



# THE GAZETTE

EDINBURGH GAZETTE

**CONTAINING ALL NOTICES PUBLISHED ONLINE  
BETWEEN 14 AND 18 DECEMBER 2016**

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## Contents

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State/

Royal family/

Parliament & Assemblies/

Honours & Awards/

Church/

**Environment & infrastructure/2294\***

Health & medicine/

**Other Notices/2331\***

Money/

**Companies/2332\***

**People/2343\***

**Terms & Conditions/2345\***

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\* Containing all notices published online between 14 and 18  
December 2016

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# ENVIRONMENT & INFRASTRUCTURE

## AGRICULTURE, FORESTRY & FISHERIES

### FORESTRY COMMISSION

#### PLANT HEALTH ACT 1967

#### THE PLANT HEALTH (FORESTRY) (AMENDMENT) (ENGLAND AND SCOTLAND) ORDER 2016

In accordance with section 6 of the Plant Health Act 1967, the Forestry Commission hereby gives notice that The Plant Health (Forestry) (Amendment) (England and Scotland) Order 2016 will come into force on 1st January 2017. Copies of this Order are available from The Stationery Office. (2666799)

## ENERGY

### GLENMUCKLOCH PUMPED STORAGE HYDRO LTD

#### NOTICE OF DECISION

#### 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 hydro scheme at Glenmuckloch Surface Coal Mine, approximately 4km west of Kirkconnel, Dumfries and Galloway (Central Grid Reference: 270404, 6147700), of up to 400 MW.

Notice is hereby given that on 29 November 2016 Glenmuckloch Pumped Storage Hydro Ltd ("the Company") was granted consent by Scottish Ministers to construct and operate a hydroelectric generated power station Glenmuckloch Pumped Storage Hydro, together with planning permission under section 57(2) of the Town & Country Planning Act (Scotland) 1997.

Copies of the decision statement and related documentation can be viewed on the Energy Consents website; [www.energyconsents.scot](http://www.energyconsents.scot): Copies of the decision statement and related documentation have been made available to Dumfries and Galloway Council to be made available for public inspection by being placed on the planning register. (2666791)

### GLENMUCKLOCH PUMPED STORAGE HYDRO LIMITED

#### ELECTRICITY ACT 1989

#### THE GLENMUCKLOCH PUMPED STORAGE HYDRO SCHEME (ACQUISITION OF WATER RIGHTS) ORDER 2016

Notice is hereby given that the Scottish Ministers have authorised, subject to modifications, the application made by Glenmuckloch Pumped Storage Hydro Limited ("the Company") under Section 10(5) of and Schedule 5 to the Electricity Act 1989 for the right to abstract water from within the catchment area of the River Nith for the purposes of construction and operation of the proposed Glenmuckloch Pumped Storage Hydro Scheme as detailed in the modified Order.

Scottish Water is the water authority affected by the proposed order.

*Alasdair Macleod*

Glenmuckloch Pumped Storage Hydro Limited, Clyde View (Suite F3), Riverside Business Park, 22 Pottery Street, Greenock, PA15 2UZ (2666798)

### SHELL U.K. LIMITED

#### ANNEX A

#### PETROLEUM ACT 1998

#### NOTICE OF APPLICATION FOR A SUBMARINE PIPELINE WORKS AUTHORISATION

Shell U.K. Limited hereby gives notice on behalf of itself and Esso Exploration and Production UK Limited, in accordance with the provisions of Part I of Schedule 2 to the Petroleum Act 1998 that it has made an application to the Oil and Gas Authority for the grant of an authorisation for the construction and use of a system of pipelines between the Gannet G Isolation Valve Skid and Existing Gannet A Isolation Valve Skid Tie-in Flange.

A map (or maps) delineating the route of the proposed pipelines and providing certain further information may be inspected free of charge at the places listed in the Schedule to this notice from 10am to 4pm on each weekday from the date that this notice is published until the date mentioned in the next paragraph of this notice. Alternatively log on to the following page to view electronically, <https://www.ogauthority.co.uk/licensing-consents/consents/pipeline-worksauthorisations/public-notices/>

Pursuant to a direction of the Oil and Gas Authority, representations with respect to the application may be made in writing and addressed to the Oil & Gas Authority, Consents and Authorisations, Second Floor, 48 Huntly Street, Aberdeen, AB10 1SH (marked FAO Mrs Claire Grant, Offshore Pipeline Authorisations) not later than 19th January 2017 and should bear the reference "01.08.04.06/138C" and state the grounds upon which the representations are made.

Dated 16th December 2016

Shell U.K. Limited  
1 Altens Farm Road  
Nigg

Aberdeen  
AB12 3FY  
*James Woods*  
(Head of Subsea)

#### ANNEX B

#### SCHEDULE TO THE NOTICE FOR PUBLICATION - PLACES WHERE A MAP OR MAPS MAY BE INSPECTED

Shell U.K. Limited  
1 Altens Farm Road  
Nigg  
Aberdeen  
AB12 3FY

Marine Scotland Compliance  
Area 1-A North  
Victoria Quay  
Edinburgh  
EH6 6QQ

Orkney Fisheries Association  
5 Ferry Terminal Building  
Kirkwall  
Orkney  
KW15 1HU

Anstruther Fishery Office  
28 Cunzie Street  
Anstruther

KY10 3DF  
Fishery Office  
Suite 3-5  
Douglas Centre

March Road  
Buckie  
AB56 4BT  
Fishery Office  
Keith House  
Seagate  
Peterhead  
AB4 6JP

Highlands and Islands  
Fishermen's  
Association  
Rona  
7 Aultgrishan  
Gairloch  
Ross-Shire  
IV21 2DZ  
Fishery Office Kirkwall  
Terminal Building  
East Pier  
Kirkwall  
KW15 1HU

Oil & Gas Authority  
Consents & Authorisations  
AB1  
Second Floor  
48 Huntly Street  
Aberdeen  
AB10 1SH

Scottish Fisheries Protection  
Agency  
Old Harbour Buildings  
Scrabster  
Caitness  
KW14 7UJ  
Fishery Office  
13-19 Alexandra Buildings  
Esplanade  
Lerwick  
Shetland  
ZE1 0LL

Scottish Fishermen's Federation  
24 Rubislaw Terrace  
Aberdeen

AB10 1XE  
Aberdeen Fishery Office  
Room A119  
PO Box 101

375 Victoria Road  
Aberdeen  
AB11 9DB  
Fishery Office  
121 Shore Street  
Fraserburgh  
AB43 9BR

National Federation of Fishermens'  
Organisations  
30 Monkgate  
York  
YO31 7PF

(2666775)

**BROCKLOCH RIG III LTD  
ELECTRICITY ACT 1989  
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997  
THE ELECTRICITY WORKS (ENVIRONMENTAL IMPACT  
ASSESSMENT) (SCOTLAND) REGULATIONS 2000**

Notice is hereby given that Brockloch Rig III Ltd, a company registered in Scotland with company registration number SC295868 and whose registered address is at C/o Harper Macleod LLP, The Ca'd'oro, Glasgow, G1 3PE has applied to the Scottish Ministers for consent to construct and operate a wind farm at Carsphairn Forest, Dumfries and Galloway (Central Grid Reference NS 579 028 and NS 578 003). The installed capacity of the proposed generating station would be 67.5 MW comprising 20 turbines; x8 with a ground to blade tip height not exceeding 125 metres and x12 with a ground to blade tip height not exceeding 177.5 metres.

Brockloch Rig III Ltd 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, are available for inspection, free of charge, during normal office hours at:

**Dumfries & Galloway Council, English Street, Dumfries, DG1 2DD  
Carsphairn Shop and Tea Rooms, Mainstreet, Carsphairn, DG7 3TQ**

**Dalmellington Area Centre, 33 Main Street, Dalmellington, Ayr, KA6 7QL**

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 the agent Natural Power, The Green House, Forrest Estate, Dalry, Castle Douglas, DG7 3XS (tel: 01644 430 008) at a charge of £1152 hard copy and £10 on CD. Copies of a short non-technical summary are available free of charge.

Any representations to the application may be submitted via the Energy Consents Unit website at [www.energyconsents.scot/Register.aspx](http://www.energyconsents.scot/Register.aspx) or by email to the Scottish Government, Energy Consents Unit mailbox at [representations@gov.scot](mailto:representations@gov.scot) or alternatively 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.

Written or emailed representations should be dated, clearly stating 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.

All representations should be received not later than 27 January 2017, although Ministers may consider representations received after this date.

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 two ways:

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

**Fair Processing Notice**

The Scottish Government Local Energy & Consents processes consent applications and consultation representations under The Electricity Act 1989. During the process, to support transparency in decision making, the Scottish Government publishes online at [www.energyconsents.scot](http://www.energyconsents.scot). When making an email or paper representation you will automatically be opted in to its publication unless you choose to mark it as confidential. We may share your personal data with DPEA and local Planning Authorities but will not publish your personal data (e.g. your name and address) as this is removed beforehand in compliance with the Data Protection Act. Should you choose not to provide your personal data then your

representation will only be considered by Scottish Ministers and not be shared for consideration with any other party. If you have any concerns about how your personal data is handled, please email us at: [Econsents\\_admin@gov.scot](mailto:Econsents_admin@gov.scot) or write to Local Energy & Consents, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU

(2666792)

**ENVIRONMENTAL PROTECTION**

**ENVIRONMENTAL IMPACT ASSESSMENT (SCOTLAND)  
REGULATIONS 2011 - NOTICE UNDER REGULATION 17  
RESIDENTIAL DEVELOPMENT WITH OPEN SPACE,  
LANDSCAPING, DRAINAGE AND ASSOCIATED  
INFRASTRUCTURE (IN PRINCIPLE) AT SCONE NORTH, SCONE**

An environmental statement has been submitted to Perth & Kinross Council by EMAC Planning LLP relating to a planning application in respect of the above development (ref. 16/02127/IPM)

Possible decisions relating to the application are:

- (i) Approval of the application without conditions;
- (ii) Approval of the application with conditions;
- (iii) Refusal of the application.

Copies of the environmental statement may be purchased at a cost of £100 for a printed set or a CD at a cost of £5 from Emelda Maclean, Emac Planning Consultants, Ballinard House, 3 Davidson Street, Broughty Ferry, DD5 3AS Tel. 01382 738822. Copies of the non technical summary of the environmental statement can also be obtained on request from the above address.

A copy of the environmental statement, the associated planning application and other documents submitted with the current application may be viewed online at [www.pkc.gov.uk](http://www.pkc.gov.uk) or inspected during normal opening hours at Pullar House, 35 Kinnoull Street, Perth, PH1 5GD and Scone Library, Sandy Road, Scone, PH2 6LJ for a period of 28 days beginning with the date of publication of this notice.

**Any person who wishes to make representations to Perth and Kinross Council about the environmental statement should do so in writing within the 28 day period specified above to the Development Quality Manager at Pullar House, 35 Kinnoull Street, Perth, PH1 5GD**  
(2666800)

**PORTS & HARBOURS**

**HARBOURS ACT 1964 (AS AMENDED)  
THE WICK HARBOUR REVISION ORDER**

1. NOTICE IS HEREBY GIVEN THAT WICK HARBOUR AUTHORITY ("the Applicant") has applied to the Scottish Ministers for a Harbour Revision Order under section 14 of the Harbours Act 1964 ("the 1964 Act").

2. The objects of the proposed Order are to empower the Applicant to construct, maintain and operate works at Wick Harbour and to delegate those and other rights and duties to Beatrice Offshore Windfarm Limited and others. The works proposed to be authorised will consist of removal of a slipway and associated works to the quay wall, construction of pontoons, a new berth and a service yard and storage area, associated security infrastructure and ancillary works. The Order will also authorise the Applicant to lease or otherwise grant rights over the area of the harbour containing the works for such period and on such terms as it considers appropriate.

3. No land is proposed for compulsory acquisition and there are no proposals to extinguish or divert any public right of way over a footpath or bridleway.

4. The Scottish Ministers have advised by letter dated 30 November 2016 that they have decided in accordance with paragraph 4 of Part 1 of Schedule 3 to the 1964 Act that the application relates to a project which falls within paragraph 10(e) of Annex II to Council Directive 85/337/EEC on the assessment of the effects of certain public and private projects on the environment (as amended by Council Directive 97/11/EC and Council Directive 2003/35/EC) ("the Directive") as the application relates to the construction of a port installation. The Scottish Ministers have concluded that it is not a relevant project in terms of Schedule 3 to the 1964 Act because it would be unlikely to have significant effects on the environment by virtue of its size and location. Accordingly, no environmental statement is required.

5. A copy of the draft Order and accompanying plan of the proposed works which accompanied the application and the letter dated 30 November 2016 may be inspected, free of charge, between the hours of 9am and 5pm (save for 1-2pm) Monday to Friday at the Applicant's Harbour Office, Wick KW1 5HA, until the expiry of the forty-two (42) day period specified below. Electronic versions of the documents will also be available at [www.wickharbour.co.uk](http://www.wickharbour.co.uk). Any person requiring further information concerning the proposed works should apply in writing for that information to the Applicant's office quoting reference 'Wick Harbour Revision Order'.

6. Paragraph 16 of Schedule 3 to the 1964 Act (which requires information to be supplied concerning a project which is likely to have significant effects on the environment in Great Britain and in another European Economic Area State) does not apply to the application.

7. Any person wishing to make an objection or representation to the Scottish Ministers concerning the application should write to Yvonne Edmond, Ports and Harbours Branch, Transport Scotland, Area 2F North, Victoria Quay, Edinburgh EH6 6QQ or email [harbourorders@transport.gov.scot](mailto:harbourorders@transport.gov.scot) within forty-two (42) days from the date at the foot of this notice quoting Wick Harbour Revision Order stating the grounds of their objection or representation and giving an address to which correspondence relating to the objection or representation may be sent.

8. All objections or representations made, including personal information provided to Scottish Ministers, will be shared with the Applicant who may contact you to discuss your concerns. Names and the text of any representation may also be published on Transport Scotland's website due to Freedom of Information requirements. If you wish to discuss any issues relating to the use of your personal data please contact the person specified in paragraph 7 of this notice.

9. If an objection is duly made to the application and not withdrawn the Scottish Ministers may, before making their decision (i) cause an inquiry to be held, or (ii) give to the objector an opportunity of appearing before and being heard by a person appointed by them.

Wick Harbour Authority

Harbour Office, Wick

KW1 5HA

Tel: 01955 602030

Fax: 01955 605936

16 December 2016

(2666796)

## WATER

### EARLS GATE WATER LTD

#### NOTICE OF APPLICATION FOR A WATER SERVICES LICENCE AND SEWERAGE SERVICES LICENCE

Earls Gate Water Ltd, 100 Barbirolli Square, Manchester, M2 8AB hereby gives notice that on 28 September 2016 they made an application to the Water Industry Commission for Scotland ("the Commission") for a water services licence and sewerage services licence in terms of section 6 of the Water Services etc. (Scotland) Act 2005.

Any person who wishes to make representations on the application should send their representations, in writing (including e-mail) to the Director of Corporate Affairs, the water Industry Commission for Scotland, First Floor, Moray House, Forthside Way, Stirling, FK8 1QZ or [enquiries@watercommission.co.uk](mailto:enquiries@watercommission.co.uk) no later than 5pm on Tuesday 3rd January.

Further information on how to make representations, can be obtained from the Commission at the above address or at [www.watercommission.co.uk](http://www.watercommission.co.uk) or by telephoning 01786 430200.

Signed: *Neil K Partlett*, Managing Director

For and behalf of: Earls Gate Water Limited

Date: 16th December 2016

(2666787)

## Communications

### POSTAL SERVICES

#### THE ROYAL MAIL OVERSEAS LETTER POST SCHEME

08 December 2016

##### ARTICLE I.

1 About This Scheme

2 What This Scheme Applies To

3 Definitions

4 Our Ability To Provide Services

5 What Can And Cannot Be Contained Within An Item

6 Size and Weight Limits and How To Package An Item

7 How To Address An Item

8 How To Pay For Postage And Other Services

9 How To Work Out How Much Postage To Pay

10 How To Show That An Item Has Had Postage Paid

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

12 How To Hand Over (or Post) An Item

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

14 Additional Marks We May Add

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

16 Complaints handlingprocess

17 Compensation – What We Are Liable For

18 Additional Terms and Conditions For Some Services /Items

19 International Signed and International Tracked & Signed

20 International Tracked

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

22 Articles For The Blind

23 Printed Papers

24 Customs Control

Annex A - Definitions used in this Scheme

### 1 ABOUT THIS SCHEME

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

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

1.3 This Scheme is known as 'The Royal Mail Overseas Letter Post Scheme 08 December 2016' 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 30th November 2015 which is no longer in force. This Scheme complies with requirements as set out by the Universal Postal Union ([www.upu.int](http://www.upu.int)).

### 2 WHAT THIS SCHEME APPLIES TO

2.1 This Scheme sets out the terms and conditions for:

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

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

- **Articles for the Blind**

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

b) **incoming items**.

### 3 DEFINITIONS

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

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

#### 4 OUR ABILITY TO PROVIDE SERVICES

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

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

#### 5 WHAT CAN AND CANNOT BE CONTAINED WITHIN AN ITEM

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

##### Prohibited Items

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

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

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

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

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

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

24) Human and animal remains including ashes;

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

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

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

28) Liquids over 1 litre;

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

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

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

32) Matches;

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

34) Nail varnish or polish;

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.10 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek information from our website ([www.royalmail.com](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 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 or large letter, in which case section 6.3 applies. Items sent as **Printed Papers** may weigh up to 5 kilograms. Items sent using the **Articles for the Blind** service may weigh up to 7 kilograms.

6.3 The maximum size of any item with the length, width and depth combined must not exceed 900mm with the greatest dimension not exceeding 600mm. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. To be sent as a letter the maximum weight must not exceed 100grams and size must not exceed 240 x 165mm with a maximum thickness of 5mm. To be sent as a large

letter the maximum weight must not exceed 750g, and size must not exceed 353mm x250mm with a maximum thickness of 25mm. (please note that the letter and large letter sizes quoted here mirror standard UK letter and large letter dimensions). To be sent as a postcard the maximum size must not exceed 120 x 235mm.

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

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

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

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

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

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

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

#### 7 HOW TO ADDRESS AN ITEM

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

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

Example Name

House name or number and road name

LOCALITY NAME and ZONE NUMBER if one exists

COUNTRY

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

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

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

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

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

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

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

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

- **International Standard**

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

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

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

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

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

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

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

## 9 HOW TO WORK OUT HOW MUCH POSTAGE TO PAY

9.1 For the services listed in this Scheme that are not free, the amount of postage that you must pay is dependent on several factors. The first is the destination (the 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 is one single zone. For the **Articles for the Blind** service there are no price distinctions between zones unless you also wish to purchase a tracking or signature on delivery option for your item (see section 22 for more information on **Articles for the Blind**). The price for **HM Forces Mail** is set separately at the time of publication of this Scheme (please see section 21 for further details). The pricing zones described above can change from time to time and the up-to-date list can be found on our website ([www.royalmail.com](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 19 - 22 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, large letters or parcels. The requirements for an item to be classed as a letter or large letter are set out in section 6.3. All other items which exceed the weight or size limits for letters or large letters but do not exceed the maximum dimensions for an item under this Scheme (described within section 6 of this Scheme) are classed as parcels for pricing purposes.

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

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

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

## 10 HOW TO SHOW THAT AN ITEM HAS HAD POSTAGE PAID

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

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

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

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

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

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

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

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

## 11 OTHER REQUIREMENTS RELATING TO THE ADDRESS ON THE COVER OF AN ITEM

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

11.2 An item must not have on its cover:

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 2014 which is published on our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

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

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

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

13.3 For outgoing items, we may:

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 COMPLAINTS HANDLING PROCESS

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

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

### Stage 1: Contacting our Customer Services Advisors

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

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

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

### Stage 3: The Postal Review Panel

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

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

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

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

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

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

- We have not been able to settle your complaint within the 90 day timescales set out by Royal Mail Customer Services.

- You have been referred to the scheme through your 'deadlock' letter.

- We have not followed our own complaints procedure in handling your complaint.

16.2.8. For further information please refer to POSTRS's website [www.postrs.org.uk](http://www.postrs.org.uk).

## 17 COMPENSATION – WHAT WE ARE LIABLE FOR

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

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

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

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

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

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

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

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

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

- **International Standard ;**
- **International Economy**
- **International Signed**

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

### Claims and Evidence

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

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

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

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

17.11 Evidence of value can be:

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

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

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

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

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

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

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

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

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

#### Making a Claim

17.14 This section sets out, for guidance, some details for making a compensation claim but not the full process. The full process for making a claim is set out on our website ([www.royalmail.com](http://www.royalmail.com)). We may reject claims that do not follow that full process. 17.15 Claims should be made by the sender of the item. If the sender and the intended recipient both make a claim for the same item, then only the sender will have a right to compensation, unless a compensation payment has already been made to the recipient, in which case the sender will have no right to compensation.

