



THE GAZETTE

EDINBURGH GAZETTE

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January 2017

ENVIRONMENT & INFRASTRUCTURE

ENERGY

**DULATER HILL WIND PARK LIMITED
(A SUBSIDIARY OF ECOTRICITY GROUP LIMITED)
ELECTRICITY ACT 1989
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997
THE ELECTRICITY WORKS (ENVIRONMENTAL IMPACT
ASSESSMENT) (SCOTLAND) REGULATIONS 2000**

Notice is hereby given that **Dulater Hill Wind Park Limited, (Company Registration Number: 6439166)** whose registered office is situated at **Beaumont House, 172 Southgate Street, Gloucester, Gloucestershire, GL1 2EZ** has applied to the Scottish Ministers for consent to construct and operate a **wind farm at agricultural grazing land north of the A923, near the village of Butterstone in Perth and Kinross (Central Grid Reference NO091482)** and for a direction under Section 57(2) of the Town and Country Planning (Scotland) Act 1997 that planning permission for the development be deemed to be granted. The installed capacity of the proposed generating station would be **57.8 MW up to 57.8 MW comprising 17 turbines with a ground to blade tip height of up to 125 metres.**

Dulater Hill Wind Park Limited has now submitted to Scottish Ministers additional environmental information in the form of an addendum including **additional viewpoint visualisations and an updated cumulative assessment plus the reformatted visualisations (produced in February 2016)** to the **Dulater Hill Wind Park Environmental Statement.**

Copies of the addendum supplementing the Environmental Statement have been provided explaining the Company's proposals in more detail are available for inspection during normal office hours at:

Location	Normal Opening Hours	Address	Station	Road
Birnarn Arts & Conference Centre	Daily 10:00 am – 5:00 pm	Birnarn Dunkeld PH8 0DS		
Blairgowrie Library	Tue – Thu 10:00 am – 7:00 pm Fri 7:00 pm Sat 10:00 am – 1:00 pm Sun – Mon 1:00 pm – 9:30 am – 12:30 pm Closed	46A Street Blairgowrie PH10 6AW		Leslie
Perth and Kinross Council	Mon – Fri 8:45 am – 5:00 pm Sat – Sun 5:00 pm First Thursday of every month Closed 11:00 am – 5:00 pm	Pullar House 35 Street Perth PH11 5GD		

The addendum can also be viewed at the Scottish Government Library at Victoria Quay, Edinburgh, EH6 6QQ. A copy of the additional information has been made available to **Perth and Kinross Council** for public inspection.

Copies of the addendum may be obtained from **Daniel Shoesmith, Dulater Hill Wind Park Limited (Tel: 01453 769330)** at a charge of **£100** hard copy and free of charge on CD. Copies of a short non-technical summary are available free of charge.

Any person wishing to make representations to Scottish Ministers in relation to the addendum should do so by writing to Mr Colin Bell at the Planning and Environmental Appeals Division, 4 The Courtyard, Callendar Business Park, Falkirk, FK1 1XR or by e-mailing colin.bell@gov.scot, 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.

All representations should be received not later than **04 March 2017**.

Any representations received by the appropriate date will be published on the DPEA website. If you require any further information please telephone 01324 696 463.

All previous representations received in relation to this development remain valid. (2698676)

ENVIRONMENTAL PROTECTION

**ORKNEY ISLANDS COUNCIL
THE TOWN AND COUNTRY PLANNING (ENVIRONMENTAL
IMPACT ASSESSMENT) (SCOTLAND) REGULATIONS 2011 -
NOTICE UNDER REGULATION 17
TOWN AND COUNTRY (DEVELOPMENT MANAGEMENT
PROCEDURE) (SCOTLAND) REGULATIONS 2013 NOTICE UNDER
REGULATION 20
ERECT FIVE WIND TURBINES (MAX CAPACITY 20.4MW, MAX
HEIGHT 125M), ERECT A METEOROLOGICAL MAST (MAX
HEIGHT 81M), SUBSTATION AND ASSOCIATED
INFRASTRUCTURE AT COSTA HEAD (LAND NEAR), SWANNAY**

Notice is hereby given that additional information in relation to an environmental statement has been submitted to the Orkney Islands Council by **JLL**, relating to the planning application **16/580/TPPMAJ** in respect to **Erect five wind turbines (max capacity 20.4MW, max height 125m), erect a meteorological mast (max height 81m), substation and associated infrastructure.**

Possible decisions relating to the applications are:-

- (i) approval of the application without conditions;
- (ii) approval of the application with conditions;
- (iii) refusal of the application.

Copies of the additional information together with the environmental statement, the associated application and other documents submitted with the application may be inspected at the address below between the hours of 9am – 1pm & 2pm–5pm, Monday to Friday, **during the period of 28 days beginning 27th January 2017.** Details (including plans) can also be viewed online at www.orkney.gov.uk – follow the link to Planning in the box to the left side of the home page.

Copies of the Environmental Statement may be purchased from Hoolan Energy Ltd, 16 Young Street, Edinburgh, EH2 4JB or email info@hoolanenergy.com. Hard copies of the Non-Technical Summary are available free of charge, a hard copy of the Environmental Statement Volumes 1, 2 and 3 are available for £950.00. In addition, all documents are available (as a PDF for screen viewing only) on a DVD for £10.00. A paper copy is also available to view at Orkney Library and Archive, 44 Junction Road, Kirkwall, KW15 1AG.

Any persons wishing to make representations to Orkney Islands Council about the environmental statement should make them within the 28 day period, either in writing to the Planning Manager, Development Management at the address below, or alternatively by email to planning@orkney.gov.uk.

Orkney Islands Council
School Place
KIRKWALL
KW15 1NY

(2698682)

**DUMFRIES AND GALLOWAY COUNCIL
THE TOWN AND COUNTRY PLANNING (ENVIRONMENT IMPACT
ASSESSMENT) (SCOTLAND) REGULATIONS 2011
NOTICE UNDER REGULATION 17
PROPOSED DEVELOPMENT AT – PEEL HOUSES FARM,
LOCKERBIE**

Notice is hereby given that an Environmental Statement has been submitted to **Dumfries and Galloway Council** by WYG, The Cube, 45 Leith Street, Edinburgh, EH1 3AT, relating to the planning application in respect of:

SECTION 42 APPLICATION TO VARY CONDITION 1 OF PLANNING PERMISSION IN PRINCIPLE 13/P/4/0154 (CONDITION RELATING TO TIME PERIOD FOR COMMENCEMENT OF WORKS ON SITE) AND CONDITIONS 2, 11, 12, 13, 14, 15, 18, 19, 25, 28, 29, 31 ATTACHED TO PLANNING PERMISSION IN PRINCIPLE 09/P/4/0117 FOR ERECTION OF AN INTERNET DATA CENTRE, USE CLASS 4 BUSINESS UNITS WITHIN A TECHNOLOGY PARK AND BUSINESS CENTRE, HORTICULTURAL RESEARCH AND COMMERCIAL CENTRE, VISITOR INFORMATION CENTRE AND ASSOCIATED INFRASTRUCTURE, LANDSCAPING AND OPEN SPACE

REFERENCE NUMBER 16/1217/PIP

Possible decisions relative to the application are:

- (i) Approval without conditions
- (ii) Approval with conditions
- (iii) Refusal

A copy of the Environmental Statement and the associated planning application may be viewed on-line at www.dumgal.gov.uk/planning.

Printed copies are available to view at the following locations:

Council Offices, Kirkbank House, English Street, Dumfries, DG1 2HS

Hard copies of the Environmental Statement and associated documents are available from WYG, The Cube, 45 Leith Street, Edinburgh, EH1 3AT, Tel 0131 247 5719.

Non-Technical Summary.

Environmental Statement (all documents) on DVD in PDF format; and Environmental Statement (Volumes 1, 2, and 3) printed.

Any person who wishes to make representations to **Dumfries and Galloway Council** about the Environmental Statement should make them in writing (or by email to PlanningRepresentations@dumgal.gov.uk) quoting Ref: 16/1217/PIP within **28 days of the date of publication of this notice to The Head of Planning & Regulatory Services, Dumfries and Galloway Council, Kirkbank House, English Street, Dumfries, DG1 2HS**

Date: 27/01/2017 (2698684)

**TRANSPORT SCOTLAND
THE A83 TRUNK ROAD STRONE POINT
ENVIRONMENTAL IMPACT ASSESSMENT
DETERMINATION BY THE SCOTTISH MINISTERS UNDER
SECTIONS 20A AND 55A OF THE ROADS (SCOTLAND) ACT 1984**

The Scottish Ministers hereby give notice that they have determined that their proposal to carry out improvement works on the A83 Trunk Road at Strone Point 1.61 kilometres or thereby east northeast of Inveraray.

(a) not a project which falls within Annex I of Council Directive No. 85/337/EEC on the assessment of the effects of certain public and private projects on the environment as amended by Council Directive No. 97/11/EC and Council Directive No. 2003/35/EC of the European Parliament and Council;

(b) is a relevant project within the meaning of Sections 20A(9) and 55A(7) of the Roads (Scotland) Act 1984, and falls within Annex II of the said Directive but that having regard to the selection criteria contained in Annex III of the Directive it should not be made subject to an environmental impact assessment in accordance with the Directive,

and accordingly the project does not require the publication of an Environmental Statement.

F Brown

A member of staff of the Scottish Ministers
Transport Scotland, Buchanan House, 58 Port Dundas Road,
Glasgow, G4 0HF
18 January 2017 (2698685)

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1 About This Scheme

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

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

1.3 This Scheme is known as ‘The Royal Mail Overseas Letter Post Scheme 30 January 2017’ 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 16 December 2016 which is no longer in force. This Scheme complies with requirements as set out by the Universal Postal Union (www.upu.int).

2 What This Scheme Applies To

2.1 This Scheme sets out the terms and conditions for:

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

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

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

b) **incoming items**.

3 Definitions

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

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

4 Our Ability To Provide Services

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

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

5 What Can And Cannot Be Contained Within An Item

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

Prohibited Items

Communications

POSTAL SERVICES

ROYAL MAIL

THE ROYAL MAIL OVERSEAS LETTER POST SCHEME

30 January 2017

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

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

- 1) Any article or substance classified as dangerous goods (other than specified lithium batteries contained in equipment);
- 2) Aerosols;
- 3) Alcoholic beverages with an alcohol content greater than 24% ABV;
- 4) Ammunition (excluding lead pellets and other airgun and airsoft projectiles);
- 5) Asbestos;
- 6) Batteries that are classed as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO), when sent in mail including:
 - i) non-spillable batteries that meet Special Provision A67 (e.g. sealed lead-acid, absorbed glass mat and gel cell batteries); and
 - ii) spillable lead acid/lead alkaline batteries (e.g. car batteries), used alkaline and nickel metal hydride batteries, lithium batteries when not sent in equipment and damaged batteries of any type;
- 7) Balloons filled with non-flammable gas;
- 8) Biological substances including diagnostic specimens (e.g. blood, urine, faeces and animal remains). Biological substances, Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO);
- 9) Clinical and medical waste (e.g. contaminated dressings, bandages and needles);
- 10) Controlled drugs and narcotics (such as cannabis, cocaine, heroin, LSD, opium, and amyl nitrate). Those discovered in transit will be stopped and handed to Customs or the Police who may take legal action against the sender and/or recipient;
- 11) Corrosives (including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal);
- 12) Counterfeit currency, bank notes and stamps (including any false instrument, or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981);
- 13) Dry ice (UN1845) when used as a coolant for UN3373 or for other perishable items;
- 14) Electronic items sent with lithium batteries of any kind (including laptops, mobile phones, digital cameras, MP3 players, portable DVD players and Sat Navs etc) when not installed in the electronic item;
- 15) Environmental waste (including used batteries and used engine oil);
- 16) Explosives (including fireworks, flares, blasting caps, and Christmas cracker snaps);
- 17) Flammable liquids (including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels and acetones including nail varnish removers);
- 18) Flammable solids (including magnesium, phosphorous, potassium, sodium, zinc and fire lighters);
- 19) Foreign Lottery tickets;
- 20) Frozen water (e.g. packs of ice);
- 21) Gases including flammable, non-flammable, toxic and compressed gases new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream gas cylinders);
- 22) Goods made in foreign prisons, except those imported for a non-commercial purpose, of a kind not manufactured in the United Kingdom, or those in transit;
- 23) Hover boards or any type of rechargeable battery-powered: self-balancing scooter, mono-wheel, stand-up unicycle or electric skateboard;
- 24) Human and animal remains including ashes, other than as set out at 5.13 (h) below;
- 25) Obscene publications and unlawful indecent images and pornography, including pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in section 160 and 161 of the Criminal Justice Act 1988;
- 26) Infectious substances and pathogens (UN2814 or UN2900) as classified in the latest Edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO);

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

- 28) Liquids over 1 litre;
- 29) Live animals and reptiles (e.g. snakes, mice and rodents);
- 30) Live creatures, insects and invertebrates classified as dangerous within the Dangerous Wild Animals Act 1976 (e.g. venomous spiders);
- 31) Magnetised material with a magnetic field strength of 0.159A/metre or more at a distance of 2.1 metres from the outside of the package (e.g. PA systems);
- 32) Matches;
- 33) Medicines and drugs classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including Cytotoxic medicines;
- 34) Nail varnish or polish;
- 35) Oxidising materials or organic peroxides (including disinfectants, nitrates, and hair dyes or colourants containing peroxide);
- 36) Perfumes and aftershaves (including eau de parfum and eau de toilette);
- 37) Perishables (including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs);
- 38) Pesticides (including weed killer and any chemical used to kill pests and insects, including fly sprays);
- 39) Poisons, toxic liquids, solids and gases (including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact such as arsenic, beryllium, cyanide, fluorine and rat poison);
- 40) Radioactive material and samples that are classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) such as luminous dials from aircraft;
- 41) Solvent-based paints, wood varnishes and enamels;
- 42) Waste, dirt, filth or refuse (including household waste) Note - soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging; and
- 43) Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives and other knives that are banned knives under UK laws, taser and stun guns).

