



THE GAZETTE

EDINBURGH GAZETTE

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March 2025

PARLIAMENT ASSEMBLIES & GOVERNMENT

LEGISLATION & TREATIES

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

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

GREETING:

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

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

WITNESS Ourselves at Buckingham Palace

the eighteenth day of March 2025

in the third year of Our Reign

By The King Himself Signed with His Own Hand.

SCHEDULE

Health and Social Care (Wales) Bill

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

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

CYFARCHION:

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

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

TYSTIED Ein Hunain ym Mhalas Buckingham

ar y deunawfed diwrnod o Fawrth 2025

yn y drydedd flwyddyn o'n Teyrnasiad

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

YR ATODLEN

Y Bil Iechyd a Gofal Cymdeithasol (Cymru)

(4847270)

ENVIRONMENT & INFRASTRUCTURE

ENERGY

AEUK BATTERY PROJECT I

PITCOX BESS

ELECTRICITY ACT 1989

TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997

Notice is hereby given that AEUK Battery Project I (**Company Reg. No. 14426302, Registered Office at Abei Energy Ltd, Origin Workspace, 40 Berkeley Square, Bristol, BS1 1HP**) has applied to the Scottish Ministers for consent under section 36 of the Electricity Act 1989 to construct and operate a **Battery Energy Storage System and associated development at land at Pitcox near Dunbar, East Lothian EH42 1EQ** (Central Grid Reference 364406 676016). The installed capacity of the proposed generating station would be up to 100MW.

AEUK Battery Project I has also applied for a direction under section 57(2) of the Town and Country Planning (Scotland) Act 1997 that planning permission for the development be deemed to be granted.

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

Location	Opening Hours	Address
Dunbar Library,	Monday, Tuesday, Thursday and Friday 9am to 1pm and 2pm to 5pm Wednesday 10am to 1pm and 2pm to 5pm Saturday 10am to 1pm	Bleachingfield Centre, Countess Road, Dunbar, EH42 1DX

The **application** can also be viewed at <https://pitcox.abeienergy.co.uk> Any representations to the application may be by email to the Scottish Government, Energy Consents Unit mailbox at representations@gov.scot; or by post to the Scottish Government, Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU, identifying the proposal and specifying the grounds for representation.

Written or emailed representations should be dated, clearly stating the name (in block capitals), full return email and postal address of those making representations. Only representations sent by email to representations@gov.scot will receive acknowledgement.

All representations should be received not later than **9th May 2025**, although Ministers may consider representations received after this date.

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

Following examination of the environmental information, Scottish Ministers will determine the application for consent in one of two ways:

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

General Data Protection Regulations

The Scottish Government Energy Consents Unit processes applications under the Electricity Act 1989. To support transparency in decision making, the Scottish Government publishes representations online at www.energyconsents.scot. A privacy notice is published on the help page at www.energyconsents.scot. This explains how the Energy Consents Unit processes your personal information and includes contact details for any enquiries or complaints regarding how your personal data is handled. (4848861)

HARMONY HM LIMITED

ELECTRICITY ACT 1989

TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997

Notice is hereby given that **Harmony HM Ltd**, company registration number **15833780**, with its registered office at **10 St James Business Park, Grimbald Crag Court, Knaresborough, England, HG5 8QB**, applied to the Scottish Ministers for consent under section 36 of the Electricity Act 1989 to construct and operate the **High Mathernock Battery Energy Storage System at land Loganwood House, High Mathernock, Kilmacollm, PA13 4SP** (Grid Reference 232087 671421) which shall have an installed capacity of up to 334MW. Harmony HM Ltd have also asked that Scottish Ministers give a direction under section 57(2) of the Town and Country Planning (Scotland) Act 1997 that planning permission for the development be deemed to be granted.

A copy of the application including plans showing the lands to which it relates and supporting documents, are available for public inspection in person, free of charge during normal office hours at: **Port Glasgow Golf Club, Port Glasgow, PA14 5XE, opening hours 2-4.30pm and 5-7pm**. Copies of the application documents may also be obtained free of charge on USB Memory Stick by contacting highmathernockBESS@proton.me or via the registered office noted above. Copies of a short Non-Technical Summary are also available free of charge. Copies of the application documents can be viewed and downloaded from the Energy Consents Unit website: www.energyconsents.scot ECU reference: ECU00005083

Representations on the application may be submitted to Scottish Ministers via the Energy Consents Unit website at www.energyconsents.scot/Register.aspx; by email to the Scottish Government, Energy Consents Unit mailbox at representations@gov.scot or by post to the Scottish Government, Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU, identifying the proposal and specifying the grounds for representation.

Written or emailed representations should be dated, clearly stating the name (in block capitals), and full postal address of those making representations. Emailed representations should also include the full return email address of those making representations. Only representations sent by email to representations@gov.scot will receive acknowledgement. All representations should be received not later than **2nd May 2025** although Ministers may consider representations received after this date.

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

Following examination of the application, Scottish Ministers will determine the application for consent in one of two ways: Consent the proposal, with or without conditions attached; or reject the proposal.

General Data Protection Regulations

The Scottish Government Energy Consents Unit processes representations under the Electricity Act 1989. To support transparency in decision making, the Scottish Government publishes representations online at www.energyconsents.scot. A privacy notice is published on the help page at www.energyconsents.scot. This explains how the Energy Consents Unit processes your personal information and includes contact details for any queries or complaints regarding how your personal data is handled. (4847281)

SP TRANSMISSION PLC

NOTICE OF DECISION

ELECTRICITY ACT 1989

TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997

THE ELECTRICITY WORKS (ENVIRONMENTAL IMPACT ASSESSMENT) (SCOTLAND) REGULATIONS 2017

As directed by regulation 23(4) of the Electricity Works (Environmental Impact Assessment) (Scotland) 2017, notice is hereby given that SP Transmission PLC, a company incorporated under the Companies Acts with company number SC189126, and having its registered office at 320 St Vincent Street, Glasgow, Scotland, G2 5AD ("the Company"), has been granted consent by Scottish Ministers to install and keep installed:

- approximately 10.1 km of double circuit Overhead Line ("OHL") supported on steel towers (Polquhanity to Glenlee);
- approximately 2.6 km of single circuit OHL supported on trident wood poles (Carsfad to Kendoon);

- approximately 1.6 km of single circuit OHL supported on trident wood poles (Earlstoun to Glenlee);
- approximately 1.2 km of double circuit OHL supported on steel towers (BG Route Deviation); and
- approximately 32.3 km of double circuit OHL supported on steel towers (Glenlee to Tongland).

The proposed Development is entirely within Dumfries and Galloway planning authority area and the overhead lines are proposed to be located between the following points:

- Polquhanity to Glenlee - between existing sealing end tower DE102R (**grid reference NX590893**) at Polquhanity and the existing Glenlee substation (**grid reference NX606804**), via Kendoon substation;
- Carsfad to Kendoon - between existing substation at Carsfad hydroelectric power station (**grid reference NX605854**), at the southern end of Carsfad loch, to the existing Kendoon substation (**grid reference NX605876**);
- Earlstoun to Glenlee - between the existing substation at Earlstoun hydroelectric power station (**grid reference NX614819**) and the existing Glenlee substation (**grid reference NX606804**);
- BG Route Deviation - between the existing tower BG097 (**grid reference NX605803**) and the existing Glenlee substation (**grid reference NX606804**); and
- Glenlee to Tongland - between the existing Glenlee substation (NX606804) and the existing Tongland substation (**grid reference NX694536**).

Scottish Ministers have also directed, under Section 57 (2) of the Town & Country Planning Act (Scotland) 1997, that planning permission is deemed to be granted. Copies of the decision statement and related documentation can be obtained on the Energy Consents website www.energyconsents.scot using the ECU reference numbers:

- ECU00002124 - Polquhanity to Glenlee**
- ECU00002125 - Carsfad to Kendoon**
- ECU00002126 - Earlstoun to Glenlee**
- ECU00002127 - BG Route Deviation**
- ECU00002128 - Glenlee to Tongland**

Copies of the decision statement and related documentation have been made available to Dumfries and Galloway Council to be made available for public inspection by being placed on the planning register. (4847283)

**RENEWABLE ENERGY SYSTEMS (RES) LTD
ELECTRICITY ACT 1989
TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997
THE ELECTRICITY WORKS (ENVIRONMENTAL IMPACT
ASSESSMENT) (SCOTLAND) REGULATIONS 2017**

Notice is hereby given that Renewable Energy Systems (RES) Ltd, ("the Company") with company registration number 1589961, having its registered office at Beaufort Court, Egg Farm Lane, Station Road, Kings Langley, Hertfordshire WD4 8LR has applied to the Scottish Ministers for consent under section 36 of the Electricity Act 1989 to construct and operate a wind farm known as Torfichen Wind Farm, south of Gorebridge, Midlothian (Central Grid Reference 33932 654430). The installed capacity of the proposed generating station would exceed 50 MW, comprising up to 18 turbines with a maximum ground to blade tip height of 180 metres. The proposed development is subject to Environmental Impact Assessment (EIA) and an EIA Report has been produced.

The Company has also requested 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 Company has now submitted additional information to Scottish Ministers, which includes information relating to landscape and visual impact assessment, cultural heritage, ecology and biodiversity, ornithology, peat management, and private water supplies.

Copies of the additional information, the application and the EIA Report ('the information') are available for public inspection in person, free of charge, during normal office hours at:

Location	Opening Hours	Address
Gorebridge Library	Mon & Fri 10:00 – 17:00 Tue & Thu 10:00 – 19:00 Sat 10:00 – 13:00 (Closed Wed & Sun)	98 Hunterfield Rd, Gorebridge EH23 4TT

The information can also be viewed on the application website at <https://www.torfichen-windfarm.co.uk/>; or at www.energyconsents.scot under application reference ECU00004661. Copies of the information may be obtained from RES (telephone: 0141 404 5500/email rebecca.randall@res-group.com) at a charge of £220 per hard copy and free on CD, DVD or USB storage device.

All previous representations received by Scottish Ministers in relation to the application remain valid.

Any new representations on the application may be submitted by email to the Scottish Government via representations@gov.scot; or by post to the Scottish Government, Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU, identifying the proposal and specifying the grounds for representation.

Written or emailed representations should be dated, clearly stating the name (in block capitals) and full postal address of those making representations. Emailed representations should also include the full return email address of those making representations. Only representations sent by email to representations@gov.scot will receive acknowledgement.

All representations should be received not later than **30th April 2025** although Ministers may consider representations received after this date.

Any subsequent additional information submitted by RES will be subject to further public notice in this manner, and representations to such information will be accepted as per this notice.

Where Scottish Ministers are required to, or decide to exercise their discretion to do so, they can cause a public inquiry to be held.

Following examination of the environmental information and all views and representations received, Scottish Ministers will determine this application for consent in one of two ways:

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

General Data Protection Regulations

The Scottish Government processes representations under the Electricity Act 1989. To support transparency in decision making, the Scottish Government publishes online at www.energyconsents.scot.

A privacy notice is published on the Help page at www.energyconsents.scot. This explains how the Scottish Government processes your personal information. If you have any concerns about the processing of your personal information by the Scottish Government, please email EconsentsAdmin@gov.scot or write to Scottish Government, Energy Consents Unit, 4th Floor, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU. (4847286)

ENVIRONMENTAL PROTECTION

**NOTICE OF DETERMINATION
M8 1 MILE PRIOR TO JUNCTION 3A, SOUTH OF BOGHALL
ENVIRONMENTAL IMPACT ASSESSMENT
DETERMINATION UNDER SECTION 55A OF THE ROADS
(SCOTLAND) ACT 1984**

The Scottish Ministers give notice that they have determined that the project to undertake resurfacing works on the M8 to the south of Boghall, 1 mile prior to Junction 3A, West Lothian is a relevant project within the meaning of section 55A of the Roads (Scotland) Act 1984 ("the 1984 Act") as the works fall within Annex II of Directive 2011/92/EU on the assessment of certain public and private projects on the environment, but that having regard to –

- (a) the selection criteria contained in Annex III of that Directive, namely
 - (i) the use of natural resources, in particular land, soil, water and biodiversity;
 - (ii) the production of waste;
 - (iii) pollution and nuisances;
 - (iv) the risks to human health (for example due to water contamination or air pollution),
 - (b) the results of the Environmental Screening Assessment under section 55A(2) of the 1984 Act,
 - (c) the information set out in the Record of Determination dated 16 January 2025, available at <https://www.transport.gov.scot/transport-network/roads/road-orders-and-records-of-determination/#63527>, the project does not require an Environmental Impact Assessment.
- The main reasons for the conclusion that no Environmental Impact Assessment is required are:

(a) The works will be restricted to the carriageway boundary and will not impact the Tailend Moss Site of Special Scientific Interest, the Tailend Moss Local Geodiversity Site and the Tailend Moss Local Nature Conservation Site;

(b) The works are not situated in whole or in part in a “sensitive area” as listed under regulation 2 (1) of the Environmental Impact Assessment (Scotland) Regulations 1999 (as amended); and

(c) Any potential impacts of the works are expected to be temporary, short-term, non-significant, and limited to the construction phase.

The features of the project which are envisaged to avoid or prevent significant adverse effects on the environment are:

(a) Mitigation measures and best practice will be implemented to ensure no short-term or long-term significant negative impacts on the environment;

(b) Containment measures of the working area will be in place to prevent debris or pollutants from entering the surrounding environment; and

(c) Measures will be in place to ensure appropriate removal and disposal of waste.

S R Lees

Transport Scotland Roads George House 2nd Floor 36 North Hanover Street Glasgow G1 2AD (4847276)

**A78 SOUTH OF KILWINNING, NORTH AYSRSHIRE
ENVIRONMENTAL IMPACT ASSESSMENT
DETERMINATION UNDER SECTION 55A OF THE ROADS
(SCOTLAND) ACT 1984**

The Scottish Ministers give notice that they have determined that the project to undertake resurfacing works on the A78 from the Pennyburn Roundabout to Dubbs Road, south of Kilwinning, North Ayrshire is a relevant project within the meaning of section 55A of the Roads (Scotland) Act 1984 (“the 1984 Act”) as the works fall within Annex II of Directive 2011/92/EU on the assessment of certain public and private projects on the environment, but that having regard to –

(a) the selection criteria contained in Annex III of that Directive, namely (i) the use of natural resources, in particular land, soil, water and biodiversity;

(ii) the production of waste;

(iii) pollution and nuisances;

(iv) the risks to human health (for example due to water contamination or air pollution),

(b) the results of the Environmental Screening Assessment under section 55A(2) of the 1984 Act,

(c) the information set out in the Record of Determination dated 24 January 2025, available at <https://www.transport.gov.scot/transport-network/roads/road-orders-and-records-of-determination/#63527>, the project does not require an Environmental Impact Assessment.

The main reasons for the conclusion that no Environmental Impact Assessment is required are:

(a) The works will be restricted to the carriageway boundary;

(b) The works are not situated in whole or in part in a “sensitive area” as listed under regulation 2 (1) of the Environmental Impact Assessment (Scotland) Regulations 1999 (as amended); and

(c) Any potential impacts of the works are expected to be temporary, short-term, non-significant, and limited to the construction phase.

The features of the project which are envisaged to avoid or prevent significant adverse effects on the environment are:

(a) Mitigation measures and best practice will be implemented to ensure no short-term or long-term significant negative impacts on the environment;

(b) Containment measures of the working area will be in place to prevent debris or pollutants from entering the surrounding environment; and

(c) Measures will be in place to ensure appropriate removal and disposal of waste.

T Waaser

A member of the staff of the Scottish Ministers
Transport Scotland George House 36 North Hanover Street Glasgow G1 2AD (4847277)

**NOTICE OF DETERMINATION
A9000 FORTH ROAD BRIDGE
ENVIRONMENTAL IMPACT ASSESSMENT
DETERMINATION UNDER SECTION 55A OF THE ROADS
(SCOTLAND) ACT 1984**

The Scottish Ministers give notice that they have determined that the project to undertake maintenance works on the A9000 Forth Road Bridge is a relevant project within the meaning of section 55A of the Roads (Scotland) Act 1984 (“the 1984 Act”) as the works fall within Annex II of Directive 2011/92/EU on the assessment of certain public and private projects on the environment, but that having regard to –

(a) the selection criteria contained in Annex III of that Directive, namely (i) the use of natural resources, in particular land, soil, water and biodiversity;

(ii) the production of waste;

(iii) pollution and nuisances;

(iv) the risks to human health (for example due to water contamination or air pollution);

(v) areas classified or protected under national legislation; Natura 2000 areas designated by Member States pursuant to Directive 92/43/EEC and Directive 2009/147/E;

(vi) landscapes and sites of historical, cultural or archaeological significance,

(b) the results of the Environmental Screening Assessment under section 55A(2) of the 1984 Act and the Assessment under regulation 48 of the Conservation (Natural Habitats, &c.) Regulations 1994 (“the 1994 Regulations”) concluded that there would be no Adverse Effects on Site Integrity on the Firth of Forth Special Protection Area, the Firth of Forth RAMSAR, and the Forth Islands Special Protection Area,

(c) the information set out in the Record of Determination dated 11 February 2025, available at <https://www.transport.gov.scot/transport-network/roads/road-orders-and-records-of-determination/#63527>, the project does not require an Environmental Impact Assessment.

The main reasons for the conclusion that no Environmental Impact Assessment is required are:

(a) The Assessment under the 1994 Regulations concluded that there would be no Adverse Effects on Site Integrity on the Firth of Forth Special Protection Area, the Firth of Forth RAMSAR, and the Forth Islands Special Protection Area;

(b) There will be no impacts on the Category A Listed Structure, the Queensferry Conservation Area, the North Queensferry Conservation Area, and the Battle of Inverkeithing II Inventory Battlefield;

(c) There will be no impacts on the Long Craig Island Site of Special Scientific Interest, the Ferry Hills Site of Special Scientific Interest, the Firth of Forth Site of Special Scientific Interest, the Hopetoun Road Local Nature Conservation Site, the North Queensferry Road Cuttings Geological Conservation Review Site, and the Dalmeny Local Geodiversity Site; and

(d) Any potential impacts of the works are expected to be temporary, short-term, non-significant, and limited to the construction phase.

The features of the project which are envisaged to avoid or prevent significant adverse effects on the environment are:

(a) Mitigation measures and best practice will be implemented to ensure no short-term or long-term significant negative impacts on the environment;

(b) Containment measures of the working area will be in place to prevent debris or pollutants from entering the surrounding environment;

(c) Measures will be in place to ensure appropriate removal and disposal of waste; and

(d) All conditions of the Marine Licence (MS-00009380) will be adhered to.

S R Lees

Transport Scotland Roads George House 2nd Floor 36 North Hanover Street Glasgow G1 2AD (4847278)

**THE HIGHLAND COUNCIL
MARINE (SCOTLAND) ACT 2010
THE MARINE WORKS (ENVIRONMENTAL IMPACT ASSESSMENT)
(SCOTLAND) REGULATIONS 2017**

Notice is hereby given that The Highland Council, a local authority constituted in terms of the Local Government etc (Scotland) Act 1994 and having its principal office at Council Headquarters, Glenurquhart Road, Inverness, IV3 5NX, has applied to the Scottish Ministers for marine licences under section 20 of the Marine (Scotland) Act 2010 to construct and dredge for the Corran Ferry Infrastructure Improvement

Scheme at the Corran Ferry, Corran Narrows, Loch Linnhe, Fort William, with a total area of approximately 102,518 m² (central latitude and longitude co-ordinate: 56°43.415'N 005°14.516'W (WGS84)). The proposed works are subject to an environmental impact assessment ("EIA") under the above EIA Regulations.

Copies of the applications including plans detailing the location, together with a copy of the EIA report discussing The Highland Council's proposed works in more detail and presenting an analysis of the environmental implications, are available for inspection, free of charge at: Fort William Service Point and Registry Office, Charles Kennedy Building, Achintore Road, Fort William, PH33 6RQ, 9.30am to 12.30pm, Monday to Friday.

The EIA report can also be viewed online at <https://marine.gov.scot/node/26131> and The Highland Council's Corran Ferry website https://www.highland.gov.uk/info/20028/corran_ferry_project/1070/corran_ferry_infrastructure_improvement_scheme. Copies of the EIA report can also be obtained from Affric Limited (tel: 01808 521498 or email: info@affriclimited.co.uk) at a charge of £650 hard copy and £20 on USB stick (including post and packaging). Copies of a short non-technical summary are available free of charge.

Any representations should be made in writing to the Scottish Ministers by email to: MD.MarineLicensing@gov.scot or by post to Marine Directorate - Licensing Operations Team, Scottish Government, 375 Victoria Road, Aberdeen, AB11 9DB, identifying the proposed works and specifying grounds for the representation, not later than 27 April 2025. The Scottish Ministers may however consider representations received after this date. Representations should be dated and clearly state the name (in block capitals) and the email or postal address of those making the representation.

Subsequent submission by The Highland Council of additional information (as defined in the above EIA Regulations) to the Scottish Ministers will be publicised in a similar manner to the current application including publication on the above websites. Representations relative to additional information should be made on the same basis as detailed above.

Having considered the applications and the above legislation together with any representations received the Scottish Ministers may:-

- grant marine licences with or without conditions attached; or
- refuse the applications.

Fair Processing Notice

The Scottish Government's Marine Directorate - Licensing Operations Team ("MD-LOT") determines applications for marine licences under the Marine (Scotland) Act 2010. During the consultation process any person having an interest in the outcome of the application may make a representation to MD-LOT. The representation may contain personal information, for example a name or address. This representation will only be used for the purpose of determining an application and will be stored securely in the Scottish Government's official corporate record. Representations will be shared with the applicant and/or agent acting on behalf of the applicant, any people or organisations that we consult in relation to the application and, where necessary, be published online, however personal information will be removed before sharing or publishing.

A full privacy notice can be found at: <https://www.gov.scot/publications/marine-licensing-and-consenting-privacy-notice/>. If you are unable to access this, or you have any queries or concerns about how your personal information will be handled, contact MD-LOT at: MD.MarineLicensing@gov.scot or Marine Directorate - Licensing Operations Team, Scottish Government, 375 Victoria Road, Aberdeen, AB11 9DB. (4847282)

PORTS & HARBOURS

HARBOURS ACT 1964 (AS AMENDED)

THE CALEDONIAN MARITIME ASSETS (PORT ELLEN WORKS)

HARBOUR REVISION ORDER 202[]

1. NOTICE IS HEREBY GIVEN THAT Caledonian Maritime Assets Limited ("the Applicant") registered company registration number SC001854 at Municipal Buildings, Fore Street, Port Glasgow PA14 5EQ has applied to the Scottish Ministers for a Harbour Revision Order under section 14 of the Harbours Act 1964 ("the 1964 Act").

2. The Order will authorise the Applicant to construct and maintain works at its Harbour at Port Ellen, Isle of Islay, to support the redevelopment of the Port Ellen Ferry Terminal.

3. The Scottish Ministers have decided in accordance with paragraph 4 of Schedule 3 to the 1964 Act that the application relates to a project which falls within Annex II to Council Directive 2011/92/EU on the assessment of the effects of certain public and private projects on the environment. The Scottish Ministers have concluded that it is a relevant project in terms of Schedule 3 to the 1964 Act. Accordingly, an Environmental Impact Assessment is required and the Applicant has supplied the Scottish Ministers with an Environmental Statement.

4. A copy of the draft Order, and the deposited plans, sections and elevations of the proposed works, which accompanied the application, may be inspected, free of charge, at Port Ellen Ferry Terminal, Isle of Islay, PA42 7DW at the following times until the expiry of the forty-two day period from the date specified at the foot of this notice: Monday, Wednesday, Thursday and Friday: 0600 – 1700, Tuesday: 0800 – 1700, Saturday: 0600 – 1200 and Sunday: 0800 – 1300. The draft Order and plans can also be accessed via <https://www.cmassets.co.uk/harbour-legislation/port-ellen-harbour-legislation/>.

5. Any person requiring further information concerning the proposed works should apply in writing for that information to Ashfords LLP, Ashford House, Grenadier Road, Exeter, EX1 3LH quoting reference 'The Caledonian Maritime Assets (Port Ellen Works) Harbour Revision Order 202[]'.

6. Any person wishing to make an objection or representation to the Scottish Ministers concerning the application should write to Karl Zaczek, Ports Policy Co-ordinator, Ports and Harbours Branch, Ferries Division, Transport Scotland, Victoria Quay, Edinburgh EH6 6QQ or email harbourorders@transport.gov.scot within forty-two days from the date specified at the foot of this notice quoting 'The Caledonian Maritime Assets (Port Ellen Works) Harbour Revision Order 202[]' stating the grounds of their objection or representation and giving an address to which correspondence relating to the objection or representation may be sent.

7. All objections or representations made, including personal information provided to Scottish Ministers, will be shared with the Applicant who may contact you to discuss your concerns. Names and the text of any representation may also be published on Transport Scotland's website due to Freedom of Information requirements. If you wish to discuss any issues relating to the use of your personal data please contact the person specified in paragraph 6 of this notice.

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

Ashfords LLP

Solicitors for Caledonian Maritime Assets Limited

28 March 2025

ACHD NAN CALAIDHEAN 1964 (MAR A THA ATHARRAICHTE) ÒRDUGH ATH-SGRÙDAIDH CALADH (PORT ILEIN) STÒRAS MARA CAILLEANNACH 202[]

1. THA FIOS GA FHOILLSEACHADH TRO SEO gu bheil companaidh àireamh chlàraichte SC001854 Stòras Mara Cailleannach Earranta ("an Tagraiche") ann an Togalaichean na Comhairle, Sràid Fore, Port Ghlaschu PA14 5EQ, air tagradh a chur gu Ministearan na h-Alba airson Òrdugh Ath-sgrùdadh Caladh fo earrann 14 de dh'Achd nan Calaidhean 1964 ("Achd 1964").

2. Bheir an t-Òrdugh ùghdarras don Tagraiche obair a thòiseachadh agus a chumail suas aig a' chialadh ann am Port Ilein, Eilean Ìle, mar thaic don ath-sgrùdadh air Port Aiseig Phort Ilein.

