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## Royal Mail

### Post Office

**POST OFFICE SCHEME [IL1/2000]**

**Note:** The Scheme which follows this note has been made under section 28 of the Post Office Act 1969 and will come into operation on 27th April 2000 when it will replace:

- (a) the Post Office Inland Letter Post Scheme 1989 (Post Office Scheme L1/1989) and
- (b) all schemes which amended that scheme

**(This note is not part of the Scheme)**

THE POST OFFICE INLAND LETTER POST SCHEME 2000

Made 4th April 2000

Coming into operation 27th April 2000

The Post Office Inland Letter Post Scheme  
(Post Office Scheme IL1/2000)

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###### **THE POST OFFICE INLAND LETTER POST SCHEME 2000 (POST OFFICE SCHEME IL1/2000)**

The Post Office, by virtue of the powers conferred on it by section 28 of the Post Office Act 1969 and all other relevant enabling powers, hereby makes the following Scheme.

#### PART 1

##### INTRODUCTION

##### 1. APPLICATION

1.1 This Scheme sets out the Post Office's conditions for:

- 1.1.1 accepting a letter posted in the United Kingdom for delivery to an address in the United Kingdom, the Channel Islands or the Isle of Man;
- 1.1.2 accepting a letter sent from the Channel Islands or the Isle of Man for delivery to an address in the United Kingdom;
- 1.1.3 providing other services in connection with inland letter post and letter post sent between the United Kingdom and the Channel Islands or the Isle of Man.

1.2 This Scheme should be read as one with the Post Office Overseas Letter

Post Scheme 1982, the Post Office Inland Parcel Post Scheme 1989, the Post Office Overseas Parcel Post Scheme 1982 and the Post Office Scheme for Franking Letters and Parcels 2000.

## 2. COMMENCEMENT, REVOCATION AND CITATION

2.1 This Scheme is made under section 28 of the Post Office Act 1969 and comes into operation on 27th April 2000. Together with the Post Office's Scheme for Franking Letters and Parcels 2000 it revokes and replaces the Post Office Inland Letter Post Scheme 1989 (Post Office Scheme L1/1989) and all published amendments to that Scheme. It should be referred to as the Post Office Inland Letter Post Scheme 2000.

2.2 The Post Office may amend this Scheme from time to time. Amendments will be published in **The London, Edinburgh and Belfast Gazettes**.

## 3. INTERPRETATION

3.1 The definition of terms used in this Scheme are set out in Schedule II to this Scheme.

3.2 Any reference in any other Post Office Scheme or in any document issued by or under the authority of the Post Office to a provision of any earlier version of the Inland Letter Post Scheme should be interpreted as a reference to the relevant provision of this Scheme and/or the Post Office Scheme for Franking Letters and Parcels 2000.

## 4. DISCRETION TO PROVIDE SERVICES UNDER THIS SCHEME

4.1 The Post Office may provide the postal services referred to in this Scheme for such times, during such periods, at such post offices and in such circumstances as it may in its discretion decide.

## PART 2

### GENERAL CONDITIONS FOR POSTING A LETTER

#### 5. FIRST AND SECOND CLASS

5.1 A letter which complies with the applicable conditions of this Scheme except for a Special Delivery letter will be sent:

5.1.1 First Class if the relevant amount of postage set out in paragraph 8 of Schedule 1 to this Scheme has been paid, or the sender has entered into an agreement with the Post Office to pay that amount of postage;

5.1.2 Second Class if the relevant amount of postage set out in paragraph 8 of Schedule 1 to this Scheme has been paid, or the sender has entered into an agreement with the Post Office to pay that amount of postage; or

5.1.3 Second Class if insufficient postage for First Class, but more than sufficient postage for Second Class, has been paid.

5.2 The Post Office aims to deliver a letter sent First Class the next working day after posting and to deliver a letter sent Second Class within three working days after posting.

5.3 Valuables must not be sent by First or Second Class. Valuables must be sent using the Special Delivery service in accordance with the conditions set out in section 40 of this Scheme.

#### 6. FORWARDING A LETTER

6.1 A recipient of a letter (except a Business Reply, Freepost, Special Delivery or Recorded letter) may forward it from its original address to another address in the United Kingdom, the Channel Islands or the Isle of Man by writing or printing the new address on the cover or envelope of the letter and re-posting the letter. A letter may only be forwarded in this way to the original addressee.

6.2 The Post Office will not charge additional postage for forwarding a letter that is re-posted on the day of delivery or on the following working day except in the circumstances set out below.

6.3 The Post Office will charge additional postage and any applicable fee for forwarding a letter if it has been opened before being re-posted, or the name of the original addressee is covered or obscured, or it is forwarded by a business or a person acting on behalf of a business. The Post Office may charge an additional fee, to be fixed by the Post Office from time to time, to forward a letter.

6.4 The Post Office may at its discretion deliver to the addressee or return to the sender a letter which has been forwarded and which bears a Special Delivery or Recorded label. In either case the Post Office will charge the addressee or sender additional postage and/or a fee to be fixed by the Post Office from time to time.

6.5 In any case where the Post Office considers that a letter has been forwarded to evade payment of postage it may treat it as an unpaid letter in accordance with section 17 of this Scheme.

