secretary of State hereby gives notice that, being content that the requirements of the above Regulations have been satisfied, consent under the Petroleum Act 1998 has been granted to the operator(s) listed below to the getting of petroleum, the drilling of a well or the construction of a pipeline.

DECC Ref	Operator	Project Name	Quad/ Block	Application Received	Direction Issued
DRA/132, DR/274/0	Apache	Les Arc	21/10-FLSA (slot 6)	07/08/2014	22/12/2014
DRA/152, EWT/300/0	Ithaca	Stella	30/6a-APC1	01/09/2014	02/12/2014
DRA/63, DR/316/0	Chevron	Captain	13/22a-C39Z	23/09/2014	03/12/2014
DRA/145, DR/321/0	ConocoPhillips	Jasmine	30/06a-H	26/09/2014	12/12/2014
DRA/145, DEP/322/0	ConocoPhillips	Jasmine	30/06a-H	29/09/2014	12/12/2014
DRA/174, DR/362/0	Dana	Western Isles (Barra)	210/24a-BU14	24/11/2014	23/12/2014
DRA/183, DR/372/0	CNR	Ninian	3/03-N6	28/11/2014	22/12/2014
DRA/187, DEP/370/0	ConocoPhillips	Jasmine	30/07a-SL	28/11/2014	31/12/2014
DRA/187, DR/371/0	ConocoPhillips	Jasmine	30/07a-S9	28/11/2014	31/12/2014
DRA/198, DR/385/0	CNR	Ninian	3/8-S61Z	09/12/2014	19/12/2014
DRA/125, DR/312/0	Total	Corfe	29/03b-COR	17/09/2014	03/12/2014
PLA/150, DEP/325/0	Shell	Gannet	21/30	06/10/2014	17/12/2014
DRA/148, DR/340/0	Nexen	Sparrowhawk	21/02a-k	17/10/2014	22/12/2014
DRA/177, DR/360/0	Maersk	Drumtochty	15/25c-O	21/11/2014	19/12/2014
PLA/176, DEP/366/0	Shell	Bittern	PLU323	27/11/2014	19/12/2014
DRA/182, DR/367/0	Nexen	Golden Eagle	20/01-GCPB	27/11/2014	31/12/2014
DRA/41, DR/377/0	Nexen	Golden Eagle	20/01-G3	02/12/2014	02/12/2014
PLA/150, PL/380/0	Shell	Gannet	PL3107JWGFP-03, 21/30	03/12/2014	17/12/2014

Having regard to the relevant application under the above Regulations, and the representations and opinions received from third parties, the Secretary of State has assessed the project as not likely to have a significant effect on the environment, and has given a direction that the application for consent under the Petroleum Act 1998 need not be accompanied by an environmental statement.

Details relating to the content of a decision, and any attached conditions; the main reasons and considerations on which the decision is based; any representations or opinions received from third parties and how they were taken into account; and, where necessary, any measures required to mitigate adverse effects on the environment, can be obtained by contacting the Environmental Management Team, DECC EDU-OED, Atholl House, 86-88 Guild Street, Aberdeen AB11 6AR (e-mail emt@decc.gsi.gov.uk). Additional information can also be found on the DECC Oil and Gas Directorate website at <https://www.og.decc.gov.uk/environment/arp.htm>. (2259770)

### AGGREGATE INDUSTRIES UK LIMITED POLLUTION PREVENTION AND CONTROL (SCOTLAND) REGULATIONS 2012

In accordance with Paragraph 8 of Schedule 4 to the Pollution Prevention and Control (Scotland) Regulations, notice is hereby given that Aggregate Industries UK Limited has applied to the Scottish Environment Protection Agency (SEPA) for a permit under Regulation 13 of the regulations. This is in respect of activities being carried out namely batching of ready-mixed concrete in an installation at Port of Leith Concrete Plant, Old Caledonian Flour Mill, off Ocean Drive, Leith, Edinburgh, EH6 6PQ

The application contains a description of any foreseeable significant effects of emissions from the installation on the environment and on human health.

The application may be inspected, free of charge, at SEPA Eurocentral office, Angus Smith Building, 6 Parklands Avenue, Eurocentral, Holytown, ML1 4WQ from Monday to Friday between 9.30am and 4.30pm. Please quote reference number PPC/B/1131164

Please note that the application contains details of:

- the applicant and the site
- the activities carried out;
- the installation and any directly associated activities;
- the raw and auxiliary materials, other substances and energy to be used, or generated;
- the nature, quantities and source of foreseeable emissions from the installation
- the techniques for preventing, reducing and rendering harmless emissions from the installation;
- how the best available techniques are applied to the operation of the installation;
- the proposed measures to be taken to monitor emissions ;

- the measures to be taken to minimise waste production and recover wastes produced;
- any additional measures to ensure that no significant pollution is caused;
- an outline of the main alternatives, if any have been studied;
- a non-technical summary of the information referred to above;
- other information which the applicant may wish SEPA to take into account;

Written representation concerning this application may be made to SEPA at the above address, or via the following email address: registryangussmith@sepa.org.uk and if received within 28 days of this Notice, will be taken into consideration in determining the application. Any such representations made by any person will be entered in a Public Register, unless that person requests in writing that they should not be entered. Where such a request is made, a statement will be included in the register indicating that representations have been made that have been the subject of such a request.

This notice was published on (9 January 2015).

(2259819)

## Communications

### POSTAL SERVICES

#### ROYAL MAIL

#### THE ROYAL MAIL UNITED KINGDOM POST SCHEME 12TH JANUARY 2015

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28th October 2013	1
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## 1. About this Scheme

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

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

1.3 This Scheme is known as 'The Royal Mail United Kingdom Post Scheme 28th October 2013' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced the Royal Mail United Kingdom Post Scheme 15th July 2013. That old Scheme is no longer in force.

## 2. What this Scheme applies to

2.1 This Scheme sets out the terms & conditions for:

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

- First Class,
- Second Class,
- Royal Mail Signed For 1st Class
- Royal Mail Signed For 2nd Class
- Royal Mail Special Delivery™ Guaranteed by 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 and
- Local Collect (Social).

## 3. Definitions

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

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

## 4. Our ability to provide services

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

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

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

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

### Prohibited items

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

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

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

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

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

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

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

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

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

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

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

- 5.3.10 Electronic items containing any batteries exceeding 100Wh (including some high performance laptops and power tools)
- 5.3.11 Environmental waste (including used batteries and used engine oil),
- 5.3.12 Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps),
- 5.3.13 Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers),
- 5.3.14 Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters),
- 5.3.15 Foreign Lottery tickets,
- 5.3.16 Frozen water e.g. packs of ice,
- 5.3.17 Gases including flammable, non-flammable, toxic and compressed gases, new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream gas cylinders),
- 5.3.18 Goods made in foreign prisons, except those imported for a non-commercial purpose, of a kind not manufactured in the United Kingdom, or those in transit,
- 5.3.19 Human and animal remains (including ashes and in the case of animal remains, items prohibited other than as set out at 5.7.12 below),
- 5.3.20 Infectious substances and pathogens (UN2814 or UN2900) as classified in the latest Edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO),
- 5.3.21 Lighters and refills containing flammable liquid or gas (including used butane and petrol cigar and cigarette lighters),
- 5.3.22 Living animals and reptiles e.g. snakes, mice and rodents,
- 5.3.23 Live creatures, insects and invertebrates classified as dangerous within the Dangerous Wild Animals Act 1976 e.g. venomous spiders,
- 5.3.24 Magnetised material with a magnetic field strength of 0.159A/metre or more at a distance of 2.1 metres from the outside of the package e.g. PA systems,
- 5.3.25 Matches (including safety matches)
- 5.3.26 Obscene publications and unlawful indecent images (including pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in section 160 and 161 of the Criminal Justice Act 1988,
- 5.3.27 Oxidising materials or organic peroxides (including disinfectants, nitrates, and hair dyes or colourants containing peroxide),
- 5.3.28 Pesticides (including weed killer and any chemical used to kill pests and insects, including fly sprays),
- 5.3.29 Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact such as arsenic, beryllium, cyanide, fluorine and rat poison),
- 5.3.30 Radioactive material and samples that are classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) such as luminous dials from aircraft,
- 5.3.31 Paints, wood varnishes and enamels - solvent-based (except nail varnish or nail polish with a volume of 30ml or less when sent to a UK destination)
- 5.3.32 Waste, dirt, filth or refuse (including household waste). Note - soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging,
- 5.3.33 Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives, and other knives that are banned knives under UK laws, tasers and stun guns).
- 5.4 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek advice from our website ([www.royalmail.com](http://www.royalmail.com)).
- 5.4.1 any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays
- 5.4.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 16 of the Scheme
- 5.4.3 failure to comply with these conditions could result in prosecution resulting in a fine or imprisonment
- 5.4.4 failure to comply with these conditions could affect your ability to claim compensation
- 5.4.5 if you post an item that contains a prohibited item we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part)
- 5.4.6 the sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item
- 5.4.7 the sender is responsible for checking whether an item is prohibited.
- 5.4.8 we reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers or employees
- 5.4.9 any article or substance classified as dangerous goods is prohibited (other than specified in Restricted items below)
- Restricted items**
- 5.5 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network provided that you meet all our requirements for the acceptance of the item, including, but not limited to, packaging requirements.
- 5.6 We will not accept any liability for any item that contains restricted items if the requirements for the acceptance of those items are not met.
- 5.7 As the list of restricted items and requirements for each can change from time to time (see 5.7.15) we maintain a full, up-to-date list on our website ([www.royalmail.com](http://www.royalmail.com)) (which can be viewed at any time). The list and details quoted below were correct at the time of publication:
- 5.7.1 Aerosols for personal grooming or medicinal purposes (including deodorants, body sprays, hair sprays, shaving and hair removal creams, medicinal aerosols for prevention or cure such as flea sprays, etc.)
- 5.7.1.1 Valves must be protected by a cap or other suitable means to prevent inadvertent release of the contents during transport. Aerosols must be tightly packed in strong outer packaging, and must be secured or cushioned to prevent any damage. Volume per item must not exceed 500ml. No more than two aerosols can be sent in any one package.
- 5.7.1.2 An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.2 Alcoholic beverages with an alcohol content less than 24% ABV (e.g. wine and champagne)
- 5.7.2.1 Volume per item should not exceed 1 litre per container, wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage.
- 5.7.2.2 Mark as "FRAGILE" when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging
- 5.7.3 Alcoholic beverages with an alcohol content between 24% ABV – 70% ABV (e.g. whisky, vodka, gin)
- 5.7.3.1 Volume per item should not exceed 1 litre per item. No more than two items to be sent in any one parcel. The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag. Surround with absorbent material and sufficient cushioning material to protect each item from breakage.
- 5.7.3.2 Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.4 Asbestos
- 5.7.4.1 Samples of asbestos may be posted provided the sample is fixed within an inert material such as a glue or resin. Surround with cushioning material e.g. bubble wrap.
- 5.7.4.2 The sender's name and return address must be clearly visible on he outer packaging.
- 5.7.5 Balloons filled with non-flammable gas
- 5.7.5.1 Must be clearly marked on the outer packaging with the words 'BALLOONS FILLED WITH NON-FLAMMABLE GAS'.
- 5.7.6 Batteries - new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) including D, C, 9V, AA, AAA and AAAA alkaline batteries
- 5.7.6.1 Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap.
- 5.7.6.2 The sender's name and return address must be clearly visible on the outer packaging.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.7.13 Christmas crackers

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.7.19.1 Use First Class as the minimum service.