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

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

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

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

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

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

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

Restricted Items

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

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

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

- a) **Alcoholic beverages with an alcohol content less than 24% ABV** (e.g. wine and champagne): Volume per item should not exceed 1 litre per container. Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage. Mark as "FRAGILE" when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.
- b) **Batteries, specifically new and used lithium metal and lithium alloy when sent in equipment** (e.g. non-rechargeable): Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged are prohibited. Any person preparing or offering cells or batteries in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Each package must contain no more than four cells or two batteries installed in equipment. The lithium content of a lithium metal/alloy cell or battery must not be more than 1g per cell or 2g per battery. For lithium ion/polymer cells and batteries, the watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging. Each package is subject to the maximum weight limits of 2kg (see section 6.2).
- c) **Batteries, specifically new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd)**: Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.
- d) **Christmas crackers**: Can only be sent new in their made up form in their original retail packaging. The sender's name and return address must be clearly visible on the outer packaging.
- e) **Currency, bank notes and stamps**: Do not write or indicate in any way that cash or coins are enclosed within the package. The sender's name and return address must be clearly visible on the outer packaging.
- f) **Financial instruments** (e.g. cheques and postal orders): Do not write or indicate in any way that cheques or postal orders are enclosed within the package.
- g) **Guns for sporting use**: The sender's name and return address must be clearly visible on the outer packaging.
- h) **Human and animal ashes**: must have a volume per item not exceeding 50 grams and must be placed in a sift-proof container and securely closed. Items must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.
- i) **Lighters (when new, empty and unused)**: Must be sent unopened in their original retail packaging. The sender's name and return address must be clearly visible on the outer packaging.
- j) **Live creatures, insects and invertebrates** (e.g. bees, caterpillars, and stick insects): Bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders, stick insects and some other insects are allowed. Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use International Standard as the minimum service. Items must be clearly marked "URGENT - LIVING CREATURES - HANDLE WITH CARE". The sender's name and return address must be clearly visible on the outer packaging.
- k) **Magnetised materials, other than those that are prohibited** (including loud speakers): The magnetised material must have a magnetic field strength of less than 0.159A/m at a distance of 2.1m from the outside of the package. Wrap soft packing material at least 2cm thick around each item. The sender's name and return address must be clearly visible on the outer packaging.
- l) **Prescription medicines and drugs sent for scientific or medical purposes** that are not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) including asthma inhalers: May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.
- m) **Radioactive material and samples** that are not classified as dangerous goods in the latest edition of the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization's Technical Instructions (ICAO) e.g. samples of granite rock: Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.
- n) **Sharp objects and instruments** (including scissors, kitchen knives and utensils): Wrap heavy cardboard around sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Wrap each item with cushioning material. Place in a suitable outer container such as a padded envelope. The sender's name and return address must be clearly visible on the outer packaging.
- o) **Vaccines** that are not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO): May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Must be tightly packed in strong outer packaging and must be secured or cushioned to contain any leakage and to prevent any damage to the individual items contained within the package. The sender's name and return address must be clearly visible on the outer packaging.
- p) **Water-based paints, wood stains and enamels**: Volume per item should not exceed 150ml. In the case of water-based paints, wood stains and enamels, there is no restriction on the number of items than can be sent in each package. Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. The sender's name and return address must be clearly visible on the outer packaging.
- 5.14 Any item which resembles a restricted item may be subject to additional scrutiny which may cause delays.
- 5.15 If you post an item that contains a restricted item (and you do not comply with the relevant restrictions or requirements) or if the item is an incoming item and is discovered not to comply with the relevant restrictions or requirements, we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including destroying or otherwise disposing of the relevant item (in whole or in part).
- 5.16 The sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item.
- 5.17 The sender is responsible for checking whether an item is restricted and, if it is, for making sure the requirements for that type of restricted item are met. We may also refuse to accept or deliver any item which is not a restricted item but which is banned by law or which in our opinion may be harmful or dangerous to our customers or employees.
- 5.18 All countries have their own rules regarding restrictions on what they will allow in the post. These rules can vary from country to country, and can sometimes apply to items which you may think are ordinary. You are responsible for checking whether an item is restricted in the country you are sending it to and for making sure it complies with any requirements in that country.
- 5.19 It is your responsibility to ensure that restricted items are sent correctly and that you meet the requirements for acceptance. If you are in any doubt as to whether an item is one of the restricted items you can seek guidance from our website (www.royalmail.com).
- Sanctions Laws**

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

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

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

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

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

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

Ability to claim compensation

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

Valuables

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

6 Size and Weight Limits and How To Package An Item

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

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

6.3 The maximum size of any item with the length, width and depth combined must not exceed 900mm with the greatest dimension not exceeding 600mm. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. To be sent as a letter the maximum weight must not exceed 100grams and size must not exceed 240 x 165mm with a maximum thickness of 5mm. To be sent as a large letter the maximum weight must not exceed 750g, and size must not exceed 353mm x 250mm with a maximum thickness of 25mm. (please note that the letter and large letter sizes quoted here mirror standard UK letter and large letter dimensions). To be sent as a postcard the maximum size must not exceed 120 x 235mm.

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

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

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

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

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

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

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

7 How To Address An Item

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

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

Example Name

House name or number and road name

LOCALITY NAME and ZONE NUMBER if one exists

COUNTRY

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

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

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

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

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

8 How To Pay For Postage And Other Services

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

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

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

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

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

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

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

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

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

9 How To Work Out How Much Postage To Pay

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

a. The destination: destinations are grouped together to form pricing zones (pricing zones) which apply to the International Standard, International Signed and International Tracked & Signed services. Currently the pricing zones are Europe (consisting of EU and non-EU destinations); World Zone 1 (covering North and South America, Africa, the Middle East and Asia) and World Zone 2 (covering Australasia). For International Tracked, in addition to the pricing zones described above, pricing based upon an individual country or group of countries may apply. For the International Economy service there is one single zone. For the Articles for the Blind service there are no price distinctions between zones unless you also wish to purchase a tracking or signature on delivery option for your item (see section 22 for more information on Articles for the Blind). The price for HM Forces Mail is set separately at the time of publication of this Scheme (please see section 21 for further details). The pricing zones described above can change from time to time and the up-to-date list can be found on our website (www.royalmail.com). Pricing information for International Tracked is available at the point of sale.

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

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

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

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

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

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

10 How To Show That An Item Has Had Postage Paid

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

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

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

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

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

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

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

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

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

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

11.2 An item must not have on its cover:

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).

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

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

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

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

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

13.2 Subject to sections 5.6 and 5.15 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, or for incoming items the item appears to satisfy the conditions of a **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) for cancelling postage marks with a special postmark including one that incorporates an advertisement, at your request.

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

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

- a. Undeliverable, we will attempt to return the item to you. We will not charge any additional postage or fee for returning an undeliverable item but you or your representative may have to pay any other fees (e.g. surcharges or customs charges) that apply. If any applicable fee is not paid, the item may be dealt with or disposed of at our discretion.
- b. Undeliverable and the item was not originally posted in the United Kingdom, the Channel Islands or the Isle of Man, we may, at our discretion:
 - Convey the item to the addressee.
 - Return the item to the country of origin or to the postal administrator that forwarded the item to us.
 - Otherwise deal with or dispose of the item at our discretion.

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

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

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

- the return address is in the United Kingdom, the Channel Islands or the Isle of Man; and
- the item is returned to us by the relevant overseas postal operator.

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

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

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

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

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

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

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

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

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

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

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

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

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

16 Complaints Handling Process

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

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

Stage 1: Contacting our Customer Services Advisors

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

Stage 2: Contacting our Escalated Customer Resolution Team

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

Stage 3: The Postal Review Panel

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

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

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

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

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

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

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

16.2.8. For further information please refer to POSTRS's website www.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) 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). We may reject claims that do not follow that full process.

17.15 Claims should be made by the sender of the item. If the sender and the intended recipient both make a claim for the same item, then only the sender will have a right to compensation, unless a compensation payment has already been made to the recipient, in which case the sender will have no right to compensation.

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

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

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

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

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

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

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

18 Additional Terms and Conditions For Some Services /Items

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

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

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

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

19 International Signed and International Tracked & Signed

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

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

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

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

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

20 International Tracked

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

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

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

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

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

- a) has International Tracked written on it, or anything which suggests that the item is intended to be sent via International Tracked or
- b) is found to contain valuables,

then we will treat it as an International Tracked item.

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

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

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

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

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

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

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

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

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

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

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

22 Articles For The Blind

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

22.2 In this Scheme blind people and the blind means:

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

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

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

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

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

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

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

23 Printed Papers

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

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

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

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

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

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

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

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

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

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

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

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).

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. (2695447)

ROYAL MAIL

THE ROYAL MAIL UNITED KINGDOM POST SCHEME

30 January 2017

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1. About this Scheme

1.1 This Scheme is a document that sets out the terms & conditions for some¹ of the **items** that we handle. **We** (Royal Mail Group Ltd) are allowed to set out terms and conditions within a Scheme document by the Postal Services Act 2000 (and more specifically section 89 of that Act as amended by the Postal Services Act 2011 and in particular paragraph 24 of Schedule 12 of that Act).

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

1.3 This Scheme is known as 'The Royal Mail United Kingdom Post Scheme 30 January 2017' 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 16th December 2016. 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®² ('Special Delivery')

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

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

2.1.2 the service provided by us to accept an item sent from the Channel Islands or the Isle of Man for postal delivery to an address in the United Kingdom.

2.1.3 other services provided by us in connection with those mentioned in 2.1.1 and 2.1.2. Specifically these are:

- Return to Sender,
- Proof of Delivery,
- Poste Restante 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 **boldprint** 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) which can be viewed at any time. The list quoted below was correct at the time of publication:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.3.15 Foreign Lottery tickets,

5.3.16 Frozen water e.g. packs of ice,

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

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

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

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

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

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

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

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

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

5.3.26 Matches (including safety matches)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Restricted items

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

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

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

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

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

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

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

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

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

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

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

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

5.7.4 Asbestos

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

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

5.7.5 Balloons filled with non-flammable gas

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- 5.7.11.1 The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.11 Batteries - new wet, non-spillable (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)
- 5.7.11.1 Batteries must comply with Special Provision 238 of the UN Recommendations on the Transport of Dangerous Goods, Model Regulations (please check with the manufacturer or distributor). No more than one battery in any one package. Maximum weight 1.5kg. Item must be protected against short circuit (by the effective insulation of exposed terminals) and securely packaged.
- 5.7.11.2 Package must be marked "NOT RESTRICTED" and "SPA67 / SP238". The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.12 Biological substances (Diagnostic specimens including blood urine, faeces and animal remains. Category B (UN3373) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO))
- 5.7.12.1 May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The total sample volume/mass in any parcel must not exceed 50ml/50g. All biological substances must be posted in packaging that complies with Packaging Instruction 650, which provides guidance on suitable packaging for these items.
- 5.7.12.2 The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.13 Christmas crackers
- 5.7.13.1 Can only be sent in their made up form in their original retail packaging.
- 5.7.13.2 The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.14 Electronic items sent with new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries
- 5.7.14.1 Must be new and sent unopened in their original retail packaging. Surround with sufficient cushioning material to protect each item from damage. Wrap each item, including plugs, individually. Place item in a rigid container and cushion to avoid movement. Any equipment sent with batteries or cells must be secured against movement within the outer packaging and must be packed to prevent accidental activation.
- 5.7.14.2 The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.15 Electronic items sent with new and used lithium ion/polymer batteries (e.g. rechargeable batteries sent with electronic devices including mains powered battery chargers but excluding battery packs)
- 5.7.15.1 The maximum number of batteries allowed in each package is the number that may be connected to the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be packed in inner packaging that completely encloses the cell or battery. Cells and batteries must be cell protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.
- 5.7.15.2 Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.16 Electronic items sent with new and used lithium ion/polymer batteries contained in the device
- 5.7.16.1 Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.
- 5.7.16.1 The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.17 Electronic items sent with new and used lithium metal/alloy batteries
- 5.7.17.1 The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be packed in inner packaging that completely encloses the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.
- 5.7.17.2 Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.18 Electronic items sent with new and used lithium metal/alloy batteries contained in the device
- 5.7.18.1 Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation.
- 5.7.18.2 The sender's name and return address must be clearly visible on the outer packaging
- 5.7.19 Guns for sporting use (Guns intended for sporting purposes - including Section 1 and Section 2 firearms, low-powered air guns and their component parts - may be sent in compliance with UK law subject to any applicable controls on the possession of firearms)
- 5.7.19.1 Use First Class as the minimum service.
- 5.7.19.2 The sender's name and address must be clearly visible on the outer packaging.
- 5.7.20 Human and animal ashes:
- 5.7.20.1 Volume of human or animal ashes per item must not exceed 50 grams; and
- 5.7.20.2 Human and animal ashes must be placed in a sift-proof container and securely closed. Items must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging.
- 5.7.21 Lighters (new and unused empty lighters)
- 5.7.21.1 Must be new, empty and sent unopened in their original retail packaging.
- 5.7.21.2 A sender's name and return address must be clearly visible on the outer packaging
- 5.7.22 Liquids over 1 litre (containing liquids not classified as dangerous goods)
- 5.7.22.1 Some liquids, such as alcohol or paints, have their own additional restrictions. The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage.
- 5.7.22.2 Mark as "FRAGILE" when sending glass bottles. The sender's name and address must be clearly visible on the outer packaging.
- 5.7.23 Live creatures, insects and invertebrates (including bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders and stick insects)
- 5.7.23.1 Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use First Class as the minimum service.
- 5.7.23.2 Items must be clearly marked 'URGENT - LIVING CREATURES - HANDLE WITH CARE'. The sender's name and address must be clearly visible on the outer packaging
- 5.7.24 Lottery tickets

5.7.24.1 UK lottery tickets are allowed in the domestic post.

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

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

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

5.7.26 Nail varnish and polish

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

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

5.7.27 Paints, wood stains and enamels - water-based

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

In the case of water-based paints, woods stains and enamels, there is no limit on the number of items that can be sent in any one package. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Volume per item should not exceed 150ml.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

5.7.34 Vaccines that are not classified as dangerous goods

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

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

5.7.35 Human or animal samples

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

7. How to address an item

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

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

- Example Name
- House name or number and road name
- Locality Name if one exists
- TOWN
- POST CODE

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

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

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

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

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

8. How to pay for postage and other services

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

- Articles for the Blind,
- Petitions and Addresses to the Sovereign,

- Petitions to Parliament & Assemblies and
- Poste Restante.

The specific requirements for these services are set out in sections 22 to 26 below of this Scheme.

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

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

The specific requirements for First Class, Second Class with delivery confirmation, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Special Delivery are set out below in sections 19 to 21 of this Scheme.

8.2.1 The services listed above in 8.2 can be paid for by applying postage stamps, **postage labels** (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine³.

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

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

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

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

9. How to work out how much postage to pay

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

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

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

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

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

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

9.3 We aim to deliver:

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

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

9.4 We aim to deliver:

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

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

Further details of how the Royal Mail Signed For services work can be found in section 20 below.

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

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

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

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

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

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

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

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

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

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

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

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

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

11.2 An item must not have on its cover:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

13.2.5 Return the item to you.

13.2.6 Refuse to accept it.

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

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

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

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

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

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

14. Additional marks

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

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

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

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

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

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

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

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

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

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

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

15.2.5.2 to request that the item be redelivered to an alternative local⁷ address. Please note that this option is not available with Special Delivery items or any item sent using a service provided under this Scheme and is Social Security post,

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

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

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

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

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

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

15.3.4 the address to which the item is to be delivered is not permanently occupied⁸,

15.3.5 the item is not fully and correctly addressed in a manner which includes all the elements of the address (including the full postcode), written clearly on the front or on a label securely attached to the front of the cover (or otherwise in a manner such that the address is clearly visible in its entirety as if it had been written on the front of the cover),

15.3.6 the address is illegible,

15.3.7 the health and safety of any individuals may be put at risk or

15.3.8 for any other reason, we form the opinion that it is impracticable or unreasonable to deliver the item.

15.4 Where an item is undeliverable and:

15.4.1 your name and your address (as long as it is in the United Kingdom, the Channel Islands 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).

Stage 1: Contacting our Customer Services Advisors

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

Stage 2: Contacting our Escalated Customer Resolution Team

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

Stage 3: The Postal Review Panel

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

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

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

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

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

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

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

16.2.8. For further information please refer to POSTRS’s website www.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).

- Royal Mail's retail compensation policy for loss
- Royal Mail's retail compensation policy for damage
- Royal Mail's retail compensation policy for delay

Claims and evidence

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

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

Basic evidence is made up of all of the following:

- 17.7.4.1 the names and addresses of you, the addressee and, if different, the claimant,
- 17.7.4.2 the name of the service used,
- 17.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression, Smartstamp®. If the value of the postage paid is greater than the value of six 1st class, letter format, stamps (at the first weight step) then evidence of postage paid should be provided which could be product documentation, a certificate of posting or a receipt,
- 17.7.4.4 the place of posting,
- 17.7.4.5 the date of posting,
- 17.7.4.6 the basis for asserting the posting details and product used (such as date of postmark or certificate of posting (if available)). For Special Delivery, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and parcels sent by First Class or Second Class with delivery confirmation, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt)
- 17.7.4.7 a detailed description of the contents,
- 17.7.4.8 in addition, for damage (or part loss) and delay claims the date of delivery, and

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

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

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

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

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

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

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

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

17.7.5.1.1 Evidence of posting can be:

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

17.7.5.1.2 Evidence of value can be:

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

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

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

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

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

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

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

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

Making a claim

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

18. Additional terms & conditions for some services

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

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

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

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

19. First Class, Second Class and delivery confirmation

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

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

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

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

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

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

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

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

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

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

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

21. Special Delivery

21.1. Special Delivery¹⁴ is a service that can be bought on its own. It offers next day delivery by 1pm to most of the UK with online tracking and proof of delivery. We will attempt to deliver a Special Delivery item by 1pm the next working day after it has been posted. If we do not succeed in attempting to deliver by this time we will refund your postage (see below). Please note that some destinations, redirected items and addresses where no one is available to accept the item are exempt from this money back guarantee. Please also note that we may suspend the money back guarantee from time to time for exceptional reasons (e.g. extreme weather). More information including an up to date list of UK destinations that aren't covered by the 1pm guarantee can be found on our website (www.royalmail.com).