6.6 The Post Office can be required under the Social Security Administration Act 1992 and the Social Security Administration (Northern Ireland) Act 1992 ("the Acts") not to deliver items of social security post which have been forwarded or

redirected to a new address, but to return them to the sender. The Post Office is required under the Acts to provide information about the redirection of social security post to persons specified in the Acts.

## 7. A LETTER WHICH DOES NOT MEET POST OFFICE CONDITIONS

7.1 The Post Office may refuse to accept a letter that does not meet the conditions set out in this Scheme or may treat it as undeliverable in accordance with section 8 of this Scheme.

7.2 If a letter does not meet the conditions of the service paid for, the Post Office may convey it using a different service. In this circumstance, the postage, fees and conditions of the service by which the letter is conveyed will apply, but the Post Office's liability under this Scheme may not apply. This provision applies to a letter which has been posted or found on Post Office premises which appears to be intended for posting.

## 8. A LETTER WHICH WILL NOT BE DELIVERED

8.1 The Post Office may decide not to deliver a letter which it considers impracticable or unreasonable to deliver. Such a letter is referred to in this Scheme as undeliverable.

8.2 The Post Office may consider that it is impracticable or unreasonable to deliver a letter:

8.2.1 if the person to whom the letter is addressed is deceased or believed to be deceased;

8.2.2 if the address is unsafe;

8.2.3 if the address to which the letter is to be delivered is not permanently occupied;

8.2.4 if the letter does not bear a complete or legible address;

8.2.5 for any reason concerning the health and safety of staff; or

8.2.6 for any other reason.

8.3 Where a letter is undeliverable and:

8.3.1 the sender's name and address are legible on the cover or envelope, the Post Office may return the letter to the sender unopened;

8.3.2 the sender's name and address are not on the cover or envelope, or they are illegible, the letter may be opened. If the name and address of the sender are inside, and the letter does not consist solely of advertising material, newspapers or magazines, the letter may be returned to the sender;

8.3.3 the letter is opened and the name and address of the sender are not inside, and/or if the letter consists solely of advertising material, newspapers or magazines, the letter may be dealt with or disposed of at the discretion of the Post Office.

8.4 Section 8.3 does not apply to an electoral letter or a letter consisting of a registered newspaper. If such a letter is undeliverable, the Post Office may:

8.4.1 if the sender's name and address are legible on the cover or envelope, return it to the sender unopened; or

8.4.2 if the sender's name and address are not on the cover or envelope, or if they are illegible, the letter may be dealt with or disposed of at the discretion of the Post Office.

8.5 The Post Office will not charge any additional postage or fee for returning an undeliverable letter but the sender may have to pay any other fees that apply. If any applicable fee is not paid, the letter may be dealt with or disposed of at the discretion of the Post Office.

## 9. PACKING

9.1 A letter must be packaged and sealed such that, in the opinion of the Post Office, damage or harm will not be caused to other letters, equipment, or Post Office staff.

9.2 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 letter.

9.3 A letter must not have on its envelope or cover:

9.3.1 anything which obscures the postage stamp or mark;

9.3.2 anything which is likely, in the Post Office's opinion, to make it difficult for the Post Office to apply a postmark to the cover or envelope;

9.3.3 anything which, in the Post Office's judgement, is likely to make the postmark illegible;

9.3.4 any counterfeit or fake postage stamp or mark;

9.3.5 any postage stamp or mark which has already been used to pay postage;

9.3.6 signs, words or marks, used without official permission, which could indicate that the letter was sent on Her Majesty's Service or was conveyed and delivered by the Post Office; or

9.3.7 any signs, words, marks or designs which are offensive, obscene or indecent.

9.4 A letter must not be made up in any way or have anything on its cover or envelope which, in the judgement of the Post Office, makes it difficult or

embarrassing to deliver the letter.

9.5 A postage stamp or mark must not be attached to a letter using staples, sticky tape, or any other means that the Post Office does not approve.

9.6 A postage stamp or mark must be placed in the top right hand corner on the front of the cover or envelope of a letter unless the Post Office specifies otherwise.

## 10. PAYING POSTAGE AND FEES

10.1 Postage must be paid before a letter is posted, unless:

10.1.1 the letter is a Response Services letter in respect of which a licensee has paid or agreed to pay postage in accordance with section 38 of this Scheme;

10.1.2 the letter contains or consists of an address, electoral letter or petition to the Sovereign or either House of Parliament and is posted in accordance with the conditions set out in section 19 of this Scheme;

10.1.3 the letter contains articles for the blind and is posted in accordance with the conditions set out in section 21 of this Scheme;

10.1.4 the letter is re-posted to be forwarded in accordance with sections 6.1 and 6.2 of this Scheme; or

10.1.5 the sender has entered into a credit agreement or other arrangement for payment of postage with the Post Office.

10.2 All fees must be paid in advance unless the Post Office agrees otherwise.

10.3 The sender must demonstrate with respect to each letter posted that postage has been paid, or that the sender has entered into an arrangement with the Post Office for postage to be paid, on the letter. To demonstrate such payment or arrangement, a postage stamp or mark must be fixed, printed, impressed, embossed or otherwise marked on the cover or envelope of the letter, or the letter must be marked in any other way the Post Office may approve.

10.4 A postage stamp or mark may not be used to demonstrate payment of postage on a letter, or to demonstrate that the sender has entered into an arrangement with the Post Office for postage to be paid on a letter, if it is damaged or imperfect, or if it has been defaced, or if it has anything written or printed over it. An adhesive postage stamp which is perforated with initials by means of a punch may be used for those purposes, provided that the perforation holes are smaller than the holes dividing one stamp from another on a sheet of stamps.