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

5.7.20 Lighters (new and unused empty lighters)

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

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

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

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

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

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

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

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

5.7.23 Lottery tickets

5.7.23.1 UK lottery tickets are allowed in the domestic post.

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

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

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

5.7.25 Nail varnish and polish

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

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

5.7.26 Paints, wood stains and enamels - water-based

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

In the case of water-based paints, woods stains and enamels, there is no limit on the number of items that can be sent in any one package.

Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Volume per item should not exceed 150ml.

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

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

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

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

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

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

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

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

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

The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a siftproof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage.

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

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

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

Volume/mass per item must not exceed 50ml/50g. No more than eight items can be sent in any one parcel. The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage.

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

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

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

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

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

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

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

5.7.33 Vaccines that are not classified as dangerous goods

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

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

5.7.34 Human or animal samples

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

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

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

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

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

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

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

5.8.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 16 of the Scheme

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

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

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

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

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

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

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

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

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

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

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

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

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

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

6.7 With the exception of items that are sent using the Articles for the Blind service (which are discussed in more detail in section 20) all items must be securely sealed or fastened.

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

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

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

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

## 7. How to address an item

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

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

Example Name

House name or number and road name

Locality Name if one exists

TOWN

POST CODE

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

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

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

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

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

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

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

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

The specific requirements for these services are set out in sections 20 to 23 below of this Scheme.

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

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

The specific requirements for Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Special Delivery are set out below in sections 18 & 19 of this Scheme.

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



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

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

8.4 A franking machine allows money to be credited onto it. Postage for items is then paid for, from this credit, on an item by item basis. There is a wide range of franking machines which can either be leased or bought from franking manufacturers. If you use a franking machine you must abide by the terms and conditions that are contained within a separate Scheme document called Royal Mail Scheme For Franking Letters And Parcels 2008 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme document.

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

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

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

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

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

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

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

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

9.2 We aim to deliver a Special Delivery item by 1pm the next **working day** after it has been **posted**. Please note that exemptions do apply in certain circumstances. All Special Delivery items are priced by service and by weight. Compensation for loss or damage is available on the basis of **actual loss** of up to the maximum of the **market value** of the item or £500 (whichever is the lower) comes as standard. Special Delivery is available with enhanced compensation options. Further add on services can also be purchased with Special Delivery such as a Saturday Guarantee or Consequential Loss for additional **service fees**. Further specific details, including compensation, exemption and suspension information, can be found in sections 16.7.4 & 19 below and on the Special Delivery website ([www.royalmail.com](http://www.royalmail.com)).

9.3 We aim to deliver:

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

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

9.4 We aim to deliver:

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

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

Further details of how the Royal Mail Signed For services work can be found in section 18 below.

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

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

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

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

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

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

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

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

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

10.3 If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels 2008 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

11.2 An item must not have on its cover:

- 11.2.1 anything which obscures the postage mark,
- 11.2.2 anything which is likely, in our opinion, to make it difficult for us to apply a **postmark** to the cover,

11.2.3 anything which, in our judgement, is likely to make the postmark illegible,

11.2.4 any counterfeit or fake postage mark,

11.2.5 any postage mark which we consider may have previously been used to pay postage,

11.2.6 signs, words or marks, used without official permission, which could indicate that the item was sent on Her Majesty's Service or was conveyed and delivered by us or

11.2.7 any signs, words, images or designs which are offensive, obscene or indecent.

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

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

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

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

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

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

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

12.1.4 Or in any other manner which we may approve.

12.2 In addition the following services:

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

can be posted in the following ways:

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

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

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

12.3 An item that has had postage paid by a franking machine must be posted in accordance with the Royal Mail Scheme for Franking Letters and Parcels 2008 which is published on our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

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

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

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

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

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

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

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

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

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

13.2.5 Return the item to you.

13.2.6 Refuse to accept it.

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

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

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

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

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

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

#### **14. Additional marks**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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. Compensation – what we are liable for

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

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

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

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

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

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

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

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

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

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

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

16.2.9 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,

16.2.10 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,

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

16.2.12 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,

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

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

16.3 For clarity, where an item falls into one of the categories listed in sections 16.2.1 to 16.2.15 then we will not accept liability, will not refund postage and/or service fees or pay compensation for the loss of, damage to or delay of that item.

16.4 In addition to section 16.3 we will only accept liability, may refund postage and/or service fees and may pay compensation where the loss, damage or delay is due to any wrongful act done, or any neglect or default committed by a member of staff or agent of Royal Mail while performing or purporting to perform his functions as such in relation to the receipt, conveyance, delivery or other dealing with the item.

16.5 In addition to sections 16.3 and 16.4 we do not accept liability, will not refund postage and/or service fees or pay compensation for loss, damage or delay to an item where the loss, damage or delay is caused by your own act or omission in the course of either preparing to post or actually posting the item.

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

**What determines compensation payable**

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

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

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

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

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

Royal Mail’s retail compensation policy for loss

Royal Mail’s retail compensation policy for damage

Royal Mail’s retail compensation policy for delay

**Claims and evidence**

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

16.7.4 To claim loss or damage compensation for the intrinsic value of the item **additional evidence** is required as well as the basic evidence. Details regarding what additional evidence is made up of are set out in 16.7.5 below.

Basic evidence is made up of all of the following:

- 16.7.4.1 the names and addresses of you, the addressee and, if different, the claimant,
- 16.7.4.2 the name of the service used,
- 16.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression, Smartstamp®. If the value of the postage paid is greater than the value of six 1st class, letter format, stamps (at the first weight step) then evidence of postage paid should be provided which could be product documentation, a certificate of posting or a receipt,
- 16.7.4.4 the place of posting,
- 16.7.4.5 the date of posting,
- 16.7.4.6 the basis for asserting the posting details and product used (such as date of postmark or certificate of posting (if available)). For Special Delivery, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Standard Parcels, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt),
- 16.7.4.7 a detailed description of the contents,
- 16.7.4.8 in addition, for damage (or part loss) and delay claims the date of delivery, and
- 16.7.4.9 in addition, for damage (or part loss) claims a description of the packaging and condition of the mail item itself.

16.7.5 As mentioned in section 16.7.4 above in order to claim loss or damage compensation for the **actual loss** of the item additional evidence is required.

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

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

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

For all other services listed in section 16.7.1 it is the lower of market value or £20.

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

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

16.7.5.1.1 Evidence of posting can be:

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

16.7.5.1.2 Evidence of value can be:

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

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

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

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

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

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

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

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

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

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

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

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

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

<b>Delay</b>	<b>Compensation payable</b>
First Class, Second Class, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Articles for the Blind	6 x First Class letter format stamps at their basic weight step.
Special Delivery	A refund of your Special Delivery postage if your item arrives later than the due time of delivery. Compensation of £5 if the item is delivered more than 24 hours (Mon-Fri) after the guaranteed time. Or £10 if delivered 7 or more working days (Mon-Fri) after the guaranteed time. Additional evidence of posting is required

**Making a claim**

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

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

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

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

16.8.2.1 Please note that loss claims can only be made if the item has not been delivered (or had delivery attempted) 15 or more working days after the due date (10 working days for Special Delivery™ items).  
 16.8.2.2 All loss and damage (or part loss) claims must be made within 80 calendar days of the date of posting for all services covered by this Scheme.

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

**Table 3 –Due date and qualifying days to be used for determining when an item may be considered delayed outside of the Christmas and New Year period**

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

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

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

16.8.2.6 In respect of claims for the loss and delay of items conveyed to addresses which have been exempted from a daily delivery obligation by our regulator, Ofcom, the assessment of lateness in paragraph 16.8.2.1 and the assessment of when an item is considered delayed in paragraph 16.8.2.3 and 16.8.2.4 shall apply on a case by case basis.

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

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

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

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

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

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

17.1 The terms and conditions set out in sections 5 to 16 apply to all items. These are referred to in this Scheme as the **common terms**. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the **specific terms** in this Scheme and are contained in the sections below. There is a section each for:

- Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Proof of Delivery (section 18),
- Special Delivery (section 19),
- Articles for the Blind (section 20),
- Petitions and Addresses to the Sovereign (section 21),
- Petitions to Parliament & Assemblies (section 22),
- Poste Restante (section 23) and
- Items sent between the United Kingdom and the Channel Islands and the Isle of Man (section 24).

17.2 When using a service listed in section 17.1, the specific terms must be complied with in addition to the common terms. Where the specific terms conflict with the common terms, the specific terms should be followed as they take priority over the common terms.

17.3 In addition to the common & specific terms contained within this Scheme, other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters And Parcels 2008 and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)). Also, customers who make use of a credit account must abide by the PPI Licence, the PPI design notes and any guidelines that we publish on our website. Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by us and all may be updated from time to time.

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

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

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

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

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

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

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

#### **19. Special Delivery™**

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

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

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

19.4 Upon delivery of a Special Delivery item the addressee (or their representative) must sign their name (or otherwise provide some form of proof of delivery as we may specify). Please note that the person who signs for the item may not be the addressee; it could be anyone at the delivery address. Where such a signature or proof of delivery is not provided to us then the item may be dealt with or disposed of as we consider appropriate.

19.5 You may request that our Customer Services provide you with a copy of the signature of the recipient of the Special Delivery item that was obtained when it was successfully delivered. This service is called Proof of Delivery. This service is available up to 3 months after the date that the item was posted. If we are unable to provide a copy of the signature or proof of delivery (and cannot show that this was due to a refusal to provide one upon delivery) then we will refund the postage paid.

19.6 You may also obtain proof that a Special Delivery item was successfully delivered free of charge from our website up to 12 months after the item was posted. Please note that where we fail to give you Proof of Delivery we will only refund postage if a claim is made within 3 months of the Special Delivery item being posted.

19.7 Special Delivery items posted on a Friday are due for delivery the following 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 19.1 still apply<sup>10</sup>; information can be found in on the Special Delivery website ([www.royalmail.com](http://www.royalmail.com)).

19.8 As mentioned in section 16.7.5 Special Delivery comes with compensation of up to the lower of market value or £500 for loss or damage (or part loss). The purchase of enhanced compensation for an appropriate additional service fee increases the maximum limit up to £1,000 or £2,500. These limits do not include cover for consequential loss. Consequential loss is the loss that occurs from failure of the Special Delivery service beyond the loss or delay of or damage to an item. For instance the loss of some legal contractual documents may lead to additional financial loss. Our Consequential

Loss service is an add on service that will provide additional compensation if things go wrong. It is available for an additional service fee from a Post Office® branch. It is not available for items being sent to the Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

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

19.8.2 Claims for consequential loss can only be made by you, as the sender of the item, for the loss you have incurred which is over & above and wholly distinct from the actual value of the contents of the Special Delivery item.

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

- has 'Special Delivery' written on it, or anything which suggests that the item is intended to be sent via Special Delivery or
- is found to contain valuables,

then we will treat it as a Special Delivery item.

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

## 20. Articles for the Blind

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

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

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

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

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

20.3.1 books, papers and letters which are specifically prepared for use by blind people. Standard or large print items may only be sent using the Articles for the Blind service if, in our reasonable opinion, they fall within this definition and the font size is at least 16 points in size,

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

20.3.3 relief maps,

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

20.3.5 writing frames and attachments,

20.3.6 Braille instruction manuals or

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

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

20.4.1 games (including card games),

20.4.2 mathematical appliances and attachments,

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

20.4.4 equipment used to play talking books and newspapers,

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

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

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

20.4.8 walking sticks adapted for blind people,

20.4.9 harnesses for guide dogs,

20.4.10 computer disks and CDs which have been prepared for blind people and do not contain information which can be read without specially prepared encryption software or

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

20.5 Any item must meet all the conditions set out below and we may open and inspect each item to ensure it meets the conditions set out below:

20.5.1 It must weigh less than 7 kilograms.

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

20.5.3 It must be left un-sealed so the contents can be checked to make sure they are permissible as listed in 21.3 or 21.4. Alternatively they can be sealed in a manner that we can open and then re-seal. Alternatively we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible.