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

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

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

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

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

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

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

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

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

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

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

21.11. is found to contain valuables,

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

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

22. Articles for the Blind

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

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

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

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

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

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

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

22.3.3. relief maps,

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

22.3.5. writing frames and attachments,

22.3.6. Braille instruction manuals or

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

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

22.4.1. games (including card games),

22.4.2. mathematical appliances and attachments,

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

22.4.4. equipment used to play talking books and newspapers,

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

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

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

22.4.8. walking sticks adapted for blind people,

22.4.9. harnesses for guide dogs,

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

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

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

22.5.1. It must weigh less than 7 kilograms.

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

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

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

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

22.5.6. It must not contain any advertising literature.

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

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

23. Petitions and Addresses to the Sovereign

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

23.1.1. For the purposes of section 23.1 an **address** to the Sovereign is a formal signed written representation or appeal in respect of any concern or grievance for which there is no other constitutional remedy readily available.

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

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

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

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

23.2.3. it does not weigh more than 2 kilograms,

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

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

23.2.6. it does not contain any other item

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

24. Petitions to Parliaments and Assemblies

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

24.1.1. For the purposes of section 24.1 a petition is a signed document intended to be presented to a current member of either House of Parliament, the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly asking for action to be taken on a particular issue.

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

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

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

24.2.3. it does not weigh more than 2 kilograms,

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

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

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

24.2.7. it does not contain any other item.

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

25. Poste Restante

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

25.1.1. For the purposes of section 25.1 a person is a traveller with no fixed abode in the local area or any other person or class of person that we decide and publicise on our website. It is not available to businesses including sole traders.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

27. Sanctions Laws

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

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

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

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

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

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

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

Social Security post

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

Sovereign

The reigning Monarch of the United Kingdom.

Valuables (money and jewellery)

Any item that is:

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

Working Day

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

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

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

Further information (not part of the Scheme)

You can get more information on this Scheme, the services it covers and the details contained in the web pages that are linked in this document from our Sales Centre on 0345 740 740. Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays.

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

² Special Delivery may also be provided under a contract.

³ Special Delivery Next Day bought with Consequential Loss or with a Saturday Guarantee attract Value Added Tax (VAT) and so can only be purchased with a 'smart' franking machine that is, one that (amongst other features) accounts correctly for VAT. Please note that delivery confirmation is not currently available where First Class or Second Class services are purchased by use of a franking machine or stamps, or for items sent to the Channel Islands or Isle of Man. Postage labels for delivery confirmation will be available for purchase online from January 2017 and from Post Offices from April 2017. Please note that the dates for launch of delivery confirmation may change. Please check our website (www.royalmail.com) for updates.

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

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

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

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

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

⁹ Valid for a Letter format item weighing up to 100g

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

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

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

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

¹⁴ Royal Mail also offers Special Delivery 9:00am. This service is offered under contract rather than through this Scheme. Details can be found on our website (www.royalmail.com)

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

¹⁶ In addition we will not deliver items to an address if a person at that address has requested for items not to be delivered on a Saturday under a retention arrangement with their local Delivery Office.

(2695448)

Planning

TOWN PLANNING

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

Details and representation information:

21 Days

Proposal/Reference:

17/00058/LBC

Address of Proposal:

Goodacres Glenalmond College Glenalmond, Perth PH1 3RY

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Alterations at

Proposal/Reference:

17/00064/LBC

Address of Proposal:

Straloch House Straloch Blairgowrie PH10 7PH

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Alterations at

(2698660)

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.

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
17/00020/LIB	Installation of access ramp	Beach House 46 Victoria Parade Dunoon Argyll And Bute PA23 7HU	Dunoon Area Office
16/03432/LIB	Installation of 3 replacement windows	36 Suffolk Street Helensburgh Argyll And Bute G84 9PB	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.

(2698662)

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.

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:

17/00022/LBC/CBR

Address of Proposal:

Building Shell, 21 - 23 Cowane Street, Stirling,

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Make building structurally safe after a dangerous building order

Proposal/Reference:

16/00655/LBC/PM

Address of Proposal:

Second Floor, 12A Port Street, Stirling, FK8 2LD

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Refurbishment of existing timber sash and case windows and installation of low profile double glazing (2698663)

**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 . (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 **17.02.2017**

FORMAT: Ref No; Address; Proposal

16/01020/FULL, Lower Dens Works, Constable St, Dundee, DD4 6AF, Introduction of roof level Air Handling Unit to the lift core. Parapet level raised to match existing adjacent lift tower and steel walkway added to provide adequate access for maintenance

17/00016/LBC, 7 - 9 Cowgate, Dundee, DD1 2HS, Repaint the shopfront and internal works including new wall, ceiling and floor finishes

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

(2698670)

**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

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/16/0798/LBC	Mount House Pleasance Gardens Falkirk FK1 1BE	Installation of Replacement Door

Director of Development Services (2698671)

**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

17/00020/LBC Installation of signage and lanterns at The Old Crown Inn, 13 - 13A High Street, Penicuik, EH26 8HS

17/00021/LBC Internal alterations at 196C High Street, Dalkeith, EH22 1AZ

Deadline for comments: 17 February 2017

Peter Arnsdorf , Planning Manager, Education, Communities and Economy. (2698674)

**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.

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

1A Glasgow Road, Paisley, PA1 3PX

DESCRIPTION OF WORKS

Conversion and change of use of office to form two flats with associated external alterations. (2698679)

**WEST LOTHIAN COUNCIL
PLANNING ETC. APPLICATIONS**

The Council has received the following applications which it is required to advertise.

Applicants	Proposal	Days for Comment
0053/LBC/17	Listed Building Consent for the installation of Double Glazed Windows (Grid Ref. 300062 677058) at:- 135 High Street Linlithgow EH49 7EH	21 days

For information about each proposal, please contact the case officer directly.

Applications can be viewed online at www.westlothian.gov.uk or at West Lothian Civic Centre, Howden South Road, Livingston EH54 6FF, during working hours.

Comments on proposals should be submitted in the stated time period and must be via the council's website or in writing to the address below. **Please be aware that, except in exceptional circumstances, your representations will be publicly available as part of the planning file which will also appear on the internet.**

Development Management, West Lothian Civic Centre, Howden South Road, Livingston EH54 6FF.

This application is advertised under

• Section 9(3) of the Planning (Listed Buildings and Conservation Areas) (Scotland) Act 1997. (2698687)

This notice is in substitution for that which appeared in The Edinburgh Gazette dated 13 January 2017 Notice ID 2686373, Issue No 27819 and page 42 in 16 January 2017 printed edition Notice URL: <https://www.thegazette.co.uk/notice/2686373>

**ORKNEY ISLANDS COUNCIL
THE TOWN AND COUNTRY PLANNING (ENVIRONMENTAL
IMPACT ASSESSMENT) (SCOTLAND) REGULATIONS 2011 -
NOTICE UNDER REGULATION 17**

TOWN AND COUNTRY (DEVELOPMENT MANAGEMENT PROCEDURE) (SCOTLAND) REGULATIONS 2013 NOTICE UNDER REGULATION 20

ERECT FIVE WIND TURBINES (MAX CAPACITY 20.4MW, MAX HEIGHT 125M), ERECT A METEOROLOGICAL MAST (MAX HEIGHT 81M), SUBSTATION AND ASSOCIATED INFRASTRUCTURE AT COSTA HEAD (LAND NEAR), SWANNAY

Notice is hereby given that additional information in relation to an environmental statement has been submitted to the Orkney Islands Council by JLL, relating to the planning application **16/580/TPMAJ** in respect to **Erect five wind turbines (max capacity 20.4MW, max height 125m), erect a meteorological mast (max height 81m), substation and associated infrastructure.**

Possible decisions relating to the applications are:-

- (i) approval of the application without conditions;

- (ii) approval of the application with conditions;
 (iii) refusal of the application.

Copies of the additional information together with the environmental statement, the associated application and other documents submitted with the application may be inspected at the address below between the hours of 9am –1pm & 2pm-5pm, Monday to Friday, **during the period of 28 days beginning 27th January 2017**. Details (including plans) can also be viewed online at www.orkney.gov.uk– follow the link to Planning in the box to the left side of the home page.

Copies of the Environmental Statement may be purchased from Hoolan Energy Ltd, 16 Young Street, Edinburgh, EH2 4JB or email info@hoolanenergy.com. Hard copies of the Non-Technical Summary are available free of charge, a hard copy of the Environmental Statement Volumes 1, 2 and 3 are available for £950.00. In addition, all documents are available (as a PDF for screen viewing only) on a DVD for £10.00. A paper copy is also available to view at Orkney Library and Archive, 44 Junction Road, Kirkwall, KW15 1AG.

Any persons wishing to make representations to Orkney Islands Council about the environmental statement should make them within the 28 day period, either in writing to the Planning Manager, Development Management at the address below, or alternatively by email to planning@orkney.gov.uk.

Orkney Islands Council

School Place

KIRKWALL

KW15 1NY

(2698658)

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 16 February 2017

Head of Planning & Building Standards

Proposal/Reference:

APP/2017/0052

Address of Applicant:

2 House of Daviot, Mackenzie Drive, Daviot, Inverurie, Aberdeenshire, AB51 0NR

Name and Address of Applicant:

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

Description of Proposal:

Installation of Double Glazed Units (Slimlite Units) to Existing Sash and Case Windows

Proposal/Reference:

APP/2017/0063

Address of Applicant:

1 Charleston Cottages, Station Square, Aboyne, Aberdeenshire, AB34 5HX

Name and Address of Applicant:

For further information contact Local Planning Office. Details: Viewmount, Arduithie Road, Stonehaven, AB39 2DQ

Description of Proposal:

Installation of Replacement Windows and Doors

Proposal/Reference:

APP/2017/0099

Address of Applicant:

Keithhall Walled Garden, Keithhall, Inverurie, AB51 0LD

Name and Address of Applicant:

For further information contact Local Planning Office. Details: Gordon House, Blackhall Road, Inverurie, AB51 3WA

Description of Proposal:

Change of Use and Alterations and Extension to Potting Shed to Form Dwellinghouse

Proposal/Reference:

APP/2017/0086

Address of Applicant:

Cnoc Na Mearlach, Broombank Terrace, Braemar, Aberdeenshire, AB35 5YX

Name and Address of Applicant:

For further information contact Local Planning Office. Details: Viewmount, Arduithie Road, Stonehaven, AB39 2DQ

Description of Proposal:

Demolition of Dwellinghouse

Proposal/Reference:

APP/2017/0108

Address of Applicant:

Polhollick Bridge, Bridge of Gairn, Ballater, Aberdeenshire

Name and Address of Applicant:

For further information contact Local Planning Office. Details: Viewmount, Arduithie Road, Stonehaven, AB39 2DQ

Description of Proposal:

Removal of South Side Steps to Deck, Concrete to Underside of Abutment to Prevent Future Scour (2698661)

EAST LoTHIAN COUNCIL

TOWN AND COUNTRY PLANNING

NOTICE IS HEREBY GIVEN that application for Planning Permission/Listed Building Consent/Conservation Area Consent has been made to East Lothian Council, as Planning Authority, as detailed in the schedule hereto.

The applications and plans are open to inspection at Environment Reception, John Muir House, Brewery Park, Haddington during office hours or at <http://pa.eastlothian.gov.uk/online-applications/> Any representations should be made in writing or by e-mail to the undersigned within 21 days of this date.

27/01/17

Iain McFarlane

Service Manager - Planning

John Muir House

Brewery Park

HADDINGTON

E-mail: environment@eastlothian.gov.uk

SCHEDULE

17/00044/P

Development in Conservation Area and Listed Building Affected by Development

Whiteholm Whim Road Gullane East Lothian EH31 2BD

Alterations to house (Part Retrospective)

17/00045/LBC

Listed Building Consent

Whiteholm Whim Road Gullane East Lothian EH31 2BD

Alterations to building (Part Retrospective)

17/00039/P

Development in Conservation Area

35 Quality Street North Berwick East Lothian EH39 4HR

Installation of roof windows

17/00043/P

Development in Conservation Area

22 Fidora Road North Berwick East Lothian EH39 4NB

Replacement windows

17/00017/LBC

Listed Building Consent

7 High Street Belhaven Dunbar East Lothian EH42 1NP

Replacement windows and roof window

17/00015/P

Development in Conservation Area and Listed Building Affected by Development

7 High Street Belhaven Dunbar East Lothian EH42 1NP

Replacement windows and roof window

16/01058/LBC

Listed Building Consent

St Michaels Inveresk Village Road Inveresk Musselburgh East Lothian

Alterations to building

16/00991/P

Development in Conservation Area
9 Forth Street North Berwick East Lothian EH39 4HX
Replacement windows
16/00996/P
Development in Conservation Area and Listed Building Affected by Development
Garden Flat 18 Fidora Road North Berwick East Lothian EH39 4NG
Alterations to flat
16/00997/LBC
Listed Building Consent
Garden Flat 18 Fidora Road North Berwick East Lothian EH39 4NG
Alterations to building
16/01061/P
Development in Conservation Area
Craig Villa Castlegate Dunbar East Lothian EH42 1HX
Installation of flues and extensions to flat
16/01022/P
Development in Conservation Area
4 West Harbour Road Cockenzie East Lothian EH32 0HX
Alterations to flat and formation of ramp
17/00001/P
Development in Conservation Area
10B Marine Parade North Berwick East Lothian EH39 4LD
Extension to flat, formation of pedestrian access, hardstanding area, erection of summerhouse and gate
17/00011/P
Development in Conservation Area
Victoria Street Dunbar East Lothian
Resurfacing of hardstanding area and installation of seating
17/00037/P
Development in Conservation Area
17 Vinefields Pencaitland Tranent East Lothian EH34 5HD
Extension to house and installation of vent
16/01055/P
Development in Conservation Area
13 Melbourne Road North Berwick East Lothian EH39 4JT
Formation of vehicular access and hardstanding area
17/00032/P
Development in Conservation Area
Community Hall 73 High Street East Linton East Lothian EH40 3BQ
Installation of defibrillator cabinet
17/00016/P
Development in Conservation Area
5 The Glebe Pencaitland East Lothian EH34 5EZ
Replacement windows
17/00029/P
Development in Conservation Area
12 Millway Pencaitland East Lothian EH34 5HQ
Replacement windows
16/00812/P
Development in Conservation Area and Listed Building Affected by Development
The Crown And Kitchen 25 - 27 Bridge Street East Linton East Lothian EH40 3AG
Alterations, extension to public house, restaurant and flat, change of use of flat to form bed and breakfast use, change of use of garden to form beer garden, formation of hardstanding area, erection of fencing and gate (Part Retrospective)
16/00981/LBC
Listed Building Consent
The Crown And Kitchen 25 - 27 Bridge Street East Linton East Lothian EH40 3AG
Alterations, extensions to building, formation of hardstanding area, erection of fencing and gate (Part Retrospective)
16/01000/LBC
Listed Building Consent
Glenkinchie Visitors Centre Glenkinchie Pencaitland East Lothian EH34 5ET
Alterations to building
16/01006/P
Development in Conservation Area
39 Carberry Road Inveresk Musselburgh East Lothian EH21 8PS
Erection of garage, walls, formation of hardstanding area and installation of ground mounted photo voltaic panels (2698667)

**DUMFRIES & GALLOWAY COUNCIL
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997
PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)
(SCOTLAND) ACT 1997**

The applications listed below may be examined during normal office hours at Council Offices, Kirkbank, English Street Dumfries or Ashwood House, Sun Street, Stranraer. Alternatively, they can be viewed on-line by following the ePlanning link on the Council's website at www.dumgal.gov.uk/planning. All representations should be made to me within 21 days from the date of this publication at Kirkbank, Council Offices, English Street, Dumfries, by email to PlanningRepresentations@dumgal.gov.uk or via the Council's website, as noted above.