10.5 A postage stamp or mark that has already been used to pay postage, or to demonstrate that the sender has entered into an arrangement with the Post Office to pay postage, cannot be re-used for those purposes.

## 11. POSTAGE RATES AND FEES

11.1 Postage rates for delivery of a letter within the United Kingdom are set out in Schedule I to this Scheme.

11.2 The Post Office may change postage rates from time to time. A change to postage rates and the date on which the changed rates will come into effect will be published in advance of the change in **The London, Edinburgh and Belfast Gazettes**.

11.3 The Post Office may charge fees (which may be in addition to any postage that may be payable) for use of the postal services set out in this Scheme. The Post Office may change the rate of any fees from time to time.

## 12. POSTCODES

12.1 Postcodes are allocated by the Post Office at its discretion throughout the United Kingdom in accordance with the operational needs of the Post Office's network of mail centres. The codes are routing codes and the Post Office may amend them at its discretion.

## 13. POSTING

13.1 A letter, except one to which sections 13.3 to 13.6 apply, must be posted in one of the following ways:

13.1.1 by placing it in a post box;

13.1.2 by placing it in a Private Post Box (see section 13.2 below);

13.1.3 by handing it to an authorised member of Post Office staff at a post office or mail centre;

13.1.4 by Business Collection; or

13.1.5 in any other manner which the Post Office may approve.

13.2 A letter placed in a Private Post Box will be deemed to have been posted when collected by the Post Office and not before.

13.3 A petition and an address to the Sovereign or Parliament, an electoral letter, a Recorded letter, and a Special Delivery letter must be posted:

13.3.1 by handing to an authorised member of Post Office staff at a post office or mail centre;

13.3.2 by Business Collection; or

13.3.3 in any other manner which the Post Office may approve.

13.4 A franked letter must be posted in accordance with the conditions set out in the Post Office Scheme for Franking Letters and Parcels 2000, unless the letter is being sent using the Recorded service or the Special Delivery service, when section 13.3 shall apply.

13.5 A letter bearing a postage paid impression must be posted in accordance with the conditions set out in any relevant licence.

13.6 A Prepaid in Cash letter must be posted:

13.6.1 by handing to an authorised member of Post Office staff at a Post Office counter or mail centre; or

13.6.2 in any other manner which the Post Office may approve.

#### 14. POSTAGE STAMPS POSTMARKS AND MARKS

14.1 The Post Office may itself use and authorise others to use any postage stamp or mark, impression, sticker, label or other device it considers suitable (including postmarks incorporating advertisements or postal information), to indicate payment of postage and fees, to cancel postage stamps or for any other postal purpose it considers appropriate.

14.2 The Post Office may apply a postmark to a cover or envelope in any manner which it considers appropriate for postal purposes.

14.3 The Post Office may also charge a fee (to be fixed by the Post Office from time to time) for cancelling postage stamps with a special postmark, or for applying a postmark which incorporates an advertisement.

#### 15. PROHIBITIONS AND RESTRICTIONS

15.1 The Post Office will not accept a letter that contains any of the following;

15.1.1 clinical and medical waste;

15.1.2 counterfeit money or counterfeit postage stamps;

15.1.3 dry ice;

15.1.4 environmental waste;

15.1.5 explosives;

15.1.6 flammable, non flammable and toxic compressed gases;

15.1.7 flammable solids;

15.1.8 indecent, obscene or offensive material;

15.1.9 infectious substances listed by the World Health Organisation to be in risk group 4 and the group 3 substances listed in schedule 3 part 5 of the Control of Substances Hazardous to Health Regulations 1999 (COSHH).

15.1.10 lottery tickets except United Kingdom lottery tickets;

15.1.11 oxidising materials or organic peroxides;

15.1.12 toxic liquids, solids or gases; or

15.1.13 any other item prohibited by law or that in the opinion of the Post Office may be harmful or dangerous to Post Office employees.

15.2 A letter containing any of the following items may be posted provided that the sender meets all Post Office requirements for acceptance of the item, including, but not limited to, packaging requirements:

15.2.1 aerosols;

15.2.2 alcoholic beverages;

15.2.3 asbestos;

15.2.4 batteries;

15.2.5 battery operated goods;

15.2.6 butane lighters and refills;

15.2.7 corrosives;

15.2.8 drugs;

15.2.9 flammable liquids;

15.2.10 guns;

15.2.11 diagnostic substances listed in the World Health Organisation's risk groups 1-3 inclusive (except as mentioned in section 15.1.9);

15.2.12 living creatures;

15.2.13 magnetised materials;

15.2.14 matches;

15.2.15 paints, varnishes, enamels and similar substances;

15.2.16 perishable goods;

15.2.17 pesticides;

15.2.18 poisons;

15.2.19 radioactive materials; or

15.2.20 vaccines.

#### 16. SIZE AND WEIGHT LIMITS

16.1 A letter must comply with the size and weight limits set out below. Where a letter exceeds these limits, the Post Office may:

16.1.1 convey the letter using a different service from the one paid for by the sender; in those circumstances the postage, fees and conditions of that service will apply;

16.1.2 refuse to accept the letter; or

16.1.3 return the letter to the sender.

In any of these circumstances, the Post Office's liability under this Scheme may not apply.