20.5.4 It must not contain any item or personal message which is not listed in 21.2 or 21.3, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in 21.3 or 21.4. Please note that we may open and inspect items that are sent using the Articles for the Blind to ensure the service is not being abused.

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

20.5.6 It must not contain any advertising literature.

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

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

## 21. Petitions and Addresses to the Sovereign

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

21.1.1 For the purposes of section 21.1 an address to the Sovereign is a formal signed written representation or appeal in respect of any concern or grievance for which there is no other constitutional remedy readily available.

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

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

21.2.1 it is a signed original and not a copy,

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

21.2.3 it does not weigh more than 2 kilograms,

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

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

21.2.6 it does not contain any other item

21.2.7 We will not accept any item for free delivery using Petitions and Addresses to the Sovereign unless we consider it complies with these conditions or if we do not consider the contents to be a genuine address or petition.

## 22. Petitions to Parliaments and Assemblies

22.1 Special arrangements exist for the delivery of a petition to a member of either House of Parliament (that is, the House of Commons or the House of Lords), the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly.

22.1.1 For the purposes of section 22.1 a petition is a signed document intended to be presented to a current member of either House of Parliament, the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly asking for action to be taken on a particular issue.

22.2 We will deliver a petition to either House of Parliament, the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly free of charge as long as the special conditions set out below are all met:

22.2.1 it is a signed original and not a copy,

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

22.2.3 it does not weigh more than 2 kilograms,

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

22.2.5 it clearly has 'PETITION TO THE HOUSE OF COMMONS', 'PETITION TO THE HOUSE OF LORDS', 'PETITION TO THE SCOTTISH PARLIAMENT', 'PETITION TO THE NATIONAL ASSEMBLY FOR WALES' or 'PETITION TO THE NORTHERN IRELAND ASSEMBLY' marked on the cover,

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

22.2.7 it does not contain any other item.

22.3 We will not accept any item for free delivery using Petitions to Parliament and Assemblies unless we consider it complies with these conditions or if we do not consider the contents to be a genuine Petition

### 23. Poste Restante

23.1 Poste Restante is a service that allows an item to be addressed to a person at a Post Office® branch where that person may, without being charged, collect that item during normal opening hours.

23.1.1 For the purposes of section 23.1 a person is a traveller with no fixed abode in the local area or any other person or class of person that we decide and publicise on our website. It is not available to businesses including sole traders.

23.2 The words 'POSTE RESTANTE - TO BE CALLED FOR' must be clearly marked on the cover of the item along with the full and correct surname of the addressee of the item.

23.3 The Post Office® branch staff may refuse to hand over a Poste Restante item if they are not satisfied as to the identity of the person collecting the item.

23.4 Post Office® branches will hold an item posted within the United Kingdom, the Channel Islands or the Isle of Man. They will hold an item for two weeks if posted within the United Kingdom, for one month if posted overseas and for two months if addressed to a branch at a sea port if you are arriving by ship.

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

23.5 Please note that not all Post Offices® branches are capable of providing the Poste Restante service for operational or other reasons. The Post Office® Customer Service team can help set up this service. Their details are on their website ([www.postoffice.co.uk](http://www.postoffice.co.uk)).

23.6 We or the Post Office® will not provide the Poste Restante service where there is reason to believe that you or the addressee is mis-using the Poste Restante service; for example where the addressee already has a permanent residential or business address in the area or where the addressee's name is abbreviated or in our reasonable opinion we believe it to be false.

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

24.1 This section of this Scheme applies to an item posted in the United Kingdom for delivery to an address in the Channel Islands or the Isle of Man (referred to in this part of this Scheme as 'outgoing items') and to an item posted in the Channel Islands or Isle of Man for delivery to an address in the United Kingdom (referred to in this part of this Scheme as 'incoming items').

24.2 All incoming items are subject to HM Customs and Excise regulations. We may charge a handling fee for ensuring that an item passes through the proper HM Customs and Excise checks. In addition HM Customs and Excise may charge an import duty (customs charge). This handling fee and duty must be paid by the recipient on delivery. If the fee and/or duty are not paid we will deal with the item at our discretion. The fee we charge is published from time to time on our website ([www.royalmail.com](http://www.royalmail.com)).

24.3 Section 16 ('Compensation – what we are liable for') of this Scheme does not apply to incoming or outgoing items except as expressly provided for in this section.

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

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

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

24.4.3 we are satisfied that no compensation has been or will be paid in respect of that item by the postal administration of the Channel Islands or the Isle of Man.

### 25. Sanctions Laws

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

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

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

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

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

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

### Annex A - Definitions used in this Scheme

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

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

#### Actual Loss

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

(b) Where an item is damaged it is the cost of repair. No additional payment will be made for the reduced value of the repaired item.

#### Address

means for any premises the address, including the postcode, maintained by us from time to time as corresponding to those premises in the Postcode Address File

#### Addressee

The person to whom an item is addressed.

#### Antiques

Items that are at least one hundred years old.

#### Business

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

#### Channel Islands

The islands called Guernsey, Jersey, Herm and Sark.

#### Christmas and New Year period

The period commencing on the first Monday in December in any year and ending at the start of the first working day following the New Year public holiday(s)

#### Cover

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

#### Damage

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

#### Due date

Means:

- (a) for First Class, Royal Mail Signed For 1st Class and Special Delivery, the next working day following the date of posting;
- (b) for Second Class and Royal Mail Signed For 2nd Class services the third working day following the date of posting.

#### Franking Mark



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

**Intrinsic Value**

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

**Item**

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

**Loss**

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

**Neighbour**

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

**Market Value**

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

**Part Loss**

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

**Post, Posted**

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

**Postage**

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

**Postage Mark**

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

**Postmark**

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

**Printed Postage Impression (PPI)**

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

**Private Post Box**

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

**Postage Stamp**

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

**Postage Label, Service fee Label**

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

**Representative**

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

**Service fee**

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

**SmartStamp®**

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

**Small Parcel Box**

A 15cm<sup>3</sup> specifically designed mailing box with the “Royal Mail Delivered By” symbol on it as well as reference to “Small Parcel Box”. Customers sending items with a height greater than 8cm weighing no more than 2kg must use one of these boxes to take advantage of the Small Parcel price.

**Social Security post**

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

**Sovereign**

The reigning Monarch of the United Kingdom.

**Valuables (money and jewellery)**

Any item that is:

- i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- ii) ingots;
- iii) diamonds and precious stones;
- iv) watches the cases of which are made wholly or mainly of precious metal; and
- v) articles similar to any of those referred to in i) - iii) above with an **intrinsic value**.

v) Coins & Bank notes of any currency that are legal tender at the time of posting;

vi) Postal Orders, cheques and dividend warrants uncrossed and payable to bearer;

vii) Unused postage and revenue stamps and National Insurance stamps; Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and

viii) Coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

**Working Day**

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

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

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

Further information (not part of the Scheme)

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

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

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

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

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

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

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

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

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

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

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

<sup>10</sup> In addition we will not deliver items to an address if a person at that address has requested for items not to be delivered on a Saturday under a retention arrangement with their local Delivery Office.

(2260536)

**ROYAL MAIL  
THE ROYAL MAIL OVERSEAS LETTER POST SCHEME  
12TH JANUARY 2015**

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**1 About This Scheme**

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

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

1.3 This Scheme is known as ‘The Royal Mail Overseas Letter Post Scheme 31st March 2014’ 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 1st March 2013 which is no longer in force. This Scheme complies with requirements as set out by the Universal Postal Union (www.upu.int).

**2 What This Scheme Applies To**

2.1 This Scheme sets out the terms and conditions for:

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

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

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

b) **incoming items.**

**3 Definitions**

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

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

**4 Our Ability To Provide Services**

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

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

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

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

**Prohibited Items**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

19) Foreign Lottery tickets;

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

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

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

23) Human and animal remains including ashes;

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

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

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

27) Liquids over 1 litre;

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

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

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

31) Matches;

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

33) Nail varnish or polish;

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### **Restricted Items**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### Sanctions Laws

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

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

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

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

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

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

#### Ability to claim compensation

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

#### Valuables

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

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

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

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

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

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

6.5 All items must be packaged 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.

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

The specific requirements for International Signed and International Tracked & Signed, International Tracked and HM Forces Mail are set out below in sections 18, 19 and 20 of this Scheme.

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

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

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

8.4 A franking machine allows money to be credited onto it. Postage for items is then paid for, from this credit, on an item-by-item basis. There is a wide range of franking machines that can either be leased or bought from franking manufacturers. If you use a franking machine you must abide by the terms and conditions that are contained within a separate Scheme called Royal Mail Scheme For Franking Letters And Parcels 2008 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme.

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

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

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

a. The destination: destinations are grouped together to form pricing zones (pricing zones) which apply to the International Standard, International Signed, International Tracked & Signed and International Tracked services. Currently the pricing zones are Europe (consisting of EU and non-EU destinations); World Zone 1 (covering North and South America, Africa, the Middle East and Asia) and World Zone 2 (covering Australasia). For the International Economy service there are two zones which are Europe and the World (which is a single zone for everywhere outside Europe). For the Articles for the Blind service there are no price distinctions between zones unless you also wish to purchase a tracking or signature on delivery option for your item (see section 21 for more information on Articles for the Blind). The price for HM Forces Mail is set separately at the time of publication of this Scheme (please see section 20 for further details). The pricing zones described above can change from time to time and the up-to-date list can be found on our website ([www.royalmail.com](http://www.royalmail.com)).

b. The service: we offer the services set out in section 8.2. Details of the services, their availability and delivery aims (by service and destination) can be found on our website ([www.royalmail.com](http://www.royalmail.com)). Not all services are available for all destinations. Further specific details about International Signed, International Tracked & Signed, International Tracked, HM Forces Mail and Articles for the Blind services, can be found in sections 18 - 21 below and on our website ([www.royalmail.com](http://www.royalmail.com)).

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

d. The compensation: International Standard and International Economy services include standard compensation for loss and damage on the basis of **actual loss**, up to a maximum of the **market value** of the item or £20 (whichever is lower). International Signed, International Tracked & Signed and International Tracked include compensation for loss and damage on the basis of actual loss, up to a maximum of the market value of the item or £50 (whichever is lower) as standard and are available with enhanced compensation options. Further specific details, including compensation and exemption information, can be found in section 16 below and on our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

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

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

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

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

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

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

10.3 If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels 2008 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

11.2 An item must not have on its cover:

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

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

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

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

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

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

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

12.2 In addition, items sent under the following services:

- (i) International Standard;
- (ii) International Economy;
- iii) 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):

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

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

12.3 An item that has had postage paid by a franking machine must be posted in accordance with the Royal Mail Scheme for Franking Letters and Parcels 2008 which is published on our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

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

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

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

13.3 For outgoing items, we may:

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

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

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

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

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

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

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

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

### 14 Additional Marks We May Add

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### 16 Compensation – What We Are Liable For

16.1 The vast majority of items arrive safely on time. In some instances items may be lost or damaged. In these situations we may refund postage and/or service 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.

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

- a. is considered by us or by an overseas postal operator to be undeliverable (as set out in section 15 above);
- b. is one that has been successfully delivered but subsequently made the subject of a Return to Sender request (as set out in 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.

16.3 For clarity where an item falls into one of the categories listed in section 16.2 (a) to (n), then we will not accept liability, will not refund postage and/or service fees or pay compensation for the loss of or damage to that item.