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

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

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

17.19 The claim form needs to be completed as fully as possible: hard-copy claims form should be signed and dated by the claimant before being sent to us and all mandatory fields within the online claim form must be completed. Remember that in order to claim loss or damage compensation for actual loss of the item (if that

compensation is available for the service you used) additional evidence of the item's value is required and should be submitted with the claim form (see section 17.11 for examples). Where evidence is submitted online, we reserve the right to request the originals of such documents in line with section 17.9 of this Scheme.

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

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

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

#### 18 ADDITIONAL TERMS AND CONDITIONS FOR SOME SERVICES /ITEMS

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

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

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

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

#### 19 INTERNATIONAL SIGNED AND INTERNATIONAL TRACKED & SIGNED

19.1 For **International Signed** and **International Tracked & Signed**, the item will only be delivered to an addressee or their representative once a signature or similar proof of delivery 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.

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

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

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

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

## 20 INTERNATIONAL TRACKED

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

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

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

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

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

a) has **International Tracked** written on it, or anything which suggests that the item is intended to be sent via **International Tracked** or

b) is found to contain valuables,

then we will treat it as an **International Tracked** item.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## 22 ARTICLES FOR THE BLIND

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

22.2 In this Scheme blind people and the blind means:

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

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

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

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

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

c. relief maps;

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

e. writing frames and attachments;

f. Braille instruction manuals; or

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

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

a. games (including card games);

b. mathematical appliances and attachments;

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

d. equipment used to play talking books and newspapers;

e. metal plates impressed or sent for impressing for use by blind people;

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

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

h. walking sticks adapted for blind people;

i. harnesses for guide dogs;

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

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

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

a. it must weigh less than 7 kilograms;

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

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

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

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

f. it must not contain any advertising literature; and

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

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

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

### 23 PRINTED PAPERS

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

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

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

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

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

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

### 24 CUSTOMS CONTROL

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

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

24.3 Customs documentation is generally required for destinations outside the EU when sending goods or merchandise. The documentation to use is dependent on the value of the goods. At the date of publication of this Scheme, where the value of goods or merchandise being sent is less than £270 customs form CN22 must be completed and affixed to the front of the item in the top left hand corner. Where value of contents exceeds this, customs form CN23 must be completed enclosed in plastic envelope SP126 and affixed to the item in the top left hand corner. In both cases the senders name and address must appear adjacent to the form. For up to date information on customs thresholds and the forms that should be completed, please refer to our website ([www.royalmail.com](http://www.royalmail.com)).

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

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

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

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

24.8 For items entering the UK for delivery, where customs duties apply, Royal Mail may charge a fee for processing such items. The fee reflects the costs of handling such items. Where the amount due is not paid the item may be dealt with or disposed of at our discretion. Details of the fee payable can be found on our website ([www.royalmail.com](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, large letter, postcard, printed papers and every parcel or other article transmissible by post.

#### **loss**

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

**market value**

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

**neighbour**

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

**outgoing item**

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

**part loss**

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

**post, posted**

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

**postage**

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

**postage mark**

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

**postmark**

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

**Printed Postage Impression (PPI)**

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

**Printed Papers**

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

**private post box**

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

**postage stamp**

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

**postage label, service fee label**

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

**registered item**

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

**remail item**

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

**representative**

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

**service fee**

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

**SmartStamp®**

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

**valuables (money and jewellery)**

any item that is:

- i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- ii) 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. (2666674)

**THE ROYAL MAIL UNITED KINGDOM POST SCHEME**

08 December 2016

**CONTENTS**

1. About this Scheme
  2. What this Scheme applies to
  3. Definitions
  4. Our ability to provide services
  5. What can and cannot be contained within an item
  6. Size & weight limits and how to package an item
  7. How to address an item
  8. How to pay for postage and other services
  9. How to work out how much postage to pay
  10. How to show that an item has had postage paid
  11. Other requirements relating to the address on the cover of an item
  12. How to hand over (or post) an item
  13. How we will treat items that do not meet the requirements set out in this scheme
  14. Additional marks
  15. Delivery including undeliverable and re-posted (Return to Sender) items
  16. Complaints handling process
  17. Compensation – what we are liable for
  18. Additional terms & conditions for some services
  19. Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class & Proof of Delivery
  20. Special Delivery Guaranteed by 1pm ®
  21. Articles for the Blind
  22. Petitions and Addresses to the Sovereign
  23. Petitions to Parliaments and Assemblies
  24. Poste Restante
  25. Items sent between the United Kingdom and the Channel Islands or the Isle of Man
  26. Sanctions Laws
- Annex A - Definitions used in this Scheme

## 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 08 December 2016' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced the Royal Mail United Kingdom Post Scheme 30th November 2015. 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 Hover boards or any type of rechargeable battery-powered: self-balancing scooter, mono-wheel, stand-up unicycle or electric skateboard,

5.3.20 Human and animal remains (including ashes and in the case of animal remains, items prohibited other than as set out at 5.7.12 below),

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

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

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

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

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

5.3.26 Matches (including safety matches)

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

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

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

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

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

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

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

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

5.4 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek advice from our website ([www.royalmail.com](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 17 of the Scheme

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

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

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

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

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

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

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

#### **Restricted items**

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

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

5.7 As the list of restricted items and requirements for each can change from time to time (see 5.7.15) we maintain a full, up-to-date list on our website ([www.royalmail.com](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 the outer packaging.

5.7.5 Balloons filled with non-flammable gas

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

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

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

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

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

5.7.7.1 The maximum number of batteries allowed in each package is the number that may be connected to the equipment plus two spares.

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

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

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

5.7.8.1 Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. 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 eggs, 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 17 of the Scheme

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

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

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

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

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

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

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

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

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

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

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

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

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

6.6 The cover and the protective material of the item must be appropriate to the contents such that we can convey it to its destination undamaged without having to take precautions over and above those normally taken by us with an item of mail. Packaging guidelines are available on our website ([www.royalmail.com](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 section 21) all items must be securely sealed or fastened.

6.8 In addition to the requirement to provide sufficient protection both for the item itself and so as not to be likely to cause damage or harm to other items, equipment or individuals as set out in sections 6.5 and 6.6, any item that contains anything breakable 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 21 to 24 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 19 & 20 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 2014 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) as well as the terms and conditions contained in this Scheme 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 Class, Second Class** and **Royal Mail Signed For 1st & 2nd Class** services the amount of postage payable also varies by format (i.e. shape, size & weight):

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

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

9.1.3 items which exceed 353mm by 250mm by 25mm (in any one or more of the three dimensions) up to maximum dimensions of 450 mm by 350mm by 160mm and cylinder shaped items that do not exceed 450mm in length and has a diameter no greater than 160mm neither of which exceed 2 kilograms in weight are deemed to be **small parcels** for pricing purposes; and

9.1.4 items which exceed 450 mm by 350mm by 160mm (in any one or more of the three dimensions) up to maximum dimensions of 610mm by 460mm by 460mm which do not exceed 20 kilograms in weight are deemed to be **medium parcels** for pricing purposes. Exceptions apply (see 9.1.5).

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9.2 We aim to deliver a **Special Delivery** item by 1pm the next **working day** after it has been **posted**. Please note that exemptions do apply in certain circumstances. All **Special Delivery** items are priced by service and by weight. Compensation for loss or damage is available on the basis of **actual loss** of up to the maximum of the **market value** of the item or £500 (whichever is the lower) comes as standard. **Special Delivery** is available with enhanced compensation options. Further add on services can also be purchased with **Special Delivery** such as a **Saturday Guarantee** or **Consequential Loss** for additional service fees. Further specific details, including compensation, exemption and suspension information, can be found in sections 17.7.4 & 20 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 19 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 2014 (which is published on our website ([www.royalmail.com](http://www.royalmail.com))) and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](http://www.royalmail.com)).

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

## 11. OTHER REQUIREMENTS RELATING TO THE ADDRESS ON THE COVER OF AN ITEM

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

11.2 An item must not have on its cover:

- 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, 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 2014 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 or the Isle of Man) are legible on the cover, we may return the item to you unopened.

15.4.2 the item was originally paid for by franking machine or by using a credit account and your name and address are (a) not on the cover or (b) they are illegible or (c) your name and address are legible on the cover but the address is outside the United Kingdom, the Channel Islands or the Isle of Man, then the item may be dealt with or disposed of at our discretion.

15.4.3 the item was not originally posted as a franked item and your name and address are (a) not on the cover or (b) they are illegible, then the item may be opened. If your name and address are legible inside, the address is in the United Kingdom, the Channel Islands or Isle of Man, and the item does not consist solely of advertising material, newspapers or magazines, then the item may be returned to you. Otherwise the item may be disposed of at our discretion.

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

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

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

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

## 16. COMPLAINTS HANDLING PROCESS

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

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

### Stage 1: Contacting our Customer Services Advisors

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

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

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

### Stage 3: The Postal Review Panel

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

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

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

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

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

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

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

16.2.8. For further information please refer to POSTRS's website [www.postrs.org.uk](http://www.postrs.org.uk).

## 17. COMPENSATION – WHAT WE ARE LIABLE FOR

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### What determines compensation payable

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

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

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

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

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

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

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

Basic evidence is made up of all of the following:

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

17.7.4.2 the name of the service used,

17.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression, Smartstamp®. If the value of the postage paid is greater than the value of six 1st class, letter format, stamps (at the first weight step) then evidence of postage paid should be provided which could be product documentation, a certificate of posting or a receipt,

17.7.4.4 the place of posting,

17.7.4.5 the date of posting,

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

17.7.4.7 a detailed description of the contents,

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

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

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

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

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

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

For all other services listed in section 17.7.1 it is the lower of market value or £20.

Details are summarised in Tables 1 & 2 below section 17.7.7 of this Scheme.

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

17.7.5.1.1 Evidence of posting can be:

- Any original Certificate of Posting (provided automatically for **Royal Mail Signed for 1st Class, Royal Mail Signed For 2nd Class 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**).

17.7.5.1.2 Evidence of value can be:

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

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

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

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

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

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

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

**Loss**

**Damage and Part Loss**

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

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

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

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

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

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

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

**Making a claim**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### 18. ADDITIONAL TERMS & CONDITIONS FOR SOME SERVICES

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

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

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

18.3 In addition to the common & specific terms contained within this Scheme, other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters And Parcels 2014 and according to any guidelines that we publish on our Franking help centre website ([www.royalmail.com](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.

#### 19. IT IS NOT AVAILABLE FOR LETTERS OR LARGE LETTERS. ROYAL MAIL SIGNED FOR 1ST CLASS, ROYAL MAIL SIGNED FOR 2ND CLASS & PROOF OF DELIVERY

19.1. **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.

19.2. **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.

19.3. 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.

19.4. 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.

19.5. 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.

19.6. 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.

#### 20. SPECIAL DELIVERY

20.1. **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)).

20.2. **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.

20.3. 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.

20.4. 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.

20.5. 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.

20.6. 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.

20.7. **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 20.1 still apply<sup>10</sup>; information can be found in on the **Special Delivery** website ([www.royalmail.com](http://www.royalmail.com)).

20.8. As mentioned in section 17.7.5 **Special Delivery** comes with compensation of up to the lower of market value or £500 for loss or damage (or part loss). The purchase of enhanced compensation for an appropriate additional service fee increases the maximum limit up to £1,000 or £2,500. These limits do not include cover for consequential loss. Consequential loss is the loss that occurs from failure of the **Special Delivery** service beyond the loss or delay of or

damage to an item. For instance the loss of some legal contractual documents may lead to additional financial loss. Our **Consequential Loss** service is an add on service that will provide additional compensation if things go wrong. It is available for an additional service fee from a Post Office® branch. It is not available for items being sent to the Channel Islands, Isle of Man or HM Forces (also known as BFPO) addresses.

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

20.8.2. 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.

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

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

20.11. is found to contain valuables,

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

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

## 21. ARTICLES FOR THE BLIND

21.1. **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.

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

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

21.2.2. 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:

21.3.1. 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,

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

21.3.3. relief maps,

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

21.3.5. writing frames and attachments,

21.3.6. Braille instruction manuals or

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

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

21.4.1. games (including card games),

21.4.2. mathematical appliances and attachments,

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

21.4.4. equipment used to play talking books and newspapers,

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

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

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

21.4.8. walking sticks adapted for blind people,

21.4.9. harnesses for guide dogs,

21.4.10. 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

21.4.11. 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 all the conditions set out below and we may open and inspect each item to ensure it meets the conditions set out below:

21.5.1. It must weigh less than 7 kilograms.

21.5.2. 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.

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

21.5.4. It must not contain any item or personal message which is not listed in 22.2 or 22.3, 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 22.3 or 22.4. Please note that we may open and inspect items that are sent using the Articles for the Blind to ensure the service is not being abused.

21.5.5. 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'.

21.5.6. It must not contain any advertising literature.

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. PETITIONS AND ADDRESSES TO THE SOVEREIGN

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

22.1.1. For the purposes of section 22.1 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.

22.1.2. For the purposes of section 22.1 a **petition** is a signed document intended to be presented to the Sovereign asking for action to be taken on a particular issue.

22.2. Petitions and Addresses to the Sovereign are 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 'ADDRESS TO HM THE QUEEN' or 'PETITION TO HM THE QUEEN' marked on the cover and

22.2.6. it does not contain any other item

22.2.7. 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.

## 23. PETITIONS TO PARLIAMENTS AND ASSEMBLIES

23.1. 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.

23.1.1. For the purposes of section 23.1 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.

23.2. 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:

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

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

23.2.3. it does not weigh more than 2 kilograms,

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

23.2.5. 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,

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

23.2.7. it does not contain any other item.

23.3. 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

#### 24. POSTE RESTANTE

24.1. **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.

24.1.1. For the purposes of section 24.1 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.

24.2. 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.

24.3. 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.

24.4. 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.

24.4.1. items that are not collected within the time period set out in 24.4 will be treated as if they were undeliverable (see section 15)

24.5. 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)).

24.6. 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.

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

25.1. 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**').

25.2. 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)).

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

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

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

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

25.4.3. 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.

#### 26. SANCTIONS LAWS

26.1. 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>.

26.2. 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.

26.3. 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.

26.4. 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.

26.5. 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 tenth working day after its due date, or the fifth working day after its due date for Special Delivery.

**Neighbour**

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

**Market Value**

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

**Part Loss**

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

**Post, Posted**

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

**Postage**

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

**Postage Mark**

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

**Postmark**

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

**Printed Postage Impression (PPI)**

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

**Private Post Box**

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

**Postage Stamp**

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

**Postage Label, Service fee Label**

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

**Representative**

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

**Service fee**

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

**SmartStamp®**

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

**Small Parcel Box**

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

**Social Security post**

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

**Sovereign**

The reigning Monarch of the United Kingdom.

**Valuables (money and jewellery)**

Any item that is:

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

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

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

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

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

**Working Day**

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

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

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

**REFERENCES:**

<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](http://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.

**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. (2666675)

## Planning

### TOWN PLANNING

#### ARGYLL AND BUTE COUNCIL

These applications listed below together with other related documents may be inspected between 09:00-12.30 –13.30-16:00 hrs Monday to Friday at 1A Manse Brae Lochgilphead PA31 8RD, at the alternative locations detailed below during their normal opening times or by logging on to the Council's website at [www.argyll-bute.gov.uk](http://www.argyll-bute.gov.uk).

**TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 (AS AMENDED), RELATED PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS) (SCOTLAND) ACT 1997**

REF. No.L	PROPOSAL	SITE ADDRESS	LOCATION OF PLANS
16/03233/LIB	Alterations to second and top floor areas including; alterations to rear room layout to form kitchen and w.c facilities, formation of internal stairwell containing a public gallery, architecture studio, managers room, w.c., shower facilities, renovations to windows and creation of external roof terrace.	Former Helensburgh And Gareloch Conservative Club 40 Sinclair Street Helensburgh Argyll And Bute G84 8SU	Helensburgh Library

Written comments can be made to the above address or submitted online <http://www.argyll-bute.gov.uk/planning-and-environment/find-and-comment-planning-applications> within 21 days of this advert. Please quote the reference number in any correspondence. Any letter of representation the Council receives is considered a public document and will be published on our website. Anonymous or marked confidential correspondence will not be considered. A weekly list of all applications can be viewed at all Area Offices, Council Libraries and on the Councils website. (2666765)

#### ARGYLL AND BUTE COUNCIL NOTICE OF CONSERVATION AREA BOUNDARY VARIATION DUNOON CONSERVATION AREA BOUNDARY EXTENSION

Dunoon Conservation Area was designated in 1973. The Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997 states that planning authorities must pay special attention to the desirability of preserving or enhancing the character or appearance of the designated area in making planning decisions that affect the area. A more considered and careful approach is therefore needed in considering development proposals in a conservation area. Planning Authorities have a duty to prepare proposals for the preservation and enhancement of conservations areas.

The boundary of Dunoon Conservation Area has been extended. The variation to the boundary was subject to public consultation for a 6-week period between 19th May and 29th June 2016 and the boundary will now be formally amended.

The amended boundary map is available for viewing and download from <https://www.argyll-bute.gov.uk/conservation-areas>, and hard copies are available from Milton House, Milton Avenue, Dunoon, and also in Dunoon Library.

To request a hard copy of the document please email [Craig.Laird@argyll-bute.gov.uk](mailto:Craig.Laird@argyll-bute.gov.uk) or write to Argyll and Bute Council, Eaglesham House, Mountpleasant Road, Rothesay, PA20 9HQ.

(2666766)

#### 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.

Kirkton House Guthrie Forfar DD8 2TP - Extensions to Provide Utility Room and Sun Room with Patio Area Over and Internal Alterations - 16/00974/LBC - Listed Building

Kate Cowey, Service Manager Planning (2666767)

#### DUNDEE CITY COUNCIL TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 AND RELATED LEGISLATION

These applications, associated plans and documents can be examined at City Development Department Reception, Ground Floor, Dundee House, 50 North Lindsay Street, Dundee, every Mon, Tues, Thurs and Fri 08:30am - 4:30pm and Wed 09:30am - 4:30pm or at [www.dundee.gov.uk](http://www.dundee.gov.uk). (Top Tasks - View Planning Application and insert application ref no)

Written comments may be made to the Director of City Development, Development Management Team, Floor 6, Dundee House, 50 North Lindsay Street, Dundee, DD1 1LS and email comments can be submitted online through the Council's Public Access System.

All comments to be received by **06.01.2017**

FORMAT: Ref No; Address; Proposal

**16/00952/LBC, 5 Fairfield Rd, Broughty Ferry, Dundee, DD5 1NX, Replacement of 12 ground floor windows**

**16/00975/LBC, 1/0, 39 Murraygate, Dundee, DD1 2EE, Internal alterations to listed building to form serviced apartments**

Representations must be made as described here, even if you have commented to the applicant prior to the application being made.

(2666768)

#### MIDLOTHIAN COUNCIL

##### THE PLANNING (LISTED BUILDING CONSENT AND CONSERVATION AREA CONSENT PROCEDURE) (SCOTLAND) REGULATIONS 2015.

The following applications, together with the plans and other documents submitted with them may be examined at the public access terminals located at the Council offices at Fairfield House, 8 Lothian Road, Dalkeith, in all local libraries, and at the Online Planning pages at the Midlothian Council Website - [www.midlothian.gov.uk](http://www.midlothian.gov.uk)

**16/00852/LBC** Replacement of shopfront; installation of replacement windows and doors; and repairs/replacement/re-pointing of stonework at 19 - 21 Main Street, Gorebridge, EH23 4BX

Deadline for comments: 6 January 2017

*Peter Arnsdorf*, Planning Manager, Education, Communities and Economy. (2666772)

#### RENFREWSHIRE COUNCIL

##### TOWN AND COUNTRY PLANNING (LISTED BUILDING AND BUILDINGS IN CONSERVATION AREAS) (SCOTLAND) ACT 1997

Applications for Listed Building Consent, listed below, together with the plans and other documents submitted with them may be examined at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley, PA1 1AN between the hours of 8.00am and 6.00pm, Monday to Friday online at [www.refrewshire.gov.uk](http://www.refrewshire.gov.uk).

Anyone wishing to make representations should do so in writing within 21 days from the date of publication of this notice to the Director of Development and Housing Services, Renfrewshire House, Cotton Street, Paisley, PA1 1JD.

##### ADDRESS

Moniabrock Farm, Stepends Road, Kilbarchan, Johnstone, PA10 2QA

##### DESCRIPTION OF WORKS

Internal and external alterations to building comprising replacement of north and south wing roofs, formation of dormers and formation of window and door openings

(2666773)

#### RENFREWSHIRE COUNCIL

##### TOWN AND COUNTRY PLANNING (LISTED BUILDING AND BUILDINGS IN CONSERVATION AREAS) (SCOTLAND) ACT 1997

Applications for Listed Building Consent, listed below, together with the plans and other documents submitted with them may be examined at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley, PA1 1AN between the hours of 8.00am and 6.00pm, Monday to Friday online at [www.refrewshire.gov.uk](http://www.refrewshire.gov.uk).