16.2 There is no restriction on the weight of a letter sent First Class. A letter which exceeds 750g in weight may not be sent Second Class.

16.3 The maximum size of a letter must not exceed 610mm in length or 460mm in width or 460mm in depth. For a roll shaped letter the length plus twice the diameter may not exceed 1.04m with the greatest dimension being no more than 900mm.

16.4 The minimum thickness for a letter is 0.25mm. The Post Office may refuse to accept or to deliver a letter that is less than 0.25mm thick.

## 17. UNDERPAID OR UNPAID POSTAGE AND FEES

17.1 Where the amount of postage and/or fee paid in respect of a letter is less than the amount payable under this Scheme, or where no postage or fee has been paid, the Post Office may:

17.1.1 deliver the letter to the address;

17.1.2 allow the addressee or someone on the addressee's behalf to collect it from a specified office;

17.1.3 return the letter to the sender;

17.1.4 treat the letter as undeliverable in accordance with section 8 of this Scheme; or

17.1.5 otherwise deal with or dispose of the letter at the discretion of the Post Office.

17.2 In each case set out in section 17.1 the Post Office may first retain the letter for as long as it considers necessary.

17.3 The Post Office may require the addressee or sender to pay an amount to be fixed by the Post Office before the letter is delivered or released for collection. The amount due may include a surcharge in addition to the underpaid or unpaid postage. Where the amount due is not paid the letter may be dealt with or disposed of at the discretion of the Post Office.

## PART 3

### SPECIAL CONDITIONS

#### 18. SPECIAL CONDITIONS FOR POSTAL SERVICES

18.1 The general conditions set out in sections 5 to 17 of this Scheme must be complied with in addition to the special conditions set out in this part of this Scheme, except where the general condition is inconsistent with the special condition in which case the special condition applies.

18.2 The Post Office may impose terms and conditions in relation to the provision and use of postal services in addition to those set out in this Scheme, where it considers it necessary or appropriate to do so. Such terms and conditions may be contained in application forms, licences, or any other document issued or authorised for issue by the Post Office and shall be deemed to form part of this Scheme. Any such additional terms or conditions will be subject to the provisions of this Scheme.

18.3 The Post Office may withdraw any service in the event of misuse, or a breach of the conditions of use or damage to the Post Office's reputation.

#### 19. ADDRESSES AND PETITIONS TO THE SOVEREIGN AND PETITIONS TO PARLIAMENT

19.1 Provided that the conditions in this section, and any other applicable conditions of this Scheme are complied with, the Post Office will accept and deliver free of charge:

19.1.1. an address or petition to the Sovereign;

19.1.2 a petition addressed to a member of either House of Parliament.

19.2 For the purposes of section 19.1, an address to the Sovereign is a formal signed written representation or appeal in respect of any concern or grievance for which no other constitutional remedy is readily available.

19.3 For the purposes of section 19.1, a petition is a signed document intended to be presented to the Sovereign or Parliament asking for action to be taken on a particular issue.

19.4 The Post Office will accept a letter consisting of an address or petition for free delivery on condition that:

19.4.1 it is a signed original and not a copy;

19.4.2 it is within the Post Office size limits;

19.4.3 it does not weigh more than two kilograms;

19.4.4 it is packed so that contents can easily be inspected;

19.4.5 the words 'ADDRESS TO HM THE QUEEN', 'PETITION TO HM THE QUEEN', 'PETITION TO THE HOUSE OF COMMONS' or 'PETITION TO THE HOUSE OF LORDS' are clearly marked on the cover or envelope in capital letters; and

19.4.6 it does not enclose any other item.

19.5 An address, petition or electoral letter must be posted in accordance with section 13.3 of this Scheme.

19.6 The Post Office will not accept a letter for free delivery which the Post Office does not consider to contain a genuine address or petition.

19.7 Postage must be prepaid in the normal way on a letter, not containing an address to the Sovereign or petition, which is addressed to the Sovereign, a Member of Parliament or a government department or employee, including any letter with "On Her Majesty's Service" or "OHMS" written on the cover or envelope.

19.8 In this Scheme, an electoral letter is a letter sent in accordance with the provisions of Section 91 of the Representation of the People Act 1983, as amended by the Representation of the People Act 1985.

## 20. ADMAIL

20.1 The Admail service is a redirection service which enables a business to receive letters at an address ("a Delivery Address") different from that which appears on the cover or envelope ("an Admail Address"). This is called the Admail service.

20.2 A business wishing to use the Admail service must enter into an Admail Agreement ("the Agreement").

20.3 The Agreement authorises a business to use on its outer cover or envelopes an Admail Address issued by the Post Office. The Agreement may contain conditions as to payment by a business for use of the service and other terms and conditions.

20.4 Agreements are available for periods of 30, 60, 90, 180 or 365 days.

20.5 The Admail Service may be used in conjunction with Response Services (see section 38 below). When it is used in conjunction with Response Services it is called Freepost Admail.

20.6 Except where the Admail service is used in conjunction with Response Services, the sender must affix a stamp to the letter.

20.7 A business using the Admail service must specify a Delivery Address (which must be in the United Kingdom) to which the letter is to be delivered.

20.8 An Admail letter must be addressed in the terms specified in the Agreement.

20.9 The Post Office may terminate the Agreement, or impose a surcharge on the delivery of an Admail letter, if it is found that the conditions of the Agreement and/or the conditions set out in this Scheme have been broken.