Head of Planning & Regulatory Services

Proposal/Reference:

16/1775/LBC

Address of Proposal:

Brewery House
23 King Street
Newton Stewart

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Internal and external alterations to bring about change of use of office (Class 4) to guest house (Class 7), including enlargement of existing rooflight and formation of additional rooflight on rear roofslope

Proposal/Reference:

17/0059/LBC

Address of Proposal:

62A George Street
Whithorn

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Installation of replacement timber front door

Proposal/Reference:

16/1872/LBC

Address of Proposal:

Kettle Cottage
Glasserton
Whithorn

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Installation of 9 replacement windows, formation of patio door opening and erection of extension to rear elevation of dwellinghouse

Proposal/Reference:

16/1736/LBC

Address of Proposal:

Cumstoun House
Twynholm

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Internal alteration including reinstatement of fireplace, installation of stove, relocation of boiler, formation of 2 new wc's, new doorway, formation of 2 ensembles, install loft ladder

Proposal/Reference:

17/0003/LBC

Address of Proposal:

Smugglers Inn
9-13 Main Street
Auchencairn

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Alterations and erection of replacement extension to rear elevation to bring about the change of use from public house with manager's accommodation to 2 dwellinghouses

Proposal/Reference:

16/1001/LBC

Address of Proposal:

HMP Dumfries
Terregles Street
Dumfries

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Cleaning external sandstone walls

Proposal/Reference:

17/0032/LBC

Address of Proposal:

Easterbrook Hall
The Crichton
Bankend Road
Dumfries

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Internal alterations to existing spa entrance

Proposal/Reference:

16/1885/LBC

Address of Proposal:

94 Irish Street
Dumfries

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Alterations and erection of extension to house pizza oven to rear elevation and installation of flue

Proposal/Reference:

16/1719/LBC

Address of Proposal:

Cornerstone
29 Bank Street
Annan

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Formation of access in existing boundary wall and repainting of external door and railings (2698672)

Written comments and electronic representations may be made to the Head of Planning and Economic Development, PO Box 26191, Kilmarnock KA1 9DX or submittoplanning@east-ayrshire.gov.uk before the appropriate deadline.

Please note that comments received outwith the specified period will only be considered in exceptional circumstances which will be a question of fact in each case.

Head of Planning and Economic Development
23.01.2017

Where plans can be inspected:

Dept of Planning, Economy and Skills, The Johnnie Walker Bond, 15 Strand Street, Kilmarnock, KA1 1HU

Proposal/Reference:

16/0912/LB

Address of Proposal:

3 St Marnock Place
Kilmarnock
East Ayrshire
KA1 1DU

Name and Address of Applicant:

Mr Kin Hung Cheug
2 Burns Way
Kilmarnock
KA3 6GB

Description of Proposal:

Alterations to entrance, new signage and internal alterations

Proposal/Reference:

16/0746/LB

Address of Proposal:

74 John Finnie Street
Kilmarnock
East Ayrshire
KA1 1BS

Name and Address of Applicant:

Shah's Curry House
74 John Finnie Street
Kilmarnock
East Ayrshire
KA1 1BS

Description of Proposal:

Installation of new shop front and erection of roller shutters (in retrospect). (2698673)

EAST AYRSHIRE COUNCIL

PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)

(SCOTLAND) ACT 1997

PLANNING APPLICATIONS

For those applications which have been the subject of Pre-Application Consultation between the Applicant and the Community (and which are indicated as "PAC"), persons wishing to make representations in respect of the application should do so to the Planning Authority in the manner indicated.

The Applications listed may be examined at the address stated below between 09:00 and 17:00 hours Monday to Thursday and 09:00 and 16:00 hours Friday, excluding public holidays. All applications can also be viewed online via the Council website (www.east-ayrshire.gov.uk/eplanning) or by prior arrangement at one of the local offices throughout East Ayrshire.

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> ; 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

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
16/05300/LBC	Land 55M East Of Kwik Fit Longman Road Inverness	Demolition of existing dilapidated buildings to provide foundation for new food distribution centre, chill, ancillary office and welfare facilities	Area Planning Office, 2nd Floor, Kintail House, Beechwood Business Park, Inverness, IV2 3BW Regulation 5 - affecting the character of a listed building (21 days)
16/05681/LBC	Clachnaharry Old School Clachnaharry Road Inverness IV3 8RB	Internal alterations and create new office/clinic/ cafe and meeting spaces	Area Planning Office, 2nd Floor, Kintail House, Beechwood Business Park, Inverness, IV2 3BW Regulation 5 - affecting the character of a listed building (21 days)

Reference Number	Development Address	Proposal Description	Alternative locations where application may be inspected and time period for comments
17/00094/LBC	Sheriff Court House Castle Street Dornoch IV25 3FD	Re-painting of the existing painted surfaces (windows, doors) to an alternative colour (retrospective)	Area Planning Office, Drummie, Golspie, KW10 6TA Regulation 5 - affecting the character of a listed building (21 days)
17/00171/LBC	Old Corrimony Corrimony Glenurquhart Drumnadrochit Inverness IV63 6TW	Demolitions, alterations and extensions	Area Planning Office, 2nd Floor, Kintail House, Beechwood Business Park, Inverness, IV2 3BW 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

(2698675)

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 27 January 2017 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.

16/03101/DC, 16/03103/DC Flat 1/2, 282 High Street G4 - Installation of replacement widows to listed property

16/03138/DC, 16/03139/DC Flat 1/2, 291 Sauchiehall Street G2 - Internal alterations and use of shop (Class 1) to form residential flat (Sui Generis)

17/00033/DC 68 Miller Street G1 - Use of vacant shop (class 1) as bar/restaurant (class 3)

17/00086/DC 53 Lauderdale Gardens/10-24 Falkland Street/20 Queensborough Gardens G12 - Installation of gas risers to front elevation of flatted dwellings

17/00083/DC 31 Victoria Park Gardens South G11 - Installation of replacement windows to dwellinghouse

16/02597/DC 57 Hamilton Avenue G41 - Erection of garage to front, extension to rear garage, erection of retaining wall and external works to garden (retrospective)

17/00094/DC 84 Kelvin Court G12 - Internal alterations to listed flatted dwelling

17/00105/DC 43 Newlands Road G43 - Erection of single storey extension and alteration to upper window to rear of dwellinghouse

17/00019/DC, 17/00020/DC 6A Park Gardens G3 - Alterations to fire escape including new gangway, barriers, security gate and reconfiguration of steps to gangway

17/00004/DC 67-77 Dunard Street/565-591 Maryhill Road/82-84 Braeside Street G20 - Remedial works to tenemental properties

16/03232/DC, 16/03233/DC Scottish Legal Building, 95 Bothwell Street G2 - Alterations to windows and external alterations to listed office building

17/00053/DC 61 Airlie Street G12 - Installation of gas risers to front elevation of flatted dwellings

17/00091/DC 1087 Pollokshaws Road G41 - Formation of new shopfront and installation of roller shutters

17/00056/DC, 17/00078/DC 229 Ingram Street G1 - Frontage, Internal and external alterations to listed building

17/00118/DC 1358 Duke Street G31 - External alterations to tenemental property

17/00123/DC, 17/00130/DC Glasgow Kelvin College Stow Building, 75 Hotspur Street G20 - External alterations and maintenance works to listed building

17/00107/DC Storey 1 187 Old Rutherglen Road G5 - Internal and external alterations to listed building associated with conversion to residential

17/00120/DC 109 Candleriggs G1 - Use of public footpath as an outside seating area associated with adjoining restaurant

17/00129/DC 6 Melfort Avenue G41 - Erection of single storey side and rear extension to dwellinghouse - amendment to condition 1 and removal of condition 4 of consent 16/01470/DC

16/03271/DC 22 Dalziel Drive G41 - Erection of single storey extension to rear of dwellinghouse - amendment of condition 3, 6 and 7 of 16/01668/DC

17/00022/DC 29 Woodside Terrace Lane G3 - Internal and external alterations to category A listed building including removal of paint from stonework, installation of replacement windows, garage door, fascias, gutters, downpipes, external wall insulation and other minor repairs

16/02018/DC 553 Shields Road G41 - Internal and external alterations to listed building

17/00078/DC 229 Ingram Street G1 - Internal and external alterations to listed building

17/00112/DC Flat 2/1 4 Kirklee Quadrant G12 - Loft conversion and formation of balcony to rear of flatted dwelling

17/00087/DC Site Outside 29 College Street G1 - Installation of telecommunications cabinet on footway

16/03259/DC 32 Duncan Avenue G14 - Erection of single storey extension to rear of dwellinghouse

16/03244/DC 6 Newton Terrace G3 - Use of offices as 4 flatted dwellings

17/00104/DC 1117A Pollokshaws Road G41 - Installation of ATM to frontage (Retrospective)

17/00060/DC 68 Queensborough Gardens/50- 58 And 64 Airlie Street G12 - Installation of gas risers to front elevations of flatted properties

16/02835/DC Finnieston Crane At Stobcross Quay On Congress Road G3 - Erection of moorings and fixed pontoon platform to accommodate restaurant building (Class 3) with associated structures, car parking and other works

16/02808/DC Flat 0/1, 3 Hampden Terrace G42 - Internal alterations to listed building (Retrospective)

16/02930/DC 1 Montague Lane G12 - Use of vacant Car Repair Workshop as Restaurant (Class 3) with outdoor seating and external alterations

16/03124/DC 278 Woodlands Road G3 - Installation of ATM to frontage (retrospective)

16/03210/DC 85 West George Street G2 - External alterations to building comprising stone repairs, partial replacement of rainwater goods, alterations to roof and reinstatement of windows

17/00077/DC 28-36 Polwarth Street/58 Queensborough Gardens G12 - Installation of gas risers to front elevation of flatted dwellings

17/00082/DC 26 Queensborough Gardens/35 Polwarth Street G12 - Installation of gas risers to front elevation of flatted dwellings

(2698677)

**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
17/00006/LBC	Internal alterations	Garvald House Dolphinton West Linton
17/00024/LBC	Internal and external alterations to outbuilding to form additional ancillary accommodation	Cardon Broughton
17/00037/LBC	Partial demolition, alterations and extension to form two dwellinghouses	Former Stow Primary School 177 Galashiels Road Stow
17/00046/LBC	Replacement windows	Riverside Cottage Duns Road Longformacus Duns
17/00059/LBC	Internal and external alterations to form two dwellinghouses	12 - 14 Roxburgh Street Galashiels

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 21 days 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. (2698681)

**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 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 within 14 days from the date of this notice.

Chief Executive

Proposal/Reference:

CL/17/0017

Address of Proposal:

Hawthorn Cottage

Lamington

Biggar

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Replacement of 1 (no.) fixed and 2 (no.) sash and case single glazed with double glazed fixed and sash and case windows (Retrospective Listed Building Consent).

Listed Building Consent

Representations within 21 days

Proposal/Reference:

HM/17/0017

Address of Proposal:

8 Duke Street

Hamilton

Name and Address of Applicant:

NOT ENTERED

Description of Proposal:

Installation of roof lights, condenser unit and reinstatement of original sash window

Listed Building Consent

Representations within 21 days

(2698686)

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. 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

15/05282/FUL 14 Broomyknowe Edinburgh EH14 1JZ Replace existing timber windows with UPVC windows

16/05609/LBC Flat 1 2 North Leith Mill Edinburgh EH6 6JY Replace existing small non-original single glazed windows with correctly fitting timber, sash and case, 6x6, double glazed (slimline) windows, (with bottom half of windows opaque glass).

16/05629/FUL Forth Ports 1 Prince Of Wales Dock Edinburgh EH6 7DX To install a demountable temporary toilet cabin.

16/05776/FUL 34 Brighton Place Edinburgh EH15 1LT Proposed reinstatement of door to rear elevation with decked area and Glass Balustrades, stairs and balustrade formed down to existing basement/cellar, replacement of two windows to small lean-to at rear of dwelling.

16/05847/LBC 2F 24 Moray Place Edinburgh EH3 6DA Internal alterations to flat

16/06028/FUL 13 Merchiston Place Edinburgh EH10 4PL Demolish garage, and change of use to erect garage with studio in the grounds of a dwelling house.

16/06135/FUL 39 Juniper Avenue Edinburgh EH14 5EE Erection of a garden room / storage shed.