16.4 In addition to section 16.3 we will only accept liability, may refund postage and/or service fees and may pay compensation where the loss or damage is due to any wrongful act done, or any neglect or default committed by a member of staff or agent of Royal Mail while performing or purporting to perform his functions as such in relation to the receipt, conveyance, delivery or other dealing with the item.

16.5 In addition to sections 16.3 and 16.4 we do not accept liability, will not refund postage and/or service fees or pay compensation for loss or damage to an item where the loss or damage is caused by your own act or omission in the course of either preparing to post or actually posting the item.

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

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

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

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

#### Claims and Evidence

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

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

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



- g. a detailed description of the contents;
- h. in addition, for damage (or part loss) claims, the date of delivery; and
- i. in addition for damage (or part loss) claims, a description of the packaging and condition of the mail item itself.

16.10 In order to claim loss or damage compensation for the **actual loss** of the item, additional evidence of the item's value is required (see section 16.11 for examples). Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For International Signed, International Tracked & Signed and International Tracked, it is the lower of market value or £50, or £250 if an enhanced compensation service has been purchased. Enhanced compensation is not available for mobile telephones (including Blackberrys and PDAs) and the maximum compensation available under the enhanced compensation service for loss or damage to cash, securities or instruments to the bearer is £100. There are restrictions to sending cash and other items to some destinations. Please see our website ([www.royalmail.com](http://www.royalmail.com)) for further information on restrictions and prohibitions. For all other services listed in section 16.7 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.

16.11 Evidence of value can be:

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

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

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

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

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

**Table 1** - Refunds and compensation available (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 subject to the maximum payable being the lower of the market value of the item and £20.	Compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £20.

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

	<b>Compensation for loss.</b>	<b>Compensation for damage and part loss.</b>
Item has no intrinsic value	Postage refund.	No compensation or postage refund.

Item has intrinsic value (with required evidence and additional evidence)	Postage refund, plus compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50 or, if enhanced compensation service has been purchased, the maximum payable is the lower of the market value of the item and £250	Compensation on basis of the customer's actual loss. This compensation is subject to the maximum payable being the lower of the market value of the item and £50 or, if enhanced compensation service has been purchased, the maximum payable is the lower of the market value of the item and £250
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**Making a Claim**

16.14 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.

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

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

16.17 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))).

16.18 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.

16.19 The claim form needs to be completed as fully as possible, signed and dated by the claimant before being sent to us. Remember that in order to claim loss or damage compensation for actual loss of the item (if that compensation is available for the service you used) additional evidence of the item's value is required and should be sent in with the claim form (see section 16.11 for examples).

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

16.21 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).

16.22 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.

**17 Additional Terms and Conditions For Some Services /Items**

17.1 The terms and conditions set out in sections 5 to 16 apply to all items. These are referred to in this Scheme as the **common terms**. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the **specific terms** in this Scheme and are contained in the sections below. There is a section each for:

- International Signed and International Tracked & Signed (Section 18)
- International Tracked (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)

17.2 When using a service listed in Section 17.1 then the specific terms must be complied with in addition to the common terms. Where the specific terms conflict with the common terms then the specific terms should be followed as they take priority over the common terms.

17.3 In addition to the common and specific terms contained within this Scheme other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters and Parcels 2008 and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](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.

#### 18 International Signed and International Tracked & Signed

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

18.2 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.

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

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

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

#### 19 International Tracked

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

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

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

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

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

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

then we will treat it as an International Tracked item.

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

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

#### 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 16.10. 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:

- Compensation for delay or consequential loss is not available.
- 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.
- 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:

- persons registered as blind under the provisions of the National Assistance Act 1948; or
- 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:

- 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;
- papers sent to anyone to be specially prepared or impressed so that blind people can use them;
- relief maps;
- machines, frames and attachments for making impressions for blind people to use;
- writing frames and attachments;
- Braille instruction manuals; or
- 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:

- games (including card games);
- mathematical appliances and attachments;
- 'talking books' and 'talking newspapers', which are recordings of readings from printed sources, such as books, journals, newspapers, periodicals or similar publications;
- equipment used to play talking books and newspapers;
- 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, International Tracked & Signed and International Tracked 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 may be required to pay customs duty and prepare customs documentation when sending goods or merchandise to some overseas destinations.

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

23.3 Customs documentation is generally required for destinations outside the EU when sending goods or merchandise. The documentation to use is dependent on the value of the goods. At the date of publication of this Scheme, where the value of goods or merchandise being sent is less than £270 customs form CN22 must be completed and affixed to the front of the item in the top left hand corner. Where value of contents exceeds this, customs form CN23 must be completed enclosed in plastic envelope SP126 and affixed to the item in the top left hand corner. In both cases the senders name and address must appear adjacent to the form. For up to date information on customs thresholds and the forms that should be completed, please refer to our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

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

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

## Annex A - Definitions used in this Scheme

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

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

### actual loss

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

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

### address

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

### addressee

the person to whom an item is addressed.

### business

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

### Channel Islands

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

### cover

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

**damage**

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

**due delivery date**

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

**express items**

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

**franking mark**

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

**incoming item**

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

**intrinsic value**

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

**item**

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

**loss**

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

**market value**

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

**neighbour**

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

**outgoing item**

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

**part loss**

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

**post, posted**

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

**postage**

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

**postage mark**

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

**postmark**

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

**Printed Postage Impression (PPI)**

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

**Printed Papers**

means the Printed Papers service as described in section 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.

**postage label, service fee label**

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

**registered item**

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

**re-mail item**

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

**representative**

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

**service fee**

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

**SmartStamp®**

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

**valuables (money and jewellery)**

any item that is:

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

**Zone Number**

overseas equivalent of a UK postcode

Further information

(not part of the Scheme)

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

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

(2260537)

## Planning

### TOWN PLANNING

#### PERTH AND KINROSS COUNCIL TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997

Details and representation information:

21 days

**Proposal/Reference:**

14/02096/LBC

**Address of Proposal:**

29 Wellmeadow Blairgowrie PH10 6AS

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Display of signs at (2259812)

#### FIFE COUNCIL TOWN & COUNTRY PLANNING (SCOTLAND) ACT 1997 AND RELATED LEGISLATION

The applications listed in the schedule may be viewed online at [www.fifedirect.org.uk/planning](http://www.fifedirect.org.uk/planning) Public access computers are available in Local Libraries. Comments can be made online or in writing to Fife Council, Economy, Planning and Employability Services, Kingdom House, Kingdom Avenue, Glenrothes, KY7 5LY within 21 days from the date of this notice.

**Proposal/Reference:**

14/04235/LBC

**Address of Proposal:**

7 High Street

Crail

Anstruther

Fife

KY10 3TA

**Name and Address of Applicant:**

The Co-operative Group

1 Angel Square

Manchester

M60 0AG

**Description of Proposal:**

Listed building consent for erection of timber enclosure, re-location of 2 existing AC units and installation of external plant

**Proposal/Reference:**

14/04327/LBC

**Address of Proposal:**

58 Tay Street

Newport On Tay

Fife

DD6 8AN

**Name and Address of Applicant:**

Mr And Mrs Sutherland

**Description of Proposal:**

Listed building consent for two storey extension to side of dwellinghouse (2259765)

#### GLASGOW CITY COUNCIL THE TOWN AND COUNTRY PLANNING (ENVIRONMENTAL IMPACT ASSESSMENT) (SCOTLAND) REGULATIONS 2011 NOTICE UNDER REGULATION 17

Notice is hereby given that an environmental statement has been submitted to Glasgow City Council by BAE Systems Surface Ships Ltd relating to the planning application detailed below. Possible decisions relating to the planning application are:- (i) grant planning permission without conditions; (ii) grant planning permission with conditions; (iii) refuse permission.

A copy of the environmental statement, the associated planning application and other documents submitted with the application may be inspected at [www.glasgow.gov.uk/Planning & Development/Online Planning](http://www.glasgow.gov.uk/Planning%20&%20Development/Online%20Planning) or electronically at the above address and times and also at – BAE Systems Surface Ships Limited, South Street, Scotstoun, Glasgow G14 OXN during a period of 28 days beginning from 9 January 2015. Copies of the environmental statement may be

purchased from: Arch Henderson LLP, 142 St Vincent Street, Glasgow, G2 5LA, Tel: 0141 227 3060, Email: [glasgow@arch-henderson.co.uk](mailto:glasgow@arch-henderson.co.uk), at a cost of £450 (£10 on CD) and a non technical summary is available free of charge from Development and Regeneration Services at the above address.

Any person who wishes to make representations to Glasgow City Council about the environmental statement should make them in writing to Development and Regeneration Services at the above address within the 28 day period or online at [http://www.glasgow.gov.uk/Planning & Development/Online Planning](http://www.glasgow.gov.uk/Planning%20&%20Development/Online%20Planning). **All representations are published online and are available for public inspection.**

14/02834/DC

Shipyards 1048 Govan Road Glasgow G51 4XP

Erection of new buildings and associated works in relation to development of existing shipyard.

(2259766)

#### ABERDEEN CITY COUNCIL TOWN & COUNTRY PLANNING [LISTED BUILDINGS AND BUILDINGS IN CONSERVATION AREAS] [SCOTLAND] REGULATIONS 1987

NOTICE is hereby given that an application for Listed Building/Conservation Area Consent and for Planning Permission with respect to the undernoted subjects, has been submitted to Aberdeen City Council.

The application and relative plans area available for inspection within Planning and Sustainable Development, Planning Reception, Marischal College, Broad Street, Aberdeen, AB10 1AB between the hours of 8.30 am and 5 pm (Mondays to Fridays). Any person wishing to make representations regarding any of the proposals should make them in writing to the above address (quoting the reference number and stating clearly the reasons for those representations). Alternatively, plans can be viewed, and comments made online at [www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk) or by e-mail to [pi@aberdeencity.gov.uk](mailto:pi@aberdeencity.gov.uk) (Would Community Councils, conservation groups and societies, applicants and members of the public please note that Aberdeen City Council as planning authority intend to accept only those representations which have been received within the above periods as prescribed in terms of planning legislation. Letters of representation will be open to public view, in whole or in summary according to the usual practice of this authority).

Dr Margaret Bochel, Head of Planning and Sustainable Development

Friday, 9 January 2015

**Proposal/Reference:**

141462

**Address of Proposal:**

Old Town House Castle Street Aberdeen AB10 1BD Category A Listed Building Conservation Area 002

**Name and Address of Applicant:**

Aberdeen City Council

**Description of Proposal:**

Carry out condition and suitability works, comprising of new lead work, re-slate rear elevations, Slate work repairs to street facing elevations, dormer repairs, sarking board repairs, masonry repairs to all roof areas including works to the clock tower. (2259803)

#### SHETLAND ISLANDS COUNCIL TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 AND TOWN AND COUNTRY PLANNING (LISTED BUILDINGS AND BUILDINGS IN CONSERVATION AREAS)(SCOTLAND) REGULATIONS 1987

These applications, associated plans and documents can be examined, 09.00-17.00, Mon-Fri, at: Shetland Islands Council, Development Services Department, 8 North Ness Business Park, Lerwick, ZE1 0LZ. Please call 744293 to make an appointment if you wish to discuss any application.