20.10 The Post Office has the right to disclose the full name and address of the business using the Admail service and/or the full name and address of delivery to anyone requesting the information and to terminate the Agreement in the event of misuse.

20.11 The fees applicable to the Admail service are shown in paragraph 1 of Schedule I to this Scheme.

## 21. ARTICLES FOR THE BLIND

21.1 Provided that the conditions in this section and any other applicable conditions of this Scheme are met, the Post Office will accept and deliver free of charge, by First Class, a letter containing articles for the blind. This is called the Articles for the Blind service.

21.2 In this Scheme, 'blind people' and 'the blind' means:

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

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

21.3 In this Scheme, 'articles for the blind' means:

21.3.1 books, papers and letters which are specifically prepared for use by blind people;

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

21.3.3 relief maps;

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

21.3.5 writing frames and attachments; or

21.3.6 Braille instruction manuals.

21.4 In this Scheme, 'articles for the blind' also means:

21.4.1 games (including card games);

21.4.2 mathematical appliances and attachments;

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

21.4.4 equipment used to play talking books and newspapers;

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

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

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

21.4.8 walking sticks adapted for blind people;  
21.4.9 harnesses for guide dogs; or  
21.4.10 computer disks and CDs which have been prepared for blind people and do not contain information which can be read without specially prepared encryption software.

21.5 The articles listed in section 21.4 may only be sent using the Articles for the Blind service to blind persons by organisations or institutions which have a special arrangement with the Post Office, or by blind persons to such organisations or institutions.

21.6 A letter to be sent using the Articles for the Blind service must comply with the following conditions:

21.6.1 it must weigh less than 7kg;  
21.6.2 the words 'ARTICLES FOR THE BLIND' and the sender's name and address must be clearly marked on its cover or envelope;  
21.6.3 it must have a cover or envelope that can easily be removed so that the Post Office may inspect its contents; and  
21.6.4 it must not contain any item or personal message which is not an article for the blind, 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 article for the blind.

21.7 Standard or large print items may not be sent using the Articles for the Blind service unless, in the reasonable opinion of the Post Office, they fall within the definition of articles for the blind and, in particular, the items listed in section 21.3.1 of that definition.

21.8 The Post Office may open and inspect the contents of a letter marked as containing articles for the blind.

## 22. BUSINESS COLLECTION

22.1 The Post Office may on application by a business collect a letter for posting from that business's premises. This is called the Business Collection service.

22.2 The Post Office makes regular collections on weekdays and may by arrangement also collect on Saturdays and Sundays. The Post Office may also make one-off collections by arrangement. Except in case of one-off collections, the Post Office provides this service for periods of one year.

22.3 The Post Office will make Business Collections from the ground floor of the address occupied by the sender, or from the nearest floor to the ground floor, if the sender's address is not on the ground floor.

22.4 The fee for Business Collection is charged per collection point and is shown in paragraph 3 of Schedule I to this Scheme.

## 23. BUSINESS RETENTION

23.1 The Post Office may on application by a business retain a letter addressed to that business for a specified period. At the end of the retention period, the Post Office will deliver the letter as addressed. This is called the Business Retention service.

23.2 The maximum period the Post Office will retain a Recorded or a Special Delivery letter is 7 and 21 days respectively. The maximum period the Post Office will retain any other letter is two months.

23.3 The fee for the Business Retention service is shown in paragraph 4 of Schedule I to this Scheme.

23.4 The Post Office may on application by a business retain a letter addressed to that business free of charge for a period of up to five working days over the Christmas and Easter periods, and for a period of up to three working days over Public or Bank Holidays.

## 24. CALLER'S SERVICE

24.1 The Post Office may permit an addressee of a letter, which would otherwise be delivered to the address shown on it, to collect it from the delivery office local to the address. This is called the Caller's service. This service does not apply to items of social security post which are subject to the provisions of section 24.5 of this Scheme.

24.2 The addressee may only collect a letter by visiting the local delivery office, in person, during normal opening hours and requesting an authorised member of post office staff to check whether the office is holding a letter for delivery to the addressee.

24.3 The Post Office may charge an addressee a fee for checking whether the office is holding a letter. A fee may be charged for withholding a letter from delivery so that it may be collected from the delivery office. The fees for the Caller's service are shown in paragraph 5 of Schedule I to the Scheme.

24.4 The Post Office may refuse to permit the collection of a letter and may deliver it as addressed if it is not satisfied of the identity of the person collecting it.

24.5 The Post Office can be required under the Social Security Administration Act 1992 and the Social Security Administration (Northern Ireland) Act 1992 to return to the sender items of social security post which would otherwise be forwarded or redirected to the addressee at a new address. Where these

provisions apply, social security post cannot be collected using the Caller's service.

## 25. DIVERSION

25.1 The Post Office may on application divert all or some of the letters addressed to a business from one specified business address in the United Kingdom to another business address in the United Kingdom or elsewhere. This is called the Diversion service.

25.2 The maximum period for which the Post Office will divert a letter from a PO Box address is 15 months.

25.3 The fee for the Diversion service is shown in paragraph 7 of Schedule I to this Scheme.

## 26. FLOOR FEES

26.1 The Post Office normally delivers a letter to, or in the case of a Business Collection, collects a letter from, the ground floor of the address, or the nearest floor to the ground floor if the customer's address is not on the ground floor.