3. Tha Ministearan na h-Alba air co-dhùnadh ann an co-rèir ri paragraf 4 de Chlàr 3 de dh'Achd 1964, gu bheil an tagradh co-cheangailte ri pròiseact a tha taobh a-staigh Leas-phàipear II de Riaghailt na Comhairle 2011/92/EU, mu dheidhinn measadh air buaidhean phròiseactan sònraichte poblach is prìobhaideach air an àrainneachd. Tha Ministearan na h-Alba air co-dhùnadh gur e pròiseact buntainneach a th' ann a rèir Clàr 3 de dh'Achd 1964. Dha rèir sin, tha Measadh Buaidh Àrainneachdail riatanach agus tha an Tagraiche air Aithris Àrainneachdail a sholarachadh do Mhinistearan na h-Alba.

4. Faodar lethbhreac den dreachd Òrdugh agus planaichean, earrannan is iomhaighean taisgte nan obraichean molta, a bha còmhla ris an tagradh, an sgrùdadh an-asgaidh aig Port Aiseig Phort Ilein, Eilean Ìle PA42 7DW, aig na h-amannan a leanas gus an ruith an ùine de cheathrad latha 's a dhà a-mach, bhon latha air a shònrachadh aig

bonn a’ bhratha seo: Diluain, Diciadain, Diardaoin agus Dihaoine: 6m – 5f, Dimàirt: 8m – 5f, Disathairne: 6m – 12f agus Didòmhnaich: 8m – 1f. Gheibhear cothrom air an dreachd Òrdugh agus na planaichean fhaicinn cuideachd tro <https://www.cmassets.co.uk/port-ellen-legislation>.

5. Bu chòir do neach sam bith air a bheil fiosrachadh mu na h-obraichean molta a dhith, tagradh sgrìobhte a chur gu Ashfords LLP, Taigh Ashford, Rathad Grenadier, Exeter, EX1 3LH leis an iomradh ‘Òrdugh Ath-sgrùdaidh Caladh (Port Ilein) Stòras Mara Cailleannach 202[]’.

6. Bu chòir do neach sam bith a tha airson gearan no riochdachadh a dhèanamh gu Ministearan na h-Alba a thaobh an tagraidh, sgrìobhadh gu Karl Zaczek, Co-òrdanaiche Poileasaidh Phuirt, Meur Chalaidean is Phuirt, Còmhdhail Alba, Roinn nan Aiseagan, Cidhe Bhioctòiria, Dùn Èideann EH6 6QQ, no air post-d gu harbourorders@transport.gov.scot taobh a-staigh ceathrad latha 's a dhà bhon cheann-latha air a shònrachadh aig bonn a’ bhratha seo, leis an iomradh ‘Òrdugh Ath-sgrùdaidh Caladh (Port Ilein) Stòras Mara Cailleannach 202[]’, ag aithris an adhbhair airson a’ ghearain no an riochdachaidh agus seòladh gu am faod litrichean co-cheangailte ris a’ ghearain no an riochdachadh, an cur.

7. Bidh gearanan no riochdachaidhean uile, a’ gabhail a-steach fiosrachadh air a sholarachadh do Mhinistearan na h-Alba, air an roinn leis an Tagraiche a dh’fhaodadh conaltradh ribh a dheasbad air ur draghan. Faodaidh ainmean no teacsa riochdachaidhean a bhith air am foillseachadh air làrach-lìn Còmhdhail Alba mar thoradh air riatanasan Achd Saorsa an Fhiosrachaidh. Ma tha sibh airson cùisean a dheasbad co-cheangailte ri cleachdadh air dàta pearsanta, cuiribh fios gu an neach air a shònrachadh ann am paragraf 6 den bhrath seo.

8. Ma tha gearan dèante gu dligeach don tagradh agus gun e air a tharraing às, faodaidh Ministearan na h-Alba mus tig iad gu co-dhùnadh (i) rannsachadh a chumail no (ii) cothrom a thoirt don neach-gearain a thighinn an làthair agus a bhith air a chluinntinn le neach air fhasdadh leotha.

Ashfords LLP

Luchd-lagha do Stòras Mara Cailleannach Earranta
28 Màrt 2025

(4847279)

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Communications

POSTAL SERVICES

THE ROYAL MAIL OVERSEAS POST SCHEME

31 MARCH 2025

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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 31 March 2025’ and is referred to in this document as ‘this Scheme’. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced an old Scheme which was called the Royal Mail Overseas Letter Post Scheme 06 August 2023 which is no longer in force. This Scheme complies with requirements as set out by the Universal Postal Union (www.upu.int).

2 What This Scheme Applies To

2.1 This Scheme sets out the terms and conditions for:

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

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

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

b) **incoming items.**

3 Definitions

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

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

4 Our Ability To Provide Services

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

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

5 What Can And Cannot Be Contained Within An Item

5.1 There are some items that we cannot carry through our postal network for legal or safety reasons. Items that we cannot carry through our postal network are known as **prohibited items** (see section 5.2 – 5.10). Some other items can only be carried under certain circumstances. These are known as **restricted items** and details of those are contained after the section on prohibited items (see section 5.11 – 5.19). Items which are subject to sanctions and/or trade controls are referred to as **sanctioned items** (see Clause 5.20 – 5.30); these may be also be prohibited or restricted items.

Prohibited Items

5.2 We would like to make it very clear that we will not accept any liability for any item that contains prohibited items and we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part). Please note prohibited items may also be subject to sanctions and trade controls (see Sections 5.20 – 5.30).

5.3 As the list of prohibited items can change from time to time we maintain a full, up-to-date list on our website (www.royalmail.com) which can be viewed at any time.

5.4 Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delay and we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including destroying or otherwise disposing of the relevant item (in whole or in part).

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

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

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

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

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

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

Restricted Items

5.11 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network if you meet all of our requirements for the acceptance of the item. Our requirements include packaging requirements as well as other requirements. Please note restricted items may also be subject to sanctions and trade controls (see Clause 5.20 – 5.30).

5.12 We will not accept any liability for any item that contains restricted items that we do carry if the requirements for the acceptance of those items are not met and we may refuse to carry and deliver those items and we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part).

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

5.14 Any item which resembles a restricted item may be subject to additional scrutiny which may cause delays and we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including destroying or otherwise disposing of the relevant item (in whole or in part).

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

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

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

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

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

Sanctions and Trade Controls

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

"Sanctions"

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

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

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

"Trade Controls"

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

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

Your Obligations

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

a. None of the items you request us to handle or deliver nor any of the services you ask us to perform include or contain any Sanctioned Items or items or goods that are subject to any form of Sanctions or Trade Controls in place in any country that may be relevant to those items or services.

b. None of the services you ask us to perform on your behalf require us to deal with the funds, assets or any other resources which are owned, held or controlled by any person entity or body which has been designated as subject to Sanctions in any country that may be relevant to the service being requested.

c. None of the services you ask us to perform on your behalf require us to or may result in making funds or any other resources available to or for the benefit of any person, entity or body which has been designated as subject to Sanctions in any country that may be relevant to the service being requested,

d. In addition to our prohibited and restricted Items requirements set out in this scheme, none of items you request us to handle or deliver, nor any of the services you ask us to perform include, contain or relate to goods, items or products which may be considered military and/or "Dual-use" goods,

e. None of the services you ask us to perform include or relate to any items destined for an end use subject to Trade Controls including military, nuclear, and weapons of mass destruction related end uses,

f. None of the services you ask us to perform on your behalf require us to or may involve dealing in any way with any person, entity or body which has been designated by any country that may be relevant to those services as having had its trade privileges removed.

Appropriate Licences and Permissions

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

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

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

Information and documents we may ask for

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

a. Any information we may request about the nature of any items you ask us to handle and their intended use;

b. Any information we may request about the identities of all parties relevant to the services you ask us to perform or any items you ask us to handle or deliver (including you and any intended recipient);

c. If relevant, a copy of any applicable licence or permission and a sufficient explanation as to why the items or services are permitted by that licence; and

d. Any other information or documents which may reasonably be requested for the purposes of Sanctions or Trade Controls compliance.

Our rights and liabilities

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

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

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

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

5.30 We are entitled to charge you for the cost of disposal and/or destruction, the standard postage price and all other costs reasonably incurred by us and/or for any losses or damage we suffer or liability we incur as a result of you not complying with Sanctions or Trade Controls.

Ability to claim compensation

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

Valuables

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

6 Size and Weight Limits and How To Package An Item

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

6.2 Items sent using the International Standard, International Economy, International Signed and International Tracked & Signed services may weigh up to 2 kilograms unless the item is a letter or large letter, in which case section 6.3 applies. Items sent as Printed Papers may weigh up to 5 kilograms. Items sent using the Articles for the Blind service may weigh up to 7 kilograms. For the avoidance of doubt, International Tracked services for all items and International Tracked and Signed services for items above two (2) kilograms are governed by a separate set of terms which can be found on our website at Terms and conditions | Royal Mail

6.3 The maximum size of any item with the length, width and depth combined must not exceed 900mm with the greatest dimension not exceeding 600mm. For a cylinder shaped item the length plus twice the diameter may not exceed 1040mm with the greatest dimension being no more than 900mm. To be sent as a letter the maximum weight must not exceed 100grams and size must not exceed 240 x 165mm with a maximum thickness of 5mm. To be sent as a large letter the maximum weight must not exceed 750g, and size must not exceed 353mm 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 21) all items must be securely sealed or fastened.

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

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

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

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.

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

8 How To Pay For Postage And Other Services

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

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

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

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

a. Subject to Section 23 of this Scheme (which relates to customs declarations required when sending goods or merchandise of commercial value (including, for example, gift vouchers), the services listed above in 8.2 can be paid for by applying **postage stamps**, **postage labels** (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine.

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

8.3 Stamps can be purchased from us online from our website (www.royalmail.com), from Post Office® branches or from a wide variety of other retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band.

8.4 A franking machine allows money to be credited onto it. Postage for items is then paid for, from this credit, on an item-by-item basis. There is a wide range of franking machines that can either be leased or bought from franking manufacturers. If you use a franking machine you must abide by the terms and conditions that are contained within a separate Scheme called Royal Mail Scheme For Franking Letters And Parcels 2018 (which is published on our website (www.royalmail.com)) 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 second is how quickly you would like the item to arrive and what options you would like for tracking and obtaining a signature on delivery (the service); the third is the shape and weight of the item (the weight and format); and the fourth is how much compensation is required in the event of loss or damage (the compensation). For the details of how we price, based on all of these factors, please see our website (www.royalmail.com) as well as immediately below for information in relation to the service, weight and format and compensation factors:

a. The service: we offer the services set out in section 8.2. Details of the services, their availability and delivery aims (by service and destination) can be found on our website (www.royalmail.com). Not all services are available for all destinations. Further specific details about International Signed, International Tracked & Signed, HM Forces Mail and Articles for the Blind services, can be found in sections 19 - 21 below and on our website (www.royalmail.com).

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

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

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, **Printed Postage Impressions (PPIs)** etc). In addition a postage mark may be fixed, printed, impressed, embossed or otherwise shown on the envelope or cover of an item as we may specify or approve.

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

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

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

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

10.3 If you use a franking machine you must apply a franking mark to the cover of the item as set out in the Royal Mail Scheme For Franking Letters And Parcels 2018 (which is published on our website (www.royalmail.com)) 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) and barcode 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 His 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;

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 2018 which is published on our website (www.royalmail.com).

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

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

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

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

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

13.2 Subject to sections 5.6, 5.15 and 5.26 to 5.30 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, or for incoming items the item appears to satisfy the conditions of a remail item, we may decide at our discretion to do one of the following things set out below (in sections 13.3 and 13.4) within a reasonable period of time.

13.3 For outgoing items, we may:

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 at our absolute discretion deliver the item to a safeplace location, or to a **neighbour's** address. Please note that we will never attempt to deliver an item to a safeplace location or a neighbour if it is a registered item or an **express item**.

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

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

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

e. The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items. After a failed first delivery attempt, we will attempt re-delivery within a reasonable period. If we are still unable to deliver the item or items after the re-delivery attempt, we will leave a new card at the address which will offer the addressee (or their representative) one or more of the following opportunities:

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

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.cedr.com/postrs.

17 Compensation – What We Are Liable For

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

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

- a. is considered by us or by an overseas postal operator to be undeliverable (as set out in section 15 above);
- b. is one that has been successfully delivered but subsequently made the subject of a Return to Sender request (as set out in section 15 above);
- c. is considered by us or by any overseas postal operator to be subject to a forwarding or unofficial redirection request (as set out in section 15.6 and 15.7 above);
- d. has not fully meet all of the conditions set out in this Scheme (as mentioned in section 13.2);
- e. is considered by us to indicate that insufficient (or no) postage and/or service fee has been paid for the service requested (also as mentioned in section 13.2);
- f. is one which we have dealt with or disposed of at our discretion as mentioned under any section of this Scheme;
- g. is one that contained prohibited items (as referred to in section 5.3 above);
- h. is one that contains restricted items and the requirements for the acceptance of those items have not been met (as referred to in sections 5.12 and 5.13 above);
- i. is one that is being sent by post in contravention of section 85 of the Postal Services Act 2000 (as amended), which essentially means any item that may damage another item or injure anyone handling that item. Also an item that contains or shows on its cover an indecent or obscene image;
- j. is subject to circumstances where the event leading to the claim was caused by situations outside our control including exceptionally severe weather conditions, acts of terrorism and vandalism and acts of third parties with whom we have no contractual relationship;

k. is one where the loss or damage is due to a latent or inherent defect or natural deterioration;

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

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

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

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

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

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

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

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

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

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

Claims and Evidence

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

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

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

17.10 In order to claim loss or damage compensation for the **actual loss** of the item, additional evidence of the item's value is required (see section 17.11 for examples). Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For International Signed and International Tracked & Signed, it is the lower of market value or £50, or £250 if an enhanced compensation service has been purchased. Enhanced compensation

is not available for mobile telephones (including Blackberrys and PDAs) and the maximum compensation available under the enhanced compensation service for loss or damage to cash, securities or instruments to the bearer is £100. There are restrictions to sending cash and other items to some destinations. Please see our website (www.royalmail.com) for further information on restrictions and prohibitions. For all other services listed in section 17.7 the maximum compensation we will pay for any item is the lower of market value or £20 (save where Special Delivery™ or Signed For™ is added for HM Forces Mail – see section 20). Where the item has no **intrinsic value**, compensation for the actual loss is not payable, however a postage refund may be considered for claims involving loss. Postage refunds are not available for any claims for damage and part loss. Details of compensation available in various circumstances are summarised in Tables 1 & 2 below.

17.11 Evidence of value can be:

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

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

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

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

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

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

Compensation for loss.		Compensation for damage and part loss.
Item has no Postage refund.		No compensation or postage refund.
intrinsic value		
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 and International Tracked & Signed

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	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

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

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

18.3 In addition to the common and specific terms contained within this Scheme other terms and conditions may exist for some services. For example in section 10 above we mentioned that customers using a franking machine must abide by the Royal Mail Scheme For Franking Letters and Parcels 2018 and according to any guidelines that we publish on our Franking help centre website (www.royalmail.com). 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 such as ID has been gained (in some countries, a signature is not obtained but a similar proof of delivery such as ID is the alternative). International Signed is tracked to the point it leaves the UK and takes a signature on delivery (or a similar proof of delivery). International Tracked & Signed is tracked in the UK and overseas and takes a signature on delivery (or a similar proof of delivery). In each destination country, either one or the other (but not both) of these services is available. For details of destinations that offer International Signed or International Tracked & Signed please see our website (www.royalmail.com). Please note that country details may change from time to time so you should check the website when necessary.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

21 Articles For The Blind

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

21.2 In this Scheme blind people and the blind means:

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

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

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

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

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

c. relief maps;

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

e. writing frames and attachments;

f. Braille instruction manuals; or

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

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

a. games (including card games);

b. mathematical appliances and attachments;

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

d. equipment used to play talking books and newspapers;

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

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

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

h. walking sticks adapted for blind people;

i. harnesses for guide dogs;

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

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

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

a. it must weigh less than 7 kilograms;

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

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

d. it must not contain any item or personal message which is not listed in sections 21.3 or 21.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in sections 21.3 or 21.4;

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

f. it must not contain any advertising literature; and

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

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

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

22 Printed Papers

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

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

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

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

22.5 The list in section 22.4 is an indicative list of items that can be sent under the Printed Papers service. For up to date information please refer to our website (www.royalmail.com). You are responsible for checking whether the contents of an item are Printed Papers at the time of posting.

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

23 Customs Control

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

23.2 Customs documentation is required when sending goods or merchandise of commercial value (including, for example, gift vouchers) outside of the UK and for certain incoming items. For up to date information on customs requirements, the forms and processes that should be completed, please refer to our website (www.royalmail.com).

23.3 Where an item requires electronic advance data/customs information, customs documentation and requirements the relevant services should be purchased either from all PostOffices® or can be downloaded from our website (www.royalmail.com) 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.

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

23.5 For incoming Items entering the UK for delivery, where customs duties apply, Royal Mail may charge a fee for processing such items. The fee reflects the costs of handling such items. Where the amount due is not paid the item may be dealt with or disposed of at our discretion. Details of any fee payable and applicable information requirements can be found on our website at Surcharges and Correction Charges Royal Mail Group Ltd (or such other link as updated by Royal Mail periodically).

24 Your information

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

24.2 Where you supply personal data to us so we can provide services to you, and we process that personal data in the course of providing services to you, both you and we will comply with our obligations imposed by the Data Protection Legislation and you will not cause us to contravene the Data Protection Legislation. Where you have provided the personal data of a third party to us, you warrant that you have lawful grounds, such as their consent, to do so and that we are entitled to process that personal data to provide services.

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

24.4 Further information about how we use your personal data is set out in our Privacy Policy at www.royalmail.com/privacy-policy. Please read this Privacy Policy carefully.

24.5 The terms "personal data", "controller", "processing" and "supervisory authority" shall all have the same meaning as in the Data Protection Legislation and the term "process" shall be construed accordingly.

Annex A - Definitions used in this Scheme

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

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

actual loss

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

(b) Where an item is damaged (but not beyond repair) it is the cost of repair. No additional payment will be made for the reduced value of the repaired item.

address

means for any premises the address, including the name of the addressee, premises name or number, road name, locality name, zone number or post box number (if one exists) plus name of country of destination.

addressee

the person to whom an item is addressed.

Bladed Item

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

business

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

Channel Islands

the islands called Alderney, Guernsey, Jersey, Herm and Sark.

cover

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

damage

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

Data Protection Legislation

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

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

due delivery date

means a date on which we or the relevant overseas postal operator will aim to deliver an item as more particularly described in the delivery aims section of our website (www.royalmail.com).

express items

means an incoming item sent using an overseas service equivalent to Royal Mail's international tracked service.

franking mark

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

incoming item

means (a) any item accepted by us from an overseas postal operator for delivery to an address within the United Kingdom the Channel Islands and the Isle of Man or (b) any item passing through the United Kingdom in transit to address outside the United Kingdom, the Channel Islands and the Isle of Man.

intrinsic value

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

item

means any letter, large letter, postcard, printed papers and every parcel or other article transmissible by post.

loss

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

market value

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

neighbour

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

outgoing item

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

part loss

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

post, posted

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

postage

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

postage mark

a collective term for a mark or impression (to include a franking mark, a Printed Postage Impression (PPI), any postage paid symbol, pre-printed stationery) authorised for use by us to indicate payment of postage and/or service fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage mark may be non-adhesive (when it is embossed, impressed or printed on a cover) as we may from time to time permit. **postmark** any indicator, image or impression applied by us to a cover or envelope, to cancel a postage stamp or postage label, to indicate that we are the delivery agent of the item or for any other postal purpose approved and authorised by us.

Printed Postage Impression (PPI)

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

Printed Papers

means the Printed Papers service as described in section 22 of this Scheme or the items which may be sent under such service (depending on the context when used).

private post box

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

postage stamp

means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item, or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit. From 31 January 2023, the only forms of definitive stamp – stamps featuring the monarch on a plain coloured background - authorised for use by us for these purposes will be those with barcodes. Special stamps with pictures on, and Christmas stamps, without barcodes will continue to be authorised by us for these purposes. Unless the context requires otherwise, references to a "stamp" mean a Postage Stamp.

postage label, service fee label

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

registered item

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

remail item

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

representative

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

service fee

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

valuables (money and jewellery)

any item that is:

- i) precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- ii) ingots;
- iii) diamonds and precious stones;
- iv) watches the cases of which are made wholly or mainly of precious metal;

- v) articles similar to any of those referred to in i)- iii) above with an intrinsic value;
- v) coins and bank notes of any currency that are legal tender at the time of posting;
- vi) postal orders, cheques and dividend warrants uncrossed and payable to bearer;
- vii) unused postage and revenue stamps and National Insurance stamps;
- viii) Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and
- ix) coupons, vouchers, tickets, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

Zone Number

overseas equivalent of a UK postcode

Further information

(Not part of the Scheme)

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

Lines are open from 8am to 6pm Monday to Friday and from 8am to 1pm on Saturdays. (4849226)

THE ROYAL MAIL UNITED KINGDOM POST SCHEME

31 MARCH 2025

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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 .

1.3 This Scheme is known as 'The Royal Mail United Kingdom Post Scheme 31 March 2025' and is referred to in this document as 'this Scheme'. The date in the title is the date that the Scheme took (or will take) effect. This Scheme replaced the Royal Mail United Kingdom Post Scheme 06 August 2023. That old Scheme is no longer in force.

2. What this Scheme applies to

2.1 This Scheme sets out the terms & conditions for:

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

- First Class,
- Second Class,
- 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,
- Redelivery to Post Office, and
- Inflight Delivery Options.

3. Definitions

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

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

4. Our ability to provide services

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

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

5. What can and cannot be contained within an item

5.1 There are some items that we cannot carry through our postal network for legal or safety reasons. Items that we cannot carry through our postal network are known as **prohibited items** (see sections 5.2 – 5.4). Some other items can only be carried under certain circumstances. These are known as **restricted items** and details of those are contained after the section on prohibited items (see section 5.5 – 5.8). Items which are subject to sanctions and/or trade controls are referred to as **sanctioned items** (see Clause 5.9 – 5.19); these may be also be prohibited or restricted items.

Prohibited Items

5.2 We would like to make it very clear that we will not accept any liability for any item that contains prohibited items and we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part). Please note prohibited items may also be subject to sanctions and trade controls (see Sections 5.9 – 5.19).

5.3 As the list of prohibited items can change from time to time we maintain a full, up-to-date list on our website which can be viewed at any time.

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

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

5.4.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 18 of the Scheme

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

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

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

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

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

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

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

Restricted Items

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

5.6 We will not accept any liability for any item that contains restricted items if the requirements for the acceptance of those items are not met, may refuse to carry and/or deliver those items and we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part).

5.7 As the list of restricted items and requirements for each can change from time to time we maintain a full, up-to-date list on our website (which can be viewed at any time)

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

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

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

5.8.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 18 of the Scheme

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

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

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

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

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

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

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

Sanctions and Trade Controls

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

"Sanctions"

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

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

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

"Trade Controls"

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

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

Your Obligations

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

- None of the items you request us to handle or deliver nor any of the services you ask us to perform include or contain any sanctioned items or items or goods that are subject to any form of Sanctions or Trade Controls that may be relevant to those items or services.
- None of the services you ask us to perform on your behalf require us to deal with the funds, assets or any other resources which are owned, held or controlled by any person entity or body which has been designated as subject to Sanctions in any country that may be relevant to the service being requested.

c. None of the services you ask us to perform on your behalf require us to or may result in making funds or any other resources available to or for the benefit of any person, entity or body which has been designated as subject to Sanctions in any country that may be relevant to the service being requested,

d. In addition to our prohibited and restricted Items requirements set out in this scheme, none of items you request us to handle or deliver, nor any of the services you ask us to perform include, contain or relate to goods, items or products which may be considered military and/or "Dual-use" goods,

e. None of the services you ask us to perform include or relate to any items destined for an end use subject to Trade Controls including military, nuclear, and weapons of mass destruction related end uses,

f. None of the services you ask us to perform on your behalf require us to or may involve dealing in any way with any person, entity or body which has been designated by any country that may be relevant to those services as having had its trade privileges removed.

Appropriate Licences and Permissions

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

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

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

Information and documents we may ask for

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

a. Any information we may request about the nature of any items you ask us to handle and their intended use;

b. Any information we may request about the identities of all parties relevant to the services you ask us to perform or any items you ask us to handle or deliver (including you and any intended recipient);

c. If relevant, a copy of any applicable licence or permission and a sufficient explanation as to why the items or services are permitted by that licence; and

d. Any other information or documents which may reasonably be requested for the purposes of Sanctions or Trade Controls compliance.

Our rights and liabilities

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

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

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

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

5.19 We are entitled to charge you for the cost of disposal and/or destruction, the standard postage price and all other costs reasonably incurred by us and/or for any losses or damage we suffer or liability we incur as a result of you not complying with Sanctions or Trade Controls.

Ability to claim compensation

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

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

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

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

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

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

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

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

6.7 With the exception of items that are sent using the Articles for the Blind service (which are discussed in more detail section 23) all items must be securely sealed or fastened.

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

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

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

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

7. How to address an item

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

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

Example Name

House name or number and road name

Locality Name if one exists

TOWN

POST CODE

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

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

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

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

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

8. How to pay for postage and other services

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

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

The specific requirements for these services are set out in sections 23 to 27 below of this Scheme.

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

These services are:

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

The specific requirements for First Class, Second Class with delivery confirmation, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Special Delivery are set out below in sections 20 to 22 of this Scheme.

8.2.1 The services listed above in 8.2 can be paid for by applying postage stamps, **postage labels** (which can be generated by our on-line postage applications or by Post Office® branches) or by use of a franking machine³ (Please note, for Items being sent from Great Britain to Northern Ireland not classed as Correspondence (as defined) using either postage labels or by use of a franking machine to generate a Franking Mark, you must comply with the requirements set out in section 29 of this scheme before and/or at the time of sending).