Anyone wishing to make representations should do so in writing within 21 days from the date of publication of this notice to the Director of Development and Housing Services, Renfrewshire House, Cotton Street, Paisley, PA1 1JD.

##### ADDRESS

Unit C, 47 Causeyside Street, Paisley, PA1 1YN

##### DESCRIPTION OF WORKS

Alterations to frontage including installation of grille shutters

(2666780)

#### STIRLING COUNCIL

##### TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS) (SCOTLAND) ACT 1997

The applications listed below are proposals requiring planning permission and/or Listed Building Consent which have been submitted to Stirling Council and may be viewed online at [www.stirling.gov.uk/onlineplanning](http://www.stirling.gov.uk/onlineplanning).

Written comments may be made to the Planning & Building Standards Service Manager, Planning Services, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA (Telephone 01786 233660) within 21 days of this notice.

##### Proposal/Reference:

16/00789/LBC/PM

##### Address of Proposal:

3 Riverside Cottages, Deanston, FK16 6AH

##### Name and Address of Applicant:

NOT ENTERED

##### Description of Proposal:

Double-glaze existing ground floor windows, demolish existing extensions and form new extension

##### Proposal/Reference:

16/00777/LBC/PM

##### Address of Proposal:

27 Victoria Place, Kings Park, Stirling, FK8 2QT

##### Name and Address of Applicant:

NOT ENTERED

##### Description of Proposal:

Installation of 'Slimlite' double glazing into existing sash and case windows to replace existing single glazing (2666784)

#### FALKIRK COUNCIL

##### APPLICATION(S) FOR PLANNING PERMISSION

Application(s) for Planning Permission listed below, together with the plans and other documents submitted, may be examined at the offices of Development Services, Abbotsford House, David's Loan, Falkirk, FK2 7YZ between the hours of 9.00am and 5.00pm on weekdays. The application(s) can also be viewed online at <http://edevelopment.falkirk.gov.uk/online/>

Written, e-mail or online comments may be made to the Director of Development Services within 21 days beginning with the date of publication of this notice(s). Comments can also be submitted online through the website address above, and by e-mail to [dc@falkirk.gov.uk](mailto:dc@falkirk.gov.uk)

PLANNING (LISTED BUILDING AND CONSERVATION AREAS) (SCOTLAND) ACT 1997- DEVELOPMENT AFFECTING A LISTED BUILDING or THE SETTING OF A LISTED BUILDING

Application No	Location of Proposal	Description of Proposal
P/16/0760/LBC	9 Lint Riggs Falkirk FK1 1DG	Alterations to Shopfront and Display of Non-Illuminated Advertisement

Director of Development Services

(2666785)

#### RENFREWSHIRE COUNCIL

##### TOWN AND COUNTRY PLANNING (LISTED BUILDING AND BUILDINGS IN CONSERVATION AREAS) (SCOTLAND) ACT 1997

Applications for Listed Building Consent, listed below, together with the plans and other documents submitted with them may be examined at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley, PA1 1AN between the hours of 8.00am and 6.00pm, Monday to Friday online at [www.refrewshire.gov.uk](http://www.refrewshire.gov.uk).

Anyone wishing to make representations should do so in writing within 21 days from the date of publication of this notice to the Director of Development and Housing Services, Renfrewshire House, Cotton Street, Paisley, PA1 1JD.

##### ADDRESS

15 Glasgow Road, Paisley, PA1 3QS

##### DESCRIPTION OF WORKS

Demolition of boundary wall to rear of building (in retrospect)

(2666788)

#### ORKNEY ISLANDS COUNCIL

##### PLANNING (LISTED BUILDINGS AND BUILDINGS IN CONSERVATION AREAS) (SCOTLAND) ACT 1997 APPLICATION(S) AFFECTING THE CHARACTER OR APPEARANCE OF A CONSERVATION AREA AND APPLICATION(S) FOR LISTED BUILDING CONSENT

Comments may be made on the above developments within 21 days from the date of publication of this notice

Submit any comments to the Planning Manager, Development Management, Orkney Islands Council, School Place, Kirkwall, KW15 1NY or alternatively email your comments to [planning@orkney.gov.uk](mailto:planning@orkney.gov.uk)

##### Proposal/Reference:

16/427/LB

##### Address of Proposal:

Old Manse,

The Palace,  
Birsay

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Replace windows.

**Proposal/Reference:**

16/554/PP

**Address of Proposal:**

Merriman's Noust,  
Stromness

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Demolish shed and erect a replacement shed and kiosk. (2666794)

**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, Planning Department, Train Shetland, Gremista Industrial Estate, Gremista, Shetland, ZE1 0PX. Please call 744293 to make an appointment if you wish to discuss any application. Applications, associated plans and documents can also be viewed on the Council website at [www.shetland.gov.uk](http://www.shetland.gov.uk).

**Format: Ref No; Proposal & Address**

2016/425/PPF; To demolish existing buildings and construct three new two-three storey buildings containing in total 27 one bedroom flats; Site Between Union Street & Prince Alfred Street, King Harald Street, Lerwick, Shetland

2016/426/CAC; Demolition in a Conservation Area; Site Between Union Street & Prince Alfred Street, King Harald Street, Lerwick, Shetland

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 06/01/2017. (2666795)

**THE MORAY COUNCIL**

**THE TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997  
THE MORAY COUNCIL (STOPPING-UP OF HANOVER COURT,  
ELGIN) ORDER 2016**

NOTICE is hereby given that The Moray Council, in order to enable there to be carried out the erection of twenty one housing units for the elderly and ambulant disabled people with communal garden room and central plant room for Hanover (Scotland) Housing Association in accordance with planning permission granted to the developer by The Moray Council on 27 March 2015 has made an Order under Section 207 of the Town and Country Planning (Scotland) Act 1997. This Order is about to be submitted to the Scottish Government for confirmation or, if unopposed, will be confirmed by The Moray Council as an unopposed order.

The effect of the said Order, if confirmed, will be to authorise the stopping-up of the carriageway and footways known as Hanover Court, Elgin as shown in the layout plan accompanying the Order.

Full details may be examined at the Access Point, Moray Council Office, Elgin, Mon-Fri during opening hours until 13/1/17. Anyone wishing to discuss the proposals should telephone the Contact Centre on 0300 123 4565. Details also available at [www.moray.gov.uk](http://www.moray.gov.uk) or [www.tellmesotland.gov.uk](http://www.tellmesotland.gov.uk). Access to these websites can be obtained at public libraries.

Any member of the public wishing to discuss the proposals in detail should contact James Smith (Engineer – Traffic) on 01343 563812.

Objectors must state their grounds for objection in writing by 13/1/17 to: Alasdair McEachan, Head of Legal and Democratic Services, High Street, ELGIN, IV30 1BX. (2666797)

**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 28 days of this date.

**16/12/16**

*Iain McFarlane*

Service Manager - Planning

John Muir House

Brewery Park

HADDINGTON

E-mail: [environment@eastlothian.gov.uk](mailto:environment@eastlothian.gov.uk)

**SCHEDULE****16/00955/P**

Listed Building Affected by Development

10 And 11 Fenton Barns Farm Cottages Fenton Barns Dirleton North Berwick East Lothian

Alterations and extension to cottages, erection of fencing and gates and formation of hardstanding

**16/00995/P**

Development in Conservation Area

32 Marmion Road North Berwick East Lothian EH39 4NZ

Erection of 1 house and associated works

**16/00977/LBC**

Listed Building Consent

22B Winton Place Tranent East Lothian EH33 1AE

Installation of ATM

**16/00987/LBC**

Listed Building Consent

Belhaven Brewery Brewery Lane Belhaven Dunbar East Lothian

Replacement roof windows

**16/00880/P**

Development in Conservation Area and Listed Building Affected by Development

Belhaven Brewery Brewery Lane Belhaven Dunbar East Lothian

Replacement roof windows

**16/00899/P**

Development in Conservation Area and Listed Building Affected by Development

22B Winton Place Tranent East Lothian EH33 1AE

Installation of ATM

**16/00837/LBC**

Listed Building Consent

Flat 1 32B Langriggs And 26 High Street Haddington East Lothian EH41 4BY

Replacement roof tiles

**16/00838/P**

Development in Conservation Area and Listed Building Affected by Development

Flat 1 32B Langriggs And 26 High Street Haddington East Lothian EH41 4BY

Replacement roof tiles

**16/00757/P**

Development in Conservation Area

Bakersfield 11 Harpenside Crescent Dirleton East Lothian EH39 5DP

Extension to house with 1st floor balcony, glazed screen, external staircase, erection of fencing, gate, part change of use of existing house, proposed extension and domestic garden ground to child minding business (Part Retrospective)

**16/00962/P**

Development in Conservation Area and Listed Building Affected by Development

The Harbour Victoria Road North Berwick East Lothian

Erection of freestanding removable canopy

**16/00963/LBC**

Listed Building Consent

The Harbour Victoria Road North Berwick East Lothian

Erection of freestanding removable canopy

**16/00984/LBC**

Listed Building Consent

4A Victoria Road North Berwick East Lothian EH39 4JL

Alterations to building  
**16/00985/P**  
 Development in Conservation Area  
 The Wards Duns Road Gifford East Lothian EH41 4QW  
 Alterations and extension to house  
**16/00980/P**  
 Development in Conservation Area  
 The Harbour Victoria Road North Berwick East Lothian  
 Variation of Condition 1 of Planning Permission 14/00216/P to extend  
 period of siting container for lobster hatchery operations and  
 interpretative display purposes for a further 3 years (2666763)

**PERTH AND KINROSS COUNCIL  
 TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997**

Details and representation information:

21 Days

**Proposal/Reference:**

16/02041/LBC

**Address of Proposal:**

House And Garage Tay Terrace Dunkeld PH8 0AQ

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations and repairs to building at

**Proposal/Reference:**

16/02086/LBC

**Address of Proposal:**

3 Abbey Park Abbey Road Scone Perth PH2 6JQ

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations at

**Proposal/Reference:**

16/02096/LBC

**Address of Proposal:**

Bridge Over River Devon On Dunning - Yetts Of Muckhart Road  
 Glendevon

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Remedial works to bridge at

**Proposal/Reference:**

16/02106/LBC

**Address of Proposal:**

Glenannia Upper Granco Street Dunning Perth PH2 0RX

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations at

**Proposal/Reference:**

16/02013/LBC

**Address of Proposal:**

Masonic Hall 40 Willoughby Street Muthill Crieff PH5 2AB

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations at

**Proposal/Reference:**

16/02049/LBC

**Address of Proposal:**

Moulin Hotel 11 - 13 Kirkmichael Road Moulin Pitlochry PH16 5EH

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations at

**Proposal/Reference:**

16/01927/LBC

**Address of Proposal:**

The Bothy 33 Kinnoull Street Perth PH1 5EN

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations at

**Proposal/Reference:**

16/01949/LBC

**Address of Proposal:**

Hilton Of Burleigh Farm Milnathort Kinross KY13 0RE

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations to dwellinghouse at

**Proposal/Reference:**

6/02053/LBC

**Address of Proposal:**

108 -114 High Street Kinross

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Alterations at

(2666769)

**ABERDEENSHIRE COUNCIL  
 PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)  
 (SCOTLAND) ACT 1997, REGULATION 60(2)(A) OR 65(2)(A)  
 OR**

**PLANNING (LISTED BUILDING CONSENT AND CONSERVATION  
 AREA CONSENT PROCEDURE) (SCOTLAND) REGULATIONS  
 2015, REGULATION 8**

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 5 January 2017

Head of Planning & Building Standards

**Proposal/Reference:**

APP/2016/3209

**Address of Proposal:**

Oldmeldrum Post Office, 5 Market Square, Oldmeldrum, Aberdeenshire, AB51 0AA

**Name and Address of Applicant:**

For further information contact Local Planning Office. Details: 45 Bridge Street, Ellon, AB41 9AA

**Description of Proposal:**

Demolition of Garage, Erection of 2 Storey Extension and Internal Alterations (2666770)

**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**

You can view applications together with the plans and other documents submitted with them online at <http://www.glasgow.gov.uk/Planning/Online> Planning or at Glasgow City Council, Service Desk, 45 John Street, Glasgow G1 1JE, Monday to Friday 9am to 5pm - except public holidays.

All comments are published online and are available for public inspection.

Written comments may be made within 21 days from 16 December 2016 online at <http://www.glasgow.gov.uk/Planning/Online> Planning or to the Executive Director of Development and Regenerations Services, Development Management, 231 George Street Glasgow G1 1RX.

16/02926/DC 9 Woodside Terrace G3 - Stonework repairs to flatted property

16/02737/DC 581 Govan Road G51 - Use of shop (Class 1) as cafe (Class 3) frontage alterations and installation of flue to rear

16/02898/DC, 16/02902/DC Flat 2/2, 8 Dowanside Road G12 - Installation of flue to listed building including internal and external alterations

16/02918/DC, 16/02919/DC Annette Street Primary School 27 Annette Street G42 - Internal and external alterations to listed building including renewal of timber windows, repairs to rainwater goods, stonework, railings and slate covered roofs, renewal of flat roof and roof lights

16/03081/DC 5 Hamilton Drive G12 - External alterations to listed building

16/03093/DC Flat 0/1, 14 Belmont Crescent G12 - Erection of detached garage to rear of flatted property

16/03040/DC, 16/03041/DC Public House 199 Albion Street G1 - Complete demolition in a Conservation Area of existing building and erection of residential development

16/02790/DC 231 St Vincent Street G2 - Internal and external alterations to include infill of lightwell

16/03083/DC 5 Hamilton Drive G12 - External alterations to listed building associated with the erection of conservatory to rear

16/03039/DC 42 Albion Street G1 - External alterations to listed building

16/02982/DC, 16/02987/DC (H) Flat Ground, 361 Albert Drive G41 - Internal and external alterations to listed flatted dwelling

16/03086/DC 1 Montague Lane G12 - Internal and external alterations, to include single storey rear extension

16/03029/DC, 16/03030/DC Flat 1/2, 5 Westercraigs G31 - Use of dental practice (Class 2) as flatted dwelling (Sui Generis) and associated internal and external alterations to listed building (retrospective)

16/03055/DC 150 Howard Street G1 - Installation of shopfront

16/02733/DC 21 Winton Lane G12 - Re-roofing of listed dwellinghouse

16/03060/DC Blythswood Square Hotel 8 Blythswood Square G2 - Internal alterations at basement floor level of hotel

16/02819/DC 569 Sauchiehall Street G3 - Use of footway as external seating area associated with adjacent cafe

16/03053/DC Flat 2/1, 9 Woodside Terrace G3 - Internal alterations to listed flatted dwelling

16/03022/DC Flat 1, 15 Marywood Square G41 - Installation of 4 No. rooflights to flatted dwelling

16/03032/DC Mosque 19 Carrington Street G4 - Installation of roof mounted solar panels

16/03064/DC 39 Queen Mary Avenue G42 - Erection of single storey extension to rear of dwellinghouse

16/02581/DC Site Formerly Known 10-16 Dixon Street G1 - Use of vacant land as beer garden (class 3) and external alterations

16/02853/DC, 16/02854/DC Flat 0/1, 41 Athole Gardens G12 - Installation of flue and external alterations listed flatted dwelling

16/02940/DC, 16/02941/DC 32 Albion Street G1 - Installation of five condenser units on roof and alterations to four windows to include weather louvres

16/02734/DC 21 Winton Lane G12 - External alterations to listed building

16/03067/DC Flat 2/1, 18 Dowanside Road G12 - Internal alterations to listed flatted dwelling

16/03042/DC 42 Jamaica Street G1 - Internal alterations to listed public house

16/03068/DC Flat 0/1, 16 Hamilton Park Avenue G12 - Internal alterations to listed flatted dwelling

16/03077/DC Site Formerly Known As Blawarthill Hospital 129 Holehouse Drive G13 - Use of former hospital building as four flats

16/03011/DC, 16/03084/DC 241 West George Street G2 - Internal and external alterations to listed building to provide roof terrace (2666771)

**THE MORAY COUNCIL  
THE TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997  
THE MORAY COUNCIL (FORRES RAILWAY CROSSING –  
MOSSET ROAD, SECTION OF INVERERNE ROAD AND CORE  
PATH FR31– STOPPING UP) ORDER 2016**

NOTICE is hereby given that The Moray Council, in order to enable the development of a new road link between the A96 and Waterford Road including the closure of the Waterford Level crossing (on Mosset Road) at Waterford Road, Forres, Moray in accordance with planning permission granted to the developer by The Moray Council on 21 April 2016, has made an Order under Section 207 and Section 208 of the Town and Country Planning (Scotland) Act 1997. This Order is about to be submitted to the Scottish Government for confirmation or, if unopposed, will be confirmed by The Moray Council as an unopposed Order.

The Title of the Order is “The Moray Council (Forres Railway Crossing – Mosset Road, section of Invererne Road and –Core Path FR31 Stopping Up) Order 2016.”

The effect of the said Order, if confirmed, will be to authorise the stopping-up of the following sections of road and footway:-

1. That length of Mosset Road for an average width of 8 metres from the centreline of the level crossing southwards then westwards then southwards for a distance of 176 metres or thereby and where it meets the A96. That section of Core Path FR31 for an average width of 1.6 metres that starts 3 metres from the centreline of the level crossing southwards for a distance of 36 metres or thereby where it meets the A96.

2. That length of Invererne Road for a varying width of between 5.5 metres and 14.4 metres from the centreline of the level crossing northwards for a distance of 36 metres or thereby where it meets Waterford Road. That section of Core Path FR31 for an average width of 1.2 metres from the centreline of the level crossing northwards for a distance of 25 metres or thereby where it meets Waterford Road.

Full details may be examined at the Forres Access Point, Auchernack, Forres or the Access Point, Moray Council Office, Elgin, Mon-Fri during opening hours until 01/02/17. Anyone wishing to discuss the proposals should telephone the Contact Centre on 0300 123 4565. Details also available at [www.moray.gov.uk](http://www.moray.gov.uk) or [www.tellmesotland.gov.uk](http://www.tellmesotland.gov.uk). Access to these websites can be obtained at public libraries.

Any member of the public wishing to discuss the proposals in detail should contact Nicola Moss (Transportation Manager) on 01343 563785.

Objectors must state their grounds for objection in writing by 01/02/17 to: Alasdair McEachan, Head of Legal and Democratic Services, High Street, ELGIN, IV30 1BX. (2666774)

**SCOTTISH BORDERS COUNCIL  
PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)  
(SCOTLAND) ACT 1997**

Application has been made to the Council for Listed Building Consent for:

Ref No	Proposal	Site
16/01496/- LBC	Replacement windows and door	Rose Cottage 3 Kingsmeadows Cottages Kingsmeadows Road Peebles
16/01511/- LBC	Internal and external alterations at fourth floor level attic space	Scottish Enterprise Borders Ettrick Mill Dunsdale Road Selkirk

**Application has been made to the Council for Conservation Area Consent to demolish for:**

16/01483/- CON	Demolition of dwellinghouse	Maple Cottage Town Yetholm Kelso
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The items can be inspected at Council Headquarters, Newtown St Boswells between the hours of 9.00 am and 4.45 pm from Monday to Thursday and 9.00am and 3.30 pm on Friday for a period of 21days from the date of publication of this notice.

It is also possible to visit any library and use the Planning Public Access system to view documents. To do this, please contact your nearest library to book time on a personal computer. If you have a PC at home please visit our web site at <http://eplanning.scotborders.gov.uk/online-applications/>

Any representations should be sent in writing to the Service Director - Regulatory Services, Scottish Borders Council, Newtown St Boswells TD6 0SA and must be received within 21 days. Alternatively, representations can be made online by visiting our web site at the address stated above. Please state clearly whether you are objecting, supporting or making a general comment. Under the Local Government (Access to Information) Act 1985, representations may be made available for public inspection. (2666776)

**SOUTH LANARKSHIRE COUNCIL  
TOWN AND COUNTRY PLANNING (DEVELOPMENT  
MANAGEMENT PROCEDURE) (SCOTLAND) REGULATIONS 2008**

Notice of application to be published in a local newspaper under regulation 20(1) Applications for planning permission listed below together with the plans and other documents submitted with them may be inspected on line at [www.southlanarkshire.gov.uk](http://www.southlanarkshire.gov.uk) and can also be viewed electronically at the following locations:-

- Council Offices, South Vennel, Lanark ML11 7JT
  - Civic Centre, Andrew Street, East Kilbride G74 1AB
  - Brandon Gate, 1 Leechlee Road, Hamilton ML3 0XB
- between the hours of 8.45am and 4.45pm, Monday to Thursday and 8.45am and 4.15pm on Friday (excluding public holidays).

Written comments may be made to the Head of Planning and Building Standards, 1st Floor Montrose House, 154 Montrose Crescent, Hamilton, ML3 6LB or by email to [planning@southlanarkshire.gov.uk](mailto:planning@southlanarkshire.gov.uk) Please note that any comments which you make to an application cannot generally be treated as confidential. All emails or letters of objection or support for an application, including your name and address require to be open to public inspection and will be published on the Council's website.

Sensitive personal information such as signatures, email address and phone numbers will usually be removed.