26.2 A person may apply to have a letter delivered to or collected from a different floor from the normal floor for delivery. The fee for this service is shown in paragraph 9 of Schedule I to this Scheme.

## 27. KEEPSAFE

27.1 The Post Office may on application by an individual retain a letter addressed to a residential address for a specified period. At the end of the retention period, all letters will be delivered as addressed. This is called the Keepsafe service.

27.2 The maximum period the Post Office will retain a Recorded or Special Delivery letter is 7 and 21 days respectively. The maximum period the Post Office will retain any other letter is two months.

27.3 The fee for the Keepsafe service is shown in paragraph 10 of Schedule I to this Scheme.

## 28. PO BOX

28.1 The PO Box service is available on application to any person with a permanent address in the United Kingdom. The PO Box will be held at the delivery office that serves the customer's permanent address given for the PO Box.

28.2 The maximum number of PO Boxes per customer per permanent address is five.

28.3 The service is available for a six or 12 month period.

28.4 A PO Box may be used with an abbreviated address which only gives details of the PO Box number, the Post town and Postcode.

28.5 The following services are available for an additional fee:

28.5.1 a letter may be delivered from the PO Box to the customer's permanent address;

28.5.2 a letter addressed to the customer's permanent address may be delivered to the PO Box;

28.5.3 the customer may collect a letter from a PO Box outside the normal opening hours of the delivery office (subject to local operational constraints).

28.6 Letters must be collected from the PO Box at least once per month. A letter may not be collected on days when the Post Office does not deliver letters. The Post Office may treat an uncollected letter as undeliverable in accordance with section 8 of this Scheme.

28.7 The Post Office has the right to disclose the full address of the user of the PO Box to anyone requesting the information.

28.8 The fee for the PO Box service is shown in paragraph 11 of Schedule I to this scheme.

## 29. POSTE RESTANTE

29.1 A letter may be sent to a specified post office for collection by the addressee. This is called the Poste Restante service. This service may only be used to send a letter to travellers except where the Post Office decides otherwise.

29.2 The words 'To be called for' or 'Poste Restante' and the full and correct surname for the addressee of the letter must be clearly marked on the cover or envelope of the letter.

29.3 The Post Office may refuse to hand over a letter if it is not satisfied of the identity of the person collecting the letter.

29.4 A letter sent Poste Restante may be collected from the specified post office during normal opening hours.

29.5 A letter will not normally be kept for more than:

29.5.1 14 days for an inland letter;

29.5.2 one month for a letter from overseas; or

29.5.3 two months for a letter addressed to a post office counter at a sea port for someone arriving on a ship.

29.6 The Post Office may refuse to keep a letter for collection:

29.6.1 where, in the opinion of the Post Office, the sender is not entitled to use or is misusing the Post Restante service, for example where the addressee has a permanent residential or business address in the area;

29.6.2 where the addressee's name is abbreviated or (in the reasonable belief of the Post Office) false; or

29.6.3 where the letter is addressed to a post office which does not provide the Poste Restante service.

29.7 If a letter is not collected within the period shown in section 29.5 the letter will be treated as undeliverable in accordance with section 8 of this Scheme.

### 30. PREPAID IN CASH

30.1 The Post Office may, on payment of the correct postage by a person at a main post office or at certain delivery offices, mark a letter to indicate that postage has been paid. This is called the Prepaid in Cash service.

30.2 The minimum number of letters that will be marked in this way at any one time is 500. The letters must be in bundles of 50 in which each letter must be of equal weight and must be faced in the same direction. First and Second Class letters must be presented in separate bundles. A note must be provided to the Post Office of the total number of First and Second Class letters to be marked.

30.3 A letter on which postage has been paid using the Prepaid in Cash service must be posted in accordance with section 13.6 of this Scheme.

30.4 There is no fee for the Prepaid in Cash service.

30.5 This service is not available in conjunction with any other service other than First or Second Class.

### 31. PRIVATE POST BOX

31.1 A Private Post Box is a post box which is not owned or maintained by the Post Office but which the Post Office has authorised for use in accordance with this section.

31.2 The Post Office may collect letters which have been placed in a Private Post Box for posting.

31.3 Each Private Post Box must meet all the Post Office conditions including—but not limited to, conditions as to size, appearance, design, location, structure and dimensions. The Post Office may refuse to collect a letter from any Private Post Box which does not meet its conditions. The Post Office may also refuse to collect a letter from any Private Post Box for health and safety reasons.

31.4 Collections will be made from each Private Post Box each weekday. Collections may be made on Saturdays if the location at which the Private Post Box is situated is open for business. If the location at which the box is situated is open for business on Sundays, and in the opinion of the Post Office collections are required, collections may be made on Sundays.

31.5 A letter placed in a Private Post Box will be deemed to have been posted only when it has been collected by the Post Office.

31.6 The fees for the collection of letters from a Private Post Box are shown in paragraph 12 of Schedule I to this Scheme.

### 32. PRIVATE ROADSIDE LETTERBOX

32.1 In certain areas, the Post Office may allow a letter to be delivered to a Private Roadside Letterbox, provided that the letterbox provides a secure delivery point and meets the Post Office's specifications.

32.2 A letter that requires a signature or payment on delivery will not be delivered to a Private Roadside Letterbox. The letter will be held by a local office specified by the Post Office. The Post Office will notify the addressee of this and the addressee may collect the letter during the specified office's normal opening hours.