- 16/06365/LBC 22 Russell Place Edinburgh EH5 3HW Remove existing garage and greenhouse; Form extension to east and new garden room and bike store; external paving; internal minor alterations.
- 16/06409/FUL 30 Lygon Road Edinburgh EH16 5QA To demolish existing rear conservatory and erect new rear single storey extension and alterations to dwelling house.
- 16/06420/FUL 10 Colinton Road Edinburgh EH10 5DT Extend existing function room.
- 16/06434/FUL 12 Ventnor Terrace Edinburgh EH9 2BL Alter existing house to re-locate kitchen from ground floor to lower ground floor, remove walls to form kitchen and breakfast area, remove astragals from existing rear window and form glass covered terrace to rear accessed by new timber sliding doors.
- 16/06434/LBC 12 Ventnor Terrace Edinburgh EH9 2BL Alter existing house to re-locate kitchen from ground floor to lower ground floor, remove walls to form kitchen and breakfast area, remove astragals from existing rear window and form glass covered terrace to rear accessed by new timber sliding doors.
- 16/06447/FUL 14 Bath Street Edinburgh EH15 1EY Principal facades retention of former cinema building and the erection of a residential building comprising 20 flatted dwellings including garages, car parking and associated landscaping.
- 16/06449/LBC 14 Bath Street Edinburgh EH15 1EY Partial demolition of former cinema building including retention of principal facades.
- 16/06452/FUL 72 Ferry Road Edinburgh EH6 4AH Replace existing timber framed tilt and turn timber windows, reconfigure the size and opening method to suit the building users and change the colour of the frames from brown (RAL 8028) to grey (RAL 7012). The spandrel panels will also be replaced to match grey (RAL7012).
- 17/00006/FUL 7 Porteous' Pend Edinburgh EH1 2HP Amendment to previous approval. Raise the front wallhead by approx 600mm to facilitate a gallery level to provide a sleeping gallery. The height of the building, at the rear, remains the same. 2 velux flat roof windows installed which will be above the existing overall height. Minor changes to the proposed new window.
- 17/00012/FUL 36 Main Street Balerno EH14 7EH 1. Alter frontage. 2. Build larger extension to rear. Replace mutual stone wall at rear with fence - subject to joint owners agreement.
- 17/00029/FUL 1F2 7 Regent Street Edinburgh EH15 2AY Formation of two number rooflights to rear elevation and relocation of access hatch to attic space.
- 17/00033/FUL 1 Grant Avenue Edinburgh EH13 ODS Form new vehicular access, erect new single garage with hard standing. Replace existing with new 1800mm high timber fence, install new timber vehicular gates.
- 17/00043/FUL 87 Joppa Road Edinburgh EH15 2HB Subdivision of rear garden of 87 Joppa Road, and construction of 2 bedroom, 2 storey dwelling house.
- 17/00047/FUL 74 Ferry Road Edinburgh Replace existing timber framed tilt and turn timber windows, reconfigure the size and opening method to suit the building users and change the colour of the frames from brown (RAL 3028) to grey (RAL 7012). The spandrel panels will also be replaced to match grey (RAL7012).
- 17/00069/CON 40 Barnton Avenue Edinburgh EH4 6JL Complete Demolition of a Detached House in a Conservation Area.
- 17/00080/FUL 26A Lygon Road Edinburgh EH16 5QA Erect Garden Shed within curtilage of garden area, (in retrospect).
- 17/00083/LBC 126 Duddingston Road Edinburgh EH15 1SU Remove existing conservatory and replace with new extension.
- 17/00098/LBC 1 Infirmary Street Edinburgh EH1 1LT Install new illuminated and non-illuminated signage in the form of fascia signage, double-sided projecting sign, 2 amenity boards (1 with lockable case), 1 history board and 2 sets of gold window vinyls.
- 17/00099/LBC 10 Ann Street Edinburgh EH4 1PJ To remove a section of cracked/blown paving at the gate threshold and replace with reclaimed Cathedral stone flags. To remove the blown top step leading from the gate to the mid-terrace, and replace with a reclaimed sandstone equivalent. To make alterations to planting across the garden, including installing a 1800mm hedge along the boundary adjacent to the pavement. To install sandstone sett edging to mark planting borders and construct a small circular terrace in matching sandstone setts.
- 17/00102/FUL 1B East Savile Road Edinburgh EH16 5ND Remove part of single storey extension. Form new slightly larger single storey extension and associated works.
- 17/00108/FUL Land 88 Metres East Of 1-15 Winton Gardens Edinburgh Residential and associated development.
- 17/00113/LBC 11-12 Royal Terrace Edinburgh EH7 5AB Installation of new gas services at No 11 to allow it to function independently from No 12.
- 17/00122/LBC 18 Walker Street Edinburgh EH3 7LP Proposed slapping and new double doors at first floor level.
- 17/00127/FUL 47A South Clerk Street Edinburgh EH8 9NZ Install new shop frontage and signage above.
- 17/00127/LBC 47A South Clerk Street Edinburgh EH8 9NZ Install new shop frontage and signage above.
- 17/00138/FUL 80 High Street Edinburgh EH1 1TH Alter High Street main entrance doorway and windows at Ground and First Floor and install canopy with fascia.
- 17/00139/FUL 48B Blacket Place Edinburgh EH9 1RJ Replacement of existing shed with a slate roofed, timber (salvaged pulpit) single glazed shed. The shed will be used for storage purposes only, no plumbing or drainage is being provided.
- 17/00149/FUL 3F2 20 Nelson Street Edinburgh EH3 6LJ Replace sash and case window glazing to add astragals, enlarge bedroom rooflight and light well, replace existing rooflights elsewhere, reposition boiler and flue, install new vents through roof. Internal alterations to store, WC, bathroom and kitchen.
- 17/00150/LBC 3F2 20 Nelson Street Edinburgh EH3 6LJ Replace sash and case windows glazing to add astragals, enlarge bedroom rooflight and light well, replace existing rooflights elsewhere, reposition boiler and flue, install new vents through roof. Internal alterations to store, WC, bathroom and kitchen.
- 17/00152/LBC 44 Palmerston Place Edinburgh EH12 5BJ Conversion from office use to create 3 (three) residential dwelling flats including the removal of undesirable non-original features; the retention, reinstatement (where possible and practicable) and refurbishment of all existing original features and building fabric. Proposed alterations also include the formation of some new openings, installation of partitions and fixed furniture - all sympathetically arranged to preserve the original character of the building.
- 17/00153/FUL 44 Palmerston Place Edinburgh EH12 5BJ Change of use from office to create 3 (three) residential dwelling flats including the removal of undesirable non-original features; and the retention, reinstatement (where possible and practicable) and refurbishment of all existing original features and building fabric. Proposed alterations also include the formation of some new openings, installation of partitions and fixed furniture.
- 17/00157/LBC GF 20 Coates Gardens Edinburgh EH12 5LE Reposition and hand entrance door to living room, remove existing press doors and re-line and shelve press recesses, adjust proposed cornice layout in dining room following opening up on site had revealed no downstand in the anticipated position.
- 17/00161/FUL 18 Marlborough Street Edinburgh EH15 2BG Erection of Engineered Hardwood Conservatory Extension.
- 17/00163/LBC 18 Marlborough Street Edinburgh EH15 2BG Erection of Engineered Hardwood Conservatory Extension.
- 17/00168/FUL Land 100 Metres South Of 1 Lauriston Place Edinburgh Application for planning permission proposing the erection of residential development and ancillary works together with commercial use at ground floor level
- 17/00174/FUL 1 Nile Grove Edinburgh EH10 4RE Change of use from soft play to nursery (Class 10). Opening time range from 6.45am to 6.00pm Monday-Friday.
- 17/00188/LBC 22 Comely Bank Edinburgh EH4 1AL Internal alterations to alter kitchen and form enlarged dining room. Re-open existing rear door from dining room, re-hang 2no door and form wardrobe to rear upper floor bedroom.
- 17/00192/LBC 2F2 48 South Clerk Street Edinburgh EH8 9PS Alterations to form new shower room. (2698668)

Property & land

PROPERTY DISCLAIMERS

NOTICE OF DISCLAIMER OF BONA VACANTIA COMPANIES ACT 2006

Company Name: **YOUNG STREET APARTMENTS LTD**

WHEREAS YOUNG STREET APARTMENTS LIMITED, a company incorporated under the Companies Acts under Company number SC368493 was dissolved on 23 May 2014; AND WHEREAS in terms of section 1012 of the Companies Act 2006 all property and rights whatsoever vested in or held on trust for a dissolved company immediately before its dissolution are deemed to be **bona vacantia**; AND WHEREAS immediately before its dissolution the said Young Street Apartments Limited was the Tenant under a Lease between Castle 8 Apartments Limited and the said Young Street Apartments Limited, dated 17 October 2010, of ALL and WHOLE the subjects known as and forming 19 Young street, Edinburgh, the landlords interest in said subjects being registered in the Land Register of Scotland under Title Number MID105750; AND WHEREAS the dissolution of the said Young Street Apartments Limited came to my notice on 10 January 2017: Now THEREFORE I, DAVID BRYCE HARVIE, the Queen's and Lord Treasurer's Remembrancer, in pursuance of section 1013 of the Companies Act 2006, do by this Notice disclaim the Crown's whole right and title in and to the Tenant's interest under the said Lease.

David Harvie

Queen's and Lord Treasurer's Remembrancer
25 Chambers Street
Edinburgh
EH1 1LA
23 January 2017

(2698698)

NOTICE OF DISCLAIMER OF BONA VACANTIA COMPANIES ACT 2006

Company Name: **PEPPED UP LTD**

WHEREAS PEPPED UP LTD, a company incorporated under the Companies Acts under Company number SC509189 was dissolved on 20 December 2016; AND WHEREAS in terms of section 1012 of the Companies Act 2006 all property and rights whatsoever vested in or held on trust for a dissolved company immediately before its dissolution are deemed to be **bona vacantia**; AND WHEREAS immediately before its dissolution the said Pepped Up Ltd was the Licensee under a Licence for Use between Alloway (Scotland) LLP and the said Pepped Up Ltd, dated 24 June and 10 July both months in the year 2015, of ALL and WHOLE the premises Unit 39-43, The Arran Mall, Ayr otherwise known as 41 Dalblair Arcade, Arran Mall, Ayr, KA7 1SQ; AND WHEREAS the dissolution of the said Pepped Up Ltd came to my notice on 23 December 2016: Now THEREFORE I, DAVID BRYCE HARVIE, the Queen's and Lord Treasurer's Remembrancer, in pursuance of section 1013 of the Companies Act 2006, do by this Notice disclaim the Crown's whole right and title in and to the Licensee's interest under the said Licence for Use.

David Harvie

Queen's and Lord Treasurer's Remembrancer
25 Chambers Street
Edinburgh
EH1 1LA
23 January 2017

(2698700)

NOTICE OF DISCLAIMER OF BONA VACANTIA COMPANIES ACT 2006

Company Name: **SCOTTISH BORDERS ABATTOIR LTD**

WHEREAS SCOTTISH BORDERS ABATTOIR LIMITED (formerly known as Emporx Limited), a company incorporated under the Companies Acts under Company number SC072583 was dissolved on 15 May 2015; AND WHEREAS in terms of section 1012 of the Companies Act 2006 all property and rights whatsoever vested in or held on trust for a dissolved company immediately before its dissolution are deemed to be **bona vacantia**; AND WHEREAS immediately before its dissolution the said Scottish Borders Abattoir Limited was heritably vest in ALL and WHOLE (1) those subjects at Galashiels now or formerly lying to the south west of an electricity grid substation extending to 0.24 acres or thereby and being the subjects more particularly described in and shown delineated and coloured pink on the plan annexed as relative to the Disposition by South of Scotland Electricity Board in favour of Scottish Borders Abattoir Limited recorded in the Division of the General Register of Sasines for the County of Selkirk on 9 December 1969, and (2) the area of ground at Galafoot, Galashiels extending to 4 acres or thereby and being the subjects more particularly described in and shown delineated and coloured pink on the plan annexed as relative to the Disposition by

John Gladstone Hunter and another in favour of the Provost, Magistrates and Councillors of the Burgh of Galashiels recorded in the Division of the General Register of Sasines for the County of Selkirk on 11 January 1943; AND WHEREAS the dissolution of the said Scottish Borders Abattoir Limited came to my notice on 4 August 2016: Now THEREFORE I, DAVID BRYCE HARVIE, the Queen's and Lord Treasurer's Remembrancer, in pursuance of section 1013 of the Companies Act 2006, do by this Notice disclaim the Crown's whole right and title in and to the aforesaid heritable property.

David Harvie

Queen's and Lord Treasurer's Remembrancer
25 Chambers Street
Edinburgh
EH1 1LA
23 January 2017

(2698697)

Roads & highways

ROAD RESTRICTIONS

TRANSPORT SCOTLAND

THE M9/A9 TRUNK ROAD (GLENEAGLES STATION TO AUCHTERARDER) (REDETERMINATION OF MEANS OF EXERCISE OF PUBLIC RIGHT OF PASSAGE) ORDER 2017

THE SCOTTISH MINISTERS give notice that they have made the above Order under sections 71(2) of the Roads (Scotland) Act 1984.

The effect of the Order is as described in the Edinburgh Gazette Issue Number 27739 and the Perthshire Advertiser dated 8th July 2016. The Order comes into operation on Saturday the 28th of January 2017.

A copy of the Order as made, together with a plan showing the length of road involved, may be inspected free of charge during normal business hours from the 27th of January 2017 until the 10th of March 2017 at Transport Scotland, Buchanan House, 58 Port Dundas Road, Glasgow, G4 0HF; Perth & Kinross Council, Pullar House, 35 Kinnoull Street, Perth PH1 5GD; and Auchterarder Library, Chapel Wynd, Auchterarder PH3 1BL.

A copy of the Order and this Notice will be available on the Transport Scotland website at:

<http://www.transport.gov.scot/road/road-and-traffic-orders/north-east-traffic-orders>

H D Gillies

A member of the staff of the Scottish Ministers

Transport Scotland, Buchanan House, 58 Port Dundas Road,
Glasgow

(2698659)

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. (2698680)

JEAN-GUY JOSEPH NOËL JULES PHILIP BOISSEROLLES DE SAINT-JULIEN, BARON OF HARTSYDE

Jean-Guy Joseph Noël Jules Philip Boisserolles de Saint-Julien, Baron of Hartsyde, b. 17 Oct. 1963, has matriculated Arms in the Court of the Lord Lyon King of Arms, with all additaments appropriate to the Dignity of Baron in the Baronage of Scotland. The Dignity of the Barony of Hartsyde is registered in Volume 2 of the Scottish Barony Register on 26 February 2010. Letters Patent were issued on 21st June 2013 and registered in the Public Register of All Arms and Bearings in Scotland, Volume 88, Folio 102. (2698683)

COMPANIES

COMPANIES RESTORED TO THE REGISTER

ACNG LEISURE LTD

Company Number: SC408342

A Petition to restore ACNG Leisure Ltd to the Companies Register under Sections 1029 and 1030 of the Companies act 2006 has been presented to the Court of Session at Edinburgh. Any interested parties should lodge answers to the petition within twenty one days of this advertisement.

Thompsons Solicitors and Solicitor Advocates, Berkeley House, 285 Bath Street, Glasgow, G2 4HQ (2698727)

Corporate insolvency

Creditors' voluntary liquidation

FINAL MEETINGS

ADD REALISATIONS LIMITED

Company Number: SC063127

Registered office: KPMG LLP, Saltire Court, 20 Castle Terrace, Edinburgh, EH1 2EG

Principal trading address: Mitchelston Industrial Estate, Kirkcaldy KY1 3LZ

NOTICE IS HEREBY GIVEN, pursuant to Section 106 of the Insolvency Act 1986, that final meetings of members and creditors of the above named Company will be held at KPMG LLP, 319 St Vincent Street, Glasgow G2 5AS on 28 February 2017 at 11.00 am and 11:30 am respectively, for the purpose of having an account laid before them showing how the winding-up has been conducted and the company's property disposed of and giving an explanation of it, and to determine whether the Liquidator should be released in terms of Section 173 of the said Act.

A member or creditor entitled to attend and vote may appoint a proxy to attend and vote on their behalf and such proxy need not also be a member or creditor. Proxy forms must be returned to KPMG LLP, 319 St Vincent Street, Glasgow G2 5AS at or before the meeting.

Office Holder Details: *Blair Carnegie Nimmo* (IP number 8208) of KPMG LLP, Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EG. Date of Appointment: 14 February 2014. Further information about this case is available from Nicole Leonard at the offices of KPMG LLP on 0141 300 5854.

Blair Carnegie Nimmo, Liquidator (2695414)

EXPERT SVO LIMITED

Company Number: SC371654

Registered office: Apex 3, 95 Haymarket Terrace, Edinburgh, EH12 5HD

Principal trading address: Unit 4, Mount Street Business Park, Birmingham, B7 5QU

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 at 2nd Floor, 170 Edmund Street, Birmingham, B3 2HB on 7 March 2017 at 10.00 am and 10.15 am respectively, for the purposes of having an account laid before them showing the manner in which the winding up of the Company has been conducted and the property disposed of, and of receiving any explanation that may be given by the Liquidator, and to determine whether the Joint Liquidators should have their release and how the Company's books and records should be disposed of. A resolution at the meeting will be passed if a majority in value of those voting in person or by proxy, have voted in favour of it.

Any Member or Creditor is entitled to attend and vote at the above Meetings and may appoint a proxy to attend instead of himself. A proxy holder need not be a Member or Creditor of the Company. Members are entitled to vote at their meeting according to the rights attaching to their shares. To vote at the creditors' meeting, a creditor must have lodged a claim that has been accepted for voting purposes in whole or in part. Proxies and claims may be lodged at the Meetings or before the Meetings at the Liquidators' office.

Date of Appointment: 4 November 2015.

Office Holder details: Steven Martin Stokes and Thomas Campbell MacLennan (IP Nos. 10330 and 8209) both of FRP Advisory LLP, 2nd Floor, 170 Edmund Street, Birmingham, B3 2HB

Further details contact: The Joint Liquidators, Tel: 0330 055 5474.

Alternative contact: Gordon McIntyre

Steve Martin Stokes, Joint Liquidator

24 January 2017

Ag EF102513

(2698721)

LOMOND LANDSCAPES LIMITED

Company Number: SC178016

In Creditors Voluntary Liquidation

Notice is hereby given pursuant to Section 106 of the Insolvency Act 1986 that the final meeting of creditors will be held Thursday 30 March 2017 at 11.00 am within the offices of Gerber Landa & Gee, Pavilion 1, Finnieston Business Park, Minerva Way, Glasgow, G3 8AU, for the purposes of receiving the Liquidator's final report showing how the liquidation has been conducted and of hearing any explanations that may be given.

All creditors are entitled to attend in person or by proxy. Resolutions will be passed only when supported by a majority in value of those voting. Proxies may be lodged with me at or before the meeting.