Details and representation information:

Listed Building Consent

Representations within 21 days

*Lindsay Freeland*

**Proposal/Reference:**

CL/16/0475

**Address of Proposal:**

Brae Cottage, Townfoot, Coulter, Biggar

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Erection of a single storey rear extension, associated retaining structure and raised patio, internal alterations including the removal of walls, ceiling, insertion of partition walls, demolition of lean-to rear porch, re-location of cellar steps, installation of 3 rooflights, the replacement of single glazed timber windows with double glazed composite windows, the conversion of 2 no. windows to doors and associated fencing

**Proposal/Reference:**

CL/16/0481

**Address of Proposal:**

The Tolbooth, 4 High Street, Lanark

Listed Building Consent

Representations within 21 days

**Name and Address of Applicant:**

NOT ENTERED

**Description of Proposal:**

Installation of internal partition walls, automatic door openers to existing doors and external painting of walls and windows (2666781)

**NORTH LANARKSHIRE COUNCIL  
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997  
NORTH LANARKSHIRE COUNCIL (CLOSURE OF PARTS OF THE  
ROAD AND FOOTWAY AT HUME ROAD, SEAFAR,  
CUMBERNAULD) STOPPING UP ORDER 2016**

North Lanarkshire Council hereby give notice that the above Order made under Section 207 of the Town and Country Planning (Scotland) Act 1997 authorising the stopping up of parts of the road including the carriageways, footpaths and footways has now been confirmed as an unopposed Order.

The said parts of the road all as shown delineated in black on the plan annexed and subscribed as relative to the said Order will be stopped up and closed to all traffic (including pedestrian traffic) to enable development to be carried out in accordance with planning permission granted under Part III of the said Town and Country Planning (Scotland) Act 1997.

**HIGHLAND COUNCIL  
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997  
PLANNING (LISTED BUILDING AND CONSERVATION AREAS) (SCOTLAND) ACT 1997**

The applications listed below, along with plans and other documents submitted with them, may be examined online at <http://wam.highland.gov.uk> and, where given, electronically at the alternative location(s); or electronically at your nearest Council Service Point. You can find your nearest Service Point via the following link [https://www.highland.gov.uk/directory/16/a\\_to\\_z](https://www.highland.gov.uk/directory/16/a_to_z)

A copy of the Order, as confirmed, and relevant plan may be inspected at the offices of either Planning and Regeneration, Fleming House, 2 Tryst Road, Cumbernauld, G67 1JW, or North Lanarkshire Council, Civic Centre, Windmillhill Street, Motherwell, ML1 1AB, by any person free of charge during normal office hours.

The foregoing Order is final subject to the right of appeal to the Court of Session within six weeks from the date hereof conferred by Sections 237, 238 and 239 of the Town and Country Planning (Scotland) Act 1997 whereby the Court may quash the Order if satisfied that it is not within the powers of the Act or that interests have been substantially prejudiced by failure to comply with any requirement of the Act.

*Fiona Ekinli*

Principal Solicitor

Civic Centre

Windmillhill Street

Motherwell

ML1 1AB

(2666783)

**GLASGOW CITY COUNCIL  
PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)  
(SCOTLAND) ACT 1997**

**GOVAN CONSERVATION AREA**

**REVISION OF CONSERVATION AREA BOUNDARIES**

Following an appraisal of the Govan Conservation Area, Glasgow City Council hereby gives notice that due to boundary changes, the original boundaries of the Govan Conservation Area are cancelled and the Council has designated anew the Govan Conservation Area.

The new Govan Conservation Area includes all land and property included in the original Govan Conservation Area, with the exclusion of the new residential development on Govan road opposite the Fairfield Shipyard Offices and further amendments to the boundary to include all land and property:

1. tenements and villas to the north, west and south east of Elder Park (Drive Road, Langlands Road, St Kenneth Drive).
2. Linthouse both sides of Clachan Drive and the Govan and Linthouse (formerly St Kenneth's) Church.
3. listed buildings situated at the edge of the existing conservation area boundary:
  - i) Salvation Army Citadel, 36-40 Golspie Street and 16 Garmouth Street.
  - ii) 65-69 (odds) Golspie Street, Former Hill's Trust School.
4. new build that forms an integrated block with the former British Linen Savings Bank on Govan Road.
5. former Orkney Street Police Station.

All buildings within the Conservation Area, whether or not they are listed buildings, are protected by law and may not be demolished without consent from Glasgow City Council. Certain alterations and other developments will also require consent. Trees are also protected by law and the written consent of the Council must be obtained before lopping, pruning, pollarding, felling or uprooting any tree. Any proposed development in, or adjacent to, a Conservation Area which could affect its character must be advertised. Only applications for full planning permission will be accepted for any development. In assessing development proposals, special consideration will be given to the preservation or enhancement of the character of the Conservation Area.

A map showing the boundaries of the Conservation Area herein designated and a street index can be inspected free of charge during normal office hours at:

Development and Regeneration Services,

Reception, 231 George Street, Glasgow,

G1 1RX

*Annemarie O'Donnell*, Chief Executive

City Chambers, George Square, Glasgow G2 1DU

(2666790)

Written comments should be made to the EPC at the contact details below within the time period indicated from the date of this notice. Anyone making a representation about this proposal should note that their letter or email will be disclosed to any individual or body who requests sight of representations in respect of this proposal.

Reference Number	Development Address	Proposal Description	Alternative locations where application may be inspected and time period for comments
16/05341/LBC	5 Monarch Apartments Main Street Newtonmore PH20 1DD	Country To replace 2 no. windows with floor length french style windows to match existing windows, stone reveals & returns to extend to floor level painted to match, stonework below window to be removed, window corners & reveals to be taken to floor level and painted buff colours to match existing, existing window cills to be used as threshold	Regulation 5 - affecting the character of a listed building (21 days)
16/05387/LBC	Lundies Tongue Lairg IV27 4XF	Re-instatement of original floor layout (removing recently added bathrooms and installing bathrooms in original rooms). Re-instatement of original attic stairway	Regulation 5 - affecting the character of a listed building (21 days)
16/05411/LBC	Gorsten Cottage Ardgour Fort William PH33 7AH	Change of use from residential to agricultural store	Regulation 5 - affecting the character of a listed building (21 days)
16/05418/LBC	Balmacaan House Cawdor Nairn IV12 5XP	Convert existing steading currently used as a store, gym and garage to create a guest suite with separate storage and convert existing outbuilding to home office	Regulation 5 - affecting the character of a listed building (21 days)
16/05484/LBC	Aldourie Castle Aldourie Inverness IV2 6EL	Alterations to castle grounds	Regulation 5 - affecting the character of a listed building (21 days)

**PLEASE NOTE OUR NEW ADDRESS**

ePlanning Centre, The Highland Council, Glenurquhart Road, INVERNESS IV3 5NX  
Email: eplanning@highland.gov.uk

(2666793)

**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 AND 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.

Head of Planning and Transport, PLACE

16/05034/FUL 17A Gardner's Crescent Edinburgh EH3 8DE Erect summerhouse in rear garden.

16/05398/FUL 28 Lady Menzies Place Edinburgh EH7 5BA Form new dormer to east facing roof and install new roof-light to west elevation.

16/05402/LBC 3F1 37A Thistle Street Edinburgh EH2 1DY Replace timber casement dormer window with 6 over 6 timber central sash and case window and 2 flanking 4 over 4 sash windows

16/05509/FUL Salisbury Green Pollock Halls Of Residence 18 Holyrood Park Road Edinburgh EH16 5AZ Remove the existing entrance gates to Pollock Halls of residence from Dalkeith Road and replace them with the wrought iron gates and stone pairs formerly located at McEwan Hall.

16/05624/FUL Land 29 Metres East Of 38-39 Burns Street Edinburgh Erection of 6ft timber fence and placement of container in rear grounds of Merith House Hotel.

16/05655/LBC 20 Nicolson Street Edinburgh EH8 9DH Replace existing timber sash and case single glazed windows to first floor office space (to front and rear) with timber sash and case slimline double glazed units.

16/05711/FUL 43-45 Salisbury Road Edinburgh EH16 5AA Create new extension to form 5 new bedrooms, 4 with en-suite.

16/05722/LBC 43-45 Salisbury Road Edinburgh EH16 5AA Single storey rear extension and associated alterations to create 5 new bedrooms, 4 with en-suite.

16/05773/LBC Mayfield Salisbury Church 1A Mayfield Road Edinburgh EH9 2NG Replacing doors \_ sidelights and front canopy aluminium panels

16/05774/FUL 39-41 Deanhaugh Street Edinburgh EH4 1LR Change of use from shop (Class 1) to Class 3 cafe with restricted cooking.

16/05793/FUL Proposed Telecoms Apparatus 26 Metres East Of 15 Drummond Place Edinburgh Installation of a bt broadband cabinet.

16/05798/LBC 29 Windsor Street Lane Edinburgh EH7 5JZ Alterations to internal layout of property, creation of french doors from original windows and provision of new access path.

16/05799/FUL 29 Windsor Street Lane Edinburgh EH7 5JZ Creation of french doors from original windows and provision of new access path.

- 16/05816/LBC Land 13 Metres South Of 1 Avenue Villas Edinburgh Proposed new house in the grounds of a listed building.
- 16/05824/LBC Prestonfield Primary School 9 Peffermill Road Edinburgh EH16 5LJ To replace single glazed windows to internal courtyard corridors with new double glazed units.
- 16/05846/LBC Flat 24 1B Grassmarket Edinburgh EH1 2HY Internal alterations
- 16/05850/LBC 7 Howard Place Edinburgh EH3 5JZ Internal alterations to house to relocate kitchen and dining area and create new shower room.
- 16/05851/FUL Meldrum House 15 Drumsheugh Gardens Edinburgh EH3 7QG Proposed rooftop telecommunications upgrade and associated works.
- 16/05853/LBC 162 Woodhall Road Edinburgh EH13 0PJ Add a pitched slate roof to the existing single storey flat roof section of the property with dormer window to the front. No significant change to the listed part of the building.
- 16/05854/FUL 2F 13 Belgrave Crescent Edinburgh EH4 3AH Alterations to second and attic floors of flat (historically converted from townhouse). External alterations include work to existing sash and case windows, upgrading of existing rooflights and installation of two new conservation rooflights.
- 16/05855/LBC 2F 13 Belgrave Crescent Edinburgh EH4 3AH Alterations to second and attic floors of flat (historically converted from townhouse). Internal alterations include relocation of Kitchen, new structural openings and general refurbishment. External alterations include work to existing sash and case windows, upgrading of existing rooflights and installation of two new conservation rooflights.
- 16/05856/FUL 15-16 Teviot Place Edinburgh EH1 2QZ Change of use from a hot food carry out (Sui Generis) to Class 3 restaurant, alterations to shopfront.
- 16/05860/FUL 17 Bernard Terrace Edinburgh EH8 9NU Change of use of a medical practice (class 2) into a single flatted residential dwelling (sui generis).
- 16/05863/LBC 18 London Street Edinburgh EH3 6NA Internal alterations
- 16/05871/FUL PF1 3 Featherhall Road Edinburgh EH12 7TP Install french doors to rear elevation.
- 16/05872/LBC 85-89 Clerk Street Edinburgh EH8 9JG broad scope of fabric repair works proposed for the Queens Hall. The areas where material changes to the external appearance of the building are being considered the measures proposed are necessary to improve the weathering long term performance of the building.
- 16/05878/FUL 84-90 Leith Walk Edinburgh EH6 5HB Removal of the white composite panel, the reinstatement of the glazing and the reciting of the ATM as a through glass installation.
- 16/05880/LBC 127 George Street Edinburgh EH2 4JN Proposed new external signage and access controls to George Street ground floor entrance.
- 16/05881/FUL The Priory 37 Canaan Lane Edinburgh EH10 4SG Altering the boundary walls of the existing entrance from Canaan Lane to create level access for disabled people.
- 16/05883/FUL Demijohn Cottage Harvest Road Newbridge EH28 8LX New build single dwelling .
- 16/05885/FUL 12 Minto Street Edinburgh EH9 1RG Extend dwelling house to rear.
- 16/05886/LBC 12 Minto Street Edinburgh EH9 1RG Extend dwelling house to rear.
- 16/05888/LBC The Bridge Inn 27 Baird Road Ratho Newbridge EH28 8RA Internal alterations to existing kitchen area + storage facilities; single storey flat roof extension.
- 16/05890/FUL 20 St Fillan's Terrace Edinburgh EH10 5NH Remove and replace existing rear extension with new single storey rear extension.
- 16/05899/FUL 4 Clinton Road Edinburgh EH9 2AW External alterations and extensions to existing Woodcroft Lodge, new windows, works to roof, new hard and soft landscaping on land to front and side of building and associated works
- 16/05900/LBC 2A Coates Place Edinburgh EH3 7AA To block door from hall to kitchen (in retrospect)
- 16/05902/LBC 38-40 Dundas Street Edinburgh EH3 6JN Repaint external shop front. Remove existing timber bead from fascia. Add 2 additional signs to existing railing and vinyl text sign to 2 lower window panes.
- 16/05903/FUL 38-40 Dundas Street Edinburgh EH3 6JN Repaint external shop front. Remove existing timber bead from fascia.
- 16/05904/LBC 33 Drummond Place Edinburgh EH3 6PW Internal alterations to kitchen on ground floor, internal alterations to ensuite on first floor, blocking up doorway in bedroom and creating new door way. Installation of air brick to rear elevation for kitchen extract system
- 16/05910/LBC 33 Chapel Street Edinburgh EH8 9AY Front gable proposed new apex stones and removal of redundant brick built chimney on North elevation.
- 16/05912/FUL 2 Cargil Terrace Edinburgh EH5 3NB Erection of a two storey extension to the rear to accommodate a sitting/kitchen area on the ground floor and two bedrooms and a shower room on the first floor.
- 16/05914/LBC 6 Wemyss Place Mews Edinburgh EH3 6DN Replace the existing modern single glazed windows with double glazed timber sash & case window to match profiles of the existing window on the Ground Floor. Replace the existing fixed rooflights which have significant upstands with flush conservation style rooflights.
- 16/05916/LBC GF 8 Lynedoch Place Edinburgh EH3 7PX Carry out internal alterations and convert existing window to a door on the rear elevation
- 16/05918/FUL 12 Abercromby Place Edinburgh EH3 6LB Formation of parking space and vehicle access from adjoining property.
- 16/05919/LBC 2F 31 Nelson Street Edinburgh EH3 6LJ Replace existing single glazed window panes with matched "Slimlite" double glazed units within the existing 6-over-6 windows and astragals therein. Renew ropes and weights as required. All original timber is to be retained, except in west facing window where the sill has rotted-out and is proposed to be replaced.
- 16/05920/LBC 12 Abercromby Place Edinburgh EH3 6LB Internal alterations at lower ground floor and basement levels; minor external alterations to rear elevation to reconfigure garden access; formation of vehicle access from adjoining property
- 16/05922/FUL 12 Abercromby Place Edinburgh EH3 6LB Formation of roof terrace.
- 16/05923/LBC 12 Abercromby Place Edinburgh EH3 6LB Formation of a new roof terrace, internal alterations.
- 16/05926/FUL 7 North Park Terrace Edinburgh EH4 1DP New single storey conservatory at the rear of the property.
- 16/05936/FUL 4 North St Andrew Street Edinburgh EH2 1HJ Erect a new storey to an existing office floor building, change of use for the ground and lower ground floor to Class 1,2 and 4, with associated elevation changes.
- 16/05937/FUL GF 15 Inverleith Terrace Edinburgh EH3 5NS Proposed mews house in the garden ground of 15/1 Inverleith Terrace accessed from Inverleith Terrace Lane.
- 16/05938/FUL 10 Corstorphine House Avenue Edinburgh EH12 7AD Alterations to existing conservatory - replacement roofing materials
- 16/05940/FUL 23 Joppa Grove Edinburgh EH15 2HX Single storey side extension to first floor dwelling flat.
- 16/05947/LBC 14 Howard Place Edinburgh EH3 5JZ Removal of internal wall to form kitchen dining space, relocating a garden level internal door, refurbishing bathrooms and refurbishing windows including new slim-line double glazing.
- 16/05949/LBC 3F 6 St Mary's Street Edinburgh EH1 1SU Proposed attic conversion including roof extension and Conservation type roof windows
- 16/05960/FUL Land 53 Metres East Of 20 Edinburgh Road Edinburgh The exterior siting of a public art sculpture called Guardian of the Bridges, which was made to celebrate the 50th anniversary of the Forth Road Bridge.
- 16/05960/FUL Land 53 Metres East Of 20 Edinburgh Road Edinburgh The exterior siting of a public art sculpture called Guardian of the Bridges, which was made to celebrate the 50th anniversary of the Forth Road Bridge.
- 16/05982/CON 19 Dublin Street Edinburgh EH1 3PG Substantial Demolition in a Conservation Area
- 16/05983/LBC 19 Dublin Street Edinburgh EH1 3PG Internal alterations to lower three storeys of existing B listed townhouse (former office use) to form 3 new dwellings, one on each floor. Alterations include new slappings, removal of unsympathetic lower ground and ground floor rear extensions and removal of lower ground floor slab and stair.
- 16/05998/LBC 1 Walker Street Edinburgh Alter existing bathroom.

(2666764)

## Roads & highways

### ROAD RESTRICTIONS

#### THE CITY OF EDINBURGH COUNCIL ROADS (SCOTLAND) ACT 1984

The City of Edinburgh Council (Douglas Crescent, Douglas Gardens and Palmerston Place, Edinburgh) (Redetermination of Means of Exercise of Public Right of Passage) Order 2016 – RSO/16/14

NOTICE IS HEREBY GIVEN THAT, on 12/12/16 the City of Edinburgh Council in exercise of the powers conferred on them by sections 1(1) and 152(2) of the Roads (Scotland) Act 1984 made and confirmed the above-mentioned Order. Copies of the Order as made and confirmed, the accompanying plan and a Statement of the Council's Reasons for making the Order have been deposited at The City of Edinburgh Council, City Chambers Reception, High Street, Edinburgh and may be inspected free of charge from 16/12/16 until 3/2/17 between 09:30 and 15:30 Mon to Fri inclusive. The effect of the Order is as stated in Notice No. 2635161 in the Edinburgh Gazette No. 27786 dated 25/10/16 and in The Scotsman of the same date. The Order comes into operation on 16/1/17.

Dated 16/12/16

*P Lawrence* Executive Director of Place

(2666762)

#### THE HIGHLAND COUNCIL ROADS (SCOTLAND) ACT 1984

NOTICE IS HEREBY GIVEN THAT The Highland Council propose to make an order under section 152(2) of the Roads (Scotland) Act 1984 redetermining the means of exercise of the public right of passage over the road described in the Schedule hereto.

The title of the order is The Highland Council (Millburn Road and Academy Street, Inverness) (Redetermination of Means of Exercise of Public Right of Passage) Order 2016.

A copy of the proposed order and of the accompanying plans showing the road over which the means of exercise of the public right of passage is to be redetermined, together with a statement of the reasons for making the order have been deposited at The Highland Council Service Point at Inverness Town House, Castle Street, Inverness. Those documents are available for inspection free of charge during normal opening hours between 0900 and 1700 on Mondays to Fridays.

Any person may, within 28 days from 09th December 2016, object to the making of the order by notice in writing to the Transport Planning Officer, The Highland Council Headquarters, Glenurquhart Road, Inverness IV3 5NX. Objections should state the name and address of the objector, the matters to which they relate and the grounds on which they are made.

09th December 2016

*Lesley Howie* Legal Manager Conveyancing and Commercial, The Highland Council

#### Schedule

##### LENGTHS OF ROAD OVER WHICH PUBLIC RIGHT OF PASSAGE IS TO BE REDETERMINED AS CYCLE TRACK

###### Millburn Road

The footway on the North side of Millburn Road (350m or thereby) from its junction with the entrance to Morrisons' supermarket in a south-westerly direction to where it meets Academy Street at the Crown Road junction.

###### Academy Street

The footway of the North Side of Academy Street (45m or thereby) from its conjunction with Millburn Road to the beginning of Falcon square.

(2666761)

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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, Belfast and Edinburgh Gazette** is published weekly on a Tuesday.

These supplements are available to view at <https://www.thegazette.co.uk/browse-publications>.

Alternatively use the search and filter feature which can be found here <https://www.thegazette.co.uk/all-notices> on the company number and/or name. (2666779)

## SCHEME OF ARRANGEMENT

### IN THE MATTER OF

### RED24 PLC

Company Number: SC086069

NOTICE IS HEREBY GIVEN that on 13 December 2016 the Court of Session in Edinburgh made an order sanctioning a scheme of arrangement (the "**Scheme**") pursuant to Part 26 of the Companies Act 2006 between red24 plc, a public limited company incorporated in Scotland under the Companies Act 2006 (Registered Number SC086069) and with its registered office at Third Floor, Centenary House, 69 Wellington Street, Glasgow G2 6HG, and the holders of the Scheme Shares (as defined in the Scheme). On 15 December 2016 the Registrar of Companies in Scotland registered that order, together with a copy of the Scheme.