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

8.3 Stamps can be purchased from us online from our website, from Post Office® branches or from a wide variety of other high street retailers. When postage is purchased from a Post Office® branch it often takes the form of a postage label if it is for anything but the first weight band. Similar postage labels are also available from our online postage applications

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

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

9. How to work out how much postage to pay

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

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

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

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

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

9.2 We aim to deliver a Special Delivery item by 1pm the next **working day** after it has been **posted**. Please note that exemptions do apply in certain circumstances. All Special Delivery items are priced by service and by weight. Compensation for loss or damage is available on the basis of **actual loss** of up to the maximum of the **market value** of the item or £750 (whichever is the lower) comes as standard. Special Delivery is available with enhanced compensation options. Further add on services can also be purchased with Special Delivery such as a Saturday Guarantee or Consequential Loss for additional **service fees**. Further specific details, including compensation, exemption and suspension information, can be found in sections 18.7.4, and 22 below and on the Special Delivery website.

9.3 We aim to deliver:

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

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

9.4 We aim to deliver:

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

Compensation for loss or damage for any format of item sent using Royal Mail Signed for 1st Class or Royal Mail Signed For 2nd Class services in accordance with this Scheme is available on the basis of actual loss up to the maximum of the market value of the item or £20 (whichever is the lower) Further details of how the Royal Mail Signed For services work can be found in section 21 below.

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

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

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

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

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

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

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

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

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

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

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

11.2 An item must not have on its cover:

11.2.1 anything which obscures the postage mark,

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

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

11.2.4 any counterfeit or fake postage mark,

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

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

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

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

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

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

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

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

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

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

12.1.4 Or in any other manner which we may approve.

12.2 In addition the following services:

- First Class,
- Second Class, and
- Articles for the Blind. can be posted in the following ways:

12.2.1 by placing it in a post box or

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

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

Please note that delivery confirmation for large letters, small parcels and medium parcels sent by First Class or Second Class, requires the application of an appropriate postage label purchased online or from a Post Office. Please see section 20 for further details of delivery confirmation.

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

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

(i) class,

(ii) format (if appropriate to the service) and

(iii) service.

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

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

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

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

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

13.2 Subject to sections 5.4, 5.8 and 5.15 to 5.19 above (which set out how we treat items that contain prohibited items and/or restricted items where the relevant restrictions or requirements have not been complied with), if an item is found not to meet the conditions set out in this Scheme or an item is found that indicates that insufficient (or no) postage and/or service fee has been paid for the service requested, we may decide at our discretion to do one of the following things set out below within a reasonable period of time.

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

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

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

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

13.2.5 Return the item to you.

13.2.6 Refuse to accept it.

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

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

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

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

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

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

14. Additional marks

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

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

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

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

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

15.2.1 If no one is available we may at our absolute discretion deliver the item to a safeplace location, or to a **neighbour's** address. Please note that we will never attempt to deliver an item to a safeplace location or a neighbour if it is a Special Delivery item or it is an item sent using a service provided under this Scheme and is **Social Security post**⁴.

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

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

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

15.2.5 The card that is left at the address will inform the addressee (or their representative) that we attempted to deliver an item or items. After a failed first delivery attempt, we will attempt re-delivery within a reasonable period. If we are still unable to deliver the item or items after the re-delivery attempt, we will leave a new card at the address which will offer the addressee (or their representative) one or more of the following opportunities:

15.2.5.1 to request that the item be redelivered to the same address on an available day.

15.2.5.2 to request that the item be redelivered to an alternative local⁵ address. Please note that this option is not available with Special Delivery items or any item sent using a service provided under this Scheme and is Social Security post,

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

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

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

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

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

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

15.3.4 the address to which the item is to be delivered is not permanently 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 of the Isle of Man) are legible on the cover, we may return the item to you unopened.

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

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

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

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

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

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

16. Photograph on delivery

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

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

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

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

17. Complaints handling process

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

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

Stage 1: Contacting our Customer Services Advisors

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

Stage 2: Contacting our Escalated Customer Resolution Team

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

Stage 3: The Postal Review Panel

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

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

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

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

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

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

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

17.2.8. For further information please refer to POSTRS's website www.cedr.com/postrs.

18. Compensation – what we are liable for

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

18.3 For clarity, where an item falls into one of the categories listed in sections 18.2.1 to 18.2.14 then we will not accept liability, will not refund postage and/or service fees or pay compensation for the loss of, damage to or delay of that item.

18.4 In addition to section 18.3 we will only accept liability, may refund postage and/or service fees and may pay compensation where the loss, damage or delay is due to any wrongful act done, or any neglect or default committed by a member of staff or agent of Royal Mail while performing or purporting to perform his functions as such in relation to the receipt, conveyance, delivery or other dealing with the item.

18.5 In addition to sections 18.3 and 18.4 we do not accept liability, will not refund postage and/or service fees or pay compensation for loss, damage or delay to an item where the loss, damage or delay is caused by your own act or omission in the course of either preparing to post or actually posting the item.

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

What determines compensation payable

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

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

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

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

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

Claims and evidence

18.7.3 We will only consider a claim for loss, damage or delay compensation where the minimum **basic evidence** is available and provided. Where only basic evidence is provided and the item is one which we accept liability for or has no **intrinsic value** we will refund the postage paid or issue stamps⁶ which are equivalent to the postage paid where there is loss or damage (or part loss), whichever is the higher in value for loss or damage (or part loss).

18.7.4 To claim loss or damage compensation for the intrinsic value of the item **additional evidence** is required as well as the basic evidence. Details regarding what additional evidence is made up of are set out in 18.7.5 below.

Basic evidence is made up of all of the following:

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

18.7.4.2 the name of the service used,

18.7.4.3 the value of the postage paid and method of postage, e.g. stamps, franking impression. If the value of the postage paid is greater than the value of four (4) 1st class, letter format, stamps (at the first weight step) then evidence of postage paid should be provided which could be product documentation, a certificate of posting or a receipt,

18.7.4.4 the place of posting,

18.7.4.5 the date of posting,

18.7.4.6 the basis for asserting the posting details and product used (such as date of postmark or certificate of posting (if available). For Special Delivery, Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and parcels sent by First Class or Second Class with delivery confirmation, the product documentation provided to you when posting the item (i.e. certificate of posting or receipt)

18.7.4.7 a detailed description of the contents,

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

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

18.7.5 As mentioned in section 18.7.4 above in order to claim loss or damage compensation for the **actual loss** of the item additional evidence is required.

Please note that, when claiming for actual loss, there is a cap on the amount of compensation that can be paid. For Special Delivery it is the lower of market value or £750 (or £1,000 or £2,500 if enhanced compensation has been purchased).

For Royal Mail Signed For 1st Class and Royal Mail Signed for 2nd Class it is the lower of the market value or £20.

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

For all other services listed in section 18.7.1 it is the lower of market value or £20.

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

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

18.7.5.1.1 Evidence of posting can be:

- Any original Certificate of Posting (provided automatically for Royal Mail Signed for 1st Class, Royal Mail Signed For 2nd Class, parcels sent by First Class or Second Class with delivery confirmation and Special Delivery and available on request and free of charge at Post Office® branches for other items),

- On-line postage certificate of posting validated at a Post Office® branch,

- Or for damage (or part loss) claims the item with cover and packaging, showing the postage paid as well as the original Certificate of Posting if provided as part of the service purchased (i.e. Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class, parcels sent by First Class or Second Class with delivery confirmation and Special Delivery).

18.7.5.1.2 Evidence of value can be:

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

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

18.7.5.1.3 In addition to information set out in 18.7.5.1.1 - 2 for eBay claims you must also include the following:

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

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

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

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

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

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

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

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

	Loss	Damage and Part Loss
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Item has no intrinsic value	Postage refund (or an issue of First Class and/or Second Class letter format stamps at their basic weight step.)	An issue of First Class and/or Second Class letter format stamps at their basic weight step.	Service First Class, Royal Mail Signed For 1st Class & Articles for the Blind Second Class, Royal Mail Signed For 2nd Class	Delay if delivered 3 or more working days after due date. 6 or more working days after due date if redirected item.
Item has intrinsic value (with basic evidence only)	Postage refund (or an issue of First Class and/or Second Class letter format stamps at their basic weight step.)	An issue of First Class and/or Second Class letter format stamps at their basic weight step	18.8.2.4 Claims for delay relating to items sent using the Special Delivery service will only be considered valid by us if the item has not been delivered or no attempt has been made to deliver the item within 24 hours of the due date. This applies all year round. If an item sent using the Special Delivery service arrives 7 or more working days after the due date then we will make a payment for substantial delay in addition to a postage refund. Special Delivery items which have been redirected by our Redirection™ service are not eligible for delay compensation.	
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.	18.8.2.5 All delay claims must be made within 3 months of posting by you and within one month of delivery (or attempted delivery) by the addressee. We will not accept any liability or responsibility for claims made after this time periods. Please note that any claims for refunds relating to Special Delivery on the basis that the item sent using that service did not arrive by the specified time must be made within 14 days of posting. 18.8.2.6 In respect of claims for the loss and delay of items conveyed to addresses which have been exempted from a daily delivery obligation by our regulator, Ofcom, the assessment of lateness in paragraph 18.8.2.1 and the assessment of when an item is considered delayed in paragraph 18.8.2.3 and 18.8.2.4 shall apply on a case by case basis. 18.8.3 All claims should be made using the correct claim form which is available on our website and can be collected from Post Office® branches. By using the correct claim form we can process your claim as quickly and effectively as possible. Alternatively, claims may be submitted online via our website (www.royalmail.com). 18.8.4 The claim form needs to be completed as fully as possible: hard-copy claims form should be signed and dated by the claimant before being sent to us and all mandatory fields within the online claim form must be completed. Remember that in order to claim loss or damage compensation for actual loss of the item some additional evidence is required and should be sent in with the claim form. Where evidence is submitted online, we reserve the right to request the originals of such documents in line with section 18.7 of this Scheme. 18.8.4.1 If additional evidence cannot be provided then only a postage refund or stamps can be considered. 18.9 No compensation or other payment will be paid by us for loss or damage claims unless the claim is made within 80 days of the date of posting and unless the claim is made in full compliance with the requirements of this Scheme. 18.10 No compensation or other payment will be paid by us for delay claims unless the claim is made within 3 months of posting by the sender or 1 month of receipt by the recipient and unless the claim is made in full compliance with the requirements of this Scheme.	

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

Making a claim

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

18.8.1 Claims should be made by you or the intended recipient of the item. However we will only make a payment once in respect of any item. 18.8.1.1 If you and the intended recipient both make a claim for the same item, then only you will have a right to compensation, unless a compensation payment has already been made to the recipient, in which case you will have no right to compensation.

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

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

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

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

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

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

18.8.2.6 In respect of claims for the loss and delay of items conveyed to addresses which have been exempted from a daily delivery obligation by our regulator, Ofcom, the assessment of lateness in paragraph 18.8.2.1 and the assessment of when an item is considered delayed in paragraph 18.8.2.3 and 18.8.2.4 shall apply on a case by case basis.

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

18.8.4 The claim form needs to be completed as fully as possible: hard-copy claims form should be signed and dated by the claimant before being sent to us and all mandatory fields within the online claim form must be completed. Remember that in order to claim loss or damage compensation for actual loss of the item some additional evidence is required and should be sent in with the claim form. Where evidence is submitted online, we reserve the right to request the originals of such documents in line with section 18.7 of this Scheme.

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

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

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

19. Additional terms & conditions for some services

19.1 The terms and conditions set out in sections 5 to 18 apply to all items. These are referred to in this Scheme as the **common terms**. Some services that we offer have additional terms and conditions that are specific to those services. The additional terms are known as the **specific terms** in this Scheme and are contained in the sections below. There is a section each for:

- First Class, Second Class and delivery confirmation (section 20),
- Royal Mail Signed For 1st Class, Royal Mail Signed For 2nd Class and Proof of Delivery (section 21),
- Special Delivery (section 22),
- Articles for the Blind (section 23),
- Petitions and Addresses to the Sovereign (section 24),
- Petitions to Parliament & Assemblies (section 25),
- Poste Restante (section 26) and
- Items sent between the United Kingdom and the Channel Islands and the Isle of Man (section 27).
- Items sent between Great Britain and Northern Ireland (section 29).

19.2 When using a service listed in section 19.1, the specific terms must be complied with in addition to the common terms. Where the specific terms conflict with the common terms, the specific terms should be followed as they take priority over the common terms.

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

20. First Class, Second Class and delivery confirmation

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

20.2. Where delivery confirmation applies, a scan is taken by Royal Mail upon delivery or attempted delivery to the addressee or to another address such as a neighbour. Data from the scans is available online as described within this section 20⁷. Please note that delivery confirmation is not a tracked service: it simply provides a way of gaining confirmation of delivery or attempted delivery.

20.3. A Royal Mail barcoded postage label must be applied securely to the cover of the item for which First Class or Second Class has been purchased in a manner and position specified by us.

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

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

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

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

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

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

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

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

22. Special Delivery

22.1. Special Delivery⁸ is a service that can be bought on its own. It offers next day delivery by 1pm to most of the UK with online tracking and proof of delivery. We will attempt to deliver a Special Delivery item by 1pm the next working day after it has been posted. If we do not succeed in attempting to deliver by this time we will refund your postage (see below). Please note that some destinations, redirected items, the Inflight Delivery Option set out at point 22.8.3 below and/or addresses where no one is available to accept the item are exempt from this money back guarantee. Please also note that we may suspend the money back guarantee from time to time for exceptional reasons (e.g. extreme weather). More information including an up to date list of UK destinations that aren't covered by the 1pm guarantee can be found on our website.

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

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

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

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

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

22.7. Special Delivery items posted on a Friday are due for delivery the following Monday⁹ (or next working day following a Bank Holiday). Saturday Guarantee can be purchased for an additional service fee at a Post Office® branch if delivery on the Saturday rather than the Monday is required. The exemptions and suspensions previously mentioned in 22.1 still apply¹⁰; information can be found in on the Special Delivery website.

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

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

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

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

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

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

22.11. Whilst we will make reasonable efforts to carry out the Inflight Delivery Options as set out at point 22.8 above, we will not be liable to you or the addressee if we choose not to accept a request or if we are otherwise unable to perform a request. Such circumstances include, but are not limited to, operational reasons, or where insufficient prior notice has been received from the addressee to process the request in good time.

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

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

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

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

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

22.15. is found to contain valuables,

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

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

23. Articles for the Blind

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

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

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

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

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

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

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

23.3.3. relief maps,

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

23.3.5. writing frames and attachments,

23.3.6. Braille instruction manuals

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

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

23.4.1. games (including card games),

23.4.2. mathematical appliances and attachments,

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

23.4.4. equipment used to play talking books and newspapers,

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

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

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

23.4.8. walking sticks adapted for blind people,

23.4.9. harnesses for guide dogs,

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

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

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

23.5.1. It must weigh less than 7 kilograms.

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

23.5.3. It must be left un-sealed so the contents can be checked to make sure they are permissible as listed in 23.3 or 23.4. Alternatively they can be sealed in a manner that we can open and then re- seal. Alternatively we may agree alternative arrangements with you in advance should you be unable to meet these requirements. For example you may be able to design your cover such that the contents are visible.

23.5.4. It must not contain any item or personal message which is not listed in 23.3 or 23.4, with the exception of a label showing the name and address of the sender, and instruction booklets, guarantees, technical documentation and other information provided for use with an item listed in 23.3 or 23.4. Please note that we may open and inspect items that are sent using the Articles for the Blind to ensure the service is not being abused.

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

23.5.6. It must not contain any advertising literature.

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

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

24. Petitions and Addresses to the Sovereign

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

24.1.1. For the purposes of section 24.1 an **address** to the Sovereign is a formal signed written representation or appeal in respect of any concern or grievance for which there is no other constitutional remedy readily available.

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

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

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

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

24.2.3. it does not weigh more than 2 kilograms,

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

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

24.2.6. it does not contain any other item

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

25. Petitions to Parliaments and Assemblies

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

25.1.1. For the purposes of section 25.1 a petition is a signed document intended to be presented to a current member of either House of Parliament, the Scottish Parliament, the National Assembly for Wales or the Northern Ireland Assembly asking for action to be taken on a particular issue.

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

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

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

25.2.3. it does not weigh more than 2 kilograms,

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

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

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

25.2.7. it does not contain any other item.

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

26. Poste Restante

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

26.1.1. For the purposes of section 26.1 a person is a traveller with no fixed abode in the local area or any other person or class of person that we decide and publicise on our website. It is not available to businesses including sole traders.

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

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

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

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

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

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

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

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

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

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

27.4. Section 18('Compensation – what we are liable for') of this Scheme does not apply to incoming or outgoing items except as expressly provided for in this section.

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

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

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

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

28. Your information

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

28.2 Where you supply personal data to us so we can provide services to you, and we process that personal data in the course of providing services to you, both you and we will comply with our obligations imposed by the Data Protection Legislation and you will not cause us to contravene the Data Protection Legislation. Where you have provided the personal data of a third party to us, you warrant that you have lawful grounds, such as their consent, to do so and that we are entitled to process that personal data to provide services.

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

28.4 Further information about how we use your personal data is set out in our Privacy Policy at www.royalmail.com/privacy-policy. Please read this Privacy Policy carefully.

28.5 The terms "personal data", "controller", "processing" and "supervisory authority" shall all have the same meaning as in the Data Protection Legislation and the term "process" shall be construed accordingly.

29. Items sent between Great Britain and Northern Ireland

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

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

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

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

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

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

Annex A - Definitions used in this Scheme

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

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

Actual Loss

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

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

Address

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

Addressee

The person to whom an item is addressed.

Antiques

Items that are at least one hundred years old.

Bladed Items

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

Business

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

Channel Islands

The islands called Guernsey, Jersey, Alderney, Herm and Sark.

Christmas and New Year period

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

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

Cover

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

Damage

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

Data Protection Legislation

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

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

Due date

Means:

(a) for First Class, Royal Mail Signed For 1st Class and Special Delivery, the next working day following the date of posting;

(b) for Second Class and Royal Mail Signed For 2nd Class services the third working day following the date of posting;

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

Franking Mark

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

Great Britain means the countries England, Scotland and Wales

Intrinsic Value

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

Item

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

Loss

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

Neighbour

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

Market Value

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

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

Part Loss

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

Post, Posted

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

Postage

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

Postage Mark

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

Postmark

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

Printed Postage Impression (PPI)

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

Private Post Box

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

Postage Stamp

means a stamp, authorised for use by us to indicate payment of postage and/or fees on an item or to indicate that you have entered into an arrangement with us to pay postage and/or service fees on that item. A postage stamp may be adhesive in order for it to be affixed to a cover as we may from time to time permit. **From 31 January 2023, the only forms of definitive stamp – stamps featuring the monarch on a plain coloured background -**

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

Postage Label, Service fee Label

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

Representative

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

Service fee

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

Small Parcel Box

A 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.

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

Valuables (money and jewellery)

Any item that is:

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

Working Day

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

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

Further information (not part of the Scheme)

You can get more information on this Scheme, the services it covers and the details contained in the web pages that are linked in this document from our Customer Experience Team on 03457 740 740.

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

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 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.

⁴ Not part of the Scheme. We will not attempt to deliver to a neighbour an international inbound item that requires a signature or any other item that we are contractually not permitted to deliver to a neighbour. Local in this context means an address covered by the Delivery Office to which the item was returned

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

⁶ Valid for a Letter format item weighing up to 100g

⁷ 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.

⁸ 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

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

¹⁰ In addition we will not deliver items on a Saturday if (i) the addressee has requested for items not to be delivered on a Saturday under a retention arrangement with their local Delivery Office, or (ii) the addressee has selected an alternative delivery date under the Inflight Delivery Option at point 22.8.2 above. (4849227)

Planning

TOWN PLANNING

ANGUS COUNCIL

TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997 (AS AMENDED)

PLANNING (LISTED BUILDINGS & CONSERVATION AREAS) (SCOTLAND) ACT 1997 (AS AMENDED)

Applications under the above legislation as listed below together with the plans and other documents submitted with them may be examined on the Council's website at <http://planning.angus.gov.uk/online-applications/> using the reference number provided.

Written comments or questions may be made by the date specified using the Public Access website. Please note that representations made to an applicant in response to any pre-application consultation cannot be taken into account by Angus Council.

Main Wing Duntrune House Duntrune Dundee DD4 0PJ - External Alterations (including altering existing window opening to form a door and formation of external steps) and Internal Alterations - 25/00066/LBC - 18.04.2025

Jill Paterson, Service Lead

Planning and Sustainable Growth

(4848858)

THE 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 by appointment 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
25/00446/LBC	6 - 7 Ardross Terrace Ness Walk Inverness	Blocking up of 4No. windows, conversion of 2No. windows to doors, internal alterations	Regulation 5 - affecting the character of a listed building (21 days)

ePlanning Centre, The Highland Council, Glenurquhart Road, INVERNESS IV3 5NX
 Email: eplanning@highland.gov.uk (4848859)

FALKIRK COUNCIL APPLICATION(S) FOR LISTED BUILDING CONSENT

As our offices are currently closed to the public, application(s) for Listed Building Consent listed below, together with the plans and other documents submitted, may be viewed online at <https://edevelopment.falkirk.gov.uk/online/> e-mail or online comments may be made to the Director of Place Services within 21 days beginning with the date of publication of this notice(s). Comments can be submitted online through the website address above, and by e-mail to dc@falkirk.gov.uk. For the time being we recommend against submitting representations or comments by post as there is no guarantee they will reach the case officer.

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/25/0115/LBC	24 Vicar Street Falkirk FK1 1JB	Alterations to Building
P/25/0126/LBC	Alexander Wilkie Newmarket Street Falkirk FK1 1DQ	Alterations to Building Associated with Change of Use from Class 1A (Shops, Financial, Professional and Other Services) to Class 11 (Assembly & Leisure)

Director of Place Services, Suite 1b, Falkirk Stadium, 4 Stadium Way, Falkirk, FK2 9EE (4848860)

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

You can view the following applications, together with the plans and other documents submitted with them at the Online Planning pages at the Midlothian Council Website - www.midlothian.gov.uk. If you cannot use the online service we will do our best to help you view the plans via alternative means. For further assistance with this please email the Planning Helpdesk at development.management@midlothian.gov.uk. If you have no access to email please contact Planning via the Midlothian Council Contact Centre at 0131 270 7500.

25/00138/LBC; Removal of semi-permanent marquee; erection of extension at Newhall House, Carlops, Penicuik, EH26 9LY

25/00145/LBC; Installation of flue at 25A Powdermill Brae, Gorebridge, EH23 4HX

Deadline for comments: 18 April 2025

Peter Arnsdorf, Planning, Sustainable Growth and Investment Manager, Place Directorate. (4847272)

DUMFRIES & GALLOWAY COUNCIL TOWN AND COUNTRY PLANNING (SCOTLAND) ACT 1997

The applications listed below may 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 by email to planning@dumgal.gov.uk or via the Council's website, as noted above.

Steve Rogers
 Head of Economy and Development

Proposal/Reference

25/0427/LBC

Proposal/Site Address

Broughton House 10 - 12 High Street Kirkcudbright

Description of Proposal

Installation of picture rail to gallery and replacement bookcases to studio

Proposal/Reference

25/0526/LBC

Proposal/Site Address

Snade Mill Dunscore Dumfries

Description of Proposal

Alterations including installation of replacement windows and doors to bring about Change of Use of former mill to form dwellinghouse, erection of 1.3 metre high boundary wall and restoration of wheel to form hydro scheme

Proposal/Reference

24/2569/LBC

Proposal/Site Address

Tibbie Strand Carsethorn Dumfries

Description of Proposal

Installation of replacement windows on front and rear elevations of dwellinghouse

Proposal/Reference

25/0350/LBC

Proposal/Site Address

Mains Of Machermore Newton Stewart

Description of Proposal

Removal of roof structure and damaged stonebrick walls, installation of steel portal frame with fibre cement roof, increase of wallhead height, reinstatement of window opening on south elevation and installation of solar panels and 3 roof lights to west elevation(4847273)

ABERDEEN CITY COUNCIL THE PLANNING (LISTED BUILDING CONSENT AND CONSERVATION AREA CONSENT

The applications listed below together with the plans, drawings and other documents submitted with them may be viewed online by entering the reference number at <https://publicaccess.aberdeencity.gov.uk/online-applications/>.

Representations may be submitted to the Chief Officer – Strategic Place Planning online via the above website link or to pi@aberdeencity.gov.uk (quoting the application reference number). Representations must be received within the time period specified under each of the categories. Subject to personal data being removed, representations will be open to public viewing.

David Dunne
 Chief Officer - Strategic Place Planning

Proposal/Reference

250272/LBC

Proposal/Site Address

97A High Street, Aberdeen, AB24 3EN

Name and Address of Applicant

Angus Inns Ltd

Description of Proposal

Installation of replacement of doors and internal alterations to a partitions and doors; stonework re-pointing of gable and chimney with associated works

Proposal/Reference

250274/LBC

Proposal/Site Address

Woodside South Church And Hall, Church Street, Woodside, Aberdeen, AB24 4DQ

Name and Address of Applicant

Cornerstone

Description of Proposal

Installation of replacement of 8No. antennas, 1No. meter cabinet;
Installation of 2No. equipment cabinets and all ancillary development

Proposal/Reference

250278/LBC

Proposal/Site Address

156 Union Street, Aberdeen, AB10 1QT

Name and Address of Applicant

Challenge Fishing Company Limited

Description of Proposal

Alterations to a shop front facade (retrospective) (4847274)

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 viewed electronically using the Planning Register at <https://upa.aberdeenshire.gov.uk/online-applications/>.

Comments may be made quoting the reference number and stating clearly the grounds for making comment. Comments can be submitted using the Planning Register when viewing the application. Alternatively, comments can be addressed to Aberdeenshire Council, Planning and Economy Service, Viewmount, Arduathie Road, Stonehaven, AB39 2DQ (or emailed to planningonline@aberdeenshire.gov.uk). Please note that any comment made will be published on the Planning Register.