**Format: Ref No; Proposal & Address**

2014/311/LBC; To replace basement windows and railings, Varis House, Church Road, Lerwick

Written comments may be made to Iain McDiarmid, Executive Manager, at the above address, email [development.management@shetland.gov.uk](mailto:development.management@shetland.gov.uk) by 30/01/2015. (2259810)

**INVERCLYDE COUNCIL  
PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)  
(SCOTLAND) ACT 1997  
THE TOWN AND COUNTRY SCOTLAND (LISTED BUILDINGS AND  
BUILDINGS IN CONSERVATION AREAS) (SCOTLAND)  
REGULATIONS 1997**

These applications, associated plans and documents may be examined at <http://planning.inverclyde.gov.uk/Online/> and at Inverclyde Council, Regeneration and Planning, Municipal Buildings, Clyde Square, Greenock 08.45 – 16.45 (Mon-Thurs) and 08.45 – 16.00 (Fri).

**14/0034/LB-** Replacement of single glazed sash and case windows with sash and case double glazed timber windows at Gamble Halls, Shore Street, Gourock, PA19 1RG **Comments before 30th January 2015**

Written comments may be made to Mr Stuart Jamieson, Regeneration and Planning, Inverclyde Council, Municipal Buildings Clyde Square, Greenock PA15 1LY, email: [devcont.planning@inverclyde.gov.uk](mailto:devcont.planning@inverclyde.gov.uk) (2259813)

**THE HIGHLAND COUNCIL  
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 (AS  
AMENDED)  
THE ENVIRONMENTAL IMPACT ASSESSMENT (SCOTLAND)  
REGULATIONS 2011**

**CONSTRUCT AND OPERATE A RUN-OF-RIVER HYDRO SCHEME  
(NEVIS RANGE) THAT ABSTRACTS WATER FROM THE ALLT  
CHOILLE-RAIS BURN 1900M EAST OF TOP GONDOLA STATION,  
NEVIS RANGE, FORT WILLIAM**

**Application Reference: 14/03043/FUL**

**Applicant: Nevis Range Development Company Ltd**

In accordance with the provisions of Regulation 26(b) of the above Regulations, The Highland Council hereby gives notice that planning permission to construct and operate a run-of-river hydro scheme (Nevis Range) that abstracts water from the Allt Choille-Rais Burn by the Nevis Range Development Company as described above, has been granted by the Council.

A copy of the planning permission is available through the Council's web based eplanning portal online at <http://wam.highland.gov.uk/wam/> (search using the application number 14/03043/FUL) or by appointment during normal office hours at the Planning and Development Service of The Highland Council, Fulton House, Gordon Square, Fort William PH33 6XY (2259816)

**GLASGOW CITY COUNCIL  
PUBLICITY FOR PLANNING AND OTHER APPLICATIONS  
PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)  
(SCOTLAND) ACT 1997  
THE TOWN AND COUNTRY PLANNING (LISTED BUILDINGS AND  
BUILDINGS IN CONSERVATION AREAS) (SCOTLAND)  
REGULATIONS 1987**

All comments are published online and are available for public inspection.

Written comments may be made within 21 days from 9 January 2015 to the above address or online at <http://www.glasgow.gov.uk/Planning/OnlinePlanning>

14/02695/DC 972 Argyle Street G3- Installation of replacement windows to flatted property

14/02685/DC 14/02705/DC 650 Argyle Street G3- Installation of replacement windows to listed flatted property

14/02675/DC 1030 Argyle Street G3- Installation of replacement windows to flatted property

14/02735/DC Flat B/1, 26 Victoria Crescent Road G12 - Erection of single storey extension to rear of listed building

14/02706/DC Flat 3/1, 23 Oakfield Avenue G12 - Installation of replacement windows to listed building.

14/02786/DC 74 Victoria Crescent Road G12 - Erection of 2No. canopies to underground car park stairwells (retrospective)

14/02724/DC Flat 0/1, 53 Partickhill Road G11 - Internal alterations to Listed flatted dwelling

14/02687/DC 930 Argyle Street G3- Installation of replacement windows to flatted property

14/02773/DC Site Adjacent To 1 Park Terrace Lane G3- Installation of cabinet on footway

14/02863/DC 14/02864/DC 37 Athole Gardens G12- Formation of driveway to rear of listed building

14/02558/DC Flat 1/1, 20 St Vincent Crescent G3 - Installation of replacement windows at listed building

14/02837/DC Site Opposite 996 Govan Road G51 - Erection of pole mounted CCTV camera

14/02885/DC 73 Earlbank Avenue G14 - Erection of single storey extension to rear of dwellinghouse

14/02856/DC 595 Kilmarnock Road G43 - Erection of single storey rear extension to dwellinghouse

14/02912/DC 199 Nithsdale Road G41 - Installation of new front door including formation of new entrance steps to detached dwellinghouse. Replacement gates to curtilage at existing front driveway

14/02869/DC Theatre Royal 286 Hope Street G2 - Variation of condition 1- (11/01981/DC) Erection of extension together with associated alterations to Theatre Royal; Change of external material finish to Hope Street/Cowcaddens Road frontage

14/02657/DC Site Adjacent To 167 Wilton Street/1 Doune Gardens G20- Erection of dwellinghouse with associated car parking

14/02573/DC 14-22 St Enoch Square G1- Internal alterations to listed building - removal of link corridor/stair between 14-18 and 22 St Enoch Square

14/02766/DC 75 Shelley Road G12 - Erection of shed to rear of listed building

14/02874/DC 44 Potterhill Road G53 - Erection of two storey side extension and single storey rear extension to dwellinghouse

14/02813/DC 14/02814/DC Millennium Hotel 40 George Square G2 - Internal and external alterations associated with extension to existing hotel

14/02838/DC Site Opposite 1212 Govan Road G51- Erection of pole mounted CCTV camera

14/02871/DC 41 Kelvin Court G12 - Internal alterations to listed building

14/02885/DC 73 Earlbank Avenue G14 - Erection of single storey extension to rear of dwellinghouse

14/02845/DC Flat 1/1, 5 Cleveden Gardens G12 - Installation of replacement windows to listed flatted property

14/02639/DC 242 Nithsdale Road G41 - Erection of replacement garage and two storey extension to rear of dwellinghouse

14/02585/DC Site Opposite 17 Grosvenor Terrace G12- Installation of telecommunications cabinet on footway

14/02630/DC Flat 2, 2 Royal Terrace G3 - Internal and external works to listed building

14/02694/DC 964 Argyle Street G3 - Installation of replacement windows to flatted property (2259767)

**WEST LOTHIAN COUNCIL  
PLANNING ETC. APPLICATIONS**

The Council has received the following applications which it is required to advertise.

Applicants	Proposal	Days for Comment
0902/LBC/14	Listed Building Consent for extension of platform 1 to accommodate 8-car trains and associated ancillary works including minor alterations to wall and fencing at:- Linlithgow Railway Station, Station Road, Linlithgow EH49 7DH Case Officer: Randal Dods Tel No (01506) 282413	21 days

For information about each proposal, please contact the case officer directly.

Applications can be viewed at West Lothian Civic Centre, Howden South Road, Livingston EH54 6FF between the hours of 08.30 to 17.00 Monday to Thursday and 08.30 – 16.00 on Fridays or on the internet at [www.westlothian.gov.uk](http://www.westlothian.gov.uk) by following the 'planning' link on the home page. Anyone with difficulty in accessing the plans should contact the case officer to make alternative arrangements.

Comments on proposals should be submitted in the stated time period and must be via the council's website or in writing to the address below. **Please be aware that, except in exceptional circumstances, your representations will be publicly available as part of the planning file which will also appear on the internet.**

*Chris Norman*, Development Management Manager, West Lothian Civic Centre, Howden South Road, Livingston EH54 6FF

**This application is advertised under**

- Section 9(3) of the Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997. (2259768)

**ABERDEENSHIRE COUNCIL  
PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)  
(SCOTLAND) ACT 1997, REGULATION 60(2)(A) OR 65(2)(A)  
OR**

**TOWN AND COUNTRY PLANNING (LISTED BUILDINGS AND  
BUILDINGS IN CONSERVATION AREAS) (SCOTLAND)  
REGULATIONS 1987, REGULATION 5**

The applications listed below together with the plans and other documents submitted with them may be examined at the local planning office as given below between the hours of 8.45 am and 5.00 pm on Monday to Friday (excluding public holidays). You can also examine the application and make comment online using the Planning Register at <https://upa.aberdeenshire.gov.uk/online-applications/>. Internet access is available at all Aberdeenshire libraries.

Written comments may be made quoting the reference number and stating clearly the grounds for making comment. These should be addressed to the E-planning Team, Aberdeenshire Council, Viewmount, Arduithie Road, Stonehaven, AB39 2DQ. Please note that any comment made will be available for public inspection and will be published on the Internet.

**Comments must be received by 29 January 2015**

Site Address	Proposal/ Reference	Local Planning Office Details
Dessmuir	Siting of Wood Pellet	Viewmount
Charlestown Road	Store and Installation of Flue (in Existing Outbuilding) APP/2014/- 4343	Arduithie Road Stonehaven AB39 2DQ
Aboyne Aberdeenshire AB34 5EL	Reinstatement of Sash and Case Astragals, Removal of Signage, Painting of Existing Windows, Installation of Louvre Grill and Internal Alterations to form Restaurant APP/2014/- 4386	Viewmount Arduithie Road Stonehaven AB39 2DQ
2 The Square Huntly Aberdeenshire AB54 8AE	Installation of Boundary Gates APP/2014/4239	45 Bridge Street Ellon AB41 9AA
House of Daviot MacKenzie Drive Daviot Aberdeenshire	Part Change of Use and Subdivision of Hotel (Class 7) to Form Two Class 3 (Food & Drink) Units APP/2014/4288	Gordon House Blackhall Road Inverurie AB51 3WA
Kintore Arms Inn The Square Kintore Aberdeenshire AB51 0US	Installation of Fire Detection System, CCTV, Track Lighting and Picture Hanging System APP/- 2014/4321	Viewmount Arduithie Road Stonehaven AB39 2DQ

(2259805)

**ANGUS COUNCIL  
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 (AS  
AMENDED)  
PLANNING (LISTED BUILDINGS & CONSERVATION AREAS)  
(SCOTLAND) ACT 1997 (AS AMENDED)**

Applications for permission and/or consents under the above legislation as listed below together with the plans and other documents submitted with them may be examined at County Buildings, Market Street, Forfar, DD8 3LG between the hours of 9.00 a.m. to 5.00 p.m. Monday to Friday or visit the Public Access facility on the Council's website at <http://planning.angus.gov.uk/online-applications/>.

Written comments may be made within 21 days of this notice to the Service Manager, County Buildings, Market Street, Forfar, DD8 3LG or e-mail [Planning@angus.gov.uk](mailto:Planning@angus.gov.uk). Please note that representations made to an applicant in response to any pre-application consultation cannot be taken into account by Angus Council.

**Methodist Chapel New Wynd Montrose DD10 8NP** - Alterations to subdivide a listed building to form five separate dwellinghouses - 14/01058/LBC - Listed Building

**Lintrathen House Main Lodge Lintrathen Kirriemuir DD8 5JJ** - New internal opening in stonework to connect two first floor spaces - 14/00978/LBC - Listed Building

**Lednathie Bridge Easter Lednathie Glen Prosen** - Repairs to Damaged Bridge - 14/01031/LBC - Listed Building

**1 Kirk Wynd Kirriemuir DD8 4BH** - Installation of Replacement Windows - 14/01044/LBC - Listed Building

**The Croft 31 Keptie Road Arbroath DD11 3ED** - Demolition of existing sunroom / dining area and replacement with enlarged sunroom / dining area together with new porch and utility room all to rear of house - 14/01001/LBC - Listed Building

*Iain Mitchell*, Service Manager (2259807)

**EAST LOTHIAN COUNCIL  
TOWN AND COUNTRY PLANNING**

NOTICE IS HEREBY GIVEN that application for Planning Permission/ Listed Building Consent/Conservation Area Consent has been made to East Lothian Council, as Planning Authority, as detailed in the schedule hereto.