Dated: 16 December 2016

Eversheds LLP, 3 Melville Street, Edinburgh EH3 7PE

Eversheds LLP, One Wood Street London, EC2V 7WS

Solicitors for the Company

(2666789)

# COMPANIES

## COMPANIES RESTORED TO THE REGISTER

### MACJAY LTD

#### PETITION FOR RESTORATION OF COMPANY

Notice is given that a Petition has been presented to Glasgow Sheriff Court for the restoration of Macjay Ltd (SC207634) with Registered Office 1 Cambuslang Court, Cambuslang, Glasgow G32 8FH to the Register of Companies. Any person wishing to object should lodge Answers with the Sheriff Clerk within 8 days of this Notice under certification. (2666844)

## Corporate insolvency

### Administration

#### APPOINTMENT OF ADMINISTRATORS

Pursuant to paragraph 46(2) (b) of Schedule B1 to the Insolvency Act 1986 and Rule 2.19 of the Insolvency (Scotland) Rules 1986

#### BALI PROPERTIES LTD.

Company Number: SC247601  
Nature of Business: Letting of own property  
Registered office: 27 Warroch Street, Glasgow, G3 8BL  
Principal trading address: 27 Warroch Street, Glasgow, G3 8BL  
Date of Appointment: 12 December 2016  
by notice of appointment lodged in Court of Session  
*James Bernard Stephen* (IP No 9273), of BDO LLP, City Point, 65 Haymarket Terrace, Edinburgh, EH12 5HD and *Francis Graham Newton* (IP No 9310), of BDO LLP, 1 Bridgewater Street, Leeds, LS11 4RU Further details contact: Duncan Raggett, Email: duncan.raggett@bdo.co.uk (2666786)

Pursuant to paragraph 46(2) (b) of Schedule B1 to the Insolvency Act 1986 and Rule 2.19 of the Insolvency (Scotland) Rules 1986

#### FORTHWARD LIMITED

Company Number: SC371497  
Nature of Business: Development & letting of real estate  
Registered office: 27 Warroch Street, Glasgow, G3 8BL  
Principal trading address: 27 Warroch Street, Glasgow, G3 8BL  
Date of Appointment: 12 December 2016  
by notice of appointment lodged in Court of Session  
*James Bernard Stephen* (IP No 9273), of BDO LLP, City Point, 65 Haymarket Terrace, Edinburgh, EH12 5HD and *Francis Graham Newton* (IP No 9310), of BDO LLP, 1 Bridgewater Street, Leeds, LS11 5RU Further details contact: Duncan Raggett, Email: duncan.raggett@bdo.co.uk (2666782)

### Appointment of Administrators

In the Court of Session,

#### RUTLAND LAND LIMITED

Company Number: SC108435  
Registered office: 90/3 Princes Street, Edinburgh, EH2 2ER  
Principal trading address: As registered office  
Nature of Business: Property Investment  
Date of Appointment: 8 December 2016  
Joint Administrator's Name and Address: *Stuart Preston* (IP No. 13430) of Grant Thornton UK LLP, Level 8, 110 Queen Street, Glasgow, G1 3BX. Telephone: 0141 223 0000.  
Joint Administrator's Name and Address: *Robert Caven* (IP No. 8784) of Grant Thornton UK LLP, Level 8, 110 Queen Street, Glasgow, G1 3BX. Telephone: 0141 223 0000.  
For further information contact Paul M Burke at the offices of Grant Thornton UK LLP on 0141 223 0692, or Paul.M.Burke@uk.gt.com. Address: Level 8, 110 Queen Street, Glasgow, G1 3BX. 14 December 2016 (2667471)

## MEETINGS OF CREDITORS

### CREATION UK (DESIGN) LIMITED

Company Number: SC396735  
Trading Name: Creation UK (Design) Limited  
Registered office: 51 Rae Street, Dumfries, DG1 1JD  
Principal trading address: The Hexagon, Studley Road, Redditch, Worcestershire, B98 7LG  
Notice is hereby given, pursuant to Rule 2.26A of the Insolvency (Scotland) Rules 1986 (as amended), that the Joint Administrators have summoned a meeting of creditors of the above named company for the purpose of considering the Joint Administrators' proposals and determining whether to establish a Creditors' Committee, under Paragraph 49 of Schedule B1 to the Insolvency Act 1986. The meeting will be held at Armstrong Watson, 69 Buchanan Street, Glasgow, G1 3HL on 04 January 2017 at 10.30 am. A person is entitled to vote at the meeting only if: he has given to the Joint Administrators at 69 Buchanan Street, Glasgow, G1 3HL, not later than 12.00 noon on the business day before the meeting date, details in writing of the debt which he claims to be due to him from the Company; the claim has been duly admitted; and there has been lodged with the Joint Administrators any proxy which he intends to be used on his behalf. Date of Appointment: 15 November 2016.  
*Mark N Ranson*, Joint Administrator  
09 December 2016 (2666778)

## Creditors' voluntary liquidation

### APPOINTMENT OF LIQUIDATORS

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

Name of Company: **ACTIVE SECURITY MANAGEMENT LIMITED**  
Company Number: SC364891  
Nature of Business: Providing Security Services  
Registered office: Unit 1B, 7 Campsie Road, Kirkintilloch, Glasgow G66 1SL  
Type of Liquidation: Creditors Voluntary Liquidation  
*Derek A . Jackson*, GCRR Limited, 3rd Floor, 65 Bath Street, Glasgow G2 2BX  
Office Holder Number: 9505.  
Date of Appointment: 13 December 2016  
By whom Appointed: Members and Creditors (2666833)

Company Number: SC468414

#### BUDDIES AMERICAN DINER AND GRILL LIMITED

Nature of Business: Licensed restaurants  
Type of Liquidation: Creditors' Voluntary Liquidation  
Registered office: Linthaugh Farm Cottage, Lintalee, Jedburgh, Roxburghshire TD8 6PE  
Principal trading address: 95 High Street, Galashiels, Selkirkshire TD1 1RZ  
Liquidator's name and address: *Simon Thomas Barriball and Helen Whitehouse* of McAlister & Co Insolvency Practitioners Ltd, 10 St Helens Road, Swansea SA1 4AW  
Office Holder Numbers: 11950 and 9680.  
Date of Appointment: 12 December 2016  
By whom Appointed: Members and Creditors  
Further information about this case is available from Linda Tolley at the offices of McAlister & Co Insolvency Practitioners Ltd on 03300 563600 or at simon@mcalistenco.co.uk. (2666734)

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

Name of Company: **CARECHOICE LIMITED**  
Company Number: SC243505  
Nature of Business: Management of Care Homes  
Type of Liquidation: Creditors  
Registered office: 25 Bothwell Street, Glasgow G2 6NL  
*Stewart MacDonald*, Scott-Moncrieff Chartered Accountants, 25 Bothwell Street, Glasgow G2 6NL  
Office Holder Number: 8906.  
Date of Appointment: 9 December 2016  
By whom Appointed: Members and Creditors (2666867)

Company Number: SC144501  
 Name of Company: **CCD MARINE LIMITED**  
 Nature of Business: Other service activities  
 Type of Liquidation: Creditors  
 Registered office: Clyde Boatyard, Rothesay Dock East, Clydebank, G81 1LX  
 Principal trading address: The River Clyde Boat Yard, Dock Street, Clydebank, Dunbartonshire, G81 1LX  
*Richard Gardiner*, of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB.  
 Office Holder Number: 9488.  
 Further details contact: Email: dsimpson@thomsoncooper.com, Tel: 01383 628800.  
 Date of Appointment: 14 December 2016  
 By whom Appointed: Creditors (2666827)

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

Name of Company: **DM MOTOR COMPANY LIMITED**  
 Company Number: SC433881  
 Nature of Business: Maintenance and repair of motor vehicles  
 Type of Liquidation: Creditors  
 Registered office: 6 Hunter Street, East Kilbride, Glasgow, G74 4LZ  
*Kenneth G Le May* of KLM, Atlantic House, 45 Hope Street, Glasgow, G2 6AE  
 Office Holder Number: 153.  
 Date of Appointment: 9 December 2016  
 By whom Appointed: Creditors (2666873)

Company Number: SC423584  
 Name of Company: **KOBAYASHI DYNAMIC SOLUTIONS LIMITED**  
 Nature of Business: Management consultancy activities  
 Type of Liquidation: Creditors  
 Registered office: 8 Concraig Place, Kingswells, Aberdeen, AB15 8LH  
 Principal trading address: 8 Concraig Place, Kingswells, Aberdeen, AB15 8LH  
*Nicholas Simmonds* and *Christopher Newell*, both of Quantuma LLP, 81 Station Road, Marlow, Buckinghamshire SL7 1NS.  
 Office Holder Numbers: 9570 and 13690.  
 Further details contact: The Joint Liquidators, Tel: 01628 478100, Email: nick.simmonds@quantuma.com. Alternative contact: Benjamin Wooster, Tel: 01628 478100, Email: ben.wooster@quantuma.com  
 Date of Appointment: 07 December 2016  
 By whom Appointed: Members and Creditors (2666832)

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

Name of Company: **PREMIUM HALAL PRODUCTS LTD**  
 Company Number: SC468843  
 Nature of Business: Other retail sale in non-specialised stores  
 Type of Liquidation: Creditors  
 Registered office: 272 Bath Street, Glasgow, G2 4JR  
*Kenneth G Le May* of KLM, 45 Hope Street, Glasgow, G2 6AE  
 Office Holder Number: 153.  
 Date of Appointment: 9 December 2016  
 By whom Appointed: Creditors (2666864)

#### FINAL MEETINGS

##### CUMBERNAULD FOODS LIMITED

Company Number: SC350083  
 Registered office: 13 Napier Way, Wardpark North, Cumbernauld, G68 0EH  
 Principal trading address: 13 Napier Way, Wardpark North, Cumbernauld, G68 0EH  
 Notice is hereby given that Joint Liquidators have summoned final meetings of the Company's members and creditors under Section 106 of the Insolvency Act 1986 for the purposes of having laid before them an account of the Joint Liquidators' acts and dealings and of the conduct of the winding-up, hearing any explanations that may be given by the Joint Liquidators and passing a resolution granting the release of the Joint Liquidators.

The meetings will be held at Collingwood Buildings, 38 Collingwood Street, Newcastle upon Tyne NE1 1JF on 2 March 2017 at 11.00 am (members) and 11.15 am (creditors). In order to be entitled to vote at the meetings, members and creditors must lodge their proxies with the Joint Liquidators at Collingwood Buildings, 38 Collingwood Street, Newcastle upon Tyne NE1 1JF by no later than 12 noon on the business day prior to the day of the meeting (together, if applicable, with a completed proof of debt form if this has not previously been submitted).

Date of appointment: 8 October 2012. Office Holder details: Mark R Phillips, (IP No. 9320) and Julie Swan, (IP No. 9168) both of Collingwood Buildings, 38 Collingwood Street, Newcastle upon Tyne NE1 1JF.

For further details contact: The Joint Liquidators, Tel: 0191 229 9650.  
 Alternative contact: Keith Hewison  
*Mark Phillips*, Joint Liquidator  
 13 December 2016 (2666851)

##### MATCHBOX FASHIONS LIMITED

Company Number: SC205576  
 Registered office: (former) 9 Newton Terrace, Glasgow, G3 7PJ  
 Principal trading address: N/A  
 Notice is hereby given, pursuant to Section 106 of the Insolvency Act 1986, that final meetings of the members and creditors of the above-named Company will be held within the offices of Begbies Traynor (Central) LLP, Finlay House, 10-14 West Nile Street, Glasgow, G1 2PP on 13 January 2017 at 10.30 am and 11.00 am respectively, for the purposes of receiving the Joint Liquidators' account of the winding up and determining whether the Joint Liquidators should be released in terms of section 173 of the Insolvency Act 1986.

Date of Appointment: 7 January 2015.  
 Office Holder details: Kenneth Craig and Kenneth Pattullo (IP Nos. 8584 and 8368) both of Begbies Traynor (Central) LLP, Finlay House, 10-14 West Nile Street, Glasgow, G1 2PP.  
 Further details contact: Louise Lawlor, Email: louise.lawlor@begbies-traynor.com  
*K R Craig*, Joint Liquidator  
 14 December 2016 (2666865)

#### MEETINGS OF CREDITORS

##### AA VEHICLE RENTAL LTD.

Trading Name: AA Vehicle Hire  
 Company Number: SC283238  
 Registered office: 15a Camptoun Holdings, Haddington, East Lothian, EH39 5BA  
 Principal trading address: 1 Murrayburn Road, Edinburgh, EH14 2TF  
 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 at Forsyth House, 93 George Street, Edinburgh, EH2 3ES, on 22 December 2016, at 12.00 noon for the purposes mentioned in sections 99, 100 and 101 of the said Act. Mark Reynolds (IP No. 8838) of Valentine & Co, 5 Stirling Court, Stirling Way, Borehamwood, Hertfordshire, WD6 2FX, and Maureen Leslie (IP No. 8852) of MLM Solutions, 7th Floor, 90 St Vincent Street, Glasgow, G2 5UB are qualified to act as insolvency practitioners in relation to the above. Resolutions to be taken at the meeting may include a resolution specifying the terms on which the Joint Liquidators are to be remunerated, and the meeting may receive information about, or be called upon to approve, the costs of preparing the statement of affairs and convening the meeting. A list of the names and addresses of the Company's creditors may be inspected free of charge at the offices of Valentine & Co, 5 Stirling Court, Stirling Way, Borehamwood, Hertfordshire, WD6 2FX, between 10.00 am and 4.00 pm on the two business days preceding the date of the meeting.  
 Further details contact: Natasha Segen, Tel: 020 8343 3710.

*Rana Ashraf Khan*, Director  
 08 December 2016 (2666839)

##### BSS SCOTLAND LIMITED

Company Number: SC085804  
 Registered office: Blue Square Offices Ltd, BSS Scotland Limited - In Administration, 272 Bath Street, Glasgow G2 4JR  
 Principal trading address: N/A

Notice is hereby given, pursuant to Rule 7.3 OF THE INSOLVENCY (SCOTLAND) RULES 1986 (AS AMENDED) that the Joint Liquidators have summoned a general meeting of the Company's creditors for the purpose of voting on resolutions. The meeting will be held at ReSolve Partners Limited, 48 Warwick Street, London, W1B 5NL, on 23 December 2016, at 11.00 am. Creditors whose claims have been accepted in whole or in part will be entitled to vote at this meeting. In order to be entitled to vote at the meeting, creditors must lodge their proxies with the Joint Liquidators at ReSolve Partners Ltd, 48 Warwick Street, London, W1B 5NL, by 12.00 noon on the business day prior to the day of the meeting (together with a completed proof of debt form if this has not previously been submitted). Date of Appointment: 26 July 2016.

Office Holder details: Mark Supperstone (IP No. 9734), Simon Harris (IP No. 11372) and Cameron Gunn (IP No. 9362) all of ReSolve Partners Limited, 48 Warwick Street, London, W1B 5NL. Further details contact: the Joint Liquidators. Alternative contact: Bethany Osmond, Email: bethany.osmond@resolvegroupuk.com

*Mark Supperstone and Simon Harris and Cameron Gunn*, Joint Liquidators

14 December 2016

(2666820)

Notice is hereby given that the creditors of the above-named Company, which is being voluntarily wound up, are invited to prove their debts on or before 11 January 2017 by sending their names and addresses along with descriptions and full particulars of their debts or claims and the names and addresses of their solicitors (if any) to Nicholas Simmonds at 81 Station Road, Marlow, Bucks, SL7 1NS and, if so required by notice in writing from creditor of the company or by the solicitors of the creditor, to come in and prove their debts or claims at such time and place as shall be specified in such notice, or in default thereof they will be excluded from the benefit of any dividend paid before such debts/claims are proved.

No further public advertisement of invitation to prove debts will be given.

Date of Appointment: 7 December 2016. Office holder details: Nicholas Simmonds and Christopher Newell (IP Nos 9570 and 13690) both of Quantuma LLP, 81 Station Road, Marlow, Bucks, SL7 1NS.

Further details contact: The Joint Liquidators, Tel: 01628 478100, Email: nick.simmonds@quantuma.com. Alternative contact: Benjamin Wooster, Tel: 01628 478100, Email: ben.wooster@quantuma.com

*Nicholas Simmonds*, Joint Liquidator

13 December 2016

(2666863)

#### L P DRINKS LTD

Company Number: SC456780

#### NOTICE OF MEETING OF CREDITORS

Registered Office: 70 West Regent Street, Glasgow, G2 2QZ

Principal trading address: Redmond's, 304 Duke Street, Glasgow, G31 1RZ and Brandon's, Canonmills, Edinburgh, EH3 5HA

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 Friday 23 December 2016 at 10.00 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.

*Conor Miskimmin*

DIRECTOR

(2666814)

#### NOTICES TO CREDITORS

#### BUDDIES AMERICAN DINER AND GRILL LIMITED

Company Number: SC468414

Registered office: Linthaug Farm Cottage, Lintalee, Jedburgh, Roxburghshire TD8 6PE

Principal trading address: 95 High Street, Galashiels, Selkirkshire TD1 1RZ

Notice is hereby given that the creditors of the above named Company, which is being voluntarily wound up, are required to prove their debts on or before 12 March 2017, by sending their names and addresses along with descriptions and full particulars of their debts or claims and the names and addresses of their solicitors (if any), to the Joint Liquidators at McAlister & Co Insolvency Practitioners Ltd, 10 St Helens Road, Swansea SA1 4AW and, if so required by notice in writing from the Joint Liquidators of the Company or by the Solicitors of the Joint Liquidators, to come in and prove their debts or claims, or in default thereof they will be excluded from the benefit of any distribution made before such debts or claims are proved.

Office Holder Details: *Simon Thomas Barriball and Helen Whitehouse* (IP numbers 11950 and 9680) of McAlister & Co Insolvency Practitioners Ltd, 10 St Helens Road, Swansea SA1 4AW. Date of Appointment: 12 December 2016. Further information about this case is available from Linda Tolley at the offices of McAlister & Co Insolvency Practitioners Ltd on 03300 563600 or at simon@mcalistenco.co.uk.

*Simon Thomas Barriball and Helen Whitehouse*, Joint Liquidators

(2666733)

#### KOBAYASHI DYNAMIC SOLUTIONS LIMITED

Company Number: SC423584

Registered office: 8 Concraig Place, Kingswells, Aberdeen, AB15 8LH

Principal trading address: 8 Concraig Place, Kingswells, Aberdeen, AB15 8LH

#### RESOLUTION FOR WINDING-UP

#### PRIVATE COMPANY LIMITED BY SHARES

#### WRITTEN RESOLUTIONS

#### OF

#### ACTIVE SECURITY MANAGEMENT LIMITED

Company Number: SC364891

13 December 2016

Pursuant to Chapter 2 of Part 13 of the Companies Act 2006, the directors of the Company propose that:

- resolution 1 below is passed as a special resolution
- resolution 2 is passed as an ordinary resolution.

#### SPECIAL RESOLUTION

1. THAT it has been proved to the satisfaction of the members that the company is insolvent and that it is advisable to wind up the same, and, accordingly, that the company be wound up voluntarily.

#### ORDINARY RESOLUTION

2. THAT *Derek A. Jackson* of Grainger Corporate Rescue & Recovery Limited, 3rd Floor, 65 Bath Street, Glasgow, G2 2BX be and is hereby appointed Liquidator of the Company for the purpose of such winding up;

#### AGREEMENT

The undersigned, a person entitled to vote on the above resolutions on 13 December 2016, hereby irrevocably agrees to the Special Resolution and Ordinary Resolution:

Signed by *James Allan*

12 December 2016

Signed by *William Burke*

13 December 2016

(2666821)

#### BUDDIES AMERICAN DINER AND GRILL LIMITED

Company Number: SC468414

Registered office: Linthaug Farm Cottage, Lintalee, Jedburgh, Roxburghshire TD8 6PE

Principal trading address: 95 High Street, Galashiels, Selkirkshire TD1 1RZ

At a General Meeting of the Members of the above-named Company, duly convened, and held on 12 December 2016 the following Resolutions were duly passed, as a Special Resolution and as an Ordinary Resolution:

"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."

"That *Simon Thomas Barriball and Helen Whitehouse* be appointed as Joint liquidators for the purposes of such winding up."

At the subsequent Meeting of Creditors held on 12 December 2016 the appointment of *Simon Thomas Barriball and Helen Whitehouse* as Joint liquidators was confirmed.

Office Holder Details: *Simon Thomas Barribal* and *Helen Whitehouse* (IP numbers 11950 and 9680) of *McAlister & Co Insolvency Practitioners Ltd*, 10 St Helens Road, Swansea SA1 4AW. Date of Appointment: 12 December 2016. Further information about this case is available from *Linda Tolley* at the offices of *McAlister & Co Insolvency Practitioners Ltd* on 03300 563600 or at *simon@mcalisterco.co.uk*.