Thomas Hughes LLB CA CTA

Liquidator

Gerber Landa & Gee

Pavilion 1, Finnieston Business Park, Minerva Way, Glasgow G3 8AU

(2698712)

LOMOND SOILS LIMITED

Company Number: SC204267

In Creditors Voluntary Liquidation

Notice is hereby given pursuant to Section 106 of the Insolvency Act 1986 that the final meeting of creditors will be held Thursday 30 March 2017 at 10.45 am within the offices of Gerber Landa & Gee, Pavilion 1, Finnieston Business Park, Minerva Way, Glasgow, G3 8AU, for the purposes of receiving the Liquidator's final report showing how the liquidation has been conducted and of hearing any explanations that may be given.

All creditors are entitled to attend in person or by proxy. Resolutions will be passed only when supported by a majority in value of those voting. Proxies may be lodged with me at or before the meeting.

Thomas Hughes LLB CA CTA

Liquidator

Gerber Landa & Gee

Pavilion 1, Finnieston Business Park, Minerva Way, Glasgow G3 8AU

(2698717)

THOMAS MITCHELL DEVELOPMENTS LIMITED

Company Number: SC066474

Registered office: KPMG LLP, Saltire Court, 20 Castle Terrace, Edinburgh, EH1 2EG

Principal trading address: Southend, Thornton, Fife KY1 4ED

Notice is hereby given, pursuant to Section 106 of the Insolvency Act 1986, that final meetings of members and creditors of the above named Company will be held at KPMG LLP, 319 St Vincent Street, Glasgow G2 5AS on 1 March 2017 at 11.00 am and 11.30 am respectively, for the purpose of having an account laid before them showing how the winding-up has been conducted and the company's property disposed of and giving an explanation of it, and to determine whether the Liquidator should be released in terms of Section 173 of the said Act.

A member or creditor entitled to attend and vote may appoint a proxy to attend and vote on their behalf and such proxy need not also be a member or creditor. Proxy forms must be returned to KPMG LLP, Saltire Court, 20 Castle Terrace, Edinburgh, EH1 2EG at or before the meeting.

Office Holder Details: *Blair Carnegie Nimmo* (IP number 8208) of KPMG LLP, Saltire Court, 20 Castle Terrace, Edinburgh EH1 2EG. Date of Appointment: 14 February 2014. Further information about this case is available from Nicole Leonard at the offices of KPMG LLP on 0141 300 5854.

Blair Carnegie Nimmo, Liquidator (2695410)

MEETINGS OF CREDITORS

ANN CONTRACTS LTD

Company Number: SC517317
Registered office: Kyle House, 64 Glentinar Road, Glasgow, G22 7XS
Principal trading address: Kyle House, 64 Glentinar Road, Glasgow, G22 7XS

NOTICE OF MEETING OF CREDITORS

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 Wednesday 8 February 2017 at 11.00 am for the purposes mentioned in Sections 99 to 101 of the INSOLVENCY ACT 1986.

A list of the names and addresses of the Company's creditors will be available for inspection, free of charge, within the offices of Grainger Corporate Rescue & Recovery Limited, 65 Bath Street, Glasgow, G2 2BX during the two business days preceding the above meeting.

Tony Stevenson
DIRECTOR (2698716)

CLUB NOIR LIMITED

Company Number: SC387885
Registered office: 27 Ingram Street, Glasgow, G1 1HA
Principal trading address: 1/2 3 Appin Road, Dennistoun, Glasgow, G31 2PD

NOTICE OF MEETING OF CREDITORS

Notice is hereby given pursuant to Section 98 of the INSOLVENCY ACT 1986, that a Meeting of Creditors of the above named Company will be held at the offices of Grainger Corporate Rescue & Recovery Limited, 65 Bath Street, Glasgow, G2 2BX, on Monday 6 February 2017 at 11.00 am for the purposes mentioned in Sections 99 to 101 of the INSOLVENCY ACT 1986.

A list of the names and addresses of the Company's creditors will be available for inspection, free of charge, within the offices of Grainger Corporate Rescue & Recovery Limited, 65 Bath Street, Glasgow, G2 2BX, during the two business days preceding the above meeting.

Tina Warren
DIRECTOR (2698718)

H & V HAIR DESIGN LTD

Company Number: SC494198
Registered office: 28 Field Road, Busby, G76 8SE
Principal trading address: 76 Braidholm Road, Glasgow, G46 6ED

NOTICE OF MEETING OF CREDITORS

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 Tuesday 07 February 2017 at 11.00 am for the purposes mentioned in Sections 99 to 101 of the INSOLVENCY ACT 1986.

A list of the names and addresses of the Company's creditors will be available for inspection, free of charge, within the offices of Grainger Corporate Rescue & Recovery Limited, 65 Bath Street, Glasgow, G2 2BX during the two business days preceding the above meeting.

Victoria Paterson
DIRECTOR (2698710)

HELENSBURGH ADDICTION REHABILITATION TEAM

Company Number: SC246670
Registered office: Registered Office and Trading Address: 52 West Princes Street, Helensburgh, Argyll & Bute G84 8UG

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 McKeown Suite, Stirling Enterprise Park, Stirling, FK7 7RP on Friday 10 February 2017 at 12.00 noon for the purposes mentioned in Sections 99 to 101 of the said Act. A list of names and addresses of the Company's Creditors will be available for inspection, free of charge, at the offices of ASM Recovery Limited, Glenhead House, Port of Menteith, Stirling, FK8 3LE on the two business days prior to the date of this meeting. Resolutions to be taken at the meeting of creditors may include a resolution specifying the terms on which the Liquidator is 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.

By Order of the Board
Samuel James Walker
Director

23 January 2017

For further information contact: Penny McCoull (IP No 9544) Email penny@asmrecovery.co.uk Telephone 01877 385277

ASM Recovery Limited, Glenhead House, Port of Menteith, Stirling, FK8 3LE (2698714)

NATAS ASBESTOS:SCOTLAND LTD

Company Number: SC471531
Registered office: 18 Hand Court, Bloomsbury, London WC1V 6JF
Principal trading address: Blackburn Industrial Estate, Blackburn, Aberdeen, AB21 0RX

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 79 Caroline Street, Birmingham B3 1UP, on 08 February 2017, at 11.00 am for the purposes mentioned in Sections 99, 100 and 101 of the said Act. Roderick Graham Butcher (IP No. 8834) of Butcher Woods, 79 Caroline Street, Birmingham B3 1UP, is qualified to act as an insolvency practitioner in relation to the above and will furnish creditors, free of charge, with such information concerning the company's affairs as is reasonably required. Resolutions may also be passed at this meeting with regard to the costs of convening the meeting.

Further details contact: Andrew Deere, Email: andrew.deere@butcherwoods.co.uk Tel: 0121 236 6001.

Josephine Lopacka, Director

24 January 2017

Ag EF102631 (2698719)

Liquidation by the Court

APPOINTMENT OF LIQUIDATORS

EUROPLANT MAINTENANCE (UK) LIMITED

Company Number: SC391844
Trading Name: EPM UK
Registered office: 3 Crosbie Drive, West Kilbride, KA23 9DX
Principal trading address: Unit 44, Stevenston Industrial Estate, Stevenston, KA20 3LR

I, *William White*, of Campbell Dallas LLP, Titanium 1, King's Inch Place, Renfrew, PA4 8WF, (IP No. 5900), hereby give notice pursuant to Rule 4.19 of the Insolvency (Scotland) Rules 1986 that I was appointed Liquidator of EUROPLANT MAINTENANCE (UK) LIMITED, by resolution of the creditors present at the meeting of creditors held on 23 January 2017. A Liquidation Committee was not formed. 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.

Further details contact: William White, Tel: 0141 886 6644, Email: michael.currie@campbelldallas.co.uk

William White, Liquidator

23 January 2017

Ag EF102388 (2698692)

MONCRIEFF PROPERTIES LIMITED

Company Number: SC224574

Registered office: 3 Castle Court, Carnegie Campus, Dunfermline, Fife KY11 8PB

Principal trading address: N/A

I, *Richard Gardiner*, of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB, (IP No. 9488) hereby give notice pursuant to Rule 4.19(4)(b) of The Insolvency (Scotland) Rules 1986, that I was appointed Liquidator of the above Company by a resolution of a Meeting of Creditors held in terms of Section 138(4) of the Insolvency Act 1986 on 25 January 2017. The meeting declined to establish a Liquidation Committee. It is not my intention to summon a further meeting of the creditors to establish a Liquidation Committee unless requested to do so by one-tenth in value of the Company's creditors. All creditors who have not already done so are obliged to lodge their claims with me.

Further details contact: Richard Gardiner, Tel: 01383 628800.

Alternative contact: Derek Simpson, Email:

dsimpson@thomsoncooper.com

Richard Gardiner, Liquidator

25 January 2017

Ag EF102609

(2698720)

providing that their claims and proxies have been submitted and accepted at the meeting or lodged beforehand at 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB. A resolution will be passed when a majority in value of those voting have voted in favour of it. For the purposes of formulating claims, creditors should note that the date of commencement of the liquidation is 23 August 2016.

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

Richard Gardiner, Interim Liquidator

23 January 2017

Ag EF102216

(2698694)

MCRAE CONSTRUCTION LIMITED

Company Number: SC408511

Registered office: Unit 1, Alleysbank Road, Rutherglen, G73 1LX

Principal trading address: Unit 1, Alleysbank Road, Rutherglen, G73 1LX

Notice is hereby given that I, Linda Hastings (IP No. 9719), 82 Mitchell Street, Glasgow, G1 3NA, was appointed Interim Liquidator of McRae Construction Limited by Interlocutor of the Sheriff of Glasgow & Strathkelvin at Glasgow dated 17 January 2017. Notice is also given, pursuant to Section 138(4) OF THE INSOLVENCY ACT 1986 AND RULE 4.12 OF THE INSOLVENCY (SCOTLAND) RULES 1986, that the First Meeting of Creditors of the Company will be held at Hastings & Co, 82 Mitchell Street, Glasgow, G1 3NA, on 23 February 2017, at 10.00 am for the purposes of choosing a Liquidator and considering the other Resolutions specified in Rule 4.12(3) of the aforementioned Rules. To be entitled to vote at the meeting, creditors must have lodged their claims 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 at the address shown above prior to the meeting. Further details contact: Linda Hastings, Tel: 0141 221 5761.

Linda Hastings, Interim Liquidator

24 January 2017

Ag EF102438

(2698726)

Company Number: SC381773

MY MARTHA'S LIMITED

In Liquidation

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

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

NOTICE is hereby given, pursuant to Rule 4.19 of the Insolvency (Scotland) Rules 1986, that on 24/01/2017, I, *Annette Menzies*, Insolvency Practitioner, William Duncan (Business Recovery) Ltd, 2nd Floor, 18 Bothwell Street, Glasgow, G2 6NU was appointed Liquidator of MY MARTHA'S LIMITED by resolution of a Meeting of Creditors pursuant to Section 138(4) of the Insolvency Act 1986.

A liquidation committee was not established. Accordingly, I hereby give notice that 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.

Annette Menzies

Liquidator

24 January 2017

Office-holder Number: 9128

For further information, please contact:

Jamie Carmichael

Senior Manager

tel:0141 535 3133

email: JCarmichael@WD-BR.co.uk

(2698695)

PETITIONS TO WIND-UP**ACREWYND LIMITED**

Company Number: SC457180

On 12th December 2016 a Petition was presented to Kilmarnock Sheriff Court craving the Court inter alia to order that Acrewynd Limited, having their Registered Office at 9 Kilwinning Road, Irvine, Ayrshire, KA12 8RR be wound up by the Court and to appoint a Liquidator; The Sheriff by Interlocutor dated 12th December 2016 ordained any party with an interest to lodge Answers with the Sheriff Clerk, Glasgow within 8 days of intimation, service or advertisement; all of which notice is hereby given.

Grayson Corporate Limited, Chartered Accountants, Clyde Offices, 2nd Floor, 48 West George Street, Glasgow, G2 1BP. (2698648)

MEETINGS OF CREDITORS**HIBERNIAN & CALEDONIAN LANDS LIMITED**

Company Number: SC106325

Registered office: 7 The Paddock, North Berwick, East Lothian, EH39 4QW

Principal trading address: 7 The Paddock, North Berwick, East Lothian, EH39 4QW

I, *Richard Gardiner* (IP No. 9488) of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB hereby give notice that I was appointed Interim Liquidator of HIBERNIAN & CALEDONIAN LANDS LIMITED on 17 January 2017, by Interlocutor of the Sheriff at Edinburgh (Court Ref: EDI-L85-16). Notice is also given pursuant to Section 138(4) of the Insolvency Act 1986 and Rule 4.12 OF THE INSOLVENCY (SCOTLAND) RULES 1986 as amended by the Insolvency (Scotland) Amendment Rules 1987, that the first Meeting of Creditors of the above Company will be held within the offices of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB, on 23 February 2017, at 11.00 am for the purpose of choosing a liquidator and 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

GRAYVILLE LIMITED

Previous Name of Company: Falls Of Dochart Inn Limited

Company Number: SC391600

NOTICE is hereby given that on 18 January 2017, a Petition was presented to the Sheriff at Glasgow Sheriff Court by BTG Financial Consulting LLP craving the Court, *inter alia*, that Grayville Limited (formerly known as Falls of Dochart Inn Limited) having its registered office at 272 Bath Street, Glasgow, G2 4JR be wound up by the Court and that Brian William Milne, French Duncan LLP, 122 Finnieston Street, Glasgow, G3 8HB be appointed as interim liquidator; in which Petition, the Sheriff by Interlocutor dated 19 January 2017 ordained any persons, if they intend to show cause why the Petition should be granted, to lodge Answers with the Sheriff Clerk at Glasgow Sheriff Court within 8 days after intimation, service or advertisement; all of which notice is hereby given.

Lauren Rae

Whitehall House, 33 Yeaman Shore, Dundee DD1 4BJ

Telephone: 01382 229111

email: lrae@thorntons-law.co.uk

(2698722)

HE-UK LTD

Company Number: SC444656

On 29 November 2016, a petition was presented to Tain Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for Her Majesty's Revenue and Customs craving the Court **inter alia** to order that HE-UK Ltd, Unit1 Inverbreakie Steading, Inverbreakie Industrial Estate, Invergordon, Ross-shire, IV18 OLP (registered office) (company registration number SC444656) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Tain Sheriff Court, High Street, Tain, IV19 1AB within 8 days of intimation, service and advertisement.

K. Henderson

Officer of Revenue & Customs

HM Revenue & Customs

Debt Management

Enforcement & Insolvency

20 Haymarket Yards, Edinburgh

for Petitioner

Ref: 623/1080594 nas

(2698715)

NEWBAIN SERVICES LIMITED

Company Number: SC397312

On 20 January 2017, a petition was presented to Edinburgh Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for Her Majesty's Revenue and Customs craving the Court **inter alia** to order that Newbain Services Limited, 1 Inverleith Gardens, Edinburgh, EH3 5PU (registered office) (company registration number SC397312) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Edinburgh Sheriff Court, 27 Chambers Street, Edinburgh within 8 days of intimation, service and advertisement.

J. Noonan

Officer of Revenue & Customs

HM Revenue & Customs

Debt Management

Enforcement & Insolvency

20 Haymarket Yards, Edinburgh

for Petitioner

Ref: 623/1086192 IDB

(2698723)

PLATINUM RECRUITMENT SERVICES LIMITED

Company Number: SC329345

NOTICE is hereby given that on 13 January 2017 a Petition was presented to Livingston Sheriff Court by Athole McDonald, Stephen Donoghue and Richard George Kilcullen craving the Court **inter alia** to order that Platinum Recruitment Services Limited, a company incorporated under the Companies Acts (company number SC329345) and having its registered office at Geddes House, Kirkton North, Livingston EH54 6GU, be wound up by the Court and that an Interim Liquidator be appointed, in which Petition the Sheriff at Livingston by First Deliverance dated 16 January 2017 appointed all persons having an interest to lodge Answers with the Sheriff Clerk at Livingston Sheriff Court within 8 days after intimation and advertisement; all of which notice is hereby given.