The applications and plans are open to inspection at Environment Reception, John Muir House, Brewery Park, Haddington during office hours or at <http://pa.eastlothian.gov.uk/online-applications/>. Any representations should be made in writing or by e-mail to the undersigned within 21 days of this date.

**09/01/15**

*Iain McFarlane*

Service Manager - Planning

John Muir House

Brewery Park

HADDINGTON

E-mail: [environment@eastlothian.gov.uk](mailto:environment@eastlothian.gov.uk)

**SCHEDULE**

**14/01004/P**

Development in Conservation Area

Chapelhill House Dirleton East Lothian EH39 5HG

Re-rendering of house and painting parts of house

**14/01023/P**

Development in Conservation Area

Flat 3 3 Millhill Wynd Musselburgh East Lothian EH21 7QZ

Replacement windows

**14/00976/P**

Development in Conservation Area

West Barns Farm Implement Road West Barns East Lothian

Conversion of derelict building to form a biomass boiler and fuel storage facility building

**14/00933/LBC**

Listed Building Consent

27 Market Street Haddington East Lothian EH41 3JE

Painting of signage

**14/00987/P**

Development in Conservation Area

4 Whitekirk Cottages Whitekirk East Lothian EH42 1XS

Alterations to house, erection of lean-to, garage, shed, fencing, gate and installation of oil storage tank

**14/00979/P**

Development in Conservation Area

Listed Building Affected by Development

Loretto School Pinkie Campus Linkfield Road Musselburgh East Lothian

Installation of 2 biomass cabins

**14/00896/LBC**

Listed Building Consent

Flat 1 And Flat 2 The Kennels West Saltoun Tranent East Lothian

Erection of chimneys, installation of roof windows, reslating of roof and demolition of chimneys (Retrospective)

**14/00896/P**

Listed Building Affected by Development

Flat 1 And Flat 2 The Kennels West Saltoun Tranent East Lothian

Erection of chimneys and reslating of roof to flats (Retrospective)

(2259809)

**PERTH AND KINROSS COUNCIL  
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997**

Details and representation information:  
21 days

**Proposal/Reference:**

14/02085/LBC

**Address of Proposal:**

Balvarran Enochduh Blairgowrie PH10 7PA

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations and extension to outbuilding, including installation of a biomass boiler at

**Proposal/Reference:**

14/02017/LBC

**Address of Proposal:**

Flat 6 27 Watergate Perth PH1 5TF

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations to flat and installation of a ventilation grill at

**Proposal/Reference:**

14/02136/LBC

**Address of Proposal:**

62F Tay Street Perth PH2 8NN

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Installation of a handrail at

**Proposal/Reference:**

14/01873/LBC

**Address of Proposal:**

Platform 4 Perth Railway Station Perth PH2 8RT

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations to form access doorway at

**Proposal/Reference:**

14/02175/LBC

**Address of Proposal:**

Sheriff Court House Tay Street Perth PH2 8NL

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations and installation of a disabled access ramp at

**Proposal/Reference:**

14/02217/LBC

**Address of Proposal:**

Sundial 46 Drummond Street Muthill Crieff PH5 2AN

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations and extension to dwellinghouse at

**Proposal/Reference:**

14/02221/LBC

**Address of Proposal:**

Council Building 2 High Street Perth PH1 5PH

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations, installation of access ramp and external stairs at

**Proposal/Reference:**

14/02151/LBC

**Address of Proposal:**

22 Drummond Street Muthill Crieff PH5 2AN

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations and installation of replacement windows and door at

**Proposal/Reference:**

14/02150/LBC

**Address of Proposal:**

9 Bridge Street Dunkeld PH8 0AH

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations to dwellinghouse at

**Proposal/Reference:**

14/02108/LBC

**Address of Proposal:**

Taymouth Castle Kenmore Aberfeldy PH15 2NT

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations to internal layout to form hotel accommodation at

(2259811)

**THE SCOTTISH GOVERNMENT****TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997  
MARINE FISH FARM - APPLICATION FOR PERMISSION TO  
OPERATE THE EXISTING FINFISH FARM – LYRAWA BAY  
THE FARM CONSISTS OF 8 CIRCULAR CAGES EACH 70M IN  
CIRCUMFERENCE AND ANCILLARY EQUIPMENT AT LYRAWA  
BAY, SCAPA FLOW, ORKNEY**

Notice is hereby given that an Environmental Statement relating to the above Planning Application (Reference FFR/ORK/014) has been submitted to Scottish Ministers by Cooke Aquaculture Scotland Ltd. The Environmental Statement and associated planning application can be accessed online at [www.scotland.gov.uk/fishfarmreview](http://www.scotland.gov.uk/fishfarmreview) Paper copies are available for public inspection within normal office/opening hours at the following locations –

1. Orkney Islands Council, School Place, Kirkwall, KW15 1NY
2. The Post Office, Anchorfast Buildings, Pier Road, Longhope, Hoy, KW16 3PG

Copies of the Environmental Statement can be purchased from Cooke Aquaculture Scotland, Crowness Road, Hatston, Kirkwall, Orkney, KW15 1RG at a charge of £100 for a paper copy or free of charge for an electronic copy.

Any person who wishes to make a representation to Scottish Ministers about the Environmental Statement should make them in writing to the Aquaculture Planning Team, Scottish Government, 1B North, Victoria Quay, Edinburgh, EH6 6QQ, or alternatively by email to [msauditreviewconsultation@scotland.gsi.gov.uk](mailto:msauditreviewconsultation@scotland.gsi.gov.uk). The deadline for receipt of comments is **28 days** from the date of publication of this notice.

Possible decisions relating to a planning application are to (i) Grant planning permission without conditions; (ii) Grant planning permission with conditions; (iii) Refuse permission

Scottish Ministers will acknowledge receipt of comments but are unable to respond individually to points or questions raised. Please note that your comments will be published online. Please quote the application reference number in your correspondence. (2259815)

**THE CITY OF EDINBURGH COUNCIL****THE TOWN AND COUNTRY PLANNING (DEVELOPMENT  
MANAGEMENT PROCEDURE) (SCOTLAND) REGULATIONS 2013  
- REGULATION 20(1). THE TOWN AND COUNTRY PLANNING  
(LISTED BUILDING AND BUILDINGS IN CONSERVATION AREAS)  
(SCOTLAND) REGULATIONS 1987 - REGULATION 5.  
ENVIRONMENTAL IMPACT ASSESSMENT (SCOTLAND)  
REGULATIONS 2011 - PUBLICITY FOR ENVIRONMENTAL  
STATEMENT.****PLANNING & BUILDING STANDARDS**

Applications, plans and other documents submitted may be examined at Planning & Building Standards front counter, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG between the hours of 8:30-5:00 Monday-Thursday & 8:30-3:40 on Friday. Written comments may be made quoting the application number to the Head of Planning & Building Standards within 21 days of the date of publication of this notice. You can view, track & comment on planning applications online at [www.edinburgh.gov.uk/planning](http://www.edinburgh.gov.uk/planning). The application may have been subject to a pre-application consultation process & comments may have been made to the applicant prior to the application being submitted. Notwithstanding this, persons wishing to make representations in respect of the application should do so as above.

Acting Head of Planning and Building Standards

Address of Proposal:

14/04262/FUL 48 Eildon Street Edinburgh EH3 5JX Create new bedroom in attic and add two new dormer windows (front and back), and three new Velux windows.

14/04802/FUL 19A Rose Street Edinburgh EH2 2PR Repaint existing timber door grey to match RAL 701.