*Neil Richard Gilmour*, Director

(2666732)

#### THE INSOLVENCY ACT 1986

#### COMPANY LIMITED BY SHARES

#### SPECIAL RESOLUTION

#### PURSUANT TO SECTION 378(1) OF THE COMPANIES ACT 1985

#### AND 84(1)(B) OF THE INSOLVENCY ACT 1986

#### CARECHOICE LIMITED

Company Number: SC243505

passed on 9 December 2016

At a General Meeting of the above named company, duly convened and held at 25 Bothwell Street, Glasgow G2 6NL, on the 9 December 2016, the subjoined Special Resolution was duly passed:—

#### RESOLUTION

(i) "That it has been proved to the satisfaction of this meeting that the company cannot by reason of its liabilities continue its business, and (ii) that it is advisable to wind up the same and accordingly, that the company be wound up voluntarily, and that Mr Stewart MacDonald, Licensed Insolvency Practitioner, of Scott-Moncrieff, 25 Bothwell Street, Glasgow G2 6NL, be and is hereby appointed Liquidator for the purpose of such winding-up."

*Samuel William Greene* - Director

(2666815)

#### DM MOTOR COMPANY LIMITED

Company Number: SC433881

Registered Office: 6 Hunter Street, East Kilbride, Glasgow, G74 4LZ

Principal trading address: 291-303 Drakemire Drive, Linnpark Industrial Estate, Glasgow, G45 9SS

At a General Meeting of the above named Company, duly convened and held at 45 Hope Street, Glasgow, G2 6AE on 9 December 2016 the following resolutions were passed:

#### SPECIAL RESOLUTION

1. 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.

#### ORDINARY RESOLUTION

2. That *Kenneth G Le May* of KLM, Atlantic House, 45 Hope Street, Glasgow, G2 6AE (IP No 153) be appointed liquidator of the Company for the purpose of such winding up.

*Natasha Telfer*

Director

9 December 2016

(2666828)

#### KOBAYASHI DYNAMIC SOLUTIONS LIMITED

Company Number: SC423584

Registered office: 8 Concraig Place, Kingswells, Aberdeen, AB15 8LH

Principal trading address: 8 Concraig Place, Kingswells, Aberdeen, AB15 8LH

At a general meeting of the above-named Company, duly convened and held via conference call at the offices of *Meridien House*, Ground Floor, 69-71 Clarendon Road, Watford, Hertfordshire, WD17 1DS on 07 December 2016 the following resolutions were passed as a Special Resolution and as an Ordinary Resolution:

"That the Company be wound up voluntarily and that *Nicholas Simmonds* and *Christopher Newell*, both of *Quantuma LLP*, 81 Station Road, Marlow, Buckinghamshire SL7 1NS, (IP Nos 9570 and 13690) be appointed Joint Liquidators of the Company, and that they act jointly and severally."

Further details contact: The Joint Liquidators, Tel: 01628 478100, Email: *nick.simmonds@quantuma.com*. Alternative contact: *Benjamin Wooster*, Tel: 01628 478100, Email: *ben.wooster@quantuma.com*

*Kumaresan Arumugam*, Director

(2666822)

#### PREMIUM HALAL PRODUCTS LTD

Company Number: SC468843

Registered Office: 272 Bath Street, Glasgow, G2 4JR

Principal trading address: 1B Lyon Road, Linwood, PA3 3BQ

At a General Meeting of the abovenamed Company, duly convened and held at 45 Hope Street, Glasgow, G2 6AE on 9 December 2016 the following resolutions were passed:

#### SPECIAL RESOLUTION

1. 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.

#### ORDINARY RESOLUTION

2. That *Kenneth G Le May* of KLM, Atlantic House, 45 Hope Street, Glasgow, G2 6AE (IP No 153) be appointed liquidator of the Company for the purpose of such winding up.

*Mohammad Khan*

Director

9 December 2016

(2666811)

## Liquidation by the Court

### APPOINTMENT OF LIQUIDATORS

#### GBS (BUILDING SERVICES) LIMITED

In Liquidation

Company Number: SC119760

Registered Office & Trading Address: 4 Thornybank, Dalkeith, Midlothian EH22 2NQ

I, *Bryce L Findlay* of *Findlay Hamilton*, 50 Darnley Street, Pollokshields, Glasgow G41 2SE hereby give notice that I was appointed Interim Liquidator of GBS (Building Services) Limited on 8 December 2016, by Interlocutor of the Sheriff at Edinburgh under court reference EDI-L130-16.

Notice is also given pursuant to Section 138 of the Insolvency Act 1986, that the first meeting of creditors of the above company will be held within the Merchants House of Glasgow, 7 West George Street, Glasgow G2 1BA on Wednesday 18 January 2017 at 12.00 noon, for the purpose of choosing a Liquidator and determining whether to establish a Liquidation Committee as specified in Sections 138(3) and 142(1) of the said Act.

A resolution at the meeting is 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 11 November 2016. Proxies may also be lodged with me at the meeting or before the meeting at my office.

*Bryce L Findlay* Interim Liquidator

Office Holder No: 8220

*findlayhamilton@btconnect.com*

[LP-9, Shawlands]

14 December 2016

(2666852)

#### H G (GIRVAN) LIMITED

In Liquidation

Company Number: SC476682

Registered Office: 1 Simonsburn Road, Kilmarnock, KA1 5LA

Principal trading address: 1-5 Bridge Street, Girvan, KA26 9HH

NOTICE is hereby given, pursuant to Rule 4.19 of the Insolvency (Scotland) Rules 1986, that on 12 December 2016, I *Brian William Milne*, French Duncan LLP, 133 Finnieston Street, Glasgow, G3 8HB was appointed Liquidator of H G (Girvan) Limited by resolution of a Meeting of Creditors pursuant to Section 138(4) of the Insolvency Act 1986.

A liquidation committee has not been established. I do not intend to summon a further meeting for the purpose of establishing a liquidation committee unless one tenth in value of the creditors require me to do so in terms of section 142(3) of the Insolvency Act 1986.

All creditors who have not already done so are required to lodge their claims with me.

*Brian Milne*

Office-holder Number: 9381

Liquidator

French Duncan LLP

12 December 2016

Further contact details:

*Iain Littler* on telephone number 0141 271 2877 or email [businessrecovery@frenchduncan.co.uk](mailto:businessrecovery@frenchduncan.co.uk) (2666869)

#### LEDEK LIGHTING LIMITED

In Liquidation

Company Number: SC393282

Registered Office and Trading Address: Unit 1, NU Skope Business Centre, Station Road, Old Kilpatrick, Glasgow, G60 5LP

NOTICE is hereby given, pursuant to Rule 4.19 of the Insolvency (Scotland) Rules 1986, that on 12 December 2016, I *Brian William Milne*, French Duncan LLP, 133 Finnieston Street, Glasgow, G3 8HB was appointed Liquidator of Ledtek Lighting Limited by resolution of a Meeting of Creditors pursuant to Section 138(4) of the Insolvency Act 1986.

A liquidation committee has not been established. I do not intend to summon a further meeting for the purpose of establishing a liquidation committee unless one tenth in value of the creditors require me to do so in terms of section 142(3) of the Insolvency Act 1986.

All creditors who have not already done so are required to lodge their claims with me.

*Brian Milne*

Office-holder Number: 9381

Liquidator

French Duncan LLP

12 December 2016

Further contact details:

*Iain Littler* on telephone number 0141 271 2877 or email [businessrecovery@frenchduncan.co.uk](mailto:businessrecovery@frenchduncan.co.uk) (2666874)

#### METRO STORES AIRDRIE LTD

In Liquidation

Company Number: SC408386

Registered Office: WRI Associates Ltd, 3rd Floor, Turnberry House, 175 West George St, Glasgow, G2 2LB

Former Registered Office: 1007 Argyle Street, Glasgow, G3 8LZ

Former Trading Address: 34 - 40 Stirling Street, Airdrie, ML6 0AH

I, *Ian William Wright*, Insolvency Practitioner hereby give notice that I was appointed Interim Liquidator of Metro Stores Airdrie Ltd on 1 December 2016, by Interlocutor of the Sheriff of Glasgow & Strathkelvin at Glasgow Sheriff Court (Court Reference L287/16).

Notice is also given that the First Meeting of Creditors of the above company will be held at the offices of WRI Associates Limited, 3rd Floor, Turnberry House, 175 West George Street, Glasgow, G2 2LB on 11 January 2017 at 11.00am 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 4 November 2016.

Further information contact: *David Angus*

Email: [info@wriassociates.co.uk](mailto:info@wriassociates.co.uk)

Telephone: 0141 285 0910

*Ian William Wright*

Interim Liquidator

Office Holder Number 9227

WRI Associates Limited

3rd Floor, Turnberry House, 175 West George Street, Glasgow G2 2LB (2666858)

#### MY MARTHA'S LIMITED

In Liquidation

Company Number: SC381773

Former Registered Office: C/O: Marthas, 142A St Vincent Street, Glasgow, G2 5LQ

Former Trading Address: 142a St Vincent Street, Glasgow, G2 5LQ

I, *Annette Menzies* of William Duncan (Business Recovery) Ltd, 2nd Floor, 18 Bothwell Street, Glasgow, G2 6NU, hereby give notice that I was appointed Interim Liquidator of My Martha's Limited on 23 November 2016 by interlocutor of Glasgow.

Notice is also given pursuant to Section 138 of the Insolvency Act 1986 and Rule 4.12 of The Insolvency (Scotland) Rules 1986 that the first Meeting of Creditors of the above company will be held within the offices of William Duncan (Business Recovery) Ltd, 2nd Floor, 18 Bothwell Street, Glasgow, G2 6NU on 24 January 2017 at 10.30am, for the purpose of choosing a Liquidator and determining whether to establish a Liquidation Committee.

A creditor will be entitled to vote at the meeting only if a claim has been lodged with me at or before the meeting. Voting must either be in person by the creditor or by form of proxy. To be valid, proxies must either be lodged with me at the meeting or to my office at the above address prior to the meeting.

*Annette Menzies*

Interim Liquidator

07 December 2016

Office-holder Number: 9128

For further information please contact:

Jamie Carmichael

Senior Manager

tel: 0141 535 3133

email: [JCarmichael@wd-br.co.uk](mailto:JCarmichael@wd-br.co.uk) (2666850)

#### WEANS WORLD (JOHNSTONE) LTD.

Company Number: SC229025

Registered office: 43 Brewery Street, Johnstone, Renfrewshire, PA5 8QR

Principal Trading Address: 43 Brewery Street, Johnstone, Renfrewshire, PA5 8QR

I, *Eric Walls*, of KSA Group Ltd, C12 Marquis Court, Marquis Way, Team Valley, Gateshead, NE11 0RU, (IP No. 9113), hereby give notice, pursuant to Rule 4.19 of the Insolvency (Scotland) Rules 1986, that I was appointed Liquidator of the above company by resolution of the adjourned first meeting of creditors held on 06 December 2016. No liquidation committee was established on that date. Accordingly, I give notice under Rule 4.18 of the Insolvency (Scotland) Rules 1986, that I do not intend to summon another meeting to establish a Liquidation Committee unless requested to do so by one tenth in value of the Company's creditors, under the terms of section 142(3) of the Insolvency Act 1986.

Further details contact: E Walls, Email: [Insolvency@ksagroup.co.uk](mailto:Insolvency@ksagroup.co.uk), Tel: 0191 482 3343.

*E Walls*, Liquidator

06 December 2016 (2666855)

#### FINAL MEETINGS

In the Perth Sheriff Court

No L20 of 2015

#### AVIATION SUPPORT AND MAINTENANCE LIMITED

Company Number: SC421946

Registered office: c/o Thomson Cooper, 3 Castle Court, KY11 8PB

Principal Trading Address: (former) 4 Gallowhill Wynd, Kinross, KY13 8RY

Notice is hereby given pursuant to Section 146 of the Insolvency Act 1986, that the Final Meeting of Creditors of the above named Company will be held within the offices of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline, Fife, KY11 8PB on 20 January 2017 at 10.00 am for the purpose of receiving the Liquidator's final report showing how the winding-up has been conducted and determining whether in terms of Section 174 of the Insolvency Act 1986, the Liquidator should receive his release.

Creditors are entitled to attend in person or alternatively by proxy. A creditor may vote only if his claim has been submitted to the Liquidator and that claim has been accepted in whole or in part. A resolution will be passed only if a majority in value of those voting in person or by proxy vote in favour. Proxies must be lodged with the Liquidator at or before the meeting.

Date of Appointment: 6 January 2016.

Office Holder details: Richard Gardiner (IP No. 9488) of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline, Fife, KY11 8PB

Further details contact: Derek Simpson, Email: dsimpson@thomsoncooper.com Tel: 01383 628800.

*Richard Gardiner*, Liquidator

12 December 2016

(2666872)

## MEETINGS OF CREDITORS

### JBC BESPOKE LIMITED

Company Number: SC422916

Registered office: 4 Atlantic Quay, 70 York Street, Glasgow G2 8JX (formerly 216 West George Street, Glasgow, G2 2PQ)

Principal trading address: N/A

I, James Bernard Stephen (IP No. 9273) of BDO LLP, 4 Atlantic Quay, 70 York Street, Glasgow G2 8JX hereby give notice that I was appointed Interim Liquidator of JBC Bespoke Limited on 29 November 2016, 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 09 January 2017, 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 2 November 2016. Proxies may also be lodged with me at the meeting or before the meeting at my office.

Further details contact: David Lowe, Email: David.J.Lowe@bdo.co.uk Tel: 01412 483761.

*James Bernard Stephen*, Interim Liquidator

13 December 2016

(2666866)

### THE JUICE BAR LIMITED

Company Number: SC466360

Registered office: 12 Fitzroy Place, Glasgow, G3 7RW

Principal trading address: 12 Fitzroy Place, Glasgow, G3 7RW

I, Mark Ranson of Armstrong Watson, 51 Rae Street, Dumfries, DG1 1JD hereby give notice that my partner, Daryl Warwick and I were appointed Joint Interim Liquidators of The Juice Bar Limited on 5 December 2016, 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 the offices of Armstrong Watson, 2nd Floor, 69 Buchanan Street, Glasgow G1 3HL, on 10 January 2017, 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 us at the meeting or before the meeting at our 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 12 October 2016. Proxies may also be lodged with us at the meeting or before the meeting at our office.

Further details contact: Julie MacAndie, Tel: 01387 269726, Email: Julie.MacAndie@armstrongwatson.co.uk.

*Mark Ranson and Daryl Warwick*, Joint Interim Liquidators

12 December 2016

(2666856)

## PETITIONS TO WIND-UP

### D & D FOODS (GLASGOW) LIMITED

Company Number: SC470246

NOTICE IS HEREBY GIVEN that a Petition was presented by Alan Henry Dunnigan and Julie Ann Dunnigan both care of Unit 9, 19 Moffat Street, Glasgow, G5 0PD on 9 December 2016 craving the Court **inter alia** to order that D & D Foods (Glasgow) Limited (Company Number SC470246) having its registered office at Unit 9, 19 Moffat Street, Glasgow, G5 0PD be wound up by the Court and to appoint Interim Liquidators; in which Petition the Sheriff at Glasgow by Interlocutor dated 9 December 2016 ordained any parties claiming an interest in the Petition to lodge answers with the Sheriff Clerk at Glasgow within eight days after intimation, service and advertisement.

*Gordon Hollerin*

Harper Macleod LLP

The Ca'D'Oro, 45 Gordon Street, Glasgow G1 3PE

SOLICITOR FOR THE PETITIONERS

(2666861)

### DYNAMIC COLOUR LTD

Company Number: SC352781

Notice is hereby given that on 7 December 2016 a Petition was presented to the Sheriff at Edinburgh by Dynamic Colour Limited having their registered office at 6 North Leith Sands, Edinburgh EH6 4ER (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 Sheriff at Edinburgh by interlocutor dated 8 December 2016 appointed all persons having an interest to lodge Answers in the hands of the Sheriff Clerk at Edinburgh within 8 days after intimation, service or advertisement; **eo die** appointed Annette Menzies, Insolvency Practitioner of 2nd Floor, 18 Bothwell Street, Glasgow G2 6NU to be Provisional Liquidator of the Company with all the usual powers necessary for the interim preservation of the Company's assets and particularly the powers contained in paragraphs 4 and 5 of Part II of Schedule 4 to the Insolvency Act 1986; all of which notice is hereby given.

*April Bingham*

Petitioner's Agent

Bellwether Green

Solicitors

225 West George Street, Glasgow G2 2ND

(2666853)

### MCLEOD HOME SOLUTIONS LTD

Company Number: SC409407

On 11 November 2016, a petition was presented to Dunfermline 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 McLeod Home Solutions Ltd, Suite 10, 10 Ridge Way, Donibristle Industrial Park, Hillend, Dunfermline, KY11 9JN (registered office) (company registration number SC409407) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Dunfermline Sheriff Court, 1/6 Carnegie Drive, Dunfermline within 8 days of intimation, service and advertisement.

*K. Henderson*

Officer of Revenue & Customs

HM Revenue & Customs

Debt Management

Enforcement & Insolvency

20 Haymarket Yards, Edinburgh

for Petitioner

Ref: 623/1082892 IDB

(2666862)

### MLD WASTE MANAGEMENT LTD

Company Number: SC464258

On 21 November 2016, a petition was presented to Dundee 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 MLD Waste Management Ltd, 58 Long Lane, Broughty Ferry, Dundee, DD5 1HH (registered office) (company registration number SC464258) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Dundee Sheriff Court, 6 West Bell Street, Dundee within 8 days of intimation, service and advertisement.

*K Henderson*

Officer of Revenue & Customs  
HM Revenue & Customs  
Debt Management  
Enforcement & Insolvency  
20 Haymarket Yards, Edinburgh  
for Petitioner  
Ref: 623/1083354/BCA

(2666849)

**SCOTCLAD BUILDING & RENOVATION SERVICES LTD.**

Company Number: SC481147

Notice is hereby given that on 12 December 2016 a Petition was presented to the Sheriff of North Strathclyde at Dunoon craving the Court **inter alia** that the said SCOTCLAD BUILDING & RENOVATION SERVICES LTD., having its Registered Office at The Byre, Sandbank, Dunoon, Argyll, PA23 8QS be wound up by the Court and that in the meantime EILEEN BLACKBURN, Chartered Accountant, French Duncan LLP, 133 Finnieston Street, Glasgow, G3 8HB be appointed Provisional Liquidator of the said company in which Petition the Sheriff at Dunoon by Interlocutor dated 12th December 2016 appointed all persons having an interest to lodge Answers in the hands of the Sheriff Clerk at Dunoon within 8 days after intimation, advertisement or service and appointed the said Eileen Blackburn to be Provisional Liquidator of the said company with powers contained in Part II of Schedule 4 to the Insolvency Act 1986, all of which notice is hereby given.

*Kenneth Balfour Lang*

Solicitor.

Messrs. Mellicks,

Solicitors,

160 Hope Street, Glasgow, G2 2TL.

(2666857)

**SWAN KITCHENS AND BATHROOMS LTD**

Company Number: SC498193

Notice is hereby given that on 7 December 2016 a Petition was presented to the Sheriff at Airdrie for the Liquidation of Swan Kitchens and Bathrooms Ltd, 68 Sherwood Road, Glenboig, Coatbridge ML5 2TF ("the Company") craving the Court **inter alia** that the Company be wound up and that Joint Interim Liquidators be appointed, and that in the meantime Kenneth Craig and Kenneth Pattullo, Insolvency Practitioners, Begbies Traynor (Central) LLP, Finlay House, 10-14 West Nile Street, Glasgow G1 2PP be appointed as Joint Provisional Liquidators of the Company; in which Petition the Sheriff at Airdrie by Interlocutor of 7 December 2016 appointed all persons having an interest to lodge Answers in the hands of the Sheriff Clerk at Airdrie within eight days after intimation, service or advertisement; and **eo die** appointed the said Kenneth Craig and Kenneth Pattullo to be Joint Provisional Liquidators of the Company with the powers contained in Paragraphs 4 and 5 in Part 2 of Schedule 4 to the Insolvency Act 1986, all of which notice is hereby given  
Wright Johnston & Mackenzie LLP, 302 St Vincent Street, Glasgow G2 5RZ

Agents for the Petitioner

(2666871)

**Members' voluntary liquidation****APPOINTMENT OF LIQUIDATORS**

Company Number: SC252733

Name of Company: **ASSURED CARE (SCOTLAND) LIMITED**

Nature of Business: Social work activities

Type of Liquidation: Members

Registered office: 2 Stewart Street, Milngavie, Glasgow G62 6BW

Principal trading address: N/A

*Antonia McIntyre*, of mIm Solutions, 7th Floor, 90 St Vincent Street, Glasgow G2 5UB

Office Holder Number: 9422.

Further details contact: Antonia McIntyre, Tel: 0845 051 0210.

Date of Appointment: 06 December 2016

By whom Appointed: Members

(2666817)

Company Number: SC143880

Name of Company: **CRAIGNEEN MARITIME LIMITED**

Nature of Business: Provision of an investment company

Type of Liquidation: Members

Registered office: 23B Windsor Street, Edinburgh, Lothian, EH7 5LA

Principal trading address: 23B Windsor Street, Edinburgh, Lothian, EH7 5LA

*Donald Iain McNaught*, of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND

Office Holder Number: 9359.