32.3 The Post Office may require a Private Roadside Letterbox to be installed if a delivery address is only accessible via a private road or if the Post Office considers that the conditions at an address are dangerous to employees or vehicles.

32.4 The Post Office may refuse to deliver a letter to an address at which a Private Roadside Letterbox has not been installed. In those circumstances the letter may be held at a local office specified by the Post Office and the addressee may collect the letter during the specified office's normal opening hours. If uncollected for a period in excess of 3 weeks the letter may be treated as undeliverable in accordance with section 8 of this Scheme.

32.5 The fees for the use of Private Roadside Letterboxes are shown in paragraph 13 of Schedule I to this Scheme.

### 33. RECORDED

33.1 The sender of a letter using the Recorded service must pay postage at the appropriate First or Second Class rate and the Recorded fee set out in paragraphs 8 and 15 respectively of Schedule I to this Scheme.

33.2 A letter to be sent using the Recorded service must be posted in accordance with section 13.3 of this Scheme.

33.3 The Recorded label must be completed in full and attached in the position

specified by the Post Office to the cover or envelope of the letter.

33.4 If a letter with a Recorded label attached to it is found on Post Office premises which has not been posted in accordance with the conditions set out in this section, the letter will either be delivered to the address or returned to the sender as a Recorded letter. In either case the recipient will be charged a fee to be fixed by the Post Office from time to time. Any postage that may have been paid will be accepted as either part or full payment of the fee.

33.5 If a Recorded letter is returned to the sender in the circumstances set out in section 33.4 of this Scheme, and the sender pays any fee payable, the letter will be delivered, if deliverable, to the addressee.

33.6 If a Recorded letter is delivered to the address in the circumstances set out in section 33.4 of this Scheme, and the recipient fails to pay the fee payable, the letter may be dealt with or disposed of at the discretion of the Post Office.

33.7 On delivery of a Recorded letter the recipient must sign and print their name on a prescribed form to confirm its delivery. Where such a receipt is not obtained, the letter may be dealt with or disposed of at the discretion of the Post Office.

33.8 The sender of a Recorded letter may request the Post Office at any time up to 12 months after delivery of the letter to provide the sender with a copy of the signature of the recipient of the letter obtained on its delivery. This service is called Proof of Delivery. The fee for Proof of Delivery is shown in paragraph 14 of Schedule I to this Scheme.

33.9 The fees applicable to the Recorded service are shown in paragraph 15 of Schedule I to this Scheme.

#### 34. REDIRECTION

34.1 The Post Office may on application by an addressee redirect a letter from one specified address within the United Kingdom to another in the United Kingdom or elsewhere. This is called the Redirection service.

34.2 The Post Office may refuse to provide the Redirection service to anyone who cannot provide proof of identity and/or authorisation and/or proof, satisfactory to the Post Office, that they have occupied the address from which a letter is to be redirected.

34.3 The Post Office may redirect a letter addressed to a deceased person on application by the executor named in the will of the addressee or by any other person the Post Office considers has authority to deal with the addressee's estate. The Post Office may require a person making such an application to provide proof satisfactory to the Post Office of their authority to deal with the addressee's estate and may refuse to redirect letters if no such proof is provided.

34.4 The fee for the Redirection service is shown in paragraph 16 of Schedule I to this Scheme.

34.5 The Post Office can be required under the Social Security Administration Act 1992 and the Social Security Administration (Northern Ireland) Act 1992 (the Acts) not to redirect a letter of social security post to a new address, but to return it to sender. The Post Office is also required under the Acts to provide information about the redirection of social security post to persons specified in the Acts.

#### 35. REGISTERING A NEWSPAPER

35.1 A registered newspaper is a publication currently listed on a register kept by the Post Office.

35.2 A publication which meets all of the requirements set out in section 35.3 of this Scheme may be registered with the Post Office.

35.3 The requirements for registering a publication are:

35.3.1 at least one third of the publication must consist of articles or other writing on political or other news or current affairs;

35.3.2 it must be printed on paper or reproduced in a way which the Post Office has approved;

35.3.3 it must be printed or reproduced and published in the United Kingdom, the Channel Islands, the Isle of Man, some other part of the Commonwealth, a British protected state, or in a state which is a member of the European Union;

35.3.4 it must be published at least once a week;

35.3.5 it must have printed or reproduced on it the full title and the date of publication on the first page; the whole or part of the title and the date of publication on every page; the words 'Registered as a newspaper at the Post Office', and the name and address of the publisher or printer; and

35.3.6 it must be available to the public from a newsagent or publisher.

35.4 The Post Office may refuse to register a publication printed or published outside the United Kingdom, the Channel Islands or the Isle of Man, unless it is satisfied that there is a responsible and authorised representative of the publication in the United Kingdom.

35.5 A publication may be registered which meets all of the requirements except the requirement set out in section 35.3.1 if it was stamped as a newspaper before 15 June 1855.

35.6 If a registered publication ceases at any time to meet any of the requirements set out in section 35.3 it will be removed from the register.

35.7 Publications will be registered for a period of 12 months commencing 1 October. A registration fee is payable on the date of registration. The registration

fee is shown in paragraph 17 of Schedule I to this Scheme.