Comments must be received by 17 April 2025

Paul Macari

Head of Planning & Economy

Proposal/Reference

APP/2025/0188

Proposal/Site Address

The Racquets Court, Fyvie Castle, Fyvie, Aberdeenshire, AB53 8JS

Description of Proposal

Alterations to Racquets Court (Changes to Roof System from Previously Approved Reference APP/2024/1044) (4847280)

STIRLING COUNCIL**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

25/00111/LBC

Proposal/Site Address

Cromlix House, Cromlix, Dunblane, FK15 9JT

Name and Address of Applicant

Cromlix House Hotel

Description of Proposal

Amendments to consent under 24/00625/LBC to relocate wall between hallway and WC/bar store and remove walls and door to increase hallway

Proposal/Reference

25/00137/LBC

Proposal/Site Address

Allan Park South Church, 22 Dumbarton Road East, Stirling, FK8 2QA

Name and Address of Applicant

Hot World Cuisine Ltd

Description of Proposal

Conversion of former church to world buffet restaurant with proposed internal and external alterations to allow a change from Class 10 to Class 3 (4847284)

WEST LOTHIAN COUNCIL**PLANNING SERVICES****TOWN AND COUNTRY PLANNING (DEVELOPMENT MANAGEMENT PROCEDURE) (SCOTLAND) REGULATIONS 2013 Notice of applications to be published.**

You can view or comment on all planning applications on the planning portal at <https://planning.westlothian.gov.uk>

Alternatively, written comments can be made to Development Management, Civic Centre, Howden South Road, Livingston EH54 6FF. All comments should be received no later than 14 days from the date of this notice or 21 days for Listed Building Consents (LBC) or applications affecting conservation areas.

Application Number

0204/LBC/25

Proposal

Listed building consent for the installation of broadband equipment (Grid Ref: 294356,670951) at 2 Bridge Castle House Westfield West Lothian EH48 3DN

Any comments you make may be publicly available as part of the planning file, which will also appear on the planning portal.

Applications submitted within the Linlithgow ward or the Winchburgh Community Council boundary will be advertised solely in the Linlithgow Gazette. (4847285)

ORKNEY ISLANDS COUNCIL**PLANNING (LISTED BUILDINGS AND BUILDINGS IN CONSERVATION AREAS) (SCOTLAND) ACT 1997 APPLICATIONS AFFECTING SETTING OF LB, CHARACTER OR APPEARANCE OF A CONSERVATION AREA & LISTED BLDG**

Written comments may be made within 21 days, beginning with the date of publication of this notice.

Information explaining procedures is available from, and written comments may be made to, the Service Manager, Development Management, Orkney Islands Council, School Place, Kirkwall, KW15 1NY, online at www.orkney.gov.uk, or by email to planning@orkney.gov.uk

Proposal/Reference

25/024/PP

Proposal/Site Address

Rosebank (Land Near), 21 North End Road, Stromness

Description of Proposal

Erect two houses, construct a shared access track, install communal drainage infrastructure, install solar arrays and create an access (resubmission of 23/189/PP)

Proposal/Reference

25/055/LB & 25/080/PP

Proposal/Site Address

8 Laing Street, Kirkwall

Description of Proposal

Install exterior lighting

Proposal/Reference

25/061/LB

Proposal/Site Address

Skaill House, Sandwick

Description of Proposal

Re-roof, including breather membrane and lead flashing (4847288)

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

Details and representation information (to include specification of planning period)

21 Days

Proposal/Reference

25/00332/LBC

Proposal/Site Address

Masonic Lodge 5 Atholl Crescent Perth PH1 5NG

Description of Proposal

Change of use and alterations from masonic lodge

Proposal/Reference

25/00249/LBC

Proposal/Site Address

Glencarse House Glencarse Perth PH2 7LF

Description of Proposal

Alterations

Proposal/Reference

25/00379/LBC

Proposal/Site Address

Aviva Headquarters Pitheavlis Perth PH2 0NH

Description of Proposal

Alterations

Proposal/Reference

25/00358/LBC

Proposal/Site Address

3 Garryside Blair Atholl Pitlochry PH18 5SN

Description of Proposal

Replacement of roof slate

(4847290)

ARGYLL AND BUTE COUNCIL

PLANNING

The applications listed below together with the plans and other documents submitted with them may be viewed electronically through Argyll and Bute Council website at www.argyll-bute.gov.uk. Documents are available to inspect electronically at this time. Customers requiring assistance can contact us by e-mail: planning.hq@argyll-bute.gov.uk or tel. 01546 605518.

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

Ref. No.	Proposal	Site Address
25/00423/LIB	Temporarily remove all existing roughcast covering the external walls and chimneys of the house together with the rainwater gutters and downpipes in order to provide full access to the roughcast	Hill House, 8 Upper Colquhoun Street, Helensburgh, Argyll And Bute G84 9AJ
25/00415/LIB	Proposed alterations to include repositioning of kitchen, formation of en-suite bathroom in master bedroom and alterations to doorways	1F Glenfaulds, 10 Mountstuart Road, Rothesay, Isle Of Bute, Argyll And Bute PA20 9DY
25/00443/LIB	Repainting of office frontage	63 West Princes Street, Helensburgh, Argyll And Bute G84 8BN

Written comments can be submitted online <http://www.argyll-bute.gov.uk/planning-and-environment/find-and-comment-planning-applications> or to Argyll and Bute Council, Development Management, Kilmory Castle, Lochgilphead, Argyll, PA31 8RT 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 on the Councils website. (4847275)

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 <http://pa.eastlothian.gov.uk/online-applications/>

Any representations, which must include your name and address or name and email address, should be made in writing or by e-mail to the undersigned within 21 days of this date.

28/03/25

Keith Dingwall

Service Manager - Planning

(Chief Planning Officer)

John Muir House

Brewery Park

HADDINGTON

E-mail: environment@eastlothian.gov.uk

SCHEDULE

25/00264/P

Development in Conservation Area

62 Countess Road Dunbar EH42 1DZ

Formation of vehicular access, erection of wall, gate and railings to wall

25/00177/P

Development in Conservation Area

2 Fidra Road North Berwick EH39 4LY

Widening of vehicular access, erection of gate and formation of hardstanding area

25/00217/LBC

Listed Building Consent

10 Church Street Haddington EH41 3EX

Replacement windows

25/00241/LBC

Listed Building Consent

Beachcote Golf House Road Dunbar EH42 1LS

Alterations to building

25/00215/LBC

Listed Building Consent

11 Church Street Haddington EH41 3EX

Replacement windows

25/00242/P

Development in Conservation Area and Listed Building Affected by Development

Beachcote Golf House Road Dunbar EH42 1LS

Alterations to house

25/00278/P

Development in Conservation Area

Mizzentop 9A Westerdures Park North Berwick EH39 5HJ

Alterations, extension to house, erection of domestic workshop and formation of decking area

25/00196/P

Development in Conservation Area

Flat 3 6 Cromwell Road North Berwick EH39 4LZ

Replacement windows and doors

25/00265/PP

Development in Conservation Area and Listed Building Affected by Development

11B Elder Street Tranent East Lothian

Planning permission in principle for the erection of 1 house and associated works

25/00248/P

Development in Conservation Area

25 The Pleasance Aberlady East Lothian EH32 0RG

Replacement door

25/00275/P

Development in Conservation Area

37 The Green Pencaitland East Lothian EH34 5HE

Replacement door and sidescreen

25/00274/LBC

Listed Building Consent

10 North Street Belhaven Dunbar East Lothian EH42 1NU

Alterations, extension to building, formation of hardstanding area and part demolition of building

25/00171/P

Development in Conservation Area

Dunbar Parish Church Hall Abbeylands High Street Dunbar EH42 1EH

Alterations to building, installation of air source heat pumps and enclosures

25/00289/CAC

Conservation Area Consent

2 Fidra Road North Berwick East Lothian EH39 4LY

Demolition of gate

25/00219/P

Development in Conservation Area
5 Walden Place Gifford East Lothian EH41 4RA

Replacement doors

25/00225/P

Development in Conservation Area and Listed Building Affected by Development

Cockenzie Old Parish Church 44 High Street Cockenzie East Lothian EH32 0DG

Alterations, part change of use of Church and Church Hall (Class 10) to Shops, financial, professional and other services (Class 1A), business (Class 4), assembly and leisure (Class 11), sale of alcohol (Sui Generis), erection of fencing and formation of ramps (4847287)

**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 <https://www.glasgow.gov.uk/onlineplanning>

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

Written comments may be made within 21 days from 28th March 2025 online at http://www.glasgow.gov.uk/Online_Planning or in writing to Neighbourhoods, Regeneration and Sustainability, 231 George Street, Glasgow G1 1RX

25/00563/LBA 31 Bell Street/ 71 Albion Street G1 - Internal and external alterations including display of signage

25/00306/FUL Flat 0/2, 34 Cranworth Street G12 - Use of flatted dwelling (Sui Generis) as short-term let (Sui Generis)

25/00422/CON 14 Laggan Road G43 - Substantial Demolition in a Conservation Area

25/00401/FUL 25/00402/LBA James Watt Building, 1G Gilmorehill G12 - Internal and external alterations, including installation of plant to roof

25/00369/FUL Unit 1 167 - 201 Argyle Street G2 - Shopfront alterations, with installation of two replacement ATM units

25/00413/LBA Princes Square, 48 Buchanan Street G1- Internal alterations to retail units (Level 1 Units 40- 44)

25/00419/FUL 14 Laggan Road G43 - Erection of single storey extension to side and two storey extension to rear of dwellinghouse, includes partial demolition

25/00459/FUL Site To The West Of 2114E Pollokshaws Road G41 - Erection of 1No. dwellinghouse (Contrary to CDP)

25/00471/FUL 15 Newton Place G3 - Erection of detached garage with roof terrace, installation of bridge link, pergola structure, landscaping and associated works

25/00552/FUL 25/00553/LBA 1089 Great Western Road G12 - Ground re-profiling to facilitate garage with raised deck, formation of access and associated works

25/00298/LBA Flat 1, 14 Park Terrace G3 - Installation of replacement windows

25/00330/FUL 25 Langside Drive G43 - Installation of replacement garage

25/00362/LBA St George's Buildings, 5 St Vincent Place G1 - External repairs to listed building

25/00363/FUL St George's Buildings 5 St Vincent Place G1 - External repairs to listed building

25/00501/LBA 25/00502/FUL 2 Blythswood Square G2 - Installation of 2No. secondary handrails to external steps with external alterations

25/00529/LBA 18 Grosvenor Crescent Lane G12 - Installation of replacement windows to flatted dwelling

25/00538/LBA 35 Saltoun Street G12 - Installation of elevator to flatted dwellings common close

25/00558/FUL Storey 5/, 2 7 West George Street G2 - Installation of replacement windows and parapet gutter

24/02732/FUL 2 Woodside Crescent G3 - Use of a listed building in use from bridge club (Class 11) to place for social activities of a religious body (Class 10)

24/03120/FUL 498 Sauchiehall Street G2 - Use of offices/storage as 2no flatted dwellings (Sui Generis), new rooflights, access door and associated works (4847289)

**THE CITY OF EDINBURGH COUNCIL
THE CITY OF EDINBURGH COUNCIL PLANNING & BUILDING STANDARDS 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 AREA CONSENT PROCEDURE) (SCOTLAND) REGULATIONS 2015 -REGULATION 8.**

The applications listed in the schedule can be viewed online at <https://www.edinburgh.gov.uk/planningcomments> Public access computers are available in public libraries. Written comments should be made online or by quoting the application number to the Head of Planning & Building Standards within 21 days of the date of publication of this notice.

Planning and Building Standards

David Givan

Chief Planning Officer

Proposal/Site Address

25/00580/LBC Flat 10 61 Park Avenue Magdalene Edinburgh EH15 1JP To replace the existing rear dormer bay window.

25/00841/FUL 79 Shandwick Place Edinburgh EH2 4SD External alternation (painting works) to shop style unit frontage, to commercial unit. Unit to be painted in uniform grey (RAL 7026) and all signage removed.

25/00910/FUL 14 Midmar Drive Edinburgh EH10 6BU To replace the existing roof tiles on the dwelling and the garage with dark grey roof tiles and to install electric gates to the existing driveway entrance.

25/00938/FUL 17 Midmar Gardens Morningside Edinburgh EH10 6DY Form two storey dwelling from 2x apartments with single storey extension and associated landscaping.

25/01031/FUL Proposed Telecoms Apparatus 47 Metres West Of 632 Queensferry Road Edinburgh Installation of 20m street furniture style mast (RAL7035 grey); 6 No. antennas (RAL7035 grey); 1 No. 300mm (RAL7035 grey); 3 No. cabinets (1 No. 1821x640x1900mm; 1 No. 1821x640x800mm; 655x264x1015mm) (RAL6009 Green); and all ancillary development.

25/01050/FULSTL 1F2 5 East London Street Broughton Edinburgh EH7 4BN Retrospective change of use of premises to short term let accommodation.

25/01066/FULSTL 1A Royston Terrace Warriston Edinburgh EH3 5QU Retrospective change of use from residential flat (sui generis) to STL (sui generis).

25/01084/FUL 60 Cavalry Park Drive Duddingston Edinburgh EH15 3QG Install Nibe F2050 10kW air source heat pump on first floor front balcony.

25/01096/FULSTL 33 Dublin Street Lane North Broughton Edinburgh EH3 6NT Retrospective change of use of premises to short term let accommodation.

25/01114/FULSTL 1F2 70 South Clerk Street Newington Edinburgh EH8 9PT Retrospective change of use of premises to short term let accommodation.

25/01129/FULSTL Flat 6 3 Forrest Hill Old Town Edinburgh EH1 2QL Retrospective change of use of premises to short term let accommodation.

25/01134/FULSTL 1F2 44 Montgomery Street Hillside Edinburgh EH7 5JY Retrospective change of use of premises to short term let accommodation.

25/01136/FULSTL 2F1 377 Leith Walk Edinburgh EH6 8SE Retrospective change of use of premises to short term let accommodation.

25/01140/FULSTL Flat 9 227 High Street Old Town Edinburgh EH1 1PE Retrospective change of use of premises to short term let accommodation.

25/01148/FULSTL Flat 5 30A Shandwick Place Edinburgh EH2 4RT Retrospective change of use of premises to short term let accommodation.

25/01210/LBC 2F1 9 Warrender Park Terrace Marchmont Edinburgh EH9 1JA Replacement of existing single glazed sashes on a like-for-like basis with new sashes, custom-fitted with Fineo 8 (7.7mm vacuum sealed IGU). All historical detail to be matched / reinstated. Existing cases to be refurbished in situ.

25/01236/LBC Cameron House Nursery 9 Cameron House Avenue Prestonfield Edinburgh EH16 5LF The proposal looks to make internal alterations to the former Cameron House nursery without altering or affecting any of the existing listed building features.

25/01246/FULSTL Flat 1 27 Blair Street Old Town Edinburgh EH1 1QR Retrospective change of use of premises to short term let accommodation.

25/01251/FUL 8 Craigmillar Park Mayfield Edinburgh EH16 5NE Erect single storey sunroom extension to rear of dwelling.

25/01254/FULSTL 2F2 12 St Mary's Street Old Town Edinburgh EH1 1SU Retrospective change of use of premises to short term let accommodation.

25/01261/FUL 22 Bedford Terrace Portobello East Edinburgh EH15 2EJ The demolition of an existing garage, the formation of a garden room and bicycle store, the re-modelling of the south-west elevation dormer and alterations of window openings, access steps and the replacement of the front door.

25/01263/LBC 3A South Lauder Road Grange Edinburgh EH9 2LL Proposed garden room, single storey extension to existing villa.

25/01267/LBC 8 Pentland Avenue Hailes Edinburgh EH13 0HZ 11 No. existing windows to be replaced with new timber windows with slimline double glazed units.

25/01268/LBC 13 Smith's Place Leith Edinburgh EH6 8NT Windows 1, 2, 3, 4, 9 and 10 were refurbished following the granting of LBC on 2nd June 2021. Single glazing and joinery repairs only.

25/01276/FUL 28 South Laverockbank Avenue Trinity Edinburgh EH5 3DU Proposed single storey rear extension and alterations.

25/01283/FULSTL 49 George Street New Town Edinburgh Conversion of an uninhabited single dwelling and existing staff areas to form two separate short term let properties, including replacement external door and new roof light.

25/01284/FULSTL 1 Canongate Old Town Edinburgh EH8 8BX Retrospective change of use of premises to short term let accommodation.

25/01290/LBC 40 Raeburn Place Stockbridge Edinburgh EH4 1HL New front garden landscape design, new front gardens and railings.

25/01298/LBC 3 Inverleith Place Inverleith Edinburgh EH3 5QE Internal rearrangement of the listed Building. Moving the kitchen from the rear of the property to the front as well as bisecting the current bathroom, creating two bathrooms, one of which is an en-suite. The wall currently dividing the proposed en-suite and the bedroom will require the creation of a door opening.

25/01303/LBC 63 Morningside Park Morningside Edinburgh EH10 5EZ Replacement of existing timber sash and case windows on a like for like basis with new windows, custom fitted with slimline IGUs. All historical detail to be matched / reinstated.

25/01306/LBC 18 Danube Street Stockbridge Edinburgh EH4 1NT Remove existing dormer window from rear elevation and replace with roof light.

25/01314/LBC 17 Boswall Road Trinity Edinburgh EH5 3RR We are seeking to develop 176 sqm of the 651sqm of building to offer a not for profit holistic and complementary therapies and general counselling offer. This would involve a refurbishment of space to achieve a spa type aesthetic and incorporating existing features with no structural works planned.

25/01318/FULSTL 24 Warrender Park Road Marchmont Edinburgh EH9 1JG Change of use of residential flat to short term let.

25/01328/LBC 12C Wester Coates Gardens Wester Coates Edinburgh EH12 5LT Replacement of existing timber sash and case windows on a like-for-like basis with new windows custom fitted with Slimline IGUs. All historical detail to be matched / reinstated.

25/01334/FUL 27 Merchiston Avenue Merchiston Edinburgh EH10 4PH Alterations to driveway opening.

25/01341/FUL 11 St Clair Terrace Morningside Edinburgh EH10 5NW Alterations to external doors to rear and new roof light.

25/01348/LBC 13-17 Forth Street And 6 Broughton Street Lane Edinburgh Minor internal and external alterations to previous consented scheme (re: 22/00148/LBC. Internal and external alterations relating to the reconfiguration and refurbishment of Forth House to accommodate the redevelopment of the site for the change of use from office to apart hotel).

25/01353/LBC 146 Duddingston Road West Duddingston Edinburgh Repair, reinstatement and alteration of the kiln block roofs to the maltbarn former Drybrough Craigmillar brewery. The works involve repair and reinstatement of pitched roofs and replacement and alteration of mansard roof and Kiln roofs and ventilator towers above.

25/01357/FUL 12 East Fettes Avenue Inverleith Edinburgh EH4 1DN Creation of new driveway to front, including forming opening in existing wall, installation of new railings and gates, and new surface finishes. New bin store and bike shed. Cleaning of stonework to front elevation of house.

25/01361/LBC 55 Annandale Street Broughton Edinburgh EH7 4AZ Alteration to western elevation to facilitate the installation of a new electricity transformer. 3 windows replaced with louvres. 1 additional window removed and replaced with door.

25/01364/LBC 11-15 Thistle Street New Town Edinburgh Minor amendments to previously approved drawings granted permission under 23/01740/LBC for alterations to facilitate change of use. Amendments include alterations to windows at lower ground floor and roof lights, and minor internal reconfigurations.

25/01368/LBC Unit 8 146 Duddingston Road West Duddingston Edinburgh EH16 4AP Repair and reinstatement of pitched roofs, reinstatement and alteration of mansard and kiln roofs and ventilators above.

25/01374/FUL Land 35 Metres South Of 37 Woodhall Road Colinton Edinburgh Erection of a new house in land adjacent to 37 Woodhall Road.

25/01375/FUL 8 Savile Terrace Mayfield Edinburgh EH9 3AD Part removal of front wall to allow for vehicle access and create a front driveway / parking for one vehicle. Vegetation and earth removed to allow for permeable porous paving. New planting allowed for to ensure offset to any loss of bio-diversity. Stone from duntakings and from discarded stone found to rear of property used to build new retaining wall to ensure materials keep in character of conservation area. Scheme is in keeping with character of street. Dropped kerb also required.

25/01377/FUL 71 George Street, 38 - 40 Frederick Street New Town Edinburgh EH2 1EY External alterations to entrance and window details to combine commercial units at 71 George Street and 38-40 Frederick Street.

25/01378/LBC 71 George Street New Town Edinburgh EH2 3EE Listed Building Consent for internal and external alterations to form single commercial unit at 71 George Street and 38-40 Frederick Street.

25/01390/LBC 87 St Stephen Street Stockbridge Edinburgh EH3 5AG Internal alterations to dwellinghouse.

25/01400/FUL 11 St Patrick Square Newington Edinburgh EH8 9EZ Application for change of use from class 1a shop to class 3 restaurant with full cooking incorporating existing internal flue and all associated site works.

25/01401/LBC 8 Bellfield Street Portobello East Edinburgh EH15 2BP Heat pump and solar panels.

25/01402/FUL 44 West Port Old Town Edinburgh EH1 2LD Application for change of use in retrospect to a class 3 coffee shop with limited cooking facilities from class 1a shop.

25/01404/FUL 40 Park Road Newhaven Edinburgh EH6 4LD Attic conversion to existing dwelling house.

25/01405/FULSTL 2F1 6 Brunton Terrace Hillside Edinburgh EH7 5EQ Retrospective change of use of premises to short term let accommodation.

25/01417/FULSTL 20 Jameson Place Leith Edinburgh EH6 8PB Change of use of premises to short term let accommodation.

25/01431/LBC 17 Drummond Place New Town Edinburgh EH3 6PL The ground floor layout has been altered to create one large space which were previously two rooms. (In retrospect).

25/01436/LBC 33 Pittville Street Portobello East Edinburgh EH15 2BX Minor alterations and upgrades comprising, replacement of single glazing with Fineo vacuum glazing within existing sashes, under floor insulation and underfloor heating to the living room and kitchen, a new opening between the living room and the kitchen with pocket doors, the reconfiguration of the kitchen and alterations to ancillary stores.

25/01437/LBC 2F 16 Buckingham Terrace Dean Edinburgh EH4 3AD To construct new ensuite and dressing area off rear bedroom on 2nd floor.

25/01439/LBC Flat 2 8 Bruntsfield Crescent Bruntsfield Edinburgh EH10 4EZ Extend existing second floor landing with glass panel in floor and frameless glass balustrade.

25/01444/FUL 21 Clerk Street Newington Edinburgh EH8 9JH Proposed change of use of existing cafe to form class 3 restaurant.

25/01445/FULSTL 455 Lanark Road Woodhall Juniper Green EH14 5BA Retrospective change of use of premises to short term let accommodation.

25/01450/LBC 26 Madeira Street Newhaven Edinburgh EH6 4AL Create an open plan kitchen / living room by slapping down the dividing wall and create an en-suite in one of the bedrooms and related works.

25/01454/FUL 3 Bonaly Road Colinton Edinburgh EH13 0EA Replace existing paving area around the house with new paving. Replace and extend existing low drystone wall in poor condition with brick wall, matching existing exterior decorative brick work on the house. Extend the existing paved sitting area at the rear of the conservatory, adding brick raised plant bed and 3 new sets of steps, one set in the front garden. Add new meadow area with multi-stem low trees and seat made from recycled stone from the garden. Add new composting area.

25/01455/FULSTL 4F2 16 Johnston Terrace Old Town Edinburgh EH1 2PR Retrospective change of use of premises to short term let accommodation.

25/01457/LBC 21A Dean Terrace Stockbridge Edinburgh EH4 1NL Replacement timber windows in like-for-like format as slimline double glazed windows.

25/01458/LBC 8 Carlton Street Stockbridge Edinburgh EH4 1NJ Relocate access into first floor dressing room to be via master bedroom and make good drawing room wall.

25/01467/LBC 12 Cramond Road North Cramond Edinburgh EH4 6HS Replacement of 3 No. steel casements in timber sub-frames with timber casements of almost exactly the same dimensions in the existing (unaltered) sub-frames.

25/01469/LBC 26 Leith Walk Edinburgh EH6 5AA Internal alterations.

25/01478/LBC 21 Alva Street New Town Edinburgh Alterations required for the conversion from offices to serviced apartments, in retrospect.

25/01489/FUL 17 Alderbank Terrace Polwarth Edinburgh EH11 1SX Convert attic to form 2 No. bedrooms and a family bathroom. External alterations include 2 No. new dormers and 4 conservation roof lights added to roof.

25/01492/LBC 3F1 31 Broughton Place Broughton Edinburgh EH1 3RW Internal alterations velux shaft construction.

25/01498/LBC 34 Ann Street Stockbridge Edinburgh EH4 1PJ Replace single glazing with double-glazing on ground floor and basement level.

25/01499/LBC 71 Dalkeith Road Prestonfield Edinburgh EH16 5AL Proposal to reinstate railings and gate to outer boundary wall of property.

25/01523/FUL 15 Cumin Place Grange Edinburgh EH9 2JX Install a timber garden room to be used as a incidental garden room for personal use. (4847291)

Roads & highways

ROAD RESTRICTIONS

PRESS NOTICE

THE A86 TRUNK ROAD (SPEAN BRIDGE) (20MPH SPEED LIMIT) ORDER 2025

THE SCOTTISH MINISTERS hereby give notice that they propose to make the above Order under sections 84(1)(a) and 124(1)(d) of, and paragraph 27 of schedule 9 to, the Road Traffic Regulations Act 1984 which will have the effect of imposing a 20mph speed limit on that length of the A86 Spean Bridge – Kingussie Trunk Road at Spean Bridge, from its junction with the A82 Dalnottar – Inverness Trunk Road to a point 108 metres or thereby east of the extended centre line of its junction with the U2417 Tirindrish Road, a distance of 586 metres or thereby.