- 14/04980/FUL Telecomms Mast 70 Metres Northwest Of 50 Greenbank Drive Edinburgh Permanent telecoms mast to replace the temporary masts currently on the golf course.
- 14/04996/FUL 13 Kinnear Road Edinburgh EH3 5PJ External alterations including new garden store (vary consent 13/03210/ful)
- 14/05029/FUL 25 Falcon Gardens Edinburgh EH10 4AP Replace existing aggregate chippings with river washed pebbles and lay new area of black paviers to match existing paviers at adjacent common area (in retrospect).
- 14/05041/FUL 44 Main Street Edinburgh EH4 5AA Amend condition 1 of planning consent 14/01199/FUL to permit opening hours from 9.00 until 23.00
- 14/05053/LBC 2F1 5 Straiton Place Edinburgh EH15 2BA Replacement windows.
- 14/05100/LBC 175-177 High Street Edinburgh EH1 1PD New internal and external signage with face applied vinyl's and frosted vinyl modesty panel. Repaint shop front.
- 14/05101/AMC 1 To 77 Kinnaird Park 1 To 13 Lawhouse Toll Edinburgh EH15 3RB Detailed design or retail and restaurant units.
- 14/05102/CON 17 Madeira Street Edinburgh EH6 4AJ Demolition of buildings within the existing builder's yard.
- 14/05103/FUL 5 Braidburn Terrace Edinburgh EH10 6EU Extend existing brick outshot at rear of house, currently used as a kitchen. Form new family / dining room.
- 14/05107/LBC 28 Mansionhouse Road Edinburgh EH9 2JD Remove existing sun room and coal shed. Alter and extend existing house.
- 14/05110/FUL 1A Cambridge Street Edinburgh EH1 2DY Change of use from class 4 offices to residential (flatted) and associated minor alterations including replacement windows.
- 14/05112/FUL 11 Station Road Edinburgh EH12 7AA Alterations and replacement windows and door to front and rear of dwelling house.
- 14/05114/FUL 7 Lixmount Gardens Edinburgh EH5 3DH New single storey extension to rear, with sloping single pitch roof. All external materials to match existing. Velux windows to rear.
- 14/05119/FUL 19 Grant Avenue Edinburgh EH13 0DW Proposed two-storey replacement dwelling.
- 14/05120/FUL 3 Craigmillar Park Edinburgh EH16 5PG Addition of square bay window to south elevation.
- 14/05128/FUL 110 Commercial Street Edinburgh EH6 6NF Install a lockable bike shelter, with a 10 bicycle capacity to be situated on an approx. 2.5m x 4.2m plot opposite offices.
- 14/05129/FUL 40 Park Road Edinburgh EH6 4LD Removal of existing 2-storey outshot to rear. Creation of new living accommodation on lower ground floor and new shower room on ground floor. Alterations to openings on rear elevation. Alterations to external areas and steps to rear.
- 14/05130/FUL 180 Grange Loan Edinburgh EH9 2EE Erection of green, wire mesh fencing along a section of the Grange Loan wall.
- 14/05132/FUL 6 Warriston Crescent Edinburgh EH3 5LA Erect aluminium conservatory to rear.
- 14/05137/FUL Land 105 Metres East Of 48 Frogston Road West Edinburgh Proposed development of 18 houses with associated parking, access and landscaping.
- 14/05139/LBC 20 Nicolson Street Edinburgh EH8 9DH Installation of rooflight to rear of office.
- 14/05150/LBC 41-42 St Andrew Square Edinburgh EH2 2AD Internal strip out of non-original alterations to building, and removal of internal mechanical equipment.
- 14/05151/LBC 20 North Fort Street Edinburgh EH6 4HD Proposed internal alterations to the kitchen and bathroom.
- 14/05152/LBC 34 Rankeillor Street Edinburgh EH8 9HZ Internal alterations to flat.
- 14/05155/FUL 12 Merchiston Place Edinburgh EH10 4NR Demolish existing stone building and erect two new villas to form four dwellings.
- 14/05156/CON 12 Merchiston Place Edinburgh EH10 4NR To demolish existing stone building and existing garages and storage buildings.
- 14/05158/LBC 2 Balmoral Place Edinburgh EH3 5JA Replace existing sash and case windows with slimlite double glazed sash case windows to match existing.
- 14/05160/LBC 1F2 37 Bath Street Edinburgh EH15 1HB Replace the existing timber windows with like-for-like slimline double glazed timber sash and case windows.
- 14/05161/FUL 26 Laverockbank Road Edinburgh EH5 3DE Conversion of attic space to form bedrooms with new rear dormer and Velux roof lights to side and front elevation. Enlarged window to first floor kitchen.
- 14/05162/LBC 2F 63 Frederick Street Edinburgh EH2 1LH Alter existing commercial premises to form a new residential flat.
- 14/05163/FUL 2F 63 Frederick Street Edinburgh EH2 1LH Proposed change of use to convert existing commercial property into a residential flat.
- 14/05167/FUL 41 South Clerk Street Edinburgh EH8 9NZ Change of use from post office (class 1) to bistro (class 3) and erect 2 No. 150mm diameter flues painted black to match existing pipework to rear of building
- 14/05168/LBC 41 South Clerk Street Edinburgh EH8 9NZ Internal alterations to vacant post office to form bistro and erection of 2 No. 150mm flues painted out black to rear of building
- 14/05169/LBC 43 Esslemont Road Edinburgh EH16 5PY Erection of a new black wrought iron driveway gate to front and erection of a replacement wooden pedestrian gate to rear of property.
- 14/05170/FUL 43 Esslemont Road Edinburgh EH16 5PY Erection of a new black wrought iron driveway gate to front and erection of a replacement wooden pedestrian gate to rear of property.
- 14/05173/FUL 9 Ashburnham Gardens South Queensferry EH30 9LB Remove existing timber pivot windows and replace with top-hung uPVC windows.
- 14/05174/PPP 151 London Road Edinburgh EH7 6AE Planning Permission in Principle application for 21,500sqm of mixed use development including Residential, Retail/Commercial, Hotel and Student accommodation (renewal of application 09/01793/PPP).
- 14/05178/FUL 39A Lauder Road Edinburgh EH9 1UE Form new window to front, alter and replace window to front and side and remove internal wall at lower ground floor.
- 14/05179/LBC 39A Lauder Road Edinburgh EH9 1UE Form new window to front, alter and replace window to front and side and remove internal wall at lower ground floor.
- 14/05190/FUL 537 Castlehill Edinburgh EH1 2ND Remove existing dormer window and form new dormer window between chimney stacks to west elevation, form dormer and balcony area to north elevation. Provide velux rooflights to west and east elevations.
- 14/05190/LBC 537 Castlehill Edinburgh EH1 2ND Remove existing dormer window and form new dormer window between chimney stacks to west elevation, form dormer window and balcony area to north elevation. Provide rooflights to west and east elevations.
- 14/05191/FUL 8 Hillside Crescent Edinburgh EH7 5EA Installation of roof mounted photovoltaic panels.
- 14/05195/FUL Police Call Box West Bow Edinburgh Change of use of police box to ice cream kiosk, alterations to include two stable door openings and a removable canopy and change of colour.
- 14/05198/LBC Police Call Box West Bow Edinburgh Conversion of police box to ice cream kiosk, alterations to include two stable door openings and a removable canopy and change of colour.
- 14/05207/LBC 3F 60 North Castle Street Edinburgh EH2 3LU Application to retain the works for internal alterations, part removal of existing wall to form new opening between kitchen and dining/sitting room.
- 14/05212/FUL Leith Academy Primary School 3 St Andrew Place Edinburgh EH6 7EG Installation of a modular building to provide additional nursery facilities as well as WC's and a kitchen area.
- 14/05213/LBC 90 Dundas Street Edinburgh EH3 6RQ Application to retain minor internal alterations to property at lower and upper floor levels (in retrospect).
- 14/05229/LBC 29 Avondale Place Edinburgh EH3 5HX Formation of bathroom and installation of external extract duct on rear elevation.
- 14/05230/FUL 6 South Park Edinburgh EH6 4SN Removal of existing single storey conservatory and construction of two storey extension to rear.
- 14/05231/LBC Flat 4 46 Queen Street Edinburgh EH2 3NH Alter flat and sub-divide bedroom to form kitchen, form openings for double and single doors.
- 14/05233/LBC 1 Greenhill Terrace Edinburgh EH10 4BS Form new window to rear elevation on the ground floor.
- 14/05234/FUL Shrubhill House 7 Shrub Place Edinburgh EH7 4PD Installation of plant and associated development.
- 14/05235/FUL 1 Greenhill Terrace Edinburgh EH10 4BS Formation of new window to the ground floor rear facade.
- 14/05237/FUL 7A Moray Place Edinburgh EH3 6DS Increase the glazed area of the small offshoot room by forming a floor to ceiling projecting oriels window in frameless glass connected to a box rooflight that stretches back across the roof as well as the re-opening of a rear facing doorway.

14/05238/LBC 7A Moray Place Edinburgh EH3 6DS Increase the glazed area of the small offshoot room by forming a floor to ceiling projecting oriels window in frameless glass connected to a box rooflight that stretches back across the roof as well as the re-opening of a rear facing doorway.

14/05242/FUL 7B Brunstane Road North Edinburgh EH15 2DL Replacement windows and internal alterations.

14/05243/FUL 10 Bell's Brae Edinburgh EH4 3BJ Conversion of existing office building and separate garage / office building into residential dwellings.

14/05244/LBC 7B Brunstane Road North Edinburgh EH15 2DL Replace existing windows with slimline double-glazing to the original pattern, plus internal alterations.

14/05252/FUL 3 Doune Terrace Edinburgh EH3 6DY Change of use from cultural institution to dwelling house.

14/05253/LBC 3 Doune Terrace Edinburgh EH3 6DY Carry out various internal alterations to form a house.

14/05254/LBC 124 Trinity Road Edinburgh EH5 3LA Alterations to ground floor level to form new kitchen/dining room; new w/c under stair.

14/05257/LBC 17 Ainslie Place Edinburgh EH3 6AU Replace existing rooflights with conservation style and form new rooflight; replace existing glazing with slim-lite glazing; reinstate metal balcony; remove 3 No. windows on rear elevation, form opening for new fully glazed French doors with high level fanlights; re-configure basement level outshot and extend to form kitchen; internal alterations to reconfigure office layout to more traditional residential Townhouse Layout and sub-divide basement to form separate dwelling.

14/05259/LBC Royal Botanic Garden 20A Inverleith Row Edinburgh EH3 5LR Partially remove existing roof access ladders and fit new temporary roof access system to the Tropical and Temperate Palm House roofs.

14/05260/FUL 17 Ainslie Place Edinburgh EH3 6AU Change of use from office to form 2 dwellings.

14/05263/AMC St James Centre Edinburgh EH1 3SS Approval of matters specified in condition 23 (i), (iii), (vii), (ix), (x), (xi), (xvi) and (xvii) of Planning Permission 08/03361/OUT relating to number of residential/commercial/business units, design of external features and materials, pedestrian and cycle access arrangements, treatment to adopted roads or footways, car parking venting, servicing, surface water and drainage, and hard and soft landscaping details

14/05268/LBC 7 Hermitage Terrace Edinburgh EH10 4RP Internal alterations to ground floor, new bathroom at first floor and new conservatory to rear.

14/05269/LBC GF 95 George Street Edinburgh EH2 3ES Internal and external alterations to unit.

14/05270/FUL GF 95 George Street Edinburgh EH2 3ES Alterations to shopfront including installation of new stone pilasters to match, erect full-height flue on rear elevation.

14/05271/FUL GF 95 George Street Edinburgh EH2 3ES Change of use from Class 2 (Financial, Professional & Other Services) to Class 3 (Food & Drink).

14/05276/LBC GF 14 India Street Edinburgh EH3 6EZ Install brass plaque on wall at entrance door.

14/05277/FUL 34 Mansionhouse Road Edinburgh EH9 2JD Single storey extension and velux roof windows.

14/05279/FUL 13 Heriot Row Edinburgh EH3 6HP Proposed Change-of-Use from existing office (Class 4) to a Children's Day Nursery (Class 10) 14/05280/FUL 142 Saughton Road North Edinburgh EH12 7DS To sub-divide property and form retail shop and hot food takeaway.

14/05281/FUL 105 High Street Edinburgh EH1 1SG Erection of external flues to rear of restaurant.

14/05281/LBC 105 High Street Edinburgh EH1 1SG Erection of external flues to rear of restaurant.

14/05286/FUL 71 Rose Street Edinburgh EH2 2NH Change of use from cafe and takeaway with cold food permission to cafe and takeaway with hot food permission.

14/05286/LBC 71 Rose Street Edinburgh EH2 2NH Installation of ventilation system to permit hot food preparation.

14/05287/FUL 42 South Bridge Edinburgh EH1 1LL Revised application following earlier refusal for alterations and part change of use to form mixed use. Retain class 1 use at ground floor level and form class 3 use at basement level.

14/05287/LBC 42 South Bridge Edinburgh EH1 1LL Application for alterations to existing shop unit to create revised retail space at ground floor level and class 3 use at basement floor level.

14/05293/LBC 34-36 Hanover Street Edinburgh EH2 2DR Alteration of shop frontage to include installation of new timber fascia board.

14/05294/LBC 4 Raeburn Street Edinburgh EH4 1HY Proposed internal alterations to existing bathroom to form new en suite shower room and new bathroom

14/05295/FUL Land At Festival Square Edinburgh Application to vary Condition 1 of planning consent Ref. No: 14/00081/FUL 'Erection of television screen at Festival Square in retrospect for period to 31 December 2014'.

14/05297/FUL 1 Denham Green Terrace Edinburgh EH5 3PG Removal of existing single storey structure & erection of new sunroom extension.

14/05298/LBC Lauriston Castle 2 Cramond Road South Edinburgh EH4 5QD Fire upgrade the existing building as part of the Council's ongoing rolling fire upgrade programme.

14/05302/FUL 7 Redhall House Drive Edinburgh EH14 1JE Erection of 8 mews buildings as Enabling Development for the restoration and conversion of Redhall House into 6 Flats (the subject of a separate application).

14/05306/FUL 50 Ann Street Edinburgh EH4 1PJ Replacement of existing defective cupola with new bespoke timber, double glazed cupola; Enlargement of family bathroom and improved layout and access to bathroom and master en-suite; Forming of open bin storage space below main entrance steps.

14/05307/LBC 50 Ann Street Edinburgh EH4 1PJ Replacement of existing defective cupola with new bespoke timber, double glazed cupola; Enlargement of family bathroom and improved layout and access to bathroom and master en-suite; Forming of open bin storage space below main entrance steps.

14/05312/LBC Royal Observatory 21 Observatory Road Edinburgh We propose to remove a section of the listed wall that forms the site ownership boundary, in order to gain access to the construction site for the new Higgs Building (planning application ref: 14/04082/FUL). We are also looking to reinstate the wall when construction works are complete.

14/05331/LBC Institute For Astronomy Royal Observatory 21 Observatory Road Edinburgh EH9 3HE We propose to remove a section of the listed wall that forms the site ownership boundary, in order to gain access to the construction site for the new Higgs Building (planning application ref: 14/04082/FUL). We are also looking to reinstate the wall when construction works are complete.

14/05332/FUL 97-99 South Bridge Edinburgh EH1 1HN Change of use from adult games arcade to retail food store.

14/05334/FUL 17A, 17GF, 1F, 2F Rutland Street Edinburgh EH1 2AE Change of use from a three storey office and basement flat to four serviced apartments including fitting of slimline double-glazing.