Further details contact: Donald Iain McNaught, Tel: 0141 222 5800.

Alternative contact: Emily Muir.

Date of Appointment: 11 November 2016

By whom Appointed: Members

(2666842)

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

Name of Company: **DONSDIE MANAGEMENT LIMITED**

Company Number: SC417634

Nature of Business: Other letting services

Type of Liquidation: Members Voluntary Liquidation

Registered office: 36 Oldmeldrum Road, Bucksburn, Aberdeen AB21 9DU

*Michael James Meston Reid*, Meston Reid & Co, 12 Carden Place, Aberdeen AB10 1UR

Office Holder Number: 331.

Date of Appointment: 1 December 2016

(2666803)

Company Number: SC087714

Name of Company: **GRAMPIAN INTERNATIONAL FREIGHT LIMITED**

Nature of Business: Cargo handling for land transport activities

Type of Liquidation: Members

Registered office: Mugiemoos Road, Aberdeen, AB21 9NP

Principal trading address: Mugiemoos Road, Aberdeen, AB21 9NP

*Neil Stuart Dempsey*, of Anderson Anderson & Brown LLP, Kingshill View, Prime Four Business Park, Kingswells, Aberdeen, AB15 8PU

Office Holder Number: 14030.

Further details contact: Neil Dempsey, Email: R2@aab.uk, Tel: 01224 625111. Alternative contact: Jennifer Penman

Date of Appointment: 12 December 2016

By whom Appointed: Members

(2666825)

Company Number: SC481021

Name of Company: **HARRIS (INTERNATIONAL) LTD**

Nature of Business: Support activities for petroleum and natural gas extraction

Type of Liquidation: Members

Registered office: 88 Queens Road, Fraserburgh, Aberdeenshire, AB43 9PT

Principal trading address: 88 Queens Road, Fraserburgh, Aberdeenshire, AB43 9PT

*Kenneth Wilson Pattullo* and *Kenneth Robert Craig*, both of Begbies Traynor (Central) LLP, 7 Queen's Gardens, Aberdeen, AB15 4YD

Office Holder Numbers: 8368 and 8584.

Further details contact: Alana Lyttle, Tel: 01224 619354.

Date of Appointment: 06 December 2016

By whom Appointed: Members

(2666843)

Company Number: SC248716

Name of Company: **KSM SUPERCLEAN LIMITED**

Nature of Business: Manufacture of special purpose machinery

Type of Liquidation: Members

Registered office: Olympic Complex, Drybridge Road, Dundonald, Ayrshire KA2 9BE

Principal trading address: Olympic Complex, Drybridge Road, Dundonald, Ayrshire KA2 9BE

*Donald Iain McNaught*, of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND

Office Holder Number: 9359.

Further details contact: Donald Iain McNaught, Tel: 0141 222 5800.

Alternative contact: Emily Muir

Date of Appointment: 08 December 2016

By whom Appointed: Members

(2666837)

Company Number: SC364668  
 Name of Company: **MACDONALD WALLACE LTD.**  
 Nature of Business: Management Consultancy  
 Type of Liquidation: Members  
 Registered office: Rosemount, 14 Lethington Road, Giffnock, Glasgow, G46 6TB  
 Principal trading address: Rosemount, 14 Lethington Road, Giffnock, Glasgow, G46 6TB  
*David K Hunter*, of Campbell Dallas LLP, Titanium 1, King's Inch Place, Renfrew, PA4 8WF  
 Office Holder Number: 5186.  
 Further details contact: Michael Currie, Tel: 0141 886 6644  
 Date of Appointment: 05 December 2016  
 By whom Appointed: Members (2666813)

Company Number: SC144449  
 Name of Company: **TORCH FITNESS LIMITED**  
 Nature of Business: Leisure activities  
 Type of Liquidation: Members  
 Registered office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA  
 Principal trading address: N/A  
*David Thorniley*, of MVL Online Limited, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP  
 Office Holder Number: 8307.  
 For further details contact: David Thorniley, Email: info@mvlonline.co.uk, Alternative contact: Chris Maslin  
 Date of Appointment: 09 December 2016  
 By whom Appointed: Members (2666836)

#### **PURSUANT TO RULE 4.19 OF THE INSOLVENCY (SCOTLAND) RULES 1986**

Name of Company: **MAXIMAIR SYSTEMS LIMITED**  
 Company Number: SC398539  
 This is to certify that at a meeting of the members of the above named company held on 8 December 2016 Henry R. Paton, Abercorn House, 79 Renfrew Road, Paisley PA3 4DA having provided a written statement that he is qualified to act as an insolvency practitioner in relation to the above named company under the provisions of the Insolvency Act 1986 and that he consents so to act, was appointed Liquidator of the company.  
 The appointment of the Liquidator is to be effective from 8 December 2016. (2666829)

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

Name of Company: **PERFORMANCE TOOLPUSHERS LIMITED**  
 Company Number: SC389188  
 Nature of Business: Oil and Gas Drilling  
 Type of Liquidation: Members  
 Registered office: 1 Abbotsfield Grange, Pugeston, Montrose DD10 9LF  
*Derek Grant*, MMG Archbold, Chapelshade House, 78-84 Bell Street, Dundee DD1 1RQ  
 Office Holder Number: 9553.  
 Date of Appointment: 17 November 2016  
 By whom Appointed: Members (2666818)

Company Number: SC245752  
 Name of Company: **RITE KLEEN (SCOTLAND) LIMITED**  
 Nature of Business: Washing & Dry Cleaning  
 Type of Liquidation: Members  
 Registered office: Arlo House, Oyne, Inch, Aberdeenshire, AB52 6QU  
 Principal trading address: Arlo House, Oyne, Inch, Aberdeenshire, AB52 6QU  
*Andrew Phillip Wood* and *Emma Bower*, both of Wilson Field Limited, The Manor House, 260 Ecclesall Road South, Sheffield, S11 9PS  
 Office Holder Numbers: 9148 and 17650.  
 Further details contact: The Joint Liquidators, Tel: 0114 2356780.  
 Alternative contact: Rachel Hamilton.  
 Date of Appointment: 05 December 2016  
 By whom Appointed: Members (2666840)

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

Name of Company: **THE AUCHINLECK DENTAL PRACTICE LTD**  
 Company Number: SC440005  
 Nature of Business: Dental Practice  
 Type of Liquidation: Members  
 Registered office: c/o Griffiths Wilcock & Co, 24 Sandyford Place, Glasgow G3 7NF  
*Bryce L Findlay*, Findlay Hamilton, 50 Darnley Street, Pollokshields, Glasgow G41 2SE  
 Office Holder Number: 8220.  
 Date of Appointment: 12 December 2016  
 By whom Appointed: Members (2666819)

#### **FINAL MEETINGS**

##### **ALCHEMY PRECISION ENGINEERING LIMITED**

In Members' Voluntary Liquidation  
 Company Number: SC388418  
**Notice of final meeting of members**  
 Notice is hereby given pursuant to section 94 of the Insolvency Act 1986 that a final meeting of members of the above named company will be held on 17 January 2017 at 11.00 am within the offices of MMG Archbold, Chapelshade House, 78-84 Bell Street, Dundee, DD1 1RQ for the purpose of receiving the liquidator's final receipts and payments account and report showing how the winding up has been conducted and of hearing any explanations that may be given by the liquidator.  
 A member who is entitled to attend and vote is entitled to appoint a proxy to attend and vote instead of him. A proxy holder need not be a member of the company.  
*Derek Grant*, Liquidator  
 MMG Archbold  
 Chartered Accountants  
 Chapelshade House, 78-84 Bell Street, Dundee DD1 1RQ  
 13 December 2016 (2666835)

##### **EDDIE HARRISON LIMITED**

In Members' Voluntary Liquidation  
 Company Number: SC167809  
 Registered Office: 26 Malcolms Way, Stonehaven, Aberdeenshire, AB39 2ST  
 Principal trading address: Kinnear House, 33 Evan Street, Stonehaven, Kincardineshire, AB39 2ET  
 Notice is hereby given pursuant to Section 94 of the Insolvency Act 1986, that a general meeting of the members of the above named Company will be held within the offices of William Duncan (Business Recovery) Ltd at 2nd Floor, 18 Bothwell Street, Glasgow, G2 6NU on 26 January 2017 at 10.00 am, for the purpose of having an account laid before the meeting showing how the winding up of the company has been conducted and the property of the Company disposed of and hearing any explanation that may be given by the Liquidator. A Member entitled to attend and vote at the Meeting may appoint a proxy, who need not be a Member, to attend and vote instead of him or her.  
*Annette Menzies*  
 Liquidator  
 Office-holder Number: 9128  
 12 December 2016  
 Further contact details:  
 Kim Wilson on telephone number 0141 535 3133 or email kwilson@wd-br.co.uk (2666823)

##### **PERDIDO ENGINEERING LIMITED**

Company Number: SC437158  
 Registered office: First Floor, Quay 2, 139 Fountainbridge, Edinburgh, EH3 9QG  
 Principal trading address: 70 Rubislaw Den South, Aberdeen, AB15 4AY

Notice is hereby given pursuant to Section 94 of the Insolvency Act 1986 (as amended) that a final meeting of the members of the above named company will be held at the offices of RSM Restructuring Advisory LLP, First Floor, Quay 2, 139 Fountainbridge, Edinburgh, EH3 9QG on 20 January 2017 at 11.00 am for the purpose of receiving an account showing the manner in which the winding up has been conducted and the property of the company disposed of, and of hearing any explanation that may be given by the Liquidator. Any member entitled to attend and vote at the meeting is entitled to appoint a proxy to attend and vote instead of him. A proxy need not be a member of the Company. Proxies to be used at the meeting must be lodged with me at or before the meeting.

Date of Appointment: 26 November 2014.

Office holder details: Lindsey Cooper (IP No 008931) of RSM Restructuring Advisory LLP, 9th Floor, 3 Hardman Street, Manchester, M3 3HF.

Further details contact: Lindsey Cooper, Tel: 0161 830 4000. Alternative contact: Victoria Paterson, Tel: 0131 659 8402, Email: restructuring.edinburgh@rsm.com

*Lindsey Cooper*, Liquidator

13 December 2016 (2666831)

#### **PETREX LIMITED**

Company Number: SC343416

#### **PETREX SUBSEA LIMITED**

Company Number: SC387229

Registered office: (Both) Bishop's Court, 29 Albyn Place, Aberdeen, AB10 1YL

Principal trading address: (Both) 41 Albert Street, Aberdeen, AB25 1XU

Notice is hereby given, pursuant to Section 94 of the Insolvency Act 1986, that Annual and Final General meetings of the members of the above named companies will be held at Bishop's Court, 29 Albyn Place, Aberdeen, AB10 1YL on 17 January 2017 at 10.00am for the purpose of having accounts laid before them showing how the winding-ups have been conducted and the property of the companies disposed of, and of hearing any explanation that may be given by the Liquidator, and for the Liquidator to seek sanction for his release from office. A Member entitled to attend and vote at either of the above meetings may appoint a proxy or proxies to attend and vote instead of him. A proxy need not be a member of the Company.

Date of appointment: 9 March 2015. Office Holder details: Ewen R Alexander (IP No. 6754), of Johnstone Carmichael LLP, Bishop's Court, 29 Albyn Place, Aberdeen, AB10 1YL.

Further details contact: Tel: 01224 212222.

*Ewen R Alexander*, Liquidator

12 December 2016 (2666810)

#### **TIANJIN LIMITED**

Company Number: SC369155

In Members Voluntary Liquidation

Notice is hereby given pursuant to section 94 of the Insolvency Act 1986 that the final meeting of the above company will be held at 11.00 am on Monday 20 February 2017 at the office of Meston Reid & Co, 12 Carden Place, Aberdeen, AB10 1UR for the purpose of having an account laid before it showing the manner in which the winding up has been conducted and the property of the company disposed of, receiving an account of the liquidation process from the liquidator, determining the manner in which the accounts and documents of the company are to be disposed of, and considering the liquidator's application for discharge.

A member is entitled to attend and vote at the above meeting or appoint a proxy, or proxies, to attend and vote on his behalf.

*Michael J M Reid CA*

Liquidator

12 Carden Place, Aberdeen AB10 1UR

8 December 2016 (2666809)

## **NOTICES TO CREDITORS**

#### **RITE KLEEN (SCOTLAND) LIMITED**

Company Number: SC245752

Registered office: Arlo House, Oyne, Inch, Aberdeenshire, AB52 6QU  
Principal trading address: Arlo House, Oyne, Inch, Aberdeenshire, AB52 6QU

Notice is hereby given that the Creditors of the above named Company are required, on or before 23 January 2017, to send their names and addresses and particulars of their debts or claims and the names and addresses of their solicitors (if any) to Andrew Philip Wood and Emma Bower both of Wilson Field Limited, The Manor House, 260 Ecclesall Road South, Sheffield, S11 9PS the Joint Liquidators of the Company, and, if so required by notice in writing from the Joint Liquidators, by their solicitors or personally, to come in and prove their debts or claims at such time and place as shall be specified in any such notice, or in default thereof they will be excluded from the benefit of any distribution made before such debts are proved. Note: This notice is purely formal. All known creditors have been or will be paid in full. The Directors of the Company have made a Declaration of Solvency, and the Company is being wound up for the purposes of distributing the assets of the Company once all claims have been settled.

Date of Appointment: 5 December 2016.

Office holder details: Andrew Philip Wood and Emma Bower (IP Nos 9148 and 17650) both of Wilson Field Limited, The Manor House, 260 Ecclesall Road South, Sheffield, S11 9PS

Further details contact: The Joint Liquidators, Tel: 0114 2356780.

Alternative contact: Rachel Hamilton.

*Andrew Philip Wood*, Joint Liquidator

13 December 2016 (2666834)

#### **TORCH FITNESS LIMITED**

Company Number: SC144449

Registered office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA

Principal trading address: N/A

Notice is hereby given that the creditors of the Company, which is being voluntarily wound up, are required to prove their debts by 20 January 2017 by sending to the undersigned David Thorniley of MVL Online Limited, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP the Liquidator of the Company, written statements of the amounts they claim to be due to them from the Company and, if so requested, to provide such further details or produce such documentary evidence as may appear to the Liquidator to be necessary. A creditor who has not proved this debt before the declaration of any dividend is not entitled to disturb, by reason that he has not participated in it, the distribution of that dividend or any other dividend declared before his debt was proved. Note: This notice is purely formal. All known creditors have been or will be paid in full. Date of Appointment: 9 December 2016. Office Holder details: David Thorniley, (IP No. 8307) of MVL Online Ltd, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP.

For further details contact: David Thorniley, Email: info@mvlonline.co.uk, Alternative contact: Chris Maslin

*David Thorniley*, Liquidator

13 December 2016 (2666812)

## **RESOLUTION FOR VOLUNTARY WINDING-UP**

#### **ASSURED CARE (SCOTLAND) LIMITED**

Company Number: SC252733

Registered office: 2 Stewart Street, Milngavie, Glasgow G62 6BW

Principal trading address: N/A

At a General Meeting of Members of the above-named Company duly convened and held at 7th Floor, 90 St Vincent Street, Glasgow G2 5UB, on 06 December 2016, at 2.00 pm, the following Special Resolutions were duly passed:

"That the Company be wound up voluntarily by way of a Members' Voluntary Liquidation and that *Antonia McIntyre*, of mIm Solutions, 7th Floor, 90 St Vincent Street, Glasgow G2 5UB, be and is hereby appointed as Liquidator for the purposes of such winding up, and that the Liquidator be and is hereby authorised under the provisions of Section 165 of the Insolvency Act 1986 to exercise the powers laid down in Schedule 4, Part 1 of the said Act."

Further details contact: Antonia McIntyre, Tel: 0845 051 0210.

*Morag Kennedy*, Chairman

06 December 2016

(2666777)

13 December 2016

(2666804)

#### **CRAIGNEEN MARITIME LIMITED**

Company Number: SC143880

Registered office: 23B Windsor Street, Edinburgh, Lothian, EH7 5LA

Principal trading address: 23B Windsor Street, Edinburgh, Lothian, EH7 5LA

Resolutions of the above named Company were passed by Written Resolution of the sole member of the Company on 11 November 2016, as a Special Resolution and as an Ordinary Resolution:

“That pursuant to section 84(1)(b) of the Insolvency Act 1986 the Company be wound up voluntarily and that pursuant to sections 84(1) and 91 of the Insolvency Act 1986 *Donald Iain McNaught*, of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND, (IP No 9359), be appointed Liquidator of the Company for the purposes of winding up the Company’s affairs and distributing its assets.”

Further details contact: Donald Iain McNaught, Tel: 0141 222 5800.

Alternative contact: Emily Muir.

*Vivien Stella Todd*, As Executor of the Late Andrew Strachan

29 December 2016

(2666805)

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

##### **DONSIDER MANAGEMENT LIMITED**

Company Number: SC417634

At an extraordinary general meeting of the members of the above named company, duly convened and held at 11.00 am on 1 December 2016 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 purposes of such winding up.

2. That the liquidator be and is hereby authorised to distribute among the members, either in specie or in kind, the whole or any part of the assets of the company.

*Evelyn Cheyne*

Chairman

(2666824)

#### **GRAMPIAN INTERNATIONAL FREIGHT LIMITED**

Company Number: SC087714

Registered office: Mugiemoos Road, Aberdeen, AB21 9NP

Principal trading address: Mugiemoos Road, Aberdeen, AB21 9NP

Notice is hereby given that the following resolutions were passed on 12 December 2016, as a special resolution and an ordinary resolution respectively:

“That the company be wound up voluntarily and that *Neil Stuart Dempsey*, of Anderson Anderson & Brown LLP, Kingshill View, Prime Four Business Park, Kingswells, Aberdeen, AB15 8PU, (IP No. 14030), be appointed as Liquidator for the purposes of such voluntary winding up.”

Further details contact: Neil Dempsey, Email: R2@aab.uk, Tel: 01224 625111. Alternative contact: Jennifer Penman

*Robert Muir*, Director

13 December 2016

(2666826)

#### **HARRIS (INTERNATIONAL) LTD**

Company Number: SC481021

Registered office: 88 Queens Road, Fraserburgh, Aberdeenshire, AB43 9PT

Principal trading address: 88 Queens Road, Fraserburgh, Aberdeenshire, AB43 9PT

Pursuant to Chapter 2 of Part 13 of the Companies Act 2006 passed on 06 December 2016, the following resolutions were passed as a Special Resolution and an Ordinary Resolution:

“That the Company be wound up voluntarily and that *Kenneth Wilson Pattullo* and *Kenneth Robert Craig*, both of Begbies Traynor (Central) LLP, 7 Queen’s Gardens, Aberdeen, AB15 4YD, (IP Nos. 8368 and 8584) be and are hereby appointed as Joint Liquidators of the Company for the purpose of the winding up.”

Further details contact: Alana Lyttle, Tel: 01224 619354.

*Ross James Harris*, Director

#### **KSM SUPERCLEAN LIMITED**

Company Number: SC248716

Registered office: Olympic Complex, Drybridge Road, Dundonald, Ayrshire KA2 9BE

Principal trading address: Olympic Complex, Drybridge Road, Dundonald, Ayrshire KA2 9BE

Special and Ordinary Resolutions of KSM Superclean Limited were passed on 08 December 2016, by written resolution of the sole member of the Company:-

“That pursuant to section 84(1)(b) of the Insolvency Act 1986 the company be wound up voluntarily and that pursuant to sections 84(1) and 91 of the Insolvency Act 1986 *Donald Iain McNaught*, of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND, (IP No 9359), be appointed Liquidator of the Company for the purposes of winding up the Company’s affairs and distributing its assets.”

Further details contact: Donald Iain McNaught, Tel: 0141 222 5800.

Alternative contact: Emily Muir

*Bryan Jackson*, For and on behalf of Lamar Group Limited

08 December 2016

(2666806)

#### **MACDONALD WALLACE LTD.**

Company Number: SC364668

Registered office: Rosemount, 14 Lethington Road, Giffnock, Glasgow, G46 6TB

Principal trading address: Rosemount, 14 Lethington Road, Giffnock, Glasgow, G46 6TB

At a General Meeting of the members of the Company, duly convened and held at Rosemount, 14 Lethington Road, Giffnock, Glasgow, G46 6TB, on 05 December 2016, the following resolutions were considered and passed as a Special Resolution and as an Ordinary Resolution:

“That the Company be wound up voluntarily and that *David Hunter*, of Campbell Dallas LLP, Titanium 1, King’s Inch Place, Renfrew, PA4 8WF, (IP No. 5186)

be and is hereby appointed Liquidator of the Company for the purpose of the voluntary winding up.”