Full details of the proposal are contained in the Order which, together with a plan showing the length of road involved and a statement of the Scottish Ministers' reasons for proposing to make the Order, may be examined free of charge during normal business hours from 28th March 2025 until 25th April 2025 at the offices of Transport Scotland, George House, 2nd Floor, 36 North Hanover Street, Glasgow, G1 2AD, Spar Speanbridge, A82 Station Road, Spean Bridge, PH34 4EP.

A copy of the Order, Plan, Statement of Reasons, amended orders and this Notice will be available on the Transport Scotland website at: <https://www.transport.gov.scot/NorthWestRoadOrders>

Any person wishing to object to the proposed Order should send details of the grounds for objection in writing to the Director of Roads, c/o Margarita Michael, Transport Scotland, George House, 2nd Floor, 36 North Hanover Street, Glasgow, G1 2AD or via email to TRO-Objections@transport.gov.scot quoting reference NW/A86SpeanBridge/MM by 25th April 2025.

S C WILSON

A member of the staff of the Scottish Ministers

Transport Scotland George House 36 North Hanover Street Glasgow G1 2AD (4847271)

Property & land

PROPERTY DISCLAIMERS

NOTICE OF DISCLAIMER OF BONA VACANTIA COMPANIES ACT 2006

Company Name: **MACFARLANE HOMES LIMITED**

WHEREAS MACFARLANE HOMES LIMITED, a company incorporated under the Companies Acts under Company number SC177670 was dissolved on 9 April 2015; AND WHEREAS in terms of the Companies Acts 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 MACFARLANE HOMES LIMITED was heritably vest in the property registered in the Land Register of Scotland under Title Number LAN133969; AND WHEREAS the dissolution of the said MACFARLANE HOMES LIMITED came to my notice on 24 July 2024: Now THEREFORE I, JOHN THOMAS LOGUE, the King'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.

Peter Desmond Tierney, authorised signatory for *John Thomas Logue*

King's and Lord Treasurer's Remembrancer

KLTR Office, Scottish Government Building

Edinburgh

EH6 6QQ

26 March 2025

(4849024)

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. (4785141)

COMPANIES

COMPANIES RESTORED TO THE REGISTER

LEAF BUILDERS LIMITED

A Petition to restore Leaf Builders Limited (Company number SC024231) 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 21 days of this advertisement.

Thompsons Scotland LLP, Pacific House, 70 Wellington Street, Glasgow, G2 6UA (4848868)

JOHN CRAWFORD & CO. (PLUMBERS) LIMITED

A Petition to restore JOHN CRAWFORD & CO. (PLUMBERS) LIMITED 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 21 DAYS of this advertisement.

Thompsons, Solicitors and Solicitors Advocates, Pacific House, 70 Wellington Street, Glasgow, G2 6UA (4847297)

TAKEOVERS, TRANSFERS & MERGERS

CR-2024-005159

IN THE HIGH COURT OF JUSTICE

BUSINESS AND PROPERTY COURTS OF ENGLAND AND WALES
COMPANIES COURT (ChD)

IN THE MATTER OF

CREDIT SUISSE INTERNATIONAL

and

IN THE MATTER OF

UBS AG LONDON BRANCH

and

IN THE MATTER OF PART VII OF

THE FINANCIAL SERVICES AND MARKETS ACT 2000

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

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

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

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

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

The Application is directed to be heard before a Judge of the Chancery Division of the Court at the Business and Property Courts of England & Wales, 7 Rolls Buildings, Fetter Lane, London EC4A 1NL on 18 July 2025. If approved by the Court, it is currently proposed that the Scheme will become effective on 22 July 2025 (the **Effective Date**) and the Transfers will take effect on a staggered basis over multiple transfer dates, to take place over a period of six months from the Effective Date. Transferring Counterparties and other affected persons will, where valid contacts are held for them by CSi, be notified of the specific Relevant Transfer Date (as defined in the Scheme Document) applicable to them closer to the time of transfer, and will have the ability to request a different Relevant Transfer Date.

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

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

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

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

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

CSi can be contacted in relation to the Scheme:

By email:

Attention: CSi Part VII Transfer Support Team
csi-transfers@ubs.com

By post:

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

Freshfields LLP

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

Solicitors for CSi and UBS AGLB

(4847417)

Corporate insolvency

RE-USE OF A PROHIBITED NAME

RE-USE OF PROHIBITED NAME

PETITION BY ANDREW GARLAND RELATING TO THE WINDING UP OF

NANOMARKETS LIMITED

Company Number: SC390681

Notice is hereby given that on 7 March 2025 a petition was presented to the Sheriff at Edinburgh Sheriff Court in the Sheriffdom of Lothian and Borders by Andrew Garland, residing at 96 Pilrig Street, Edinburgh, EH6 5AY craving the Court **inter alia** to grant leave in terms of section 216(3) of the INSOLVENCY ACT 1986 for the said Andrew Garland to be Director of and involved in any way whether, directly or indirectly in the promotion, formation or management of companies called or using trading names "Future Markets, Inc" and "Future Markets". By interlocutor dated 25 March 2025, the Sheriff ordered all persons wishing to oppose the petition to lodge Answers with the Sheriff Clerk at Edinburgh within 8 days advertisement of this notice.

Emma Forrester, Ennova Law, 26 George Square, Edinburgh, EH8 9LD (4848862)

Creditors' voluntary liquidation

APPOINTMENT OF LIQUIDATORS

Name of Company: THE ORIGINAL ITALIAN CUISINE LTD.
 Company Number: SC587017
 Company Type: Registered Company
 Nature of the business: 56103 - Take-away food shops and mobile food stands
 Trading as: t/a Patio's
 Type of Liquidation: Creditors' Voluntary
 Registered office: 558 Paisley Road West, Glasgow G51 1RF
 Principal trading address: 558 Paisley Road West, Glasgow G51 1RF
 Office Holder/s: Dean Andrew Smith, of Revolution RTI Limited and, Suite 19, Unit 2, 94a Wycliffe Road, Northampton NN1 5JF, Telephone: 01772 584510, Email address: creditors@revolutionrti.co.uk
 Office Holder Number/s: 9596
 Date of appointment: 26 March 2025
 By whom Appointed: Members (4850171)

Name of Company: MMR (KIRKCALDY) LTD
 Company Number: SC796051
 Company Type: Registered Company
 Nature of the business: Public houses and bars
 Trading as: Society Nightclub
 Type of Liquidation: Creditors' Voluntary
 Registered office: 58 Long Lane, Broughty Ferry, Dundee DD5 1HH
 Principal trading address: 13 Charlotte Street, Kirkcaldy KY1 1RN
 Office Holder/s: Christopher David Horner, of Robson Scott Associates Ltd T/A BusinessRescueExpert and, 47-49 Duke Street, Darlington, Co. Durham DL3 7SD, Telephone: 01325 365950, Email address: admin@businessrescueexpert.co.uk
 Office Holder Number/s: 16150
 Date of appointment: 24 March 2025
 By whom Appointed: Members and Creditors
 Monday 24 March 2025 (4849017)

Company Number: SC565436
 Name of Company: **BUCHANAN PEEL DECORATORS LIMITED**
 Nature of Business: Other business support service activities not elsewhere classified
 Type of Liquidation: Creditors
 Registered office: 79 Clark Avenue, Musselburgh, East Lothian, EH21 7FD
 Principal trading address: 79 Clark Avenue, Musselburgh, East Lothian, EH21 7FD
 Liquidator's name and address: *Richard Gardiner*, of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB.
 Office Holder Number: 9488.
 Further details contact: Jemma Kirk, email: corporate@thomsoncooper.com or Tel: 01383 628800
 Date of Appointment: 26 March 2025
 By whom Appointed: Members
 Ag AK123798 (4849992)

Company Number: SC661252
 Name of Company: **CUSTOMISED COATINGS SCOTLND LTD**
 Nature of Business: Wholesale trade of motor vehicle parts and accessories
 Type of Liquidation: Creditors
 Registered office: Unit 1 Hallmoss Farm, Inverugie, Peterhead, AB42 3BP
 Principal trading address: 2 Scotstown Road, Aberdeen AB21 7PP
 Liquidator's name and address: *Kevin Mapstone* and *Kenneth Robert Craig*, both of Begbies Traynor (Central) LLP, Suite H, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD.
 Office Holder Numbers: 25750 and 008584.
 Further details contact: The Joint Liquidators, Tel: 01224 602 870 or Email: aberdeen@btguk.com. Alternative contact: Corina Popovici, Tel: 01224 602 870 or Email: aberdeen@btguk.com
 Date of Appointment: 17 March 2025
 By whom Appointed: Members and Creditors
 Ag AK123727 (4849971)

Company Number: SC729705
 Name of Company: **F AND F GROUP LTD**
 Nature of Business: Transport Haulage by road
 Type of Liquidation: Creditors
 Registered office: Room 4, Haypark Business Centre, Marchmont Avenue, Polmont, Falkirk, FK2 0NZ
 Principal trading address: N/A
 Liquidator's name and address: *Kevin Mapstone*, of Begbies Traynor (Central) LLP, 2 Bothwell Street, Glasgow G2 6LU.
 Office Holder Number: 25750.
 Further information about the liquidation is available from: Kevin Mapstone, Tel: 0141 222 2230 or Email: glasgow@btguk.com. Alternative contact: Alan McMillan, Tel: 0141 222 2230 or Email: Alan.McMillan@btguk.com.
 Date of Appointment: 24 March 2025
 By whom Appointed: Members and Creditors
 Ag AK123246 (4849928)

Company Number: SC376491
 Name of Company: **FIONA SHANKS AESTHETICS LTD**
 Nature of Business: Other human health activities
 Registered office: St Clair Redding Road, Brightons, Falkirk, FK2 0HG
 Principal trading address: St Clair Redding Road, Brightons, Falkirk, FK2 0HG
 Type of Liquidation: Creditors Voluntary Liquidation
 Liquidator's name and address: Joint Liquidator: *James Dewar* (IP number 30290) of c/o Interpath Ltd, 31 Charlotte Square Edinburgh EH2 4ET.
 Liquidator's name and address: Joint Liquidator: *Alistair McAlinden* (IP number 21950) of c/o Interpath Ltd, 31 Charlotte Square Edinburgh EH2 4ET.
 Date of Appointment: 26 March 2025
 By whom Appointed: Creditors
 For further details contact Hannah Sedgwick on 0122 400 4789 or at Hannah.Sedgwick@interpath.com (4849240)

Company Number: SC633687
 Name of Company: **FOAM & AWAY LTD**
 Nature of Business: Other service activities not elsewhere classified
 Type of Liquidation: Creditors
 Registered office: 12 Millerston Street, Glasgow, G31 1QE
 Principal trading address: 12 Millerston Street, Glasgow, G31 1QE
 Liquidator's name and address: *Kevin Mapstone* and *Kenneth Robert Craig*, both of Begbies Traynor (Central) LLP, Suite H, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD.
 Office Holder Numbers: 25750 and 008584.
 Further details contact: The Joint Liquidators, Tel: 01224 602 870, Email: aberdeen@btguk.com. Alternative contact: Corina Popovici, Tel: 01224 602 870, Email: aberdeen@btguk.com
 Date of Appointment: 18 March 2025
 By whom Appointed: Members and Creditors
 Ag AK123747 (4849980)

Company Number: SC718874
 Name of Company: **LANGSTANE CATERING LTD**
 Nature of Business: Take-away food shops and mobile food stands
 Type of Liquidation: Creditors
 Registered office: Parkers Plaice, 7-9 Langstane Place, Aberdeen, AB11 6DX (in the process of being changed to 18a Capricorn Centre, Cranes Farm Road, Basildon, Essex SS14 3JJ)
 Principal trading address: Parkers Plaice, 7-9 Langstane Place, Aberdeen, AB11 6DX
 Liquidator's name and address: *Gary Thompson and David Meany*, both of Quantuma Advisory Limited, 18a Capricorn Centre, Cranes Farm Road, Basildon, Essex, SS14 3JJ.
 Office Holder Numbers: 26370 and 9453.
 For further details please contact Ellie Foley, ellie.foley@quantuma.com; Tel: 01708 300170
 Date of Appointment: 11 March 2025
 By whom Appointed: Creditors
 Ag AK123483 (4849950)

Company Number: SC718736
 Name of Company: **OB1 CONTROL SOLUTIONS LTD**
 Nature of Business: Other engineering activities
 Type of Liquidation: Creditors
 Registered office: 5 McNabb Street, Dollar, Clackmannanshire, FK14 7DJ
 Principal trading address: 5 McNabb Street, Dollar, Clackmannanshire, FK14 7DJ
 Liquidator's name and address: *Kevin Mapstone and Kenneth Robert Craig*, both of Begbies Traynor (Central) LLP, Suite H, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD.
 Office Holder Numbers: 25750 and 008584.
 Further details contact: The Joint Liquidators, Tel: 01224 602 870 or Email: kevin.mapstone@btguk.com. Alternative contact: Corina Popovici Tel: 01224 602 870 Email: aberdeen@btguk.com
 Date of Appointment: 17 March 2025
 By whom Appointed: Members and Creditors
 Ag AK123792 (4849995)

Company Number: SC581480
 Name of Company: **VOXSIO LIMITED**
 Nature of Business: Business and domestic software development; information technology
 Registered office: The Bayes Centre, 47 Potterrow, Edinburgh, EH8 9BT
 Principal trading address: The Bayes Centre, 47 Potterrow, Edinburgh, EH8 9BT
 Type of Liquidation: Creditors Voluntary Liquidation
 Liquidator's name and address: Joint Liquidator: *James Dewar* (IP number 30290) of c/o Interpath Ltd, 31 Charlotte Square Edinburgh EH2 4ET.
 Liquidator's name and address: Joint Liquidator: *Alistair McAlinden* (IP number 21950) of c/o Interpath Ltd, 31 Charlotte Square Edinburgh EH2 4ET.
 Date of Appointment: 26 March 2025
 By whom Appointed: Creditors
 For further details contact Hannah Sedgwick on 0122 400 4789 or at Hannah.Sedgwick@interpath.com (4849206)

MEETINGS OF CREDITORS

BURNS DESIGN ASSOCIATES LIMITED

Company Number: SC535021
 Registered office: Carus House, 201 Dumbarton Road, Clydebank, G81 4XJ
 Principal trading address: Carus House, 201 Dumbarton Road, Clydebank, G81 4XJ
 Notice is hereby given, pursuant to Rule 8.13 OF THE INSOLVENCY (SCOTLAND) (RECEIVERSHIP AND WINDING UP) RULES 2018 THAT THE DIRECTOR OF THE ABOVE-NAMED COMPANY (THE 'CONVENER(S)') IS SEEKING A DECISION FROM CREDITORS ON THE NOMINATION OF JOINT LIQUIDATORS BY WAY OF A PHYSICAL MEETING. A RESOLUTION TO WIND UP THE COMPANY WAS PASSED ON 24 MARCH 2025. The meeting will be held at FRP Advisory Trading Limited, Level 2, The Beacon, 176 St Vincent Street,

Glasgow G2 5SG, on 02 April 2025, at 3.00 pm. As a result of the requirement to hold this physical meeting the original deemed consent procedure is superseded. The Director has discretion to permit remote attendance (meaning attending and being able to participate in the meeting without being in the place where it is being held) if such a request to do so is received in advance of the meeting. Michelle Elliot and Callum Angus Carmichael (IP Nos. 22750 and 27190) of FRP Advisory Trading Limited, Level 2, The Beacon, 176 St Vincent Street, Glasgow G2 5SG, are persons qualified to act as an insolvency practitioner in relation to the company who, during the period before the meeting date, will furnish creditors free of charge with such information concerning the Company's affairs as they may reasonably require. A creditor may appoint a person as a proxy-holder to act as their representative and to speak, vote, abstain or propose resolutions at the meeting. A proxy for a specific meeting must be delivered to the chair before the meeting. Proxies may be delivered to FRP Advisory Trading Limited, Level 2, The Beacon, 176 St Vincent Street, Glasgow, G2 5SG. In order to be counted a creditor's vote must be accompanied by a statement of claim in respect of the creditor's claim (unless it has already been given). A vote will be disregarded if a creditor's statement of claim is not received by 4pm on 1 April 2025 (unless the chair of the meeting is content to accept the proof later). Statement of claims may be delivered to FRP Advisory Trading Limited, Level 2, The Beacon, 176 St Vincent Street, Glasgow, G2 5SG. Date of Further details contact: The Joint Liquidators, Tel: 0330 055 5455 or Email: cp.glasgow@frpadvisory.com. Alternative contact: Suzy Quinn *Ronald Burns*, Director
 26 March 2025
 Ag AK123601 (4849955)

NOTICES TO CREDITORS

LANGSTANE CATERING LTD

Company Number: SC718874
 Registered office: Parkers Plaice, 7-9 Langstane Place, Aberdeen, AB11 6DX (in the process of being changed to 18a Capricorn Centre, Cranes Farm Road, Basildon, Essex SS14 3JJ)
 Principal trading address: Parkers Plaice, 7-9 Langstane Place, Aberdeen, AB11 6DX
 Notice is given that under Rule 6.23 of the Insolvency (England and Wales) Rules 2016 ('the Rules') that the Company was placed into creditors' voluntary liquidation (insolvent liquidation) and Gary Thompson and David Meany (IP number 26370 and 9453) of Quantuma Advisory Limited, 18a Capricorn Centre, Cranes Farm Road, Basildon, Essex, SS14 3JJ were appointed Joint Liquidators by the creditors on 11 March 2025. Notice is further given, that the creditors are required to prove their debts on or before 23 April 2025 by sending full details of their claims to the Liquidators at Quantuma Advisory Limited, 18a Capricorn Centre, Cranes Farm Road, Basildon, Essex, SS14 3JJ. Creditors must also, if so requested by the Liquidators, provide such further details and documentary evidence to support their claims as may appear to the Liquidators to be necessary. Please note that no further public notice will be made and therefore the Liquidators shall be entitled to make any distribution without regard to any claims not proved in the manner required by statute.
 For further details please contact Ellie Foley, ellie.foley@quantuma.com; Tel: 01708 300170
Gary Thompson, Joint Liquidator
 12 March 2025
 Ag AK123483 (4849946)

RESOLUTION FOR WINDING-UP

THE ORIGINAL ITALIAN CUISINE LTD.

(Company Number: SC587017)
 trading as t/a Patio's
 Registered Office: 558 Paisley Road West, Glasgow G51 1RF
 Principal Trading Address: 558 Paisley Road West, Glasgow G51 1RF
 Nature of Business: 56103 - Take-away food shops and mobile food stands
 At a General Meeting of the above-named Company, duly convened, and held remotely on Wednesday 26 March 2025, the following Resolution/s was/were duly passed:

1. (Special Resolution) "That the company be wound up voluntarily."
 2. (Ordinary Resolution) "That Dean Smith of Revolution RTI Limited, Suite 19 Unit 2, 94A Wycliffe Road, Northampton NN1 5JF be appointed Liquidator for the purposes of such winding up.
 For further details, please contact: Dean Andrew Smith, (9596), Revolution RTI Limited, Suite 19, Unit 2, 94a Wycliffe Road, Northampton NN1 5JF, Telephone: 01772 584510, Email address: creditors@revolutionrti.co.uk.
 Sami Al-Samman (as he/she was the chairman), Chairman (4850169)

MMR (KIRKCALDY) LTD

(Company Number: SC796051)
 trading as Society Nightclub
 Registered Office: 58 Long Lane, Broughty Ferry, Dundee DD5 1HH
 Principal Trading Address: 13 Charlotte Street, Kirkcaldy KY1 1RN
 Nature of Business: Public houses and bars
 At a General Meeting of the Members of the above-named Company, duly convened, and held at Remote, on Monday 24 March 2025, the following Resolution/s was/were duly passed:
 1. (Special Resolution) That the Company be wound up voluntarily
 2. (Ordinary Resolution) That Christopher David Horner, of Robson Scott Associates T/A BusinessRescueExpert, 47/49 Duke Street, Darlington, DL3 7SD, be appointed as Liquidator of the Company
 For further details, please contact: Christopher David Horner, (16150), Robson Scott Associates Ltd T/A BusinessRescueExpert, 47-49 Duke Street, Darlington, Co. Durham DL3 7SD, Telephone: 01325 365950, Email address: admin@businessrescueexpert.co.uk.
 Myra May Reid, Chairman
 Monday 24 March 2025 (4849015)

BUCHANAN PEEL DECORATORS LIMITED

Company Number: SC565436
 Registered office: 79 Clark Avenue, Musselburgh, East Lothian, EH21 7FD
 Principal trading address: 79 Clark Avenue, Musselburgh, East Lothian, EH21 7FD
 At a General Meeting of the above-named company duly convened and held at 79 Clark Avenue, Musselburgh, East Lothian, EH21 7FD on 26 March 2025 at 12.15 pm the following Resolutions were passed as a Special Resolution and as an Ordinary Resolution:
 "That it has been proved to the satisfaction of the Meeting that the Company cannot, by reason of its liabilities, continue its business and that it is advisable to wind up same and accordingly that the company be wound up voluntarily, effective as at 12:15PM on 26 March 2025 and that *Richard Gardiner*, of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB, (IP No 9488) be appointed Liquidator of the company for the purposes of the winding-up".
 Further details contact: Jemma Kirk, email: corporate@thomsoncooper.com or Tel: 01383 628800
George Peel, Chair
 Ag AK123798 (4849994)

CUSTOMISED COATINGS SCOTLND LTD

Company Number: SC661252
 Registered office: Unit 1 Hallmoss Farm, Inverugie, Peterhead, AB42 3BP
 Principal trading address: 2 Scotstown Road, Aberdeen AB21 7PP
 At a General Meeting of the above-named company, duly convened, and held at Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD on 17 March 2025 the following resolutions were passed as a Special Resolution and as an Ordinary Resolution:
 "That the Company be wound up voluntarily and that *Kevin Mapstone* and *Kenneth Robert Craig*, both of Begbies Traynor (Central) LLP, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1 RD, (IP Nos. 25750 and 008584) be and hereby appointed Joint Liquidators of the Company and that they act jointly and severally .
 Further details contact: The Joint Liquidators, Tel: 01224 602 870 or Email: aberdeen@btguk.com. Alternative contact: Lucas Warren, Tel: 01224 602 870 or Email: lucas.warren@btguk.com
Duncan Stephen Hogg, Director
 Ag AK123727 (4849966)

F AND F GROUP LTD

Company Number: SC729705
 Registered office: Room 4, Haypark Business Centre, Marchmont Avenue, Polmont, Falkirk, FK2 0NZ
 Principal trading address: N/A
 At a General Meeting of the above Company, duly convened, and held on 24 March 2025 the following Resolutions were passed, as a Special Resolution and as an Ordinary Resolution respectively:
 "That the Company be wound up voluntarily, and that *Kevin Mapstone*, of Begbies Traynor (Central) LLP, 2 Bothwell Street, Glasgow G2 6LU, (IP No 25750) be appointed Liquidator of the Company."
 Further information about the liquidation is available from: Kevin Mapstone, Tel: 0141 222 2230 or Email: glasgow@btguk.com.
 Alternative contact: Alan McMillan Tel: 0141 222 2230 or Email: Alan.McMillan@btguk.com.
Arron McCann, Director
 Ag AK123246 (4849927)

FOAM & AWAY LTD

Company Number: SC633687
 Registered office: 12 Millerston Street, Glasgow, G31 1QE
 Principal trading address: 12 Millerston Street, Glasgow, G31 1QE
 At a General Meeting of the above-named company, duly convened, and held at 2 Bothwell Street, Glasgow, G2 6NT on 18 March 2025 the following resolutions were passed as a Special Resolution and as an Ordinary Resolution:
 "That the Company be wound up voluntarily and that *Kevin Mapstone* and *Kenneth Robert Craig*, both of Begbies Traynor (Central) LLP, Suite H Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD, (IP Nos. 25750 and 008584) be and hereby appointed Joint Liquidators of the Company."
 Further details contact: The Joint Liquidators, Tel: 01224 602 870, Email: aberdeen@btguk.com. Alternative contact: Lucas Warren, Tel: 01224 602870, Email: lucas.warren@btguk.com
Irfan Hoxha, Director
 Ag AK123747 (4849970)

LANGSTANE CATERING LTD

Company Number: SC718874
 Registered office: Parkers Plaice, 7-9 Langstane Place, Aberdeen, AB11 6DX (in the process of being changed to 18a Capricorn Centre, Cranes Farm Road, Basildon, Essex SS14 3JJ)
 Principal trading address: Parkers Plaice, 7-9 Langstane Place, Aberdeen, AB11 6DX
 Notice is hereby given that the following resolutions were passed on 11 March 2025 as a Special resolution and an Ordinary resolution respectively:
 "That the Company be wound up voluntarily and that *Gary Thompson* and *David Meany*, both of Quantuma Advisory Limited, 18a Capricorn Centre, Cranes Farm Road, Basildon, Essex, SS14 3JJ, (IP Nos. 26370 and 9453) be and are hereby appointed Joint Liquidators for the purpose of such winding up. Any act required or authorised under any enactment to be done by a Liquidator may be done by one of them."
 For further details please contact *Ellie Foley*, ellie.foley@quantuma.com; Tel: 01708 300170
Shammi Hossain, Director
 Ag AK123483 (4849948)

OB1 CONTROL SOLUTIONS LTD

Company Number: SC718736
 Registered office: 5 McNabb Street, Dollar, Clackmannanshire, FK14 7DJ
 Principal trading address: 5 McNabb Street, Dollar, Clackmannanshire, FK14 7DJ
 At a General Meeting of the above-named company, duly convened, and held at 5 McNabb Street, Dollar, Clackmannanshire, FK14 7DJ on 17 March 2025 the following resolutions were passed as a Special Resolution and as an Ordinary Resolution:

“That the Company be wound up voluntarily and that *Kevin Mapstone* and *Kenneth Robert Craig*, both of *Begbies Traynor (Central) LLP*, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD, (IP Nos. 25750 and 008584) be and hereby appointed Joint Liquidators of the Company and that they act jointly and severally”.