Joan Devine, HBJ Gateley, Cornerstone, 107 West Regent Street, Glasgow, G2 2BA

Solicitors for the Petitioner

(2698725)

STEIN ELECTRICAL CONTRACTORS LIMITED

Company Number: SC436158

On 16 January 2017, a petition was presented to Hamilton Sheriff Court craving the Court that Stein Electrical Contractors Limited (SC436158), a company incorporated under the Companies Acts and having its registered office at Units 1 & 2, 10 Crossgates Street, Larkhall, Lanarkshire, ML9 1DL be wound up by the Court and an interim liquidator appointed; in which Petition, by interlocutor of 20 January 2017, the Sheriff appointed all parties having an interest to lodge answers within 8 days after intimation, advertisement and service, all of which notice is hereby given.

Yvonne Morgan

Morgan Legal

Regent House, 113 West Regent Street, Glasgow G2 2RU

Solicitor for the Petitioner

0141258 4117

(2698696)

THE NEW WEE THEATRE LIMITED

Company Number: SC535495

NOTICE is hereby given that on 18 January 2017 a Petition was presented to the Sheriff at Edinburgh by The New Wee Theatre Limited having their registered office at 9 East Market Street, Arch 5, Edinburgh, EH8 8FS (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 18 January 2017 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; all of which notice is hereby given.

April Bingham

Petitioner's Agent

Bellwether Green

Solicitors

225 West George Street, Glasgow, G2 2ND

(2698724)

Members' voluntary liquidation**APPOINTMENT OF LIQUIDATORS**

Company Number: SC310278

Name of Company: **DOUGIEINSPECT LIMITED**

Nature of Business: Machining

Type of Liquidation: Members

Registered office: 6 Redheughs Rigg, Edinburgh, EH12 9DQ

Principal trading address: 6 Redheughs Rigg, Edinburgh, EH12 9DQ

Antonia McIntyre, of mlm Solutions, Forsyth House, 93 George Street, Edinburgh, EH2 3ES

Office Holder Number: 9422.

Further details contact: Antonia McIntyre, Tel: 0845 051 0210.

Date of Appointment: 25 January 2017

By whom Appointed: Members

Ag EF102613

(2698669)

Company Number: SC210455

Name of Company: **INFORMATION LOGIC LTD.**

Nature of Business: Data processing, hosting and related activities

Type of Liquidation: Members

Registered office: 5 Millbrae, Gargunnoch, Stirling FK8 3BB

Principal trading address: 5 Millbrae, Gargunnoch, Stirling FK8 3BB

Derek Forsyth, of Campbell Dallas LLP, Titanium 1, King's Inch Place, Renfrew, PA4 8WF

Office Holder Number: 8219.

Further details contact: Derek Forsyth, Tel: 0141 886 6644. Alternative

contact: Email: michael.currie@campbelldallas.co.uk

Date of Appointment: 20 January 2017

By whom Appointed: Members

Ag EF102453

(2698664)

Company Number: SC039693

Name of Company: **PARK TERRACE HOLDINGS LIMITED**

Nature of Business: Other letting & operating of own or leased real estate

Type of Liquidation: Members

Registered office: 1 Park Terrace, Glasgow, G3 6BY

Principal trading address: 1 Park Terrace, Glasgow, G3 6BY

Claire Middlebrook, of Middlebrooks Business Recovery & Advice, 11A Dublin Street, Edinburgh EH1 3PG

Office Holder Number: 9650.

Further details contact: Email: lwhite@middlebrooksadvice.com or

Tel: 0131 297 7792

Date of Appointment: 12 January 2017

By whom Appointed: Members

Ag EF102188

(2698666)

Company Number: SC086166
 Name of Company: **SPIRIT GROUP RETAIL PUBS AND RESTAURANTS LIMITED**
 Nature of Business: Non-trading Company
 Type of Liquidation: Members
 Registered office: TLT LLP, 140 West George Street, Glasgow, G2 2HG
 Principal trading address: TLT LLP, 140 West George Street, Glasgow, G2 2HG
Simon Harris and Ben Woodthorpe, both of ReSolve Partners Ltd, 48 Warwick Street, London, W1B 5NL
 Office Holder Numbers: 11372 and 18370.
 Further details contact: Claire Chadwick, Email: claire.chadwick@resolvegroupuk.com, Tel: 020 7702 9775.
 Date of Appointment: 12 January 2017
 By whom Appointed: Member
 Ag EF102549 (2698693)

PURSUANT TO SECTION 109 OF THE INSOLVENCY ACT 1986

Name of Company: **WHITEHILL CONSTRUCTION (SCOTLAND) LTD**
 Company Number: SC441533
 Previous Name of Company: Whitehall Construction Limited
 Type of Liquidation: Members
 Registered office: The Alhambra Suite, 4th Floor, 82 Mitchell Street, Glasgow
Bryce L Findlay, Findlay Hamilton, 50 Darnley Street, Pollokshields, Glasgow, G41 2SE
 Office Holder Number: 8220.
 Date of Appointment: 24 January 2017
 By whom Appointed: Members (2698690)

FINAL MEETINGS

ANDERSON ASSEMBLIES LIMITED

Company Number: SC263551
 Previous Name of Company: Anderson Fire & Rescue Equipment Ltd
 Registered office: Suite 204, 69 Buchanan Street, Glasgow, G1 3HL
 Principal trading address: Unit 1, Newton Industrial Estate, Irongray Road, Dumfries, DG2 0JE
 Notice is hereby given pursuant to Section 94 of the Insolvency Act 1986, that a final general meeting of the members of the above named Company will be held at the offices of Armstong Watson, 69 Buchanan Street, Glasgow, G1 3HL on 30 MArch 2017 at 10.00 am, for the purposes of having an account laid before the meeting and to receive the Joint Liquidators' report, showing how the winding up of the Company has been conducted and its property disposed of and of hearing any explanation that may be given by the Joint Liquidators. Any member entitled to attend and vote at the above mentioned meeting is entitled to appoint a proxy to attend and vote instead of him, and such proxy need not also be a member. The Joint Liquidators will be seeking their release at the meeting.
 Date of Appointment: 30 January 2015. Office Holder details: Mark Ranson and Alison Anderson (IP Nos. 9299 and 0425) of Armstong Watson, 69 Buchanan Street, Glasgow, G1 3HL
 Further details contact: Tel: 0141 233 0130
Mark Ranson, Joint Liquidator
 24 January 2017
 Ag EF102370 (2698688)

CLT LEGAL LINK LIMITED

Company Number: SC225483
 Emma Cray and Karen Dukes were appointed liquidators of the above company on 22 June 2016.
 Notice is hereby given, as required by Section 94 of the Insolvency Act 1986, that the final meeting of members of the above named Company will be held at the offices of PricewaterhouseCoopers LLP, Cornwall Court, 19 Cornwall Street, Birmingham, B3 2DT on 10 March 2017 commencing at 10 am for the purpose of having an account laid before the members showing how the winding-up has been conducted and the property of the Company disposed of, and hearing any explanation that may be given by the Liquidator.

A member entitled to attend and vote at the meeting may appoint a proxy, who need not be a member, to attend and vote instead of him/her. Proxies must be lodged with us at the meeting address given above at or before the meeting.

Further information:

Re Office holders:

Office holder licence numbers: Emma Cray: 17450, Karen Dukes: 9369

Re company in liquidation:

Registered office address: 5th Floor, 80 St Vincent Street, Glasgow, G2 5UB

Further information about this case is available from Amanda Lewis at the above office of PricewaterhouseCoopers LLP on 0121 265 5497. (2695404)

DLG SUPPORT SERVICES LTD

Company Number: SC384475
 Registered office: Bishop's Court, 29 Albyn Place, Aberdeen, AB10 1YL.
 Principal trading address: Westhill, Aberdeen, AB32 6UE
 Notice is hereby given, pursuant to Section 94 of the Insolvency Act 1986, that a Final General Meeting of the Members of the above named Company will be held at Bishop's Court, 29 Albyn Place, Aberdeen, AB10 1YL on 24 February 2017 at 10.00 am for the purpose of having an account laid before the members showing how the winding-up has been conducted and the property of the Company disposed of, and hearing any explanation that may be given by the Liquidator and for the Liquidator to seek sanction for his release from office. A Member entitled to attend and vote at the above Meeting may appoint a proxy or proxies to attend and vote instead of him. A proxy need not be a member of the Company.
 Date of appointment: 13 October 2015. Office holder details: Ewen R Alexander (IP No. 6754) of Johnston Carmichael LLP, Bishop's Court, 29 Albyn Place, Aberdeen, AB10 1YL.
 Further details contact: Tel: 01224 212222. Alternative contact: Lynda Matthew.

Ewen R Alexander, Liquidator

19 January 2017

Ag EF102336 (2698701)

GLEDDOCH HOTELS LIMITED

Company Number: SC094301
 NOTICE IS HEREBY GIVEN that pursuant to Section 94 of the Insolvency Act 1986 the final general meeting of the shareholders of the Company will be held at EY, Ten George Street, Edinburgh, EH2 2DZ on 6 March 2017 at 10.00am to have an account laid before them showing how the winding up has been conducted and the property of the Company has been disposed of and to hear any explanation that may be given by the Liquidator.
 Office Holder Details: *Colin Peter Dempster* (IP number 8908) of Ernst & Young LLP, Ten George Street, Edinburgh EH2 2DZ.
Colin Peter Dempster, Liquidator (2696667)

IG BRYCE LTD

Company Number: SC432979
 Registered office: 23 Thornhill Gardens, Newton Mearns, Glasgow, G77 5FU
 Principal trading address: 23 Thornhill Gardens, Newton Mearns, Glasgow, G77 5FU
 A final meeting of the above-named Company is hereby summoned by the Joint Liquidators under Section 94 of the Insolvency Act 1986, for the purpose of having an account laid before them and to receive the liquidator's report showing how the winding up has been conducted and the property of the Company disposed of, and of hearing an explanation to be given by the Joint Liquidators.
 Note: Any member entitled to attend and vote at the meeting is entitled to appoint a proxy, who need not be a member of the Company, to attend and vote instead of the member.
 The meeting will be held at the offices of Begbies Traynor (Central) LLP, 2nd Floor Excel House, Semple Street, Edinburgh, EH3 8BL on the 2 March 2017 at 10.00 am. Date of Appointment: 4 March 2016. Office Holder details: Kenneth Pattullo (IP No. 8368) and Kenneth Craig (IP No. 8584) of Begbies Traynor (Central) LLP, 2nd Floor Excel House, Semple Street, Edinburgh, EH3 8BL.

Further details contact: Email: Ken.Pattullo@begbies-traynor.com
 Alternative contact: Laura Corrigan.
 Ken Pattullo, Joint Liquidator
 25 January 2017
 Ag BF71996 (2698699)

LAKEARRAN LIMITED

In Members Voluntary Liquidation
 Company Number: SC385888
 Notice is hereby given that the final meeting of the members will be held in terms of Section 94 of the Insolvency Act 1986 at the offices of Ritson Young CA, 28 High Street, Nairn on Thursday 2nd March 2017 at 10.30 am for the purpose of receiving the Liquidator's report showing how the winding up has been conducted together with any explanations that may be given by him and in determining whether the Liquidator should have his release in terms of Section 173 of said Act.
 W L Young
 Liquidator
 Ritson Young CA, 28 High Street, Nairn IV12 4AU
 24th January 2017 (2698713)

ORRMAC (NO 360) LIMITED

Company Number: SC155595
 NOTICE IS HEREBY GIVEN that pursuant to Section 94 of the Insolvency Act 1986 the final general meeting of the shareholders of the Company will be held at EY, Ten George Street, Edinburgh, EH2 2DZ on 6 March 2017 at 10.15am to have an account laid before them showing how the winding up has been conducted and the property of the Company has been disposed of and to hear any explanation that may be given by the Liquidator.
 Office Holder Details: Colin Peter Dempster (IP number 8908) of Ernst & Young LLP, Ten George Street, Edinburgh EH2 2DZ.
 Colin Peter Dempster, Liquidator (2696676)

ROSBROOK ASSOCIATES LIMITED

Company Number: SC156016
 Registered office: 49 Carden Place, Aberdeen, AB10 1UN
 Principal trading address: N/A
 A final meeting of the above-named Company is hereby summoned by the Joint Liquidators under Section 94 of the Insolvency Act 1986, for the purpose of having an account laid before them and to receive the liquidator's report showing how the winding up has been conducted and the property of the Company disposed of, and of hearing an explanation to be given by the Joint Liquidators.
 Note: Any member entitled to attend and vote at the meeting is entitled to appoint a proxy, who need not be a member of the Company, to attend and vote instead of the member.
 The meeting will be held at the offices of Begbies Traynor (Central) LLP, Unit B Second Floor, Excel House, 30 Semple Street, Edinburgh EH3 8BL on 2 March 2017 at 10.30 am. Date of Appointment: 3 June 2016. Office Holder details: Kenneth Craig (IP No. 8584) and Kenneth Pattullo (IP No. 8368) both of Begbies Traynor, Third Floor West, Edinburgh Quay 2, 139 Fountainbridge, Edinburgh EH3 9QG.
 The Joint Liquidators can be contacted by Email: Ken.Pattullo@begbies-traynor.com Alternative contact: Julie Tait.
 Kenneth Pattullo, Joint Liquidator
 25 January 2017
 Ag ZE52433 (2698707)

VERTE ENGINEERING LIMITED

In Members Voluntary Liquidation
 Company Number: SC408795
 Notice is hereby given pursuant to Section 94 of the Insolvency Act 1986, that a Final Meeting of the members of the above named company will be held within the offices of Milne Craig, 79 Renfrew Road, Paisley, PA3 4DA on Wednesday 22 February 2017 at 12.00 noon for the purpose of having an account laid before them 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. The members are entitled to attend and vote at the above meeting or appoint a proxy, or proxies to attend and vote on their behalf.

Date of appointment: 15 February 2016
 Office holder: Henry R Paton CA, Milne Craig, Abercorn House, 79 Renfrew Road, Paisley, PA3 4DA
 Any person who requires any further information should contact Gillian Campbell, Tel: 0141 887 7811
 H R Paton
 Liquidator
 Milne Craig
 Chartered Accountants
 Abercorn House, 79 Renfrew Road, Paisley PA3 4DA
 20 January 2017 (2698709)

THE INSOLVENCY ACT 1986

NOTICE OF FINAL MEETING

X2N ENGINEERING LIMITED

Company Number: SC459965
 Registered office: Registered Office: 24 Parkinch, Erskine, Renfrewshire, PA8 7HZ
 Principal trading address: 24 Parkinch, Erskine, Renfrewshire, PA8 7HZ
 NOTICE IS HEREBY GIVEN that a final meeting of the members of X2N Engineering Limited will be held at 10:00 am on 29 March 2017. The meeting will be held at the offices of DCA Business Recovery LLP, at 18 Clarence Road, Southend on Sea, Essex, SS1 1AN. The meeting is called pursuant to Section 94 of the Insolvency Act 1986 for the purpose of receiving an account showing the manner in which the winding-up of the company has been conducted and the property of the company disposed of, and to receive any explanation that may be considered necessary. Any member entitled to attend and vote at the meeting is entitled to appoint a proxy to attend and vote on their behalf. A proxy need not be a member of the company. The following resolutions will be considered at the meeting:
 1. That the liquidator be released and discharged.
 Proxies to be used at the meeting must be returned to the offices of DCA Business Recovery LLP, at 18 Clarence Road, Southend on Sea, Essex, SS1 1AN no later than 12 noon on the working day immediately before the meeting.
 Names of Insolvency Practitioner calling the meeting: Deborah Ann Cockerton
 Address of Insolvency Practitioner: 2 Nelson Street, Southend on Sea, Essex SS1 1EF
 IP Number: 9641
 Contact Name: Toni James
 Email Address: tonijames@dcabr.co.uk
 Telephone Number: 01702 344558
 Deborah Ann Cockerton MABRP MIPA
 Liquidator
 20 January 2017 (2698708)

NOTICES TO CREDITORS

SPIRIT GROUP RETAIL PUBS AND RESTAURANTS LIMITED

Company Number: SC086166
 Registered office: TLT LLP, 140 West George Street, Glasgow, G2 2HG
 Principal trading address: TLT LLP, 140 West George Street, Glasgow, G2 2HG
 Notice is hereby given that the creditors of the Company are required, on or before 27 February 2017, to prove their debts by sending their full names and addresses, particulars of their debts or claims, and the names and addresses of their solicitors (if any), to Simon Harris and Ben Woodthorpe of ReSolve Partners Limited, 48 Warwick Street, London, W1B 5NL. If so required by notice in writing from the Joint Liquidators, creditors must either personally or by their solicitors, come in and prove their debts at such time and place as shall be specified in such notice, or in default thereof they will be excluded from the benefit of any distribution made before their debts are proved. Note: The Directors of the Company have made a declaration of solvency and it is expected that all creditors will be paid in full.
 Date of Appointment: 12 January 2017.