Further details contact: Michael Currie, Tel: 0141 886 6644

*David G Wallace*, Chairman

05 December 2016

(2666808)

#### **COMPANIES ACT 1985**

##### **INSOLVENCY ACT 1986**

##### **COMPANY LIMITED BY SHARES**

##### **MAXIMAIR SYSTEMS LIMITED**

Company Number: SC398539

Registered Office: 111A Neilston Road, Paisley PA2 6ER

##### **SPECIAL RESOLUTION**

Passed on 8 December 2016

At an EXTRAORDINARY GENERAL MEETING of the company duly convened and held at Abercorn House, 79 Renfrew Road, Paisley, PA3 4DA the following was duly passed as a Special Resolution.

##### **SPECIAL RESOLUTION**

“That the company should be wound up voluntarily and that *Henry R. Paton*, Chartered Accountant, Abercorn House, 79 Renfrew Road, Paisley PA3 4DA, be and is hereby appointed Liquidator of the company for the purposes of such winding up”

By Order of the Board

*Susan McDonald* Shareholder

*Alan McDonald* Shareholder

(2666801)

#### **THE COMPANIES ACT 2006**

##### **COMPANY LIMITED BY SHARES**

##### **SPECIAL RESOLUTION**

##### **OF**

##### **PERFORMANCE TOOLPUSHERS LIMITED**

Company Number: SC389188

Passed 17 November 2016

Registered office: 1 Abbotsfield Grange, Pugeston, Montrose DD10 9LF

At a GENERAL MEETING of Performance Toolpushers Limited duly convened and held at 1 Abbotsfield Grange, Pugeston, Montrose DD10 9LF on 17 November 2016 the following Resolution was passed as a Special Resolution.

"That the Company be wound up voluntarily and that *Derek Grant*, Chapelshade House, 78-84 Bell Street, Dundee be and is hereby appointed Liquidator for the purpose of such winding up."

*Mr Michael David Coull*

Chairman

(2666838)

#### **RITE KLEEN (SCOTLAND) LIMITED**

Company Number: SC245752

Registered office: Arlo House, Oyne, Inch, Aberdeenshire, AB52 6QU  
Principal trading address: Arlo House, Oyne, Inch, Aberdeenshire, AB52 6QU

At a general meeting of the Company, duly convened and held at Arlo House, Oyne, Inch, Aberdeenshire, AB52 6QU on 05 December 2016, the following Resolutions were passed as a Special Resolution and Ordinary Resolutions:

"That the Company be wound up voluntarily and that *Andrew Philip Wood* and *Emma Bower*, both of Wilson Field Limited, The Manor House, 260 Ecclesall Road South, Sheffield, S11 9PS, (IP Nos 9148 and 17650) be and are hereby appointed Joint Liquidators of the Company and that the liquidators be authorised to act jointly and severally in the liquidation for the purposes of such winding up."

Further details contact: The Joint Liquidators, Tel: 0114 2356780.

Alternative contact: Rachel Hamilton.

*Valerie Seymour*, Director

13 December 2016

(2666807)

#### **TORCH FITNESS LIMITED**

Company Number: SC144449

Registered office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA

Principal trading address: N/A

Notice is hereby given that the following resolutions were passed on 09 December 2016, as a special resolution and an ordinary resolution respectively:

"That the Company be wound up voluntarily and that *David Thornmiley*, of MVL Online Limited, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP, (IP No. 8307), be appointed as Liquidator for the purposes of such winding up."

For further details contact: *David Thornmiley*, Email: info@mvlonline.co.uk, Alternative contact: *Chris Maslin*

*Gordon Walters*, Chairman

13 December 2016

(2666830)

#### **LIMITED PARTNERSHIPS ACT 1907**

##### **VCP VII FP LP**

##### **REGISTERED IN SCOTLAND NUMBER SL6371**

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that *Charles Robinson* has transferred his entire interest in VCP VII FP LP, a limited partnership registered in Scotland with number SL6371 (the "**Partnership**") to VCI (General Partner) Limited as general partner holding on trust on behalf of Vision Capital Investments LP. As a result of the transfer, *Charles Robinson* has ceased to be a limited partner of the Partnership. (2666848)

#### **LIMITED PARTNERSHIPS ACT 1907**

##### **VCP VI S FP L.P.**

##### **REGISTERED IN SCOTLAND NUMBER SL6201**

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that *Andrew Rich* has transferred his entire interest in VCP VI S FP L.P., a limited partnership registered in Scotland with number SL6201 (the "**Partnership**") to VCI (General Partner) Limited as general partner holding on trust on behalf of Vision Capital Investments LP. As a result of the transfer, *Andrew Rich* has ceased to be a limited partner of the Partnership. (2666854)

#### **LIMITED PARTNERSHIPS ACT 1907**

##### **VCP VI B FP L.P.**

##### **REGISTERED IN SCOTLAND NUMBER SL6063**

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that *Andrew Rich* has transferred his entire interest in VCP VI B FP L.P., a limited partnership registered in Scotland with number SL6063 (the "**Partnership**") to VCI (General Partner) Limited as general partner holding on trust on behalf of Vision Capital Investments LP. As a result of the transfer, *Andrew Rich* has ceased to be a limited partner of the Partnership. (2666859)

#### **NOTICE OF CHANGE OF PARTNER**

##### **LIMITED PARTNERSHIPS ACT 1907**

Notice is hereby given, pursuant to section 10 of the Limited Partnerships Act 1907, that *Krister Gert Mellvé* transferred to *Krister Mellvé AB* 100% of the interest held by it in EQT Mid Market (No.1) Feeder Limited Partnership being a limited partnership registered in England and Wales with number SL011792 (the "**Partnership**"), and consequently *Krister Mellvé AB* became a limited partner of the Partnership and *Krister Gert Mellvé* ceased to be a limited partner of the Partnership. (2666860)

## Partnerships

### **DISSOLUTION OF PARTNERSHIP**

#### **THE SALON**

To all creditors suppliers and users of the business of the Partnership of *Valerie Edwards Smith* and *Karen Bickerstaff* t/a The Salon from premises at 203 High Road, Ongar, Essex, CM5 9JG, be advised that the partnership has ceased ON 2 DECEMBER 2016 and the business WILL BE continued BY *KAREN BICKERSTAFF* as a Sole Trader from 2 December 2016 and all notices and demands shall be served upon 203 High Road, Ongar, Essex, CM5 9JG. (2666846)

### **TRANSFER OF INTEREST**

#### **LIMITED PARTNERSHIPS ACT 1907**

##### **VCP VI FP L.P.**

##### **REGISTERED IN SCOTLAND NUMBER SL5642**

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that *Andrew Rich* has transferred his entire interest in VCP VI FP L.P., a limited partnership registered in Scotland with number SL5642 (the "**Partnership**") to VCI (General Partner) Limited as general partner holding on trust on behalf of Vision Capital Investments LP. As a result of the transfer, *Andrew Rich* has ceased to be a limited partner of the Partnership. (2666845)

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# PEOPLE

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## Wills & probate

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### DECEASED ESTATES – EDINBURGH EDITION

Name of Deceased (Surname first)	Address, description and date of death of Deceased	Names addresses and descriptions of Persons to whom notices of claims are to be given and names, in parentheses, of Personal Representatives	Date before which notice of claims to be given	
DOUBENMIER, Mr John Edward	31 COULL GREEN, KINGSWELLS, ABERDEEN, AB15 8TR. Director. 25 June 2013	Countrywide Tax & Trust Corporation LtdCountrywide Tax & Trust Corporation Ltd, ABBOTSFIELD HOUSE, 43 HIGH STREET, KENILWORTH, WARWICKSHIRE, CV8 1RU.	28 February 2017	(2664514)
SMILES, Mr Anthony	4 SUNNYBANK COTTAGES, FYVIE, TURRIFF, AB53 8RD. None. 11 April 2016	Charlotte Jane Smiles, BACKHILL CROFT, FYVIE, TURRIFF, AB53 8RL.	14 June 2017	(2664862)

# Place a deceased estates notice online

Place a notice in both a local newspaper and online in The Gazette in one easy step. Simply register or login to your Gazette account and complete the online notice placement form.

Benefits include:

- A cost effective service
- A quick and easy process
- An efficient link to your billing account
- The comfort that you are ensuring due diligence for your client
- A notice which is prominently recorded in the UK's official public record, easily accessible online and nationwide



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



10266 6/16

# 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; "**Local Newspaper Notice**" means any notice placed in a local newspaper rather than The Gazette; "**Notice**" means all advertisements and state, public, legal or other notices (without limitation) placed in The Gazette, save in respect of any Local Newspaper Notice, to which other terms may apply where indicated in these Terms and Conditions; "**Publisher**" means The Stationery Office Limited, with registered company number 03049649.

1.2 the singular includes the plural and vice-versa; and

1.3 any reference to any legislative provision shall be deemed to include any subsequent re-enactment or amending provision.

2 By submitting a Notice to the Publisher, the Advertiser agrees to be bound by these Terms and Conditions which, unless stated otherwise in these Terms and Conditions, represent the entire terms agreed between the parties in relation to the publication of Notices in The Gazette and which every Notice shall be subject to. For the avoidance of doubt, these Terms and Conditions shall prevail over any other terms or conditions (whether or not inconsistent with these Terms and Conditions) contained or referred to in any correspondence or documentation submitted by the Advertiser or implied by custom, practice or course of dealing which the parties agree shall not apply, unless otherwise expressly agreed in writing by the Publisher.

3 The Publisher reserves the right, to be exercised at its sole and absolute discretion, to make reasonable efforts to verify the validity of the Advertiser.

4 The Publisher may, at its sole and absolute discretion, edit the Notice, subject to the following restrictions:

4.1 the sense of the Notice submitted by the Advertiser will not be altered;

4.2 Notices shall be edited for house style only, not for content;

4.3 Notices can be edited to remove obvious duplications of information;

4.4 Notices can be edited to re-position material for style;

4.5 any additions, amendments or deletions required in order to include the minimum necessary information set out in any Notice guidelines shall be confirmed with the Advertiser; and

4.6 subject to clause 5 below, no amendments to the text (other than those made as a consequence of 4.1 - 4.5 above) shall be made without confirmation from the Advertiser.

For the avoidance of doubt, the Advertiser agrees and accepts that, subject to the limited rights to edit any Notice referred to above, it is the Advertiser that shall be solely responsible for the content of any Notice, including its validity and accuracy and that the Publisher shall not be responsible for, nor shall have any liability in respect of such content in any way whatsoever.

5 The Advertiser accepts that it submits a Notice entirely at its own risk and that the Publisher shall have the sole and absolute discretion whether to accept a Notice for publication or the timing of any publication of a Notice, such decision to be final. The Advertiser must satisfy itself as to the legal, statutory and/or procedural requirements and accuracy relating to any Notice. Where the Publisher has accepted a Notice for publication, the Publisher shall have the sole and absolute discretion to refuse to publish where the content of the Notice, in the publisher's sole opinion, may not comply with any such requirements. In such instances, the Publisher shall notify the Advertiser of any action required to remedy any deficiency and publication shall not take place until the Publisher is satisfied that such action has been taken by the Advertiser.

6 Neither the Publisher nor The National Archives (or any successor organisation) (including affiliates, officers, directors, agents, subcontractors and/or employees) shall be liable for any liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs (including on a full indemnity basis) and other professional costs and/or expenses) suffered or incurred, howsoever arising (including negligence), whether arising from the acts or omissions of the Publisher, The National Archives and/or the Advertiser and/or any third party (including, without limitation, any principal of the Advertiser) or arising out of or made in connection with the Notice or otherwise except only that nothing in these Terms and Conditions shall limit or exclude any liability for fraudulent misrepresentation, or for death or personal injury resulting from the Publisher's or The National Archives' negligence or the negligence of the their agents, subcontractors and/or employees.

7 For the avoidance of doubt, subject to clause 6 above, in no circumstances shall the Publisher be liable for any economic losses (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings), any loss of goodwill or reputation, or any special, indirect or consequential damages (however arising, including negligence).

8 Where the Publisher is responsible for any error including which, in the Publisher's reasonable opinion, causes a substantive change to the meaning of a Notice or would affect the legal efficacy of a Notice, upon becoming aware of such error, the Publisher shall publish the corrected Notice at no charge and at the next suitable opportunity. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Advertiser (including any principal, if applicable) and full extent of the limit of the Publishers liability in these circumstances.

9 In the event that the Publisher believes, in its sole opinion, an Advertiser is submitting Notices in bad faith, is in breach of clause 11 below, or has dealings with Advertisers who are in breach of these Terms and Conditions or has breached such Terms and Conditions previously, the Publisher may require further verification of information to be provided by the Advertiser and may, at its sole and absolute discretion, delay publication of those Notices until it is satisfied that the Notice it has received is based on authentic information.

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

11 The Advertiser warrants:

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

11.2 the Notice is not false, inaccurate, misleading, nor does it contain potentially fraudulent information;

11.3 the Notice is submitted in good faith, does not contravene any law (statutory or otherwise) nor is it in any way illegal, defamatory or an infringement of any other party's rights or an infringement of the

British Code of Advertising Practice (as amended and updated from time to time), nor is it subject to any court order prohibiting such publication.

12 To the extent permissible by law the Publisher excludes all warranties, conditions or other terms, whether implied by statute or otherwise, relating to the placing of any Notices.

13 The Advertiser agrees to fully indemnify and hold the Publisher and The National Archives (or any successor organisation), including any affiliates, officers, directors, agents, subcontractors and employees harmless from all liabilities, costs, expenses, damages and losses (including, without limitation) any direct, indirect, consequential and/or special losses and/or damage, loss of profit, loss of reputation and/or goodwill and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and/or expenses (including legal costs) suffered or incurred (including negligence) in respect of any matter arising out of, in connection with or relating to any Notice, including (without limitation) in respect of any claim and/or demand (including threatened and/or potential claims or demands) made by any third party which may constitute a breach, threatened and/or potential breach by the Advertiser (or their principal) of these Terms and Conditions or any breach and/or potential breach by the Advertiser of any law and/or any of the rights of a third party. The Publisher shall consult with the Advertiser as to the way in which such applicable claims, demands or potential claims or demands are handled but the Publisher shall retain the sole, absolute and final decision on all aspects of any matter arising from the aforementioned indemnity, including the choice of instructing legal representatives, steps taken in or related litigation and/or decisions to settle the case. The Advertiser shall use best endeavours to provide, at its own expense, such co-operation and assistance as the Publisher may reasonably request including in respect of any principal (if applicable) and including, without limitation, the provision of and/or access to witnesses, access to premises and delivery up of documents and/or any evidence, including supporting any associated litigation and/or dispute resolution process.

14 The Advertiser shall promptly notify the Publisher in writing of any actual, threatened or suspected claim made by a third party or parties against the Advertiser and/or the Publisher in relation to a Notice. The Publisher reserves the right, following a claim or threatened claim, to immediately remove the Notice which is the subject of the complaint from the website at [www.thegazette.co.uk](http://www.thegazette.co.uk) and all other websites controlled by the Publisher containing the Notice, as well as from any other medium in which the Notice has been placed that is controlled by The Gazette, where possible. The Publisher may require the Advertiser to amend the Notice at its own cost before it agrees to re-publish the Notice if it is capable of rectification to avoid the claim, threatened or suspected claim. Any reinstatement of the Notice shall be at the sole and absolute discretion of the Publisher, whose decision in respect of such matter shall be final. Other than withdrawal of a Notice following a claim or threatened claim, withdrawal of a Notice post-publication shall take place only upon the written instructions of The National Archives (or any successor organisation) or if there is a credible claim that the continuing presence of a Notice endangers an individual's personal safety or a request is received from any applicable regulatory and/or enforcement authorities.

15 The Advertiser acknowledges that the Publisher may re-use Notices and/or allow third parties to re-use Notices accepted for publication in The Gazette, and hereby assigns to the Publisher for and on behalf of the Crown, all rights, including but not limited to, copyright and/or other such intellectual property rights (as applicable) in all Notices, and warrants that any such activity in respect of any Notice (including any activity in the preparation of such Notice for publication in The Gazette) by the Publisher and/or third parties does not and will not infringe any legal right of the Advertiser or any third party. For the avoidance of doubt, all Notices and any content therein shall be Crown copyright and may be subject to the Open Government Licence (or any variation thereof).

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

17 The Advertiser acknowledges and agrees that the publication of any Notice is subject to any court order and/or direction of the court or such other regulatory and/or enforcement authorities including the Information Commissioner's Office, the police, the Financial Conduct Authority (and such other related regulatory organisations), the Solicitors Regulation Authority and such other authorities as may be applicable (without limitation) and that the Publisher may delay, refuse to publish or withdraw from publication if it has received evidence to that effect and may not publish such notice until it has received written evidence from the court (as the Publisher may reasonably require from time to time) that demonstrates that any previous order and/or direction has been withdrawn and/or is no longer applicable (as the Publisher may reasonably require from time to time) and/or, subject to any statutory and/or applicable laws, The Gazette may share information and/or data related to the Notice and/or the Advertiser's account related to such authorities and the Advertiser hereby consents to such disclosure(s).

18 In respect of any Local Newspaper Notice, this clause 18 shall apply. For the avoidance of doubt, all other terms of the Terms and Conditions shall apply to Local Newspaper Notices only to the extent that they do not conflict with the terms set out below. In the event of any conflict, the terms set out in this clause 18 shall prevail:

18.1 The Local Newspaper Notice may be placed in a local newspaper by any subcontractor and/or a third party organisation at the Publisher's sole and absolute discretion and the Advertiser hereby consents to such use (including any activity that is ancillary and/or reasonably necessary to such use). For the avoidance of doubt, this may include the processing of personal data in accordance with the Data Protection Act 1998, as amended ("DPA"), by the Publisher, any subcontractor and/or third party organisation, together with the local newspaper and related organisations;

18.2 The placement of a Local Newspaper Notice shall be upon the standard terms and conditions of the local newspaper in question in addition to these Terms and Conditions. The Advertiser expressly agrees to such local newspaper terms and by submitting a Local Newspaper Notice to The Gazette, expressly consents to the Publisher, its subcontractors and/or any applicable third party organisation agreeing to such terms on behalf of the Advertiser;

18.2.1 To the extent that such local newspaper and the applicable terms allow, where the Publisher, any subcontractor, any third party acting on behalf of the Publisher and/or the local newspaper is responsible for any error including (without limitation), the Publisher, the Publisher shall arrange for the local newspaper to publish the corrected Local Newspaper Notice at no additional cost to the Advertiser. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Advertiser (including any principal, if applicable) and the full extent of the limit of liability in these circumstances;

19 In the event that a corrected Local Newspaper Notice is not published for whatever reason, the total aggregate liability of the Publisher and The National Archives, whether direct or indirect, and including (without limitation) all liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs and/or other professional costs and/or expenses) suffered or incurred, howsoever arising (including negligence), whether arising from the acts and/or omissions of the Publisher, The National Archives and/or the Advertiser and/or any third party (including, without limitation, any principal of the Advertiser) or arising out of or made in connection with the Notice or otherwise shall be limited to the value of the Local Newspaper Notice placed through The Gazette except that nothing in these Terms and Conditions shall limit or exclude any liability for fraudulent misrepresentation, or for death or personal injury resulting from the Publisher's or The National Archives' negligence or the negligence of their agents, subcontractors and/or employees or third parties acting on behalf of the Publisher.

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

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

22 Save in respect of The National Archives (or any successor organisation), a person who is not a party to these Terms and

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

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

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**AUTHORISED SCALE OF CHARGES  
 From 1 January 2016**

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All charges are exclusive of VAT at the prevailing rate, currently 20%					
No VAT is payable on printed copies template					
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Zero VAT
Corporate and Personal Insolvency Notices	£0.00	£20.60	£58.25	£79.40	
(2 - 5 Related Companies/Individuals charged at double the single rate)	£0.00	£41.20	£116.50	£158.80	
1 (6 - 10 Related Companies charged at treble the single rate)	£0.00	£61.80	£174.75	£238.20	£1.50
[Pursuant to the Insolvency Act 1986, the Insolvency Rules 1986, Companies (Forms) (Amendment) Regulations 1987 and any subsequent amending legislation]					
2 Deceased Estates Notices	£0.00	£20.60	£58.25	£79.40	£1.50
All other Notices - charged by event	£0.00	£20.60	£58.25	£79.40	
3 (2 - 5 Related events will be charged at double the single rate)	£0.00	£41.20	£116.50	£158.80	£1.50
(6 - 10 Related events will be charged at treble the single rate)	£0.00	£61.80	£174.75	£238.20	
If you are unsure how to price your notice then please contact edinburgh@thegazette.co.uk					
4 Offline proofing		£36.00		£36.00	
5 Late advertisements - accepted after 9.30am, one day prior to publication		£36.00		£36.00	
6 Withdrawal of Notices - after 9.30am, one day prior to publication		£20.60	£58.25	£79.40	
7 Other Services					
A brand, logo, map, signature image	£51.50	£51.50	£53.00	£53.00	
Forwarding service for Deceased Estates	£51.50	£51.50	£53.00	£53.00	
Redaction of information within a published notice	£175.00	£175.00	£175.00	£175.00	
Reinsertion of notice	£20.60	£20.60	£58.25	£79.40	

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