Further details contact: The Joint Liquidators, Tel: 01224 602 870 or Email: aberdeen@btguk.com. Alternative contact: Lucas Warren Tel: 01224 602 870 or Email: lucas.warren@btguk.com

Benjamin Ezobi, Director

Ag AK123792 (4849986)

Liquidation by the Court

APPOINTMENT OF LIQUIDATORS

In the Glasgow Sheriff Court
No GLW-L144 of 2024

BRUCE & FAMILY LIMITED

Company Number: SC676342

Registered office: C/o FRP Advisory Trading Limited, Level 2, The Beacon, 176 St Vincent Street, Glasgow, G2 5SG

Principal trading address: 54 Washington Street, Glasgow, G3 8AZ

I, *Michelle Elliot*, of FRP Advisory Trading Limited, Level 2, The Beacon, 176 St Vincent Street, Glasgow G2 5SG, (IP No: 22750) was appointed Liquidator of the above named Company on 17 March 2025, by the creditors.

Further details contact: Michelle Elliot, Tel: +44 (0)330 055 5455. Alternative contact: Abbie Reid, Email Abbie.Reid@frpadvisory.com

Michelle Elliot, Liquidator

17 March 2025

Ag AK123699 (4849949)

In the Lanark Sheriff Court
No LAN-L3 of 2025

M.T. RESTAURANTS LIMITED

Company Number: SC541699

Trading Name: China Cuisine

Registered office: C/O China Cuisine, 17 Kirkton Street, Carluke, ML8 4AB

Principal trading address: C/O China Cuisine, 17 Kirkton Street, Carluke, ML8 4AB

Notice is hereby given that I, *Paul Dounis*, of RSM UK Restructuring Advisory LLP, Third Floor, 2 Semple Street, Edinburgh, EH3 8BL, (IP No 9708) was appointed Interim Liquidator of the above named Company on 20 March 2025.

Further details contact: The Liquidator, Tel: 0131 659 8300 and restructuring.edinburgh@rsmuk.com. Alternative contact: Ross McMorro, Tel: 0131 659 8300, Email: ross.mcmorrow@rsmuk.com

Paul Dounis, Interim Liquidator

20 March 2025

Ag AK123219 (4849926)

NOTICE OF APPOINTMENT OF INTERIM LIQUIDATOR(S)

MOMENTO LTD

Company Number: SC315469

Registered office: C/O Burgoyne Carey' Pavilion 2' 3 Dava Street'GlasgowG51 2JA

The nature of the business of the company is: Other retail sale in non-specialised stores

Type of appointment: Compulsory Liquidation

Name of office holder: Annette Menzies

Office holder IP number: 9128

Postal address of office holder: 2nd Floor, 18 Bothwell Street, Glasgow, G2 6NU

Capacity of office holder: Interim Liquidator

Date of appointment: 20 March 2025

Office holder's telephone no and email address: 0141 535 3133 and glasgow@dains.com

Alternative contact for enquiries on proceedings: Kim Wilson

Tel: 0141 535 3133

Email: kwilson@wd-br.co.uk

By whom appointed: Director (4848863)

PRINCIPAL BUILDING LTD

Company Number: SC256359

Previous Name of Company: GDC Design Limited

Registered office: 65 High Street, Irvine, KA12 0AL

Principal trading address: Unit 1, Langlands Business Park, Langlands Pl, East Kilbride G75 0YF

I, *Stuart Robb*, of Robb Advisory, Oakfield House, 378 Brandon Street, Motherwell, ML1 1XA, (IP No. 19450) was appointed Interim Liquidator on 20 March 2025, by Kilmarnock Sheriff Court. The nature of the business of the company is Specialised Construction.

Contact details for Interim Liquidator, Tel: 0300 131 2880; Email: hello@robbadvisory.co.uk Alternative contact: Jessica McAllen, jessica@robbadvisory.co.uk

Stuart Robb, Interim Liquidator

20 March 2025

Ag AK123485 (4849929)

Q RECRUITMENT LIMITED

Company Number: SC733691

Registered office: 1 Moncrieffe Road, Chapellhall, Airdrie, ML6 8FS

Principal trading address: 1 Moncrieffe Road, Chapellhall, Airdrie, ML6 8FS

I, *Christopher David Horner*, of Robson Scott Associates, 49 Duke Street, Darlington, Co Durham DL3 7SD, (IP No: 16150) was appointed Liquidator of the above named Company on 24 March 2025, by Creditors in a Deemed Consent Procedure. The nature of business of the company is Human resources provision and management resources functions.

Further details contact: The Liquidator, Tel: 01325 365950, Email: admin@businessrescueexpert.co.uk. Alternative contact: Owen Hall, Tel: 01325 365950, Email: ohall@businessrescueexpert.co.uk.

Christopher David Horner, Liquidator

24 March 2025

Ag AK123533 (4849943)

In the Aberdeen Sheriff Court
No ABE-L9-25.

UNIONROW RESTAURANT LIMITED

Company Number: SC591169

Registered office: c/o 1 Union Street, Saltcoats, KA21 5LL

Principal trading address: 62 Union Row, Aberdeen, AB10 1SA

Liquidator: *Steven Wiseglass* (IP number 9525) of Inquesta, St John's Terrace, 11-15 New Road, Manchester, M26 1LS.

Date of Appointment: 12 March 2025

For further details contact Jeffrey Cheung on 0300 005 0080 or at Jeffrey.cheung@inquesta.co.uk (4847602)

PETITIONS TO WIND-UP

AMM IT LIMITED

Company Number: SC452191

On 12 March 2025, a petition was presented to Falkirk Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for His Majesty's Revenue and Customs craving the Court *inter alia* to order that AMM IT LIMITED, First Floor 4 Earls Court, Earls Gate Business Park, Grangemouth, FK3 8ZE (registered office) (company registration number SC452191) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Falkirk Sheriff Court, Main Street, Camelon, Falkirk, FK1 4AR within 8 days of intimation, service and advertisement.

A Rooney

Officer of Revenue & Customs

HM Revenue & Customs

HMRC Legal Group

Queen Elizabeth House, Edinburgh

for Petitioner

Ref: Scotland/1227265/DBS

(4847293)

BRANNACH OLANN LIMITED

Company Number: SC617228

On 19 March 2025, a petition was presented to Perth Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for His Majesty's Revenue and Customs craving the Court **inter alia** to order that BRANNACH OLANN LIMITED, Lagmhor Stables, Little Dunkeld, Dunkeld, PH8 0AD (registered office) (company registration number SC617228) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Perth Sheriff Court, Tay Street, Perth, PH2 8NL within 8 days of intimation, service and advertisement.

A Gardner

Officer of Revenue & Customs
HM Revenue & Customs
HMRC Legal Group
Queen Elizabeth House, Edinburgh
for Petitioner
Ref: Scotland/1218165/DBS

(4847295)

CARLYN (LINLITHGOW) LTD

Company Number: SC555538

On 17 March 2025, a petition was presented to Livingston Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for His Majesty's Revenue and Customs craving the Court **inter alia** to order that CARLYN (LINLITHGOW) LTD, 6 West Port, Linlithgow, EH49 7AZ (registered office) (company registration number SC555538) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Livingston Sheriff Court, The Civic Centre, Howden South Road, Livingston, EH54 6FF within 8 days of intimation, service and advertisement.

A Gardner

Officer of Revenue & Customs
HM Revenue & Customs
HMRC Legal Group
Queen Elizabeth House, Edinburgh
for Petitioner
Ref: Scotland/1228846/LFS

(4847296)

CATER PROPERTY INVESTMENT 2 (ABERDEEN) LIMITED

Company Number: SC700755

On Wednesday 12 March 2025, a Petition was presented to Aberdeen Sheriff Court by CMS Cameron McKenna Nabarro Olswang LLP, craving the Court **inter alia** that Cater Property Investment 2 (Aberdeen) Limited, a company registered under the Companies Acts with company number SC700755 and having its registered office at 703 Great Northern Road, Aberdeen, Scotland, AB24 2DU be wound up and joint interim liquidators appointed; in which Petition Sheriff Miller by Interlocutor dated 12 March 2025 allowed any party claiming an interest to lodge Answers thereto in the hands of the Sheriff Clerk at Aberdeen Sheriff and Justice of the Peace Court, Castle Street, Aberdeen, AB10 1WP, within eight days after intimation, advertisement and service; all of which notice is hereby given.

Brodies LLP Capital Square, 58 Morrison Street, Edinburgh, EH3 8BP.
Ref: WED0017.00125 Agents for the Petitioner (4849934)

CF FACILITIES LTD

Company Number: SC617814

On 17 March 2025, a petition was presented to Glasgow Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for His Majesty's Revenue and Customs craving the Court **inter alia** to order that CF FACILITIES LTD, 94 Hope Street, Suite 2.11, Glasgow, G2 6PH (registered office) (company registration number SC617814) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Glasgow Sheriff Court, General Civil Department, 1 Carlton Place, Glasgow, G5 9DA within 8 days of intimation, service and advertisement.

Z Erdelyi

Officer of Revenue & Customs
HM Revenue & Customs
HMRC Legal Group
Queen Elizabeth House, Edinburgh
for Petitioner
Ref: Scotland/1236400/DBS

(4849021)

PANACEA HEALTHCARE GROUP LTD

Company Number: SC709335

On 18 March 2025, a petition was presented to Dundee Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for His Majesty's Revenue and Customs craving the Court **inter alia** to order that PANACEA HEALTHCARE GROUP LTD, 281 Clepington Road, Dundee, DD3 8BD (registered office) (company registration number SC709335) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Dundee Sheriff Court, 6 West Bell Street, Dundee, DD1 9AD within 8 days of intimation, service and advertisement.

A Gardner

Officer of Revenue & Customs
HM Revenue & Customs
HMRC Legal Group
Queen Elizabeth House, Edinburgh
for Petitioner
Ref: Scotland/1237585/DBS

(4847294)

S&S SERVICES (SCOTLAND) LTD

Company Number: SC423154

On 20 March 2025, a petition was presented to Aberdeen Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for His Majesty's Revenue and Customs craving the Court **inter alia** to order that S&S SERVICES (SCOTLAND) LTD, Headquarters, Oyne, Insch, Aberdeenshire, AB52 6QS (registered office) (company registration number SC423154) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Aberdeen Sheriff Court, Castle Street, Aberdeen, AB10 1WP within 8 days of intimation, service and advertisement.

A Rooney

Officer of Revenue & Customs
HM Revenue & Customs
HMRC Legal Group
Queen Elizabeth House, Edinburgh
for Petitioner
Ref: Scotland/1191548/LFS

(4849022)

SEAWEED ENTERPRISES LTD

Company Number: SC771242

On 14 March 2025, a petition was presented to Edinburgh Sheriff Court craving the Court that Seaweed Enterprises Ltd (SC771242), incorporated under the Companies Acts and having its registered office Suite 2, Ground Floor Orchard Brae House, 30 Queensferry Road, Edinburgh, United Kingdom, EH4 2HS, be wound up by the Court; in which Petition, by interlocutor of 17 March 2025, the Court appointed all parties having an interest to lodge answers within 8 days after intimation, advertisement and service; and in the meantime appointed Judith Howson and David McGinness, both of AAB Business & Tax Advisory LLP, 133 Finnieston Street, Glasgow G3 8HB, as joint provisional liquidators of the Company, and authorised them to exercise the powers contained in paragraphs 4 and 5 of Part II of Schedule 4 to the INSOLVENCY ACT 1986 for a limited period of 3 months from the date hereof or the appoint of interim liquidators.

MBM Commercial LLP, Suite 2, Ground Floor Orchard Brae House, 30 Queensferry Road, Edinburgh, United Kingdom, EH4 2HS
Solicitors for the Petitioners

0131 226 8209

(4847292)

SOURCE BUILDING SOLUTIONS LIMITED

Company Number: SC392543

On 12 March 2025, a petition was presented to Forfar Sheriff Court by the Advocate General for Scotland for and on behalf of the Commissioners for His Majesty's Revenue and Customs craving the Court **inter alia** to order that SOURCE BUILDING SOLUTIONS LIMITED, 17 Rosebank Lane, Forfar, DD8 2BE (registered office) (company registration number SC392543) be wound up by the Court and to appoint a liquidator. All parties claiming an interest must lodge Answers with Forfar Sheriff Court, Market Street, Forfar, DD8 3LA within 8 days of intimation, service and advertisement.

S Little

Officer of Revenue & Customs
HM Revenue & Customs
HMRC Legal Group

Queen Elizabeth House, Edinburgh
for Petitioner
Ref: Scotland/1211230/DBS (4848864)

Members' voluntary liquidation

APPOINTMENT OF LIQUIDATORS

Company Number: SC412904
Name of Company: **AGILE DOMAIN LIMITED**
Nature of Business: Information technology consultancy activities
Type of Liquidation: Members
Registered office: Asseyfaulds Cottage, Dalry, North Ayrshire, KA24 4HD
Principal trading address: (Former) Asseyfaulds Cottage, Dalry, North Ayrshire, KA24 4HD
Richard Hull, of SFP Restructuring Limited, Warehouse W, 3 Western Gateway, Royal Victoria Docks, London, E16 1BD
Office Holder Number: 21772.
For further information, contact Richard Hunt or Grace Burton, telephone number: 020 7538 2222.
Date of Appointment: 20 March 2025
By whom Appointed: Members
Ag AK123835 (4849987)

Company Number: SC445416
Name of Company: **AZFLO LIMITED**
Nature of Business: Support activities for petroleum and natural gas extraction
Type of Liquidation: Members
Registered office: 71 Great Southern Road, Aberdeen, AB11 7XY
Principal trading address: N/A
David Thorniley, of MVL Online Limited, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP
Office Holder Number: 8307.
Further details contact: David Thorniley, Email: info@mvlonline.co.uk.
Alternative contact: Chris Maslin.
Date of Appointment: 26 March 2025
By whom Appointed: Members
Ag AK123775 (4849978)

Company Number: SC243134
Name of Company: **D R ABERDEEN LIMITED**
Previous Name of Company: A9 Bower + Smith Limited; The A9 Partnership (Aberdeen) Limited
Nature of Business: Accountancy Practice
Type of Liquidation: Members
Registered office: 12 Carden Place, Aberdeen, AB10 1UR
Principal trading address: N/A
Michael J M Reid, of MHA, 12 Carden Place, Aberdeen, AB10 1UR
Office Holder Number: 7327.
Further details contact: Michael J M Reid, Tel: 01224 625 554.
Date of Appointment: 20 March 2025
By whom Appointed: Members
Ag AK123300 (4849930)

Company Number: SC239193
Name of Company: **DIGIMAIN LIMITED**
Nature of Business: Information technology services
Type of Liquidation: Members
Registered office: 86 Maggiewoods Loan, Falkirk, FK1 5EH
Principal trading address: N/A
Katie McLachlan, of Middlebrooks Business Recovery & Advice, 14-18 Hill Street, Edinburgh, EH2 3JZ
Office Holder Number: 29150.
For further details contact: Lauren Brown, Email: lbrown@middlebrooksadvice.com
Date of Appointment: 25 March 2025
By whom Appointed: Members
Ag AK123561 (4849963)

Company Number: SC753089
Name of Company: **DUNBEITH CONSULTING LTD**
Nature of Business: Information technology consultancy activities
Type of Liquidation: Members
Registered office: 44 London Road, Kilmarnock, Ayrshire, KA3 7AJ
Principal trading address: 44 London Road, Kilmarnock, Ayrshire, KA3 7AJ
Richard Hunt, of SFP Restructuring Limited, Warehouse W, 3 Western Gateway, Royal Victoria Docks, London, E16 1BD
Office Holder Number: 21772.
For further details contact Richard Hunt or Rahman Yesufu on 020 7538 2222.

Date of Appointment: 17 March 2025
By whom Appointed: Members
Ag AK123414 (4849936)

Company Number: SC031856
Name of Company: **GEORGE CHRISTIE & SONS (LEITH) LIMITED**
Nature of Business: Manufacture of other fabricated metal products not elsewhere classified
Type of Liquidation: Members
Registered office: 15 Barnton Gardens, Edinburgh, EH4 6AF
Principal trading address: 17 Salamander Yards, Edinburgh, EH6 7HB
Richard Gardiner, of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB
Office Holder Number: 9488.
Further details contact: Heather Thompson, Email: corporate@thomsoncooper.com, Tel: 01383 628800.
Date of Appointment: 25 March 2025
By whom Appointed: The Company's Members
Ag AK123493 (4849944)

Company Number: SC701911
Name of Company: **JOHN THOMSON RESIDENTIAL HOLDINGS LIMITED**
Nature of Business: Activities of other holding companies not elsewhere classified
Type of Liquidation: Members
Registered office: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
Principal trading address: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
Mark Harper, of Opus Restructuring LLP, 9 George Square, Glasgow G2 1QQ and *Gareth David Wilcox*, of Opus Restructuring LLP, Cornwall Buildings, 45 Newhall Street, Birmingham B3 3QR
Office Holder Numbers: 26412 and 21052.
Further details contact: The Joint Liquidators, Email: glasgow@opusllp.com. Alternative contact: Emily Murdoch.
Date of Appointment: 18 March 2025
By whom Appointed: Members
Ag AK123672 (4849975)

Company Number: SC701920
Name of Company: **JOHN THOMSON TIMBER HOLDINGS LTD**
Nature of Business: Activities of other holding companies not elsewhere classified
Type of Liquidation: Members
Registered office: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
Principal trading address: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
Mark Harper, of Opus Restructuring LLP, 9 George Square, Glasgow G2 1QQ and *Gareth David Wilcox*, of Opus Restructuring LLP, Cornwall Buildings, 45 Newhall Street, Birmingham B3 3QR
Office Holder Numbers: 26412 and 21052.
Further details contact: The Joint Liquidators, Email: glasgow@opusllp.com. Alternative contact: Emily Murdoch.
Date of Appointment: 18 March 2025
By whom Appointed: Members
Ag AK123733 (4849972)

COMPANIES

Company Number: SC703346
 Name of Company: **JOHN THOMSON TIMBER LTD**
 Nature of Business: Freight transport by road
 Type of Liquidation: Members
 Registered office: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
 Principal trading address: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
Mark Harper, of Opus Restructuring LLP, 9 George Square, Glasgow G2 1QQ and *Gareth David Wilcox*, of Opus Restructuring LLP, Cornwall Buildings, 45 Newhall Street, Birmingham B3 3QR
 Office Holder Numbers: 26412 and 21052.
 Further details contact: The Joint Liquidators, Email: glasgow@opusllp.com. Alternative contact: Emily Murdoch.
 Date of Appointment: 18 March 2025
 By whom Appointed: Members
 Ag AK123741 (4849981)

Company Number: SC601904
 Name of Company: **MACMILLAN WHISKY CONSULTING LTD**
 Nature of Business: Management consultancy activities other than financial management.
 Type of Liquidation: Members
 Registered office: 133 Finnieston Street, Glasgow, G3 8HB
 Principal trading address: 5 Williamfield Avenue, Stirling, FK7 9AH
Judith Howson and *David McGinness*, both of AAB Business & Tax Advisory LLP ("AAB"), 133 Finnieston Street, Glasgow, G3 8HB
 Office Holder Numbers: 30170 and 26590.
 Further details contact: The Joint Liquidators, Tel: 0141 221 2984 or Email restructuring@aab.uk. Alternative contact: Claire Smith, Tel: 01224 625111 or Email: claire.smith@aab.uk
 Date of Appointment: 18 March 2025
 By whom Appointed: Members
 Ag AK123676 (4849942)

Company Number: SC433948
 Name of Company: **MAYFAIR CAPITAL INVESTMENTS UK LIMITED**
 Nature of Business: Activities of Head office
 Type of Liquidation: Members
 Registered office: 16 Charlotte Square, Edinburgh, EH2 4DF in the process of being changed to: c/o FRP Advisory, 4th Floor, Meridian, Union Row, Aberdeen, AB10 1SA
 Principal trading address: 16 Charlotte Square, Edinburgh, EH2 4DF
Graham Smith and *Callum Angus Carmichael*, both of FRP Advisory Trading Limited, Apex 3, 95 Haymarket Terrace, Edinburgh, EH12 5HD
 Office Holder Numbers: 27710 and 27190.
 Further details contact: The Joint Liquidators, Email: cp.edinburgh@frpadvisory.com, Tel: 0330 055 5456. Alternative contact: Niamh Fraser.
 Date of Appointment: 11 March 2025
 By whom Appointed: Members
 Ag AK123704 (4849960)

Company Number: SC428737
 Name of Company: **OR BIOMASS LIMITED**
 Nature of Business: Farming Company
 Type of Liquidation: Members
 Registered office: 12 Carden Place, Aberdeen, AB10 1UR
 Principal trading address: N/A
Michael J M Reid CA, of MHA, 12 Carden Place, Aberdeen, AB10 1UR
 Office Holder Number: 7327.
 Further details contact: The Liquidator, Tel: 01224 625554
 Date of Appointment: 21 March 2025
 By whom Appointed: Members
 Ag AK123353 (4849937)

Name of Company: **OSD-IMT LIMITED**
 Company Number: SC298023
 Registered office: 7 Castle Street, Edinburgh, EH2 3AH
 Principal trading address: Unit 36 Camperdown Street, City Quay, Dundee, DD1 3JA
 Type of Liquidation: Members' Voluntary

Date of Appointment: 24 March 2025
 Liquidator's Name and Address: *Sean K Croston* (IP No. 8930) of Grant Thornton UK LLP, 30 Finsbury Square, London, EC2A 1AG. Telephone: 020 7184 4300.
 For further information contact Cara Cox at the offices of Grant Thornton UK LLP on 023 8038 1137, or Cara.Cox@uk.gt.com.
 By whom Appointed: The Sole Member
 25 March 2025 (4850225)

Company Number: SC170390
 Name of Company: **POLMUIR ENGINEERING LIMITED**
 Nature of Business: Oil and gas consultancy
 Type of Liquidation: Members
 Registered office: 12 Carden Place, Aberdeen, AB10 1UR
 Principal trading address: N/A
Michael J M Reid, of MHA, 12 Carden Place, Aberdeen, AB10 1UR
 Office Holder Number: 7327.
 Further details contact: Tel: 01224 625554, Email: reidm@mestonreid.com.
 Date of Appointment: 24 March 2025
 By whom Appointed: Sole member
 Ag AK123818 (4849988)

Company Number: SC236972
 Name of Company: **PORTFOLIO & PENSION MANAGEMENT LIMITED**
 Nature of Business: Fund Management Activities
 Type of Liquidation: Members
 Registered office: 97 East Kilbride Road, Clarkston, Glasgow, G76 8JE
 Principal trading address: N/A
Donald McNaught, of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND
 Office Holder Number: 9359.
 Further details contact: Donald Iain McNaught, Tel: 0141 222 5800, Email: donald.mcnaught@jcca.co.uk. Alternative contact: Catrina Mackay, Tel: 0141 222 5800, Email: catrina.mackay@jcca.co.uk
 Date of Appointment: 18 March 2025
 By whom Appointed: Members
 Ag AK123750 (4849977)

Company Number: SC382839
 Name of Company: **ROSEMARY GRANT ASSOCIATES LIMITED**
 Nature of Business: Management consultancy activities
 Type of Liquidation: Members
 Registered office: Princes Exchange, 1 Earl Grey Street, Edinburgh, EH3 9EE
 Principal trading address: Princes Exchange, 1 Earl Grey Street, Edinburgh, EH3 9EE
Kevin Mapstone, of Begbies Traynor, 1 Lochrin Square, 92-98 Fountainbridge, Edinburgh, EH3 9QA
 Office Holder Number: 25750.
 Further details contact: Kevin Mapstone, Tel: 0131 222 9060, Email: edinburgh@btguk.com. Alternative contact: Sophie Mathewson, Tel: 0131 222 9060 or Email: Sophie.Mathewson@btguk.com
 Date of Appointment: 07 March 2025
 By whom Appointed: Members
 Ag AK123469 (4849952)

Company Number: SC383846
 Name of Company: **SKM ABERDEEN LTD**
 Nature of Business: Specialists medical practice services
 Type of Liquidation: Members
 Registered office: 1 Dee Village, Millburn, Aberdeen, Aberdeenshire, AB11 6LG
 Principal trading address: N/A
Kevin Mapstone, of Begbies Traynor (Central) LLP, Suite H Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD
 Office Holder Number: 25750.