14/05335/LBC 17A, 17GF, 1F, 2F Rutland Street Edinburgh EH1 2AE Alterations to form four serviced apartments including the replacement of the sash windows with slimline double glazed astragal sashes

14/05344/LBC GF 18 Buckingham Terrace Edinburgh EH4 3AD Internal alterations at basement and ground floor levels to form en-suite bathrooms, shower room, store and new door opening to rear. Remove existing window sashes and install slim-line double-glazed sashes to the basement and ground floor windows at the front and the rear.

14/05345/FUL 2 Inveralmond Gardens Edinburgh EH4 6LP Erect a two-storey residential dwelling within the garden ground. (2259808)

## Roads & highways

### ROAD RESTRICTIONS

#### FALKIRK COUNCIL

#### THE FALKIRK COUNCIL (A883 STIRLING STREET, DENNY) (STOPPING-UP OF FOOTPATH) (NO.TRO/14/037) ORDER 2015

The Council proposes to make the above named Order under the Road Traffic Regulation Act 1984.

1. The general effect of the Order will be to introduce a Stopping-Up of Footpath in A883 Stirling Street, Denny
2. Full details may be inspected at Abbotsford House, David's Loan, Falkirk and One-Stop Shop, Callendar Sq, Falkirk, Mon-Fri between 9.30am - 4.30pm, between 15/01/15 - 12/02/15 and <http://www.tellmesotland.gov.uk/>.

3. Objectors must state their grounds for objection in writing, to be received by 12/02/15 to: Head of Roads and Design, Abbotsford House, David's Loan, Falkirk, FK2 7YZ. Alternatively, objectors can e-mail objections to [adteam3.ds@falkirk.gov.uk](mailto:adteam3.ds@falkirk.gov.uk).

Head of Roads & Design

Falkirk Council, Abbotsford House, Davids Loan, FALKIRK, FK2 7YZ  
(2259804)

#### TRANSPORT SCOTLAND

#### A82 LAGGAN SWING BRIDGE RESURFACING

#### ENVIRONMENTAL IMPACT ASSESSMENT

#### DETERMINATION BY THE SCOTTISH MINISTERS UNDER SECTIONS 20A AND 55A OF THE ROADS (SCOTLAND) ACT 1984

THE SCOTTISH MINISTERS hereby give notice that they have determined that their proposal to carry out resurfacing works on 960m or thereby of the A82 Trunk Road, including Laggan Swing Bridge, 5 kilometres or thereby South of Invergarry is—

(a) not a project which falls within Annex I of Council Directive No. 85/337/EEC on the assessment of the effects of certain public and private projects on the environment as amended by Council Directive No. 97/11/EC and Council Directive No. 2003/35/EC of the European Parliament and Council;

(b) is a relevant project within the meaning of Sections 20A(9) and 55A(7) of the Roads (Scotland) Act 1984, and falls within Annex II of the said Directive but that having regard to the selection criteria contained in Annex III of the Directive it should not be made subject to an environmental impact assessment in accordance with the Directive,

and accordingly the project does not require the publication of an Environmental Statement.

*C Gair*

A member of the staff of the Scottish Ministers

Transport Scotland

Trunk Roads Bus Operations

Buchanan House, 58 Port Dundas Road, Glasgow G4 0HF

17 December 2014

(2259806)

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## OTHER NOTICES

#### COMPANY LAW SUPPLEMENT

The Company Law Supplement details information notified to, or by, the Registrar of Companies. The Company Law Supplement to **The London Gazette** is published weekly on a Tuesday; to The Belfast and Edinburgh Gazette is published weekly on a Friday. These supplements are available to view at <https://www.thegazette.co.uk/browse-publications>. Alternatively use the search and filter feature which can be found here <https://www.thegazette.co.uk/all-notices> on the company number and/or name.

(2259774)



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# Terms and Conditions Relating to Submission of Notices

The Gazette (which includes the London, Belfast and Edinburgh Gazette) is the Official Public Record and the United Kingdom's longest continuously published newspaper. It has been published by Authority since 1665. The Gazette publishes official, legal and regulatory notices pursuant to legislation and on behalf of the persons who are required by law to notify the public at large of certain information. For the avoidance of doubt all references to "**The Gazette**" shall include the London, Belfast and Edinburgh and any supplements to the Gazette, as well as all mediums, including the online and paper versions of the Gazette.

The Gazette is published by the Publisher (as defined below) under the authority and superintendence of the Controller of Her Majesty's Stationery Office at The National Archives. Notices received for publication can fall under the following broad headings:

Church, Companies, Education and Qualifications, Environment and Infrastructure, Health and Medicine, Money, Parliament and Assemblies, People, Royal Family and State. Further information can be found at [www.thegazette.co.uk](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 Advertiser (as defined below) agrees to be bound by these Terms and Conditions. Where the Advertiser is acting as an agent or as a representative of a principal, the Advertiser warrants that the principal agrees to be bound by these Terms and Conditions. The Publisher reserves the right to modify these Terms and Conditions at any time. Such modifications shall be effective immediately upon publication of the modified terms and conditions. By submitting Notices to The Gazette after the Publisher has published notice of such modifications, the Advertiser, including any principal, agrees to be bound by the revised Terms and Conditions.

## 1 Definitions

1.1 In these Terms and Conditions: "**Advertiser**" means any company, firm or person who has requested to place a Notice in The Gazette, whether acting on their own account or as agent or representative of a principal; "**Authorised Scale of Charges**" means the scale of charges set out at in the printed copy of the Gazette or at <https://www.thegazette.co.uk/place-notice/pricing> as modified from time to time; "**Charges**" means the payment due for the acceptance of a Notice by the Publisher payable by the Advertiser as set out in the Authorised Scale of Charges; "**Notice**" means all advertisements and state, public, legal or other notices (without limitation) placed in The Gazette; "**Publisher**" means The Stationery Office Limited, with registered company number 03049649.

1.2 the singular includes the plural and vice-versa; and

1.3 any reference to any legislative provision shall be deemed to include any subsequent re-enactment or amending provision.

2 By submitting a Notice to the Publisher, the Advertiser agrees to be bound by these Terms and Conditions which represent the entire terms agreed between the parties in relation to the publication of Notices in The Gazette and which every Notice shall be subject to. For the avoidance of doubt, these Terms and Conditions shall prevail over any other terms or conditions (whether or not inconsistent with these Terms and Conditions) contained or referred to in any correspondence or documentation submitted by the Advertiser or implied by custom, practice or course of dealing which the parties agree shall not apply, unless otherwise expressly agreed in writing by the Publisher.

3 The Publisher reserves the right, to be exercised at its sole and absolute discretion, to make reasonable efforts to verify the validity of the Advertiser.

4 The Publisher may, at its sole and absolute discretion, edit the Notice, subject to the following restrictions:

4.1 the sense of the Notice submitted by the Advertiser will not be altered;

4.2 Notices shall be edited for house style only, not for content;

4.3 Notices can be edited to remove obvious duplications of information;

4.4 Notices can be edited to re-position material for style;

4.5 any additions, amendments or deletions required in order to include the minimum necessary information set out in any Notice guidelines shall be confirmed with the Advertiser; and

4.6 subject to clause 5 below, no amendments to the text (other than those made as a consequence of 4.1 - 4.5 above) shall be made without confirmation from the Advertiser.

For the avoidance of doubt, the Advertiser agrees and accepts that, subject to the limited rights to edit any Notice referred to above, it is the Advertiser that shall be solely responsible for the content of any Notice, including its validity and accuracy and that the Publisher shall not be responsible for, nor shall have any liability in respect of such content in any way whatsoever.

5 The Advertiser accepts that it submits a Notice entirely at its own risk and that the Publisher shall have the sole and absolute discretion whether to accept a Notice for publication or the timing of any publication of a Notice, such decision to be final. The Advertiser must satisfy itself as to the legal, statutory and/or procedural requirements and accuracy relating to any Notice. Where the Publisher has accepted a Notice for publication, the Publisher shall have the sole and absolute discretion to refuse to publish where the content of the Notice, in the publisher's sole opinion, may not comply with any such requirements. In such instances, the Publisher shall notify the Advertiser of any action required to remedy any deficiency and publication shall not take place until the Publisher is satisfied that such action has been taken by the Advertiser.

6 Neither the Publisher nor The National Archives (or any successor organisation) (including affiliates, officers, directors, agents, subcontractors and/or employees) shall be liable for any liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs (including on a full indemnity basis) and other professional costs and/or expenses) suffered or incurred, howsoever arising (including negligence), whether arising from the acts or omissions of the Publisher, The National Archives and/or the Advertiser and/or any third party (including, without limitation, any principal of the Advertiser) or arising out of or made in connection with the Notice or otherwise except only that nothing in these Terms and Conditions shall limit or exclude any liability for fraudulent misrepresentation, or for death or personal injury resulting from the Publisher's or The National Archives' negligence or the negligence of the their agents, subcontractors and/or employees.

7 For the avoidance of doubt, subject to clause 6 above, in no circumstances shall the Publisher be liable for any economic losses (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings), any loss of goodwill or reputation, or any special, indirect or consequential damages (however arising, including negligence).

8 Where the Publisher is responsible for any error including which, in the Publisher's reasonable opinion, causes a substantive change to the meaning of a Notice or would affect the legal efficacy of a Notice, upon becoming aware of such error, the Publisher shall publish the corrected Notice at no charge and at the next suitable opportunity. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Advertiser (including any principal, if applicable) and full extent of the limit of the Publishers liability in these circumstances.

9 In the event that the Publisher believes, in its sole opinion, an Advertiser is submitting Notices in bad faith, is in breach of clause 11 below, or has dealings with Advertisers who are in breach of these Terms and Conditions or has breached such Terms and Conditions previously, the Publisher may require further verification of information to be provided by the Advertiser and may, at its sole and absolute discretion, delay publication of those Notices until it is satisfied that the Notice it has received is based on authentic information.

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

11.2 the Notice is not false, inaccurate, misleading, nor does it contain potentially fraudulent information;

11.3 the Notice is submitted in good faith, does not contravene any law (statutory or otherwise) nor is it in any way illegal, defamatory or an infringement of any other party's rights or an infringement of the British Code of Advertising Practice (as amended and updated from

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15 The Advertiser acknowledges that the Publisher may re-use Notices and/or allow third parties to re-use Notices accepted for

publication in The Gazette, and hereby assigns to the Publisher for and on behalf of the Crown, all rights, including but not limited to, copyright and/or other such intellectual property rights (as applicable) in all Notices, and warrants that any such activity in respect of any Notice (including any activity in the preparation of such Notice for publication in The Gazette) by the Publisher and/or third parties does not and will not infringe any legal right of the Advertiser or any third party. For the avoidance of doubt, all Notices and any content therein shall be Crown copyright and may be subject to the Open Government Licence (or any variation thereof).

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17 The Advertiser acknowledges and agrees that the publication of any Notice is subject to any court order and/or direction of the court or such other regulatory and/or enforcement authorities including the Information Commissioner's Office, the police, the Financial Conduct Authority (and such other related regulatory organisations), the Solicitors Regulation Authority and such other authorities as may be applicable (without limitation) and that the Publisher may delay, refuse to publish or withdraw from publication if it has received evidence to that effect and may not publish such notice until it has received written evidence from the court (as the Publisher may reasonably require from time to time) that demonstrates that any previous order and/or direction has been withdrawn and/or is no longer applicable (as the Publisher may reasonably require from time to time) and/or, subject to any statutory and/or applicable laws, The Gazette may share information and/or data related to the Notice and/or the Advertiser's account related to such authorities and the Advertiser hereby consents to such disclosure(s).

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20 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.

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

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