Office holder details: Simon Harris and Ben Woodthorpe (IP Nos 11372 and 18370) both of ReSolve Partners Limited, 48 Warwick Street, London, W1B 5NL

Further details contact: Claire Chadwick, Email: claire.chadwick@resolvegroupuk.com, Tel: 020 7702 9775.

Simon Harris, Joint Liquidator

25 January 2017

Ag EF102549 (2698711)

RESOLUTION FOR VOLUNTARY WINDING-UP

DOUGIEINSPECT LIMITED

Company Number: SC310278

Registered office: 6 Redheughs Rigg, Edinburgh, EH12 9DQ

Principal trading address: 6 Redheughs Rigg, Edinburgh, EH12 9DQ

At a General Meeting of the Members of the above-named Company duly convened and held at Forsyth House, 93 George Street, Edinburgh, EH2 3ES, on 25 January 2017, at 11.30 am, the following Special Resolution was duly passed:

"That the Company be wound up voluntarily by way of a members' voluntary liquidation and that *Antonia McIntyre*, of mlm Solutions, 7th Floor, 90 St Vincent Street, Glasgow G2 5UB, (IP No. 9422) 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.

Douglas Brown, Chairman

25 January 2017

Ag EF102613 (2698665)

INFORMATION LOGIC LTD.

Company Number: SC210455

Registered office: 5 Millbrae, Gargunnoch, Stirling FK8 3BB

Principal trading address: 5 Millbrae, Gargunnoch, Stirling FK8 3BB

At a General Meeting of the members of the Company, duly convened and held at 5 Millbrae, Gargunnoch, Stirling FK8 3BB, on 20 January 2017, at 12.00 noon, 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 *Derek Forsyth*, of Campbell Dallas LLP, Titanium 1, King's Inch Place, Renfrew, PA4 8WF, (IP No. 8219), be and is hereby appointed Liquidator of the Company for the purposes of the voluntary winding-up."

Further details contact: *Derek Forsyth*, Tel: 0141 886 6644. Alternative contact: Email: michael.currie@campbelldallas.co.uk

Jan Sullivan, Chairman

24 January 2017

Ag EF102453 (2698689)

PARK TERRACE HOLDINGS LIMITED

Company Number: SC039693

Registered office: 1 Park Terrace, Glasgow, G3 6BY

Principal trading address: 1 Park Terrace, Glasgow, G3 6BY

Resolutions of Park Terrace Holdings Limited were passed by Written Resolution of the Members of the Company on 12 January 2017, as Special Resolutions and an Extraordinary Resolutions:

"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 *Claire Louise Middlebrook*, of Middlebrooks Business Recovery & Advice, 11A Dublin Street, Edinburgh EH1 3PG, (IP No. 9650)

be appointed Liquidator of the Company for the purposes of winding up the Company's affairs and distributing its assets."

Further details contact: Email: lwhite@middlebrooksadvice.com or Tel: 0131 297 7792

Nicole Macphail, Chairman

12 January 2017

Ag EF102188 (2698691)

SPIRIT GROUP RETAIL PUBS AND RESTAURANTS LIMITED

Company Number: SC086166

Registered office: TLT LLP, 140 West George Street, Glasgow, G2 2HG

Principal trading address: TLT LLP, 140 West George Street, Glasgow, G2 2HG

Notice is hereby given, pursuant to Section 85(1) of the Insolvency Act 1986 (as amended), that the following resolutions were passed on 12 January 2017, as a Special Resolution and as an Ordinary Resolution respectively:

"That the Company be wound up voluntarily and that *Simon Harris* and *Ben Woodthorpe*, both of ReSolve Partners Ltd, 48 Warwick Street, London, W1B 5NL, (IP Nos 11372 and 18370) be appointed as Joint Liquidators for the purposes of such voluntary winding up."

Further details contact: Claire Chadwick, Email: claire.chadwick@resolvegroupuk.com, Tel: 020 7702 9775.

Kirk Davis, Chairman

24 January 2017

Ag EF102549 (2698678)

Partnerships

DISSOLUTION OF PARTNERSHIP

CS CAPITAL PARTNERS (FP) LP

Pursuant to section 10 Limited Partnerships Act 1907 and section 37 of the Partnership Act 1890, notice is hereby given by Cabot Square Capital GP (Scotland) Limited, One Connaught Place, London W2 2ET (the "General Partner"), that the limited partnership known as CS Capital Partners (FP) L.P. (LP4768), has been dissolved and further that the General Partner has ceased to be the General Partner of the CS Capital Partners (FP) L.P.

Signed for and on behalf of
Cabot Square Capital GP(Scotland) Ltd

In its capacity as general partner of CS Capital Partners (FP) L.P

(2698703)

TRANSFER OF INTEREST

LIMITED PARTNERSHIPS ACT 1907

AXA CAPITAL ASIA II L.P.

REGISTERED IN SCOTLAND NUMBER SL006385

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that Seamack Holding Limited has transferred its entire interest in AXA Capital Asia II L.P., a limited partnership registered in Scotland with number SL006385 (the "**Partnership**") to Hourglass Global Limited.

Accordingly, Seamack Holding Limited has ceased to be a limited partner of the Partnership and Hourglass Global Limited has been admitted as a limited partner of the Partnership. (2698702)

LIMITED PARTNERSHIPS ACT 1907

GPE III, LP

REGISTERED IN SCOTLAND NUMBER SL005545

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that Industrial & Financial Investments Co. has transferred its entire interest in GPE III, LP, a limited partnership registered in Scotland with number SL005545 (the "**Partnership**") to AI Thekair General Trading & Contracting Co.. Industrial & Financial Investments Co. has ceased to be a limited partner of the Partnership and AI Thekair General Trading & Contracting Co. has been admitted as a limited partner of the Partnership. (2698704)

LIMITED PARTNERSHIPS ACT 1907

SRE FREYJA – INVESTCO, L.P.

REGISTERED IN SCOTLAND NUMBER SL027854

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7 For the avoidance of doubt, subject to clause 6 above, in no circumstances shall the Publisher be liable for any economic losses (including, without limitation, loss of revenues, profits, contracts, business or anticipated savings), any loss of goodwill or reputation, or any special, indirect or consequential damages (however arising, including negligence).

8 Where the Publisher is responsible for any error including which, in the Publisher's reasonable opinion, causes a substantive change to the meaning of a Notice or would affect the legal efficacy of a Notice, upon becoming aware of such error, the Publisher shall publish the corrected Notice at no charge and at the next suitable opportunity. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Advertiser (including any principal, if applicable) and full extent of the limit of the Publishers liability in these circumstances.

9 In the event that the Publisher believes, in its sole opinion, an Advertiser is submitting Notices in bad faith, is in breach of clause 11 below, or has dealings with Advertisers who are in breach of these Terms and Conditions or has breached such Terms and Conditions previously, the Publisher may require further verification of information to be provided by the Advertiser and may, at its sole and absolute discretion, delay publication of those Notices until it is satisfied that the Notice it has received is based on authentic information.

10 The location of the Notice in The Gazette shall be at the discretion of the Publisher. For the avoidance of doubt, the Notice shall be published in the house style of The Gazette.

11 The Advertiser warrants:

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

11.2 the Notice is not false, inaccurate, misleading, nor does it contain potentially fraudulent information;

11.3 the Notice is submitted in good faith, does not contravene any law (statutory or otherwise) nor is it in any way illegal, defamatory or an infringement of any other party's rights or an infringement of the

British Code of Advertising Practice (as amended and updated from time to time), nor is it subject to any court order prohibiting such publication.

12 To the extent permissible by law the Publisher excludes all warranties, conditions or other terms, whether implied by statute or otherwise, relating to the placing of any Notices.

13 The Advertiser agrees to fully indemnify and hold the Publisher and The National Archives (or any successor organisation), including any affiliates, officers, directors, agents, subcontractors and employees harmless from all liabilities, costs, expenses, damages and losses (including, without limitation) any direct, indirect, consequential and/or special losses and/or damage, loss of profit, loss of reputation and/or goodwill and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and/or expenses (including legal costs) suffered or incurred (including negligence) in respect of any matter arising out of, in connection with or relating to any Notice, including (without limitation) in respect of any claim and/or demand (including threatened and/or potential claims or demands) made by any third party which may constitute a breach, threatened and/or potential breach by the Advertiser (or their principal) of these Terms and Conditions or any breach and/or potential breach by the Advertiser of any law and/or any of the rights of a third party. The Publisher shall consult with the Advertiser as to the way in which such applicable claims, demands or potential claims or demands are handled but the Publisher shall retain the sole, absolute and final decision on all aspects of any matter arising from the aforementioned indemnity, including the choice of instructing legal representatives, steps taken in or related litigation and/or decisions to settle the case. The Advertiser shall use best endeavours to provide, at its own expense, such co-operation and assistance as the Publisher may reasonably request including in respect of any principal (if applicable) and including, without limitation, the provision of and/or access to witnesses, access to premises and delivery up of documents and/or any evidence, including supporting any associated litigation and/or dispute resolution process.

14 The Advertiser shall promptly notify the Publisher in writing of any actual, threatened or suspected claim made by a third party or parties against the Advertiser and/or the Publisher in relation to a Notice. The Publisher reserves the right, following a claim or threatened claim, to immediately remove the Notice which is the subject of the complaint from the website at www.thegazette.co.uk and all other websites controlled by the Publisher containing the Notice, as well as from any other medium in which the Notice has been placed that is controlled by The Gazette, where possible. The Publisher may require the Advertiser to amend the Notice at its own cost before it agrees to re-publish the Notice if it is capable of rectification to avoid the claim, threatened or suspected claim. Any reinstatement of the Notice shall be at the sole and absolute discretion of the Publisher, whose decision in respect of such matter shall be final. Other than withdrawal of a Notice following a claim or threatened claim, withdrawal of a Notice post-publication shall take place only upon the written instructions of The National Archives (or any successor organisation) or if there is a credible claim that the continuing presence of a Notice endangers an individual's personal safety or a request is received from any applicable regulatory and/or enforcement authorities.

15 The Advertiser acknowledges that the Publisher may re-use Notices and/or allow third parties to re-use Notices accepted for publication in The Gazette, and hereby assigns to the Publisher for and on behalf of the Crown, all rights, including but not limited to, copyright and/or other such intellectual property rights (as applicable) in all Notices, and warrants that any such activity in respect of any Notice (including any activity in the preparation of such Notice for publication in The Gazette) by the Publisher and/or third parties does not and will not infringe any legal right of the Advertiser or any third party. For the avoidance of doubt, all Notices and any content therein shall be Crown copyright and may be subject to the Open Government Licence (or any variation thereof).

16 The Advertiser accepts that the purpose of The Gazette is to disseminate information of interest to the public as widely as possible in the public interest and that the information contained in the Notices published in The Gazette may be used by third parties after publication for any purpose and that such use may be beyond the control of The Gazette. In such instances, the Publisher accepts and the Advertiser agrees that the Publisher shall have no liability whatsoever in respect of such use by third parties.

17 The Advertiser acknowledges and agrees that the publication of any Notice is subject to any court order and/or direction of the court or such other regulatory and/or enforcement authorities including the Information Commissioner's Office, the police, the Financial Conduct Authority (and such other related regulatory organisations), the Solicitors Regulation Authority and such other authorities as may be applicable (without limitation) and that the Publisher may delay, refuse to publish or withdraw from publication if it has received evidence to that effect and may not publish such notice until it has received written evidence from the court (as the Publisher may reasonably require from time to time) that demonstrates that any previous order and/or direction has been withdrawn and/or is no longer applicable (as the Publisher may reasonably require from time to time) and/or, subject to any statutory and/or applicable laws, The Gazette may share information and/or data related to the Notice and/or the Advertiser's account related to such authorities and the Advertiser hereby consents to such disclosure(s).

18 In respect of any Local Newspaper Notice, this clause 18 shall apply. For the avoidance of doubt, all other terms of the Terms and Conditions shall apply to Local Newspaper Notices only to the extent that they do not conflict with the terms set out below. In the event of any conflict, the terms set out in this clause 18 shall prevail:

18.1 The Local Newspaper Notice may be placed in a local newspaper by any subcontractor and/or a third party organisation at the Publisher's sole and absolute discretion and the Advertiser hereby consents to such use (including any activity that is ancillary and/or reasonably necessary to such use). For the avoidance of doubt, this may include the processing of personal data in accordance with the Data Protection Act 1998, as amended ("DPA"), by the Publisher, any subcontractor and/or third party organisation, together with the local newspaper and related organisations;

18.2 The placement of a Local Newspaper Notice shall be upon the standard terms and conditions of the local newspaper in question in addition to these Terms and Conditions. The Advertiser expressly agrees to such local newspaper terms and by submitting a Local Newspaper Notice to The Gazette, expressly consents to the Publisher, its subcontractors and/or any applicable third party organisation agreeing to such terms on behalf of the Advertiser;

18.2.1 To the extent that such local newspaper and the applicable terms allow, where the Publisher, any subcontractor, any third party acting on behalf of the Publisher and/or the local newspaper is responsible for any error including (without limitation), the Publisher, the Publisher shall arrange for the local newspaper to publish the corrected Local Newspaper Notice at no additional cost to the Advertiser. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Advertiser (including any principal, if applicable) and the full extent of the limit of liability in these circumstances;

19 In the event that a corrected Local Newspaper Notice is not published for whatever reason, the total aggregate liability of the Publisher and The National Archives, whether direct or indirect, and including (without limitation) all liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs and/or other professional costs and/or expenses) suffered or incurred, howsoever arising (including negligence), whether arising from the acts and/or omissions of the Publisher, The National Archives and/or the Advertiser and/or any third party (including, without limitation, any principal of the Advertiser) or arising out of or made in connection with the Notice or otherwise shall be limited to the value of the Local Newspaper Notice placed through The Gazette except that nothing in these Terms and Conditions shall limit or exclude any liability for fraudulent misrepresentation, or for death or personal injury resulting from the Publisher's or The National Archives' negligence or the negligence of their agents, subcontractors and/or employees or third parties acting on behalf of the Publisher.

20 The Advertiser accepts that the Charges may be amended from time to time and will be payable at the rate in force at the time of invoicing unless otherwise agreed by the Publisher in writing. The Charges must be paid in full by the Advertiser in advance of publication unless other requirements of the Publisher in respect of the payment of such Charges (as determined from time to time) are notified to the Advertiser.

21 If the Advertiser wishes to make a complaint, all such complaints shall be submitted in writing to customer.services@thegazette.co.uk

22 Save in respect of The National Archives (or any successor organisation), a person who is not a party to these Terms and

Conditions has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of these Terms and Conditions but this does not affect any right or remedy of a party specified in these Terms and Conditions or which exists or is available apart from that Act.

23 These Terms and Conditions and all other express terms of the contract shall be governed and construed in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English courts.

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**AUTHORISED SCALE OF CHARGES
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If you are unsure how to price your notice or your notice contains more than 40 events please contact edinburgh@thegazette.co.uk					
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