Further information about the liquidation is available from: Kevin Mapstone, IP Number 25750 of Begbies Traynor (Central) LLP, Suite H, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD, Tel: 01224 602 870 Email: aberdeen@btguk.com. Alternative contact: Angelika Zmuda, Tel: 01224 602 870, Email: angelika.zmuda@btguk.com
Date of Appointment: 17 March 2025
By whom Appointed: Members
Ag AK123538 (4849951)

Company Number: SC214281
Name of Company: **SPEYSIDE PLUMBING SERVICES LIMITED**
Nature of Business: Plumbing, Heating and Air-Conditioning Installation
Type of Liquidation: Members
Registered office: 227 West George Street, Glasgow, G2 2ND
Principal trading address: Tomneen Farm, Craigellachie, Aberlour, AB38 9SB
Donald McNaught, of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND
Office Holder Number: 9359.
Further details contact: Donald McNaught, Tel: 0141 222 5800 Email: donald.mcnaught@jcca.co.uk. Alternative contact: Catrina Mackay, Tel: 0141 222 5800, Email: catrina.mackay@jcca.co.uk
Date of Appointment: 19 March 2025
By whom Appointed: Members
Ag AK123418 (4849938)

Company Number: SC629476
Name of Company: **STEELE IMAGING LTD**
Nature of Business: Specialists medical practice activities
Type of Liquidation: Members
Registered office: 168 Bath Street, Glasgow, G2 4TP
Principal trading address: 15 Harris Grove, East Kilbride, G75 8TU
Donald McKinnon, of WBG Services LLP, 168 Bath Street, Glasgow G2 4TP
Office Holder Number: 9272.
Contact details for Liquidator, Tel: 0141 566 7006
Date of Appointment: 14 March 2025
By whom Appointed: Members
Ag AK123556 (4849959)

Company Number: SC108545
Name of Company: **TARLAIR FISHING COMPANY LIMITED**
Previous Name of Company: Dunwilco (85) Limited
Nature of Business: Marine fishing
Type of Liquidation: Members
Registered office: 12 Carden Place, Aberdeen AB10 1UR
Principal trading address: N/A
Michael J M Reid, of MHA, 12 Carden Place, Aberdeen, AB10 1UR
Office Holder Number: 7327.
Contact Tel. 01224 625554
Date of Appointment: 18 March 2025
By whom Appointed: Members
Ag AK123598 (4849965)

Company Number: SC522912
Name of Company: **TCQ PROJECTS LTD.**
Nature of Business: Management consultancy activities other than financial management
Type of Liquidation: Members
Registered office: 9 Westruther Place, Chapelhall, Airdrie, ML6 8XB
Principal trading address: N/A
David Thorniley, of MVL Online Limited, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP
Office Holder Number: 8307.
For further details contact: David Thorniley, Email: info@mvlonline.co.uk. Alternative contact: Chris Maslin.
Date of Appointment: 25 March 2025
By whom Appointed: Members
Ag AK123779 (4849985)

Company Number: SC206868
Name of Company: **THOMSON RESIDENTIAL PROPERTIES LTD**
Nature of Business: Non-trading company
Type of Liquidation: Members
Registered office: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
Principal trading address: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
Mark Harper, of Opus Restructuring LLP, 9 George Square, Glasgow G2 1QQ and *Gareth David Wilcox*, of Opus Restructuring LLP, Cornwall Buildings, 45 Newhall Street, Birmingham B3 3QR
Office Holder Numbers: 26412 and 21052.
Further details contact: The Joint Liquidators, Email: glasgow@opusllp.com. Alternative contact: Emily Murdoch.
Date of Appointment: 18 March 2025
By whom Appointed: Members
Ag AK123651 (4849962)

NOTICES TO CREDITORS

AGILE DOMAIN LIMITED

Company Number: SC412904
Registered office: Asseyfaulds Cottage, Dalry, North Ayrshire, KA24 4HD
Principal trading address: (Formerly) Asseyfaulds Cottage, Dalry, North Ayrshire, KA24 4HD
NOTICE IS HEREBY GIVEN under Section 109 of the Insolvency Act 1986 that on 20 March 2025 the above-named company was placed into members' voluntary liquidation and Richard Hunt was appointed Liquidator. The company is presently expected to be able to pay its known liabilities in full.
NOTICE IS ALSO HEREBY GIVEN that all creditors are required, on or before 20 May 2025, to send to the Liquidator of the Company, Richard Hunt of SFP Restructuring Limited, 9 Ensign House, Admirals Way, Marsh Wall, London E14 9XQ, their statement of claim together with documentary evidence of that claim in accordance with Rule 7.16 of the Insolvency (Scotland) (Receivership and Winding Up) Rules 2018. A statement of claim can be downloaded at <https://www.aib.gov.uk/claim-rule-716-statement-claim-creditor>
It should be noted that, if a creditor does not deliver its claim to the Liquidator at the latest of 8 weeks before the end of the first accounting period, the Liquidator may make any distributions to creditors or shareholders that they think fits without regard to the claim of any such creditor.
For further information, contact Richard Hunt or Fabiana Joao, telephone number: 020 7538 2222.
Richard Hunt, Liquidator
25 March 2025
Ag AK123835 (4849990)

AZFLO LIMITED

Company Number: SC445416
Registered office: 71 Great Southern Road, Aberdeen, AB11 7XY
Principal trading address: N/A
Notice is hereby given that creditors of the Company are required, on or before 7 May 2025, to prove their debts by delivering their proofs (in the format specified in Rule 14.4 of the Insolvency (England and Wales) Rules 2016) to the Liquidator at The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP. If so required by notice from the liquidator, creditors must produce any document or other evidence which the liquidator considers is necessary to substantiate the whole or any part of a claim.
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: 26 March 2025. Office holder details: David Thorniley (IP No. 8307) of MVL Online Ltd, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP.
Further details contact: David Thorniley, Email: info@mvlonline.co.uk. Alternative contact: Chris Maslin.
David Thorniley, Liquidator
27 March 2025
Ag AK123775 (4849979)

DUNBEITH CONSULTING LTD

Company Number: SC753089

Registered office: 44 London Road, Kilmarnock, Ayrshire, KA3 7AJ

Principal trading address: (Former) 44 London Road, Kilmarnock, Ayrshire, KA3 7AJ

Notice is hereby given under Section 109 of the Insolvency Act 1986 that on 17 March 2025 the above named Company was placed into members' voluntary liquidation and Richard Hunt was appointed Liquidator. The Company is presently expected to be able to pay its known liabilities in full.

NOTICE IS ALSO HEREBY GIVEN that all creditors are required, on or before 19 May 2025, to send to the Liquidator of the Company, Richard Hunt of SFP Restructuring Limited, 9 Ensign House, Admirals Way, Marsh Wall, London E14 9XQ, their statement of claim together with documentary evidence of that claim in accordance with Rule 7.16 of the Insolvency (Scotland) (Receivership and Winding Up) Rules 2018. A statement of claim can be downloaded at <https://www.aib.gov.uk/claim-rule-716-statement-claim-creditor> It should be noted that, if a creditor does not deliver its claim to the Liquidator at the latest of 8 weeks before the end of the first accounting period, the Liquidator may make any distributions to creditors or shareholders that they think fits without regard to the claim of any such creditor.

Date of Appointment: 17 March 2025. Office Holder details: Richard Hunt (IP No. 21772) of SFP Restructuring Limited, 9 Ensign House, Admirals Way, Marsh Wall, London E14 9XQ.

For further details contact Richard Hunt or Rahman Yesufu on 020 7538 2222.

Richard Hunt, Liquidator

24 March 2025

Ag AK123414

(4849941)

GEORGE CHRISTIE & SONS (LEITH) LIMITED

Company Number: SC031856

Registered office: 15 Barnton Gardens, Edinburgh, EH4 6AF

Principal trading address: 17 Salamander Yards, Edinburgh, EH6 7HB

Notice is hereby given that the creditors of the above named company, which is being voluntarily wound up, are required, on or before 30 July 2025, to send in their names and addresses and to submit their statement of claim and supporting evidence to Richard Gardiner, Liquidator, Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline, Fife, KY11 8PB. If so required by notice from the Liquidator, creditors must produce any document or other evidence which the Liquidator considers is necessary to substantiate the whole or any part of a claim.

It should be noted that if creditors do not submit their claims by that date, it being 8 weeks prior to the end of the first accounting period, the Liquidator may make distributions to creditors and shareholders without regard to any such creditors.

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: 25 March 2025. Office holder details: Richard Gardiner (IP No. 9488) of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline, Fife, KY11 8PB.

Further details contact: Heather Thompson, Email: corporate@thomsoncooper.com, Tel: 01383 628800.

Richard Gardiner, Liquidator

26 March 2025

Ag AK123493

(4849940)

MACMILLAN WHISKY CONSULTING LTD

Company Number: SC601904

Registered office: 133 Finnieston Street, Glasgow, G3 8HB

Principal trading address: 5 Williamfield Avenue, Stirling, United Kingdom, FK7 9AH

Notice is hereby given that creditors of the Company are required, on or before 23 July 2025, to prove their debts by delivering a statement of claim and documentary evidence of debt (in the format specified in Rule 7.16 of the Insolvency (Scotland) (Receivership and Winding up) Rules 2018) to the Liquidators at 133 Finnieston Street, Glasgow, G3 8HB.

If so required by notice from the Liquidators, creditors must produce any document or other evidence which the Liquidators considers is necessary to substantiate the whole or any part of a claim. 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: 18 March 2025. Office Holder details: Judith Howson, (IP No. 30170) and David McGinness (IP No. 26590) both of AAB Business & Tax Advisory LLP ("AAB"), 133 Finnieston Street, Glasgow, G3 8HB.

Further details contact: The Joint Liquidators, Tel: 0141 221 2984 or Email: restructuring@aab.uk. Alternative contact: Claire Smith, Tel: 01224 625111 or Email: claire.smith@aab.uk

Judith Howson, Joint Liquidator

26 March 2025

Ag AK123676

(4849954)

MAYFAIR CAPITAL INVESTMENTS UK LIMITED

Company Number: SC433948

Registered office: 16 Charlotte Square, Edinburgh, EH2 4DF in the process of being changed to: c/o FRP Advisory, 4th Floor, Meridian, Union Row, Aberdeen, AB10 1SA

Principal trading address: 16 Charlotte Square, Edinburgh, EH2 4DF

Notice is hereby given that Graham Smith and Callum Angus Carmichael (IP Nos: 27710 and 27190), both of FRP Advisory Trading Limited, Suite B, 4th Floor, Meridian, Union Row, Aberdeen, AB10 1SA were appointed Joint Liquidators of the above Company by the Members on 11 March 2025.

Creditors of the above named Company are required, on or before 16 July 2025 to send in their full names, their addresses and descriptions and full particulars of their claims in writing to me Graham Smith of FRP Advisory Trading Limited, Suite B, 4th Floor, Meridian, Union Row, Aberdeen, AB10 1SA. A distribution may be made without regard to the claim of any person in respect of a debt not proved.

The winding up is a members' voluntary winding up and it is anticipated that all debts will be paid. Date of Appointment: 11 March 2025.

Further details contact: The Joint Liquidators, Tel: 0330 055 5456.

Alternative contact: Niamh Fraser.

Graham Smith, Joint Liquidator

26 March 2025

Ag AK123704

(4849958)

OSD-IMT LIMITED

Company Number: SC298023

Registered office: 7 Castle Street, Edinburgh, EH2 3AH

Principal trading address: Unit 36 Camperdown Street, City Quay, Dundee, DD1 3JA

Final Date For Submission: 30 June 2025.

Notice is hereby given, that the liquidator of the Company named above (in members' voluntary liquidation) intends to make final distributions to creditors. Creditors are required to prove their debts on or before the final date for submission specified in this notice by sending full details of their claims to the liquidator. Creditors must also, if so requested by the liquidator, provide such further details and documentary evidence to support their claims as the liquidator deems necessary.

The intended distributions are final distributions and may be made without regard to any claims not proved by the final date for submission specified in this notice. Any creditor who has not proved his debt by that date, or who increases the claim in his proof after that date, will not be entitled to disturb the intended final distributions. The liquidator intends that, after paying or providing for final distributions in respect of creditors who have proved their claims, all funds remaining in the liquidator's hands following the final distributions to creditors shall be distributed to the shareholders of the Company absolutely.

This notice refers to company number stated above, which is solvent.

The Company is able to pay all known liabilities in full.

Date of Appointment: 24 March 2025

Liquidator's Name and Address: *Sean K Croston* (IP No. 8930) of Grant Thornton UK LLP, 30 Finsbury Square, London, EC2A 1AG. Telephone: 020 7184 4300.

For further information contact Cara Cox at the offices of Grant Thornton UK LLP on 023 8038 1137, or Cara.Cox@uk.gt.com.

25 March 2025

(4850226)

SKM ABERDEEN LTD

Company Number: SC383846

Registered office: 1 Dee Village, Millburn, Aberdeen, Aberdeenshire, AB11 6LG

Principal trading address: N/A

The Company was placed into members voluntary liquidation on 17 March 2025 and on the same date, Kevin Mapstone (IP Number: 25750), of Begbies Traynor (Central) LLP, of Suite H Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD was appointed as Liquidator of the Company.

NOTICE IS HEREBY GIVEN that the Creditors of the Company are required on or before the 28 May 2025 to prove their debts by sending to the undersigned Liquidator of the Company Kevin Mapstone, of Begbies Traynor (Central) LLP, Suite H Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD, written statements of the amounts they claim to be due to them from the Company and, if so requested, to provide such further details or produce such documentary evidence as may appear to the liquidator to be necessary.

Please note that this is a solvent liquidation and therefore the liquidator is entitled to make distributions to members without regard to the claim of any person in respect of a debt not proved. This notice is purely formal, as the Company is able to pay all its known creditors in full.

Any person who requires further information may contact the Liquidator by telephone on 01224 602 870. Alternatively, enquiries can be made to Lucas Warren by e-mail at lucas.warren@btguk.com or by telephone on 01224 602 870.

Kevin Mapstone, Liquidator

26 March 2025

Ag AK123538

(4849945)

TCQ PROJECTS LTD.

Company Number: SC522912

Registered office: 9 Westruther Place, Chapelhall, Airdrie, ML6 8XB

Principal trading address: N/A

Notice is hereby given that creditors of the Company are required, on or before 7 May 2025, to prove their debts by delivering their proofs (in the format specified in Rule 14.4 of the Insolvency (England and Wales) Rules 2016) to the Liquidator at The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP.

If so required by notice from the liquidator, creditors must produce any document or other evidence which the liquidator considers is necessary to substantiate the whole or any part of a claim.

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

For further details contact: David Thorniley, Email: info@mvlonline.co.uk. Alternative contact: Chris Maslin.

David Thorniley, Liquidator

26 March 2025

Ag AK123779

(4849984)

RESOLUTION FOR VOLUNTARY WINDING-UP**AGILE DOMAIN LIMITED**

Company Number: SC412904

Registered office: Asseyfaulds Cottage, Dalry, North Ayrshire, KA24 4HD

Principal trading address: (Former) Asseyfaulds Cottage, Dalry, North Ayrshire, KA24 4HD

At a General Meeting of the members of the above named company, duly convened and held at Asseyfaulds Cottage, Dalry, North Ayrshire, KA24 4HD on 20 March 2025, the following resolutions were duly passed as a special resolution and as an ordinary resolution:

"That the Company be wound up voluntarily and that *Richard Hunt*, of SFP Restructuring Limited, Warehouse W, 3 Western Gateway, Royal Victoria Docks, London, E16 1BD, (IP No. 21772), be and he is hereby appointed as Liquidator for the purpose of the voluntary winding up."

For further information, contact Richard Hunt or Grace Burton, telephone number: 020 7538 2222.

Craig Byron Chamberlain, Director

26 March 2025

Ag AK123835

(4849989)

AZFLO LIMITED

Company Number: SC445416

Registered office: 71 Great Southern Road, Aberdeen, AB11 7XY

Principal trading address: N/A

Notice is hereby given that the following resolutions were passed on 26 March 2025, as a special resolution and an ordinary resolution respectively:

"That the company be wound up voluntarily and that *David Thorniley*, of MVL Online Limited, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP, (IP No. 8307) be appointed as Liquidator for the purposes of such winding up."

Further details contact: David Thorniley, Email: info@mvlonline.co.uk. Alternative contact: Chris Maslin.

Ajmal Zia, Chair

27 March 2025

Ag AK123775

(4849983)

D R ABERDEEN LIMITED

Company Number: SC243134

Registered office: 12 Carden Place, Aberdeen, AB10 1UR

Principal trading address: N/A

At a general meeting of the members of the above named company, duly convened and held at 12 Carden Place, Aberdeen, AB10 1UR, on 20 March 2025, the following special and ordinary resolutions were passed:

"That the Company be wound up voluntarily and that *Michael James Meston Reid*, of MHA, 12 Carden Place, Aberdeen, AB10 1UR, (IP No. 7327) be and is hereby appointed liquidator for the purposes of the voluntary winding up."

Further details contact: Michael J M Reid, Tel: 01224 625 554.

Alan R Duncan, Chair

20 March 2025

Ag AK123300

(4849932)

DIGIMAIN LIMITED

Company Number: SC239193

Registered office: 86 Maggiewoods Loan, Falkirk, FK1 5EH

Principal trading address: N/A

The following written resolutions were duly passed by the members of the Company on 25 March 2025, as a Special resolution and an Ordinary resolution:

"That the Company be wound up voluntarily and that *Katie McLachlan*, of Middlebrooks Business Recovery & Advice, 14-18 Hill Street, Edinburgh, EH2 3JZ, (IP No. 29150) be and is hereby appointed Liquidator of the Company."

For further details contact: Lauren Brown, Email: lbrown@middlebrooksadvice.com

Thomas Purves, Chair

25 March 2025

Ag AK123561

(4849956)

DUNBEITH CONSULTING LTD

Company Number: SC753089

Registered office: 44 London Road, Kilmarnock, Ayrshire, KA3 7AJ

Principal trading address: 44 London Road, Kilmarnock, Ayrshire, KA3 7AJ

At a General Meeting of the members of the above named company, duly convened and held at 44 London Road, Kilmarnock, Ayrshire, KA3 7AJ, on 17 March 2025, the following resolutions were duly passed as a special resolution and as an ordinary resolution:

"That the Company be wound up voluntarily and that *Richard Hunt*, of SFP Restructuring Limited, 9 Ensign House, Admirals Way, Marsh Wall, London E14 9XQ, (IP No. 21772), be and he is hereby appointed as Liquidator for the purpose of the voluntary winding up."

For further details contact Richard Hunt or Rahman Yesufu on 020 7538 2222.

Peter Timmons, Director

17 March 2025

Ag AK123414

(4849935)

GEORGE CHRISTIE & SONS (LEITH) LIMITED

Company Number: SC031856

Registered office: 15 Barnton Gardens, Edinburgh, EH4 6AF

Principal trading address: 17 Salamander Yards, Edinburgh, EH6 7HB

At a General Meeting of the above-named company duly convened and held at 3 Castle Court, Carnegie Campus, Dunfermline, KY11 8PB on 25 March 2025, at 11.30 am, the following resolutions were duly passed as Special Resolutions and as an Ordinary Resolution:

“That the Company be wound up voluntarily and that *Richard Gardiner*, of Thomson Cooper, 3 Castle Court, Carnegie Campus, Dunfermline KY11 8PB, (IP No. 9488) be and is hereby appointed Liquidator for the purpose of such winding-up.”

Further details contact: Heather Thompson, Email: corporate@thomsoncooper.com, Tel: 01383 628800.

Brian David Christie, Chair

25 March 2025

Ag AK123493

(4849931)

Further details contact: The Joint Liquidators, Email: glasgow@opusllp.com. Alternative contact: Emily Murdoch.

Jenna Cook, Director

18 March 2025

Ag AK123741

(4849974)

MACMILLAN WHISKY CONSULTING LTD

Company Number: SC601904

Registered office: 133 Finnieston Street, Glasgow, G3 8HB

Principal trading address: 5 Williamfield Avenue, Stirling, United Kingdom, FK7 9AH

At a General Meeting of the above-named Company, duly convened, and held at 5 Williamfield Avenue, Stirling, FK7 9AH, on 18 March 2025, at 10.15 am, the following resolutions were passed:

“That the Company be wound up voluntarily and that *Judith Howson*, of AAB Business & Tax Advisory LLP (“AAB”), 133 Finnieston St, Glasgow G3 8HB and *David McGinness*, of AAB Business & Tax Advisory LLP (“AAB”), 133 Finnieston St, Glasgow G3 8HB, (IP Nos. 30170 and 26590) be hereby appointed as Joint Liquidators for the purposes of such winding up and that any power conferred on them by law, or by this resolution, may be exercised, and any act required or authorised under any enactment may be done by them, and that they be authorised to act either jointly or separately.”

Further details contact: The Joint Liquidators, Tel: 0141 221 2984 or Email restructuring@aab.uk. Alternative contact: Claire Smith, Tel: 01224 625111 or Email: claire.smith@aab.uk

John L Macmillan, Director

18 March 2025

Ag AK123676

(4849973)

JOHN THOMSON RESIDENTIAL HOLDINGS LIMITED

Company Number: SC701911

Registered office: Dolls House, Lamplash, Isle Of Arran, KA27 8JN

Principal trading address: Dolls House, Lamplash, Isle Of Arran, KA27 8JN

Notice is hereby given that the following resolutions were passed on 18 March 2025, as a special resolution and an ordinary resolution respectively:

“That the company be wound up voluntarily and that *Mark Harper*, of Opus Restructuring LLP, 9 George Square, Glasgow G2 1QQ and *Gareth David Wilcox*, of Opus Restructuring LLP, Cornwall Buildings, 45 Newhall Street, Birmingham B3 3QR, (IP Nos 26412 and 21052) be and are hereby appointed Joint Liquidators of the Company and they be empowered to act Jointly or severally in matters relating to the winding-up.”

Further details contact: The Joint Liquidators, Email: glasgow@opusllp.com. Alternative contact: Emily Murdoch.

Jenna Cook, Director

26 March 2025

Ag AK123672

(4849964)

MAYFAIR CAPITAL INVESTMENTS UK LIMITED

Company Number: SC433948

Registered office: 16 Charlotte Square, Edinburgh, EH2 4DF in the process of being changed to: c/o FRP Advisory, 4th Floor, Meridian, Union Row, Aberdeen, AB10 1SA

Principal trading address: 16 Charlotte Square, Edinburgh, EH2 4DF

The following written resolutions were passed on 11 March 2025, as a Special Resolution and an Ordinary Resolution respectively:

“That the Company be wound up voluntarily and that *Graham Smith* and *Callum Angus*, both of FRP Advisory Trading Limited, Apex 3, 95 Haymarket Terrace, Edinburgh, EH12 5HD, (IP Nos: 27710 and 27190) be and are hereby appointed Joint Liquidators for the purpose of the voluntary winding up.”

Further details contact: The Joint Liquidators, Email: cp.edinburgh@frpadvisory.com, Tel: 0330 055 5456. Alternative contact: Niamh Fraser.

Graham Smith, Joint Liquidator

25 March 2025

Ag AK123704

(4849957)

JOHN THOMSON TIMBER HOLDINGS LTD

Company Number: SC701920

Registered office: Dolls House, Lamplash, Isle Of Arran, KA27 8JN

Principal trading address: Dolls House, Lamplash, Isle Of Arran, KA27 8JN

Notice is hereby given that the following resolutions were passed on 18 March 2025, as a special and ordinary resolution respectively:

“That the Company be wound up voluntarily and that *Mark Harper*, of Opus Restructuring LLP, 9 George Square, Glasgow G2 1QQ and *Gareth David Wilcox*, of Opus Restructuring LLP, Cornwall Buildings, 45 Newhall Street, Birmingham B3 3QR, (IP Nos. 26412 and 21052) be and hereby appointed as Joint Liquidators of the Company and they be empowered to act jointly or severally in matters relating to the winding up.”

Further details contact: The Joint Liquidators, Email: glasgow@opusllp.com. Alternative contact: Emily Murdoch.

Jenna Cook, Director

27 March 2025

Ag AK123733

(4849969)

OR BIOMASS LIMITED

Company Number: SC428737

Registered office: 12 Carden Place, Aberdeen, AB10 1UR

Principal trading address: N/A

At a General Meeting of the Members of the above named Company, duly convened and held at MHA, 6 St Colme Street, Edinburgh, EH3 6AD, on 21 March 2025, the following Special Resolutions were passed:

“That the Company be wound up voluntarily and that *Michael James Meston Reid*, CA, of MHA, 12 Carden Place, Aberdeen, AB10 1UR, (IP No 7327) be and is appointed Liquidator of the Company for the purposes of such winding up.”

Further details contact: The Liquidator, Tel: 01224 625554

Thomas Clark, Chair

25 March 2025

Ag AK123353

(4849933)

OSD-IMT LIMITED

Company Number: SC298023

Registered office: 7 Castle Street, Edinburgh, EH2 3AH

Principal trading address: Unit 36 Camperdown Street, City Quay, Dundee, DD1 3JA

JOHN THOMSON TIMBER LTD

Company Number: SC703346

Registered office: Dolls House, Lamplash, Isle Of Arran, KA27 8JN

Principal trading address: Dolls House, Lamplash, Isle Of Arran, KA27 8JN

Notice is hereby given that the following resolutions were passed on 18 March 2025, as a special and ordinary resolution respectively:

“That the company be wound up voluntarily and that *Mark Harper*, of Opus Restructuring LLP, 9 George Square, Glasgow G2 1QQ and *Gareth David Wilcox*, of Opus Restructuring LLP, Cornwall Buildings, 45 Newhall Street, Birmingham B3 3QR, (IP Nos. 26412 and 21052) be and hereby appointed as Joint Liquidators of the Company and they be empowered to act jointly or severally in matters relating to the winding up.”

Notice is hereby given that pursuant to Chapter 2 of Part 13 of the COMPANIES ACT 2006, the following resolution was passed by the sole member as a special resolution on 24 March 2025 that:

The company be wound up voluntarily, and the liquidator specified below be appointed liquidator of the company for the purposes of the voluntary winding up.

Lodewijk Van Os, Director

Date of Appointment: 24 March 2025

Liquidator's Name and Address: *Sean K Croston* (IP No. 8930) of Grant Thornton UK LLP, 30 Finsbury Square, London, EC2A 1AG. Telephone: 020 7184 4300.

For further information contact Cara Cox at the offices of Grant Thornton UK LLP on 023 8038 1137, or Cara.Cox@uk.gt.com.

25 March 2025 (4850224)

POLMUIR ENGINEERING LIMITED

Company Number: SC170390

Registered office: 12 Carden Place, Aberdeen, AB10 1UR

Principal trading address: N/A

At a general meeting of the above named company, duly convened and held at 12 Carden Place, Aberdeen, AB10 1UR, on 24 March 2025, the following special resolutions were passed:

"That the company be wound up voluntarily and that *Michael James Meston Reid*, of MHA, 12 Carden Place, Aberdeen, AB10 1UR, (IP No 7237) be and is appointed liquidator of the company for the purposes of such winding up and that the liquidator be and is hereby authorised to distribute to the sole member, either in specie or in kind the whole or any part of the assets of the company."

Further details contact: Tel: 01224 625554, Email: reidm@mestonreid.com.

Colin Wilson, Chair

24 March 2025

Ag AK123818 (4849993)

PORTFOLIO & PENSION MANAGEMENT LIMITED

Company Number: SC236972

Registered office: 97 East Kilbride Road, Clarkston, Glasgow, G76 8JE

Principal trading address: N/A

The following Written Resolutions of the Members of the above named Company were passed on 18 March 2025, as Special and Ordinary 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 *Donald McNaught*, of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND, (IP No. 9359) be appointed Liquidator of the Company for the purposes of winding up the Company's affairs and distributing its assets."

Further details contact: Donald Iain McNaught, Tel: 0141 222 5800, Email: donald.mcnaught@jcca.co.uk. Alternative contact: *Catrina Mackay*, Tel: 0141 222 5800, Email: catrina.mackay@jcca.co.uk

Alan William Steven, Shareholder

26 March 2025

Ag AK123750 (4849976)

ROSEMARY GRANT ASSOCIATES LIMITED

Company Number: SC382839

Registered office: Princes Exchange, 1 Earl Grey Street, Edinburgh, EH3 9EE

Principal trading address: Princes Exchange, 1 Earl Grey Street, Edinburgh, EH3 9EE

At a General Meeting of the above-named Company, duly convened, and held at Princes Exchange, 1 Earl Grey Street, Edinburgh, EH3 9EE, on 07 March 2025, the following Resolutions were passed as a Special Resolution and as an Ordinary Resolution respectively:

"That the Company be wound up voluntarily and that *Kevin Mapstone*, of Begbies Traynor, 1 Lochrin Square, 92-98 Fountainbridge, Edinburgh, EH3 9QA, (IP No. 25750) be appointed Liquidator of the Company".

Further details contact: Kevin Mapstone, Tel: 0131 222 9060, Email: edinburgh@btguk.com. Alternative contact: *Sophie Mathewson*, Tel: 0131 222 9060 or Email: Sophie.Mathewson@btguk.com

Rosemary Grant, Director

07 March 2025

Ag AK123469

(4849939)

SKM ABERDEEN LTD

Company Number: SC383846

Registered office: 1 Dee Village, Millburn, Aberdeen, Aberdeenshire, AB11 6LG

Principal trading address: N/A

At a General Meeting of the above-named company, duly convened, and held at Suite H, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD on 17 March 2025, at 11.15 am, the following Resolutions were passed as a Special Resolution and as an Ordinary Resolution respectively:

"That the Company be wound up voluntarily and that *Kevin Mapstone*, of Begbies Traynor (Central) LLP, Suite H, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD, (IP No 25750) be and hereby appointed Liquidator of the company and that he acts severally."

Further information about the liquidation is available from: Kevin Mapstone, IP Number 25750 of Begbies Traynor (Central) LLP, Suite H, Woodburn House, 4/5 Golden Square, Aberdeen, AB10 1RD, Tel: 01224 602 870 Email: aberdeen@btguk.com. Alternative contact: *Angelika Zmuda*, Tel: 01224 602 870, Email: angelika.zmuda@btguk.com

Sangeeta Kapur Maini, Director

17 March 2025

Ag AK123538 (4849947)

SPEYSIDE PLUMBING SERVICES LIMITED

Company Number: SC214281

Registered office: 227 West George Street, Glasgow, G2 2ND

Principal trading address: Tomneen Farm, Craigellachie, Aberlour, AB38 9SB

The following Written Resolutions of the Members of Speyside Plumbing Services Limited were passed on 19 March 2025, as Special and Ordinary 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 *Donald McNaught*, of Johnston Carmichael LLP, 227 West George Street, Glasgow, G2 2ND, (IP No. 9359) be appointed Liquidator of the Company for the purposes of winding up the Company's affairs and distributing its assets."

Further details contact: Donald McNaught, Tel: 0141 222 5800 Email: donald.mcnaught@jcca.co.uk. Alternative contact: *Catrina Mackay*, Tel: 0141 222 5800, Email: catrina.mackay@jcca.co.uk

Denise Gall, Shareholder

25 March 2025

Ag AK123418 (4849953)

STEELE IMAGING LTD

Company Number: SC629476

Registered office: 168 Bath Street, Glasgow, G2 4TP

Principal trading address: 15 Harris Grove, East Kilbride, G75 8TU

At a general meeting of the above named Company, duly convened and held at 168 Bath Street, Glasgow G2 4TP, on 14 March 2025, at 1.15 pm, the following special resolutions were passed:

"That the Company be wound up voluntarily by way of a Members' Voluntary Liquidation and that *Donald McKinnon*, of WBG Services LLP, 168 Bath Street, Glasgow G2 4TP, (IP No. 9272) be and is hereby appointed as Liquidator for the purpose of the voluntary winding up."

Contact details for Liquidator, Tel: 0141 566 7006

David Steele, Chair

14 March 2025

Ag AK123556 (4849961)

TARLAIR FISHING COMPANY LIMITED

Company Number: SC108545

Previous Name of Company: Dunwilco (85) Limited

Registered office: 12 Carden Place, Aberdeen AB10 1UR

Principal trading address: N/A

At a general meeting of the above named company, duly convened and held at 12 Carden Place, Aberdeen, AB10 1UR, on 18 March 2025, the following special resolutions were passed:

"That the Company be wound up voluntarily and that *Michael James Meston Reid*, of MHA, 12 Carden Place, Aberdeen, AB10 1UR, (IP No. 7327) be and is appointed Liquidator of the Company for the purposes of such winding up."
 Contact Tel. 01224 625554
Alexander W Wood , Chair
 18 March 2025
 Ag AK123598 (4849967)

TCQ PROJECTS LTD.

Company Number: SC522912
 Registered office: 9 Westruther Place, Chapelhall, Airdrie, ML6 8XB
 Principal trading address: N/A
 Notice is hereby given that the following resolutions were passed on 25 March 2025, as a special resolution and an ordinary resolution respectively:
 "That the company be wound up voluntarily and that *David Thorniley*, of MVL Online Limited, The Old Bakery, 90 Camden Road, Tunbridge Wells, Kent, TN1 2QP, (IP No 8307) be appointed as Liquidator for the purposes of such winding up."
 For further details contact: *David Thorniley*, Email: info@mvlonline.co.uk. Alternative contact: *Chris Maslin*.
Mark Daisley , Chair
 26 March 2025
 Ag AK123779 (4849982)

THOMSON RESIDENTIAL PROPERTIES LTD

Company Number: SC206868
 Registered office: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
 Principal trading address: Dolls House, Lamlash, Isle Of Arran, KA27 8JN
 Notice is hereby given that the following resolutions were passed on 18 March 2025, as a special and ordinary resolution respectively:
 "That the company be wound up voluntarily and that *Mark Harper*, of Opus Restructuring LLP, 9 George Square, Glasgow G2 1QQ and *Gareth David Wilcox*, of Opus Restructuring LLP, Cornwall Buildings, 45 Newhall Street, Birmingham B3 3QR, (IP Nos. 26412 and 21052) be and hereby appointed as Joint Liquidators of the Company and they be empowered to act jointly or severally in matters relating to the winding up."
 Further details contact: The Joint Liquidators, Email: glasgow@opusllp.com. Alternative contact: *Emily Murdoch*.
Jenna Cook , Director
 18 March 2025
 Ag AK123651 (4849968)

Partnerships

DISSOLUTION OF PARTNERSHIP

THE FIRM OF BLACKWOOD STEVEN PARTNERSHIP

Notice is hereby given that the partnership between *Craig Steven* and *John Hussey Blackwood* and known as *Blackwood Steven Partnership*, which carried on the business of property letting and had its principal place of business at 4 Ravenstone Drive, Giffnock, Glasgow, G46 7AL, was dissolved with effect from 28th February 2025. (4849023)

DISSOLUTION OF BCIP L.P.

Previous partnership: ECIP L.P.
(REGISTERED IN SCOTLAND NO. SL005396)
 Notice is hereby given, pursuant to section 36(2) of the Partnership Act 1890, that *BCIP L.P.* (formerly *ECIP L.P.*, a Scottish limited partnership having its registered office at 50 Lothian Road, Festival Square, Edinburgh, EH3 9WJ, was dissolved with effect from 2 December 2024.
Kate Amanda Watson / Graham Stewart Cox

Directors of *Bregal Capital (LP) Limited* in its capacity as designated member of *Bregal Capital LLP* in its capacity as Manager of the Partnership
 2 December 2024 (4847299)

TRANSFER OF INTEREST

LIMITED PARTNERSHIPS ACT 1907

SC FOUNDER IV LP REGISTERED IN SCOTLAND NUMBER SL016982

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that *Cortes Investments Limited* has transferred its entire interest in *SC Founder IV LP*, a limited partnership registered in Scotland with number SL016982 (the "**Partnership**") to *Entrustees Alpha Limited* in its capacity as trustee of the *Needley Family Trust* (the "**Transfer**"). As a result of the Transfer, *Cortes Investments Limited* has ceased to be a limited partner in the Partnership and *Entrustees Alpha Limited* in its capacity as trustee of the *Needley Family Trust* was admitted as a limited partner in the Partnership. (4848865)

LIMITED PARTNERSHIPS ACT 1907

SC FOUNDER III LP REGISTERED IN SCOTLAND NUMBER SL007162

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that *Cortes Investments Limited* has transferred its entire interest in *SC Founder III LP*, a limited partnership registered in Scotland with number SL007162 (the "**Partnership**") to *Entrustees Alpha Limited* in its capacity as trustee of the *Needley Family Trust* (the "**Transfer**"). As a result of the Transfer, *Cortes Investments Limited* has ceased to be a limited partner in the Partnership and *Entrustees Alpha Limited* in its capacity as trustee of the *Needley Family Trust* was admitted as a limited partner in the Partnership. (4848867)

LIMITED PARTNERSHIPS ACT 1907

17CAPITAL (MADISON) SCOT LP REGISTERED IN SCOTLAND NUMBER SL036034

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that *17Capital 5 Scots SPV GP LLP* has ceased to be a general partner in *17Capital (Madison) Scot LP*, a limited partnership registered in Scotland with number SL036034. (4847298)

LIMITED PARTNERSHIPS ACT 1907

GRESHAM HOUSE FOREST FUND I LP REGISTERED IN SCOTLAND: NUMBER SL6597

Notice is hereby given, pursuant to Section 10 of the Limited Partnerships Act 1907, that pursuant to assignments of the respective Limited Partnership interests referred to in the schedule attached hereto, the transferors detailed in the schedule attached transferred to the respective transferees the various interests held by such transferors in *Gresham House Forest Fund I LP*, a limited partnership registered in Scotland with number SL6597 and such transferor ceased to be limited partners and such transferors became limited partners in *Gresham House Forest Fund I LP*.

Schedule

Transferor (Remaining a Limited Partner)	Transferee (*New Limited Partner)	Effective Date
Brewin Nominees Limited A/C NOM	*Susanna Austin	20/03/2025
Brewin Nominees Limited A/C NOM	*Miranda Paterson	20/03/2025
John William Nickolls	Mary Nickolls	24/03/2025

Stephen Beck

Gresham House Forest Funds General Partner Limited as General Partner of Gresham House Forest Fund I LP (4848866)

Terms and conditions relating to submission of notices

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

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

These terms should be read in conjunction with:

- 1 The Publisher's [privacy policy](#);
- 2 The Publisher's [policies relating to submission of notice](#); and
- 3 [Royal Mail general terms and conditions](#) (applicable to Notices Placers utilising the Forwarding Service)

which (as amended from time to time) together govern the submission of Notices.

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

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

Church, Companies, Environment and Infrastructure, Health and Medicine, Honours and awards, Money, Parliament and Assemblies, People, Royal Family and State. Further information can be found at www.thegazette.co.uk.

These terms and conditions ("**Terms and Conditions**") govern submission of Notices (as defined below) to The Gazette. By submitting Notices, howsoever communicated, whether at the website www.thegazette.co.uk (the "**Website**") or by email, post and/or facsimile, the Notice Placer (as defined below) agrees to be bound by these Terms and Conditions. Where the Notice Placer is acting as an agent or as a representative of a principal, the Notice Placer warrants that the principal agrees to be bound by these Terms and Conditions.

The Publisher reserves the right to modify these Terms and Conditions at any time. Such modifications shall be effective immediately upon publication. By submitting Notices to The Gazette after the Publisher has published such modifications, the Notice Placer, including any principal, agrees to be bound by the revised Terms and Conditions. For the avoidance of doubt the Royal Mail's terms and conditions above will be read subject to the terms and conditions of this Agreement and the Publisher's own terms referenced above will take precedence. The Publisher is not liable to the Notice Placer for the availability, access and/or any accuracy of any information placed on any third-party website.

1 Definitions

1.1 In these Terms and Conditions:

"Authorised Scale of Charges" means the scale of charges set out at in the printed copy of the Gazette or at www.thegazette.co.uk/place-notice/pricing, as modified from time to time;

"Charges" means the payment due for the acceptance of a Notice by the Publisher payable by the Notice Placer as set out in the Authorised Scale of Charges;

"Forwarding Service" means the postal service provided indirectly via The Royal Mail, in order to use The Gazette's postal box for correspondence in order to prevent a personal address from being publicly and permanently available on the official public record;

"Local Newspaper Notice" means any notice placed in a local newspaper other than The Gazette;

"Notice" means all advertisements and state, public, legal or other

notices (without limitation) submitted for potential publication in The Gazette by the Notice Placer, save in respect of any Local Newspaper Notice, to which other terms may apply where indicated in these Terms and Conditions;

"Notice Placer" means any agency, company, firm, organisation or person who has requested to place a Notice in The Gazette, whether acting on their own account or as agent or representative of a principal;

"Publisher" means The Stationery Office Limited and or TSO, with registered company number 03049649, acting in accordance with the concessionary contract awarded by The National Archives.

"Royal Mail" means the Royal Mail Group Limited.

1.2 the singular includes the plural and vice-versa; and

1.3 any reference to any legislative provision shall be deemed to include any subsequent re-enactment or amending provision.

2 By submitting a Notice to the Publisher, the Notice Placer agrees to be bound by these Terms and Conditions which, unless stated otherwise in these Terms and Conditions, represent the entire terms agreed between the parties in relation to the publication of Notices in The Gazette and which every Notice shall be subject to. For the avoidance of doubt, these Terms and Conditions shall prevail over any other terms or conditions (whether or not inconsistent with these Terms and Conditions) contained or referred to in any correspondence or documentation submitted by the Notice Placer or implied by custom, practice or course of dealing which the parties agree shall not apply, unless otherwise expressly agreed in writing by the Publisher.

3 The Publisher reserves the right, to be exercised at its sole and absolute discretion, to make reasonable efforts to verify the validity of the Notice Placer.

4 The Publisher may, at its sole and absolute discretion edit the Notice, subject to the following restrictions:

4.1 the sense of the Notice submitted by the Notice Placer will not be altered;

4.2 Notices shall be edited for house style only, not for content;

4.3 Notices can be edited to remove obvious duplications of information;

4.4 Notices can be edited to re-position material for style;

4.5 any additions, amendments or deletions required in order to include the minimum necessary information set out in any Notice guidelines shall be confirmed with the Notice Placer; and

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

For the avoidance of doubt, the Notice Placer agrees and accepts that, subject to the limited rights to edit any Notice referred to above, it is the Notice Placer that shall be solely responsible for the content of any Notice, including its validity and accuracy and that the Publisher shall not be responsible for, nor shall have any liability in respect of such content in any way whatsoever.

5 The Notice Placer accepts that it submits a Notice entirely at its own risk and that the Publisher shall have the sole and absolute discretion whether to accept a Notice for publication; whether to publish it (including after acceptance); the timing of any publication of a Notice; or whether to remove or withdraw the Notice after publication, such decision to be final and without liability on the part of the Publisher. The Notice Placer must satisfy itself as to the legal, statutory, procedural, and/or data protection requirements and accuracy relating to any Notice and, for the avoidance of doubt, the Publisher shall have the sole and absolute discretion to refuse to publish or withdraw from publication (if already published) any Notices where the content of the Notice, in the Publisher's sole and absolute opinion, may not comply with any such requirements. In instances where publication has not yet taken place, the Publisher shall use all reasonable endeavours to notify the Notice Placer of any action required to remedy any deficiency and publication shall not take place until the Publisher is reasonably satisfied that such action has been taken by the Notice Placer. Where publication has taken place the Notice placar will be sent communication with the proposed remedy which may include, but is not limited to, removal, reinsertion, retraction or substitution notice. The Notice Placer agrees and accepts that the mutual obligations and undertakings under this Agreement are sufficient consideration for the enforceability of these

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

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

6A Other than as set out in clause 6 above, neither the Publisher, nor The National Archives, shall have any liability in respect of any act and/or omission of the Notice Placer and/or any third party or in respect of any Notice submitted by any Notice Placer for potential publication in The Gazette, which the Notice Placer warrants and accepts is solely its responsibility.

7 For the avoidance of doubt, subject to clause 6 above and save for the payment of the Charges, in no circumstances shall either party be liable for any losses including, without limitation, loss of revenues, profits, contracts, business or savings or anticipated savings, any loss of goodwill or reputation, or any special, indirect or consequential damages (however arising, including negligence).

8 Where the Publisher is responsible for a failure to publish, or has published a Notice in error or with an error, the Publisher shall, at no charge to the Notice Placer, either publish the Notice at the next suitable opportunity, or in the event of an error, remove the Notice or publish a reinsertion, retraction or substitution Notice as appropriate at the next suitable opportunity. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Notice Placer (including any principal, if applicable) and the full extent of the limit of the Publisher's liability in these circumstances.

9 In the event that the Publisher believes, in its sole opinion, a Notice Placer is submitting Notices in bad faith, is in breach of clause 11 below, or has dealings with Notice Placers who are in breach of these Terms and Conditions or has breached such Terms and Conditions previously, the Publisher may require further verification of information to be provided by the Notice Placer and may, at its sole and absolute discretion, delay publication of those Notices until it is satisfied that the Notice it has received is based on authentic information.

10 The location of the Notice in The Gazette shall be at the discretion of the Publisher. For the avoidance of doubt, the Notice shall be published in the house style of The Gazette.

11 The Notice Placer warrants and undertakes to the Publisher:

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

11.2 the Notice is true and accurate in all respects and does not mislead or contain potentially fraudulent information;

11.3 the Notice is submitted in good faith, does not contravene any law (statutory or otherwise), nor is it in any way illegal, defamatory or an infringement of any other party's rights or of any applicable advertising regulations, guidelines or codes of practice, nor is it subject to any court order prohibiting such publication.

12 To the extent permissible by law the Publisher excludes all warranties, conditions or other terms, whether implied by statute or otherwise, relating to the placing of any Notices.

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

13 The Notice Placer agrees to fully indemnify (as a debt) and hold the Publisher and The National Archives or any successor organisation, including any affiliates, officers, directors, agents, subcontractors and employees harmless from all liabilities, costs, expenses, damages and losses (including, without limitation) any direct, indirect, consequential and/or special losses and/or damage, loss of profit, loss of reputation and/or goodwill and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and/or expenses (including legal costs) suffered or incurred (including negligence) in respect of any matter

arising out of, in connection with or relating to any Notice (including, without limitation, clause 11 of the Terms and Conditions) and including (without limitation) in respect of any claim and/or demand (including threatened and/or potential claims or demands) made by any third party which may constitute a breach and/or potential breach by the Notice Placer (or their principal) of these Terms and Conditions or of any law and/or any of the rights of a third party. The Publisher shall consult with the Notice Placer as to the way in which such applicable claims, demands or potential claims or demands are handled but the Publisher shall retain the sole, absolute and final decision on all aspects of any matter arising from the aforementioned indemnity, including the choice of instructing legal representatives, steps taken in or related litigation and/or decisions to settle the case. The Notice Placer shall use best endeavours to provide, at its own expense, such co-operation and assistance as the Publisher may reasonably request including in respect of any principal (if applicable) and including, without limitation, the provision of and/or access to witnesses, access to premises and delivery up of documents and/or any evidence, including supporting any associated litigation and/or dispute resolution process.

14 The Notice Placer shall promptly notify the Publisher in writing of any actual, threatened or suspected claim made by a third party or parties against the Notice Placer and/or the Publisher in relation to a Notice. The Publisher reserves the right, following a claim or threatened claim, to immediately remove the Notice which is the subject of the complaint from the website at www.thegazette.co.uk and all other websites controlled by the Publisher containing the Notice, as well as from any other medium in which the Notice has been placed that is controlled by The Gazette, where possible. The Publisher may (at its sole and absolute discretion) require the Notice Placer to amend the Notice at its own cost before it agrees to re-publish the Notice if it is capable of rectification to avoid the claim, threatened or suspected claim. Any reinstatement of the Notice shall be at the sole and absolute discretion of the Publisher, whose decision in respect of such matter shall be final.

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

15 The Notice Placer acknowledges that the Publisher may re-use Notices and/or allow third parties to re-use Notices accepted for publication in The Gazette for ongoing Gazette-related activity – for example to create a company profile page on The Gazette website and where you have also opted for a newspaper advertisement as well as a Gazette notice – and hereby assigns to the Publisher for and on behalf of the Crown, all rights, including but not limited to, copyright and/or other such intellectual property rights (as applicable) in all Notices, and warrants that any such activity in respect of any Notice (including any activity in the preparation of such Notice for publication in The Gazette) by the Publisher and/or third parties does not and will not infringe any legal right of the Notice Placer or any third party. For the avoidance of doubt, all Notices and any content therein shall be Crown copyright and may be subject to the Open Government Licence (or any variation thereof).

16 The Notice Placer accepts that the purpose of The Gazette is to disseminate information of interest to the public as widely as possible in the public interest. The Notice Placer accepts that the information contained in the Notices published in The Gazette may be used for additional purposes by the Publisher or third parties after publication as stated above and that such use may be beyond the control of The Gazette. In such instances, the Notice Placer agrees that the Publisher shall have no liability whatsoever in respect of such use by the Publisher or third parties. The Gazette will at all times act with confidentiality, discretion and adhere to any legislative requirements.

17 The Notice Placer acknowledges and agrees that the publication of any Notice is subject to any court order and/or direction of the court or such other regulatory and/or enforcement authorities including the Information Commissioner's Office, the police, the Financial Conduct Authority (and such other related regulatory organisations), the Solicitors Regulation Authority and such other authorities as may be applicable (without limitation) and that the Publisher may delay, refuse to publish or withdraw from publication if it has received evidence to that effect and may not publish such notice until it has received written evidence from the court (as the

Publisher may reasonably require from time to time) that demonstrates that any previous order and/or direction has been withdrawn and/or is no longer applicable (as the Publisher may reasonably require from time to time) and/or, subject to any statutory and/or applicable laws, The Gazette may share information and/or data related to the Notice and/or the Notice Placer's account related to such authorities and the Notice Placer hereby consents to such disclosure(s).

18 In respect of any Local Newspaper Notice, this clause 18 shall apply. For the avoidance of doubt, all other terms of the Terms and Conditions shall apply to Local Newspaper Notices only to the extent that they do not conflict with the terms set out below. In the event of any conflict, the terms set out in this clause 18 shall prevail:

18.1 The Local Newspaper Notice may be placed in a local newspaper by any subcontractor and/or a third party organisation at the Publisher's sole and absolute discretion and the Notice Placer hereby consents to such use (including any activity that is ancillary and/or reasonably necessary to such use). For the avoidance of doubt, this may include the processing of personal data in accordance with the EU General Data Protection Regulation (Regulation 2016/679), and any legislation which implements, amends, re-enacts or replaces it in England and Wales, Northern Ireland or Scotland ("GDPR"), by the Publisher, any subcontractor and/or third party organisation, together with the local newspaper and related organisations;

18.2 The placement of a Local Newspaper Notice shall be upon the standard terms and conditions of the local newspaper in question in addition to these Terms and Conditions. The Notice Placer expressly agrees to such local newspaper terms and by submitting a Local Newspaper Notice to The Gazette, expressly consents to the Publisher, its subcontractors and/or any applicable third party organisation agreeing to such terms on behalf of the Notice Placer;

18.3 To the extent that such local newspaper and the applicable terms allow, where the Publisher, any subcontractor, any third party acting on behalf of the Publisher and/or the local newspaper is responsible for any error, the Publisher shall arrange for the local newspaper to publish the corrected Local Newspaper Notice at no additional cost to the Notice Placer. Both parties agree (including on behalf of any principal, if applicable) that this shall be the sole remedy of the Notice Placer (including any principal, if applicable) and the full extent of the limit of liability in these circumstances;

In the event that a corrected Local Newspaper Notice is not published for whatever reason, the total aggregate liability of the Publisher and The National Archives, whether direct or indirect, and including (without limitation) all liabilities, losses, damages, expenses, costs (including all interest, penalties, legal costs and/or other professional costs and/or expenses) suffered or incurred, howsoever arising (including negligence), whether arising from the acts and/or omissions of the Publisher, The National Archives and/or the Notice Placer and/or any third party (including, without limitation, any principal of the Notice Placer) or arising out of or made in connection with the Notice or otherwise shall be limited to the value of the Local Newspaper Notice placed through The Gazette except that nothing in these Terms and Conditions shall

limit or exclude any liability for fraudulent misrepresentation, or for death or personal injury resulting from the Publisher's or The National Archives' negligence or the negligence of their agents, subcontractors and/or employees or third parties acting on behalf of the Publisher.

19 In respect of the use of the Forwarding Service, which is subject to Clause 12 (above), The Gazette will replace the Notice Placer or executor's address with The Gazette's postal box address in the Notice, and Local Newspaper Notice if applicable. All correspondence received will be sent via Royal Mail from The Gazette to the Notice Placer or executor (if different).

Please be aware that correspondence received by The Gazette's postal box (subject to the final condition of the mail and delivery of the same), will using reasonable endeavours be opened, scanned, and securely stored. The scans will be retained for as long as the service remains (paid for and) in place and for a period of 6 months beyond that time, so that any copies of claims can be requested and communicated to the executor (for example in circumstances where Royal Mail has failed to deliver a claim) and in using this service you are consenting to the provisions of this clause; The Gazette will at all times act with confidentiality, discretion and adhere to any legislative requirements.

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

20 The Notice Placer accepts that the Charges may be amended from time to time and will be payable at the rate in force at the time of invoicing unless otherwise agreed by the Publisher in writing. The Charges must be paid in full by the Notice Placer in advance of publication unless other requirements of the Publisher in respect of the payment of such Charges (as determined from time to time) are notified to the Notice Placer.

21 Please note that TSO uses Stripe on its eCommerce sites to process credit or debit card transactions. Goods that are out of stock are charged for immediately and despatched when the goods are in stock. By placing an order you agree to this process.

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

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