## 36. ENCLOSURE AND SUPPLEMENTS

36.1 The following are the only enclosures that may be sent with a registered newspaper under section 37.1 of this Scheme:

- 36.1.1 a supplement that is part of that newspaper; or
- 36.1.2 up to three single sheet adverts; the adverts (which must not be folders unless they are folders which can be sealed down at the edges) must be intended to be used for postal enquiries or orders and must show the correct address and postcode of the advertiser.

36.2 A publication is a supplement to a registered newspaper for the purposes of section 36.1.1 above if it meets the following conditions:

- 36.2.1 it must be published with an issue of a registered newspaper;
- 36.2.2 it must be printed on paper or reproduced in another way which the Post Office has approved;
- 36.2.3 it must contain articles like those in the newspaper, or adverts or pictures illustrating articles in the newspaper;
- 36.2.4 the total area of its pages must be less than the total area of the pages of the newspaper it is sent out with; and
- 36.2.5 the supplement and adverts must be the same in each copy of an edition of the newspaper.

## 37. SENDING A REGISTERED NEWSPAPER

37.1 A letter consisting of a registered newspaper will be treated by the Post Office as a First Class letter. The postage rate payable will be the relevant Second Class postage rate, provided that the letter does not weigh more than 750g.

37.2 The conditions for sending a letter consisting of a registered newspaper under section 37.1 are as follows:

- 37.2.1 the newspaper must not be folded or fastened so that it is difficult to examine;
- 37.2.2 if the newspaper is posted in a cover, the cover must be able to be opened easily for examination without breakage or tearing of any part of it ;
- 37.2.3 the title and date of the newspaper must be clearly visible whether or not the newspaper is folded, covered or wrapped; and
- 37.2.4 the cover on the newspaper must have nothing written or marked on it except:
  - 37.2.4.1 the name and address of the sender and the name and address of the addressee, together with any reference numbers or letters;
  - 37.2.4.2 a postage stamp or mark;
  - 37.2.4.3 the words 'With compliments', 'Specimen copy' or 'Voucher copy', as applicable;
  - 37.2.4.4 the title of the newspaper and a statement that the newspaper is registered for sending by post; and
  - 37.2.4.5 a reference to any part of the newspaper that the reader should look at.

37.3 If a letter consisting of a registered newspaper is undeliverable, it will be dealt with in accordance with section 8.4 of this Scheme.

37.4 The Post Office may open and examine a letter consisting of a registered newspaper.

## 38. RESPONSE SERVICES (BUSINESS REPLY, FREEPOST, FREEPOST ADMAIL AND FREEPOST NAME)

38.1 Response Services are services whereby the Post Office authorises a business to provide others with cards, folders, letter cards, envelopes or labels which may be used to post a letter to a specified address without prepayment of postage. Such a letter is referred to in this Scheme as a Response Service letter.

38.2 Response Services include Business Reply, Freepost, Freepost Admail and Freepost Name services.

38.3 Businesses wishing to use a Response Service must have a Response Services Licence. "Licence" in this section means a Response Services Licence and "licensee" in this section means the holder of a Response Services Licence.

38.4 A licence authorises the licensee to use the Response Service specified in the licence. A licence may contain conditions as to payment by the licensee for use of the Response Service (which may include a requirement to pay a deposit or make advance payment) and other terms or conditions.

38.5 A licence will be granted for a period of one year.

38.6 Separate licences must be obtained for each Response Service required, except that the use of Business Reply and Freepost services may be authorised by the same licence. Separate licences are also required for barcoded and non-barcoded Response Services.

38.7 The licensee must specify an address (which must be in the United Kingdom) to which the Response Service letter is to be delivered. A licence may specify more than one address to which a letter may be sent. The address or

addresses specified will be recorded in the licence. A licensee may apply to add other addresses to the licence from time to time.

38.8 A licence will specify for each address the terms in which the Response Service letter is to be addressed. A Response Service letter provided by the licensee for use, and all Response Service letters posted must be addressed in accordance with the terms specified in the licence.

38.9 The Freepost Name service enables persons to receive a letter at an address (a "Delivery Address") different from that which appears on the cover or envelope (a "Freepost Name Address"). A Freepost Name must be chosen by the holder of the Response Services licence and agreed by the Post Office. A Freepost Name letter must be addressed in accordance with the terms specified in the Response Services licence.

38.10 Unless the licence provides otherwise, the licensee must provide the Post Office with a specimen of each pre-printed card, folder, letter card, envelope, cover or label to be used under the licence and must obtain the Post Office's approval to the layout, design, specifications and other details of that specimen. A Response Service letter must meet the specifications of the specimen approved by the Post Office

38.11 A licence fee for each address recorded in the licence must be paid annually. In the first year the fee must be paid before the licence is granted. After the first year the fee is payable on every anniversary of the date on which the licence was granted.

38.12 If an address is added to an existing licence, the fee payable will be a proportion of the annual fee calculated pro rata to the proportion of the licence period that remains unexpired at the time the address is added. The fee for adding an address is payable on the date the address is added, and the pro-rata charge is calculated on a weekly basis.

38.13 In addition to any licence fee, the licensee must pay postage on any Response Service letter delivered to the specified address together with a handling fee per letter.

38.14 The licensee may request that a Response Service letter is delivered by the first delivery on a particular day on which the Post Office usually makes more than one delivery. If this option is chosen the Post Office will charge an additional fee (a "first delivery option fee") for each letter.

38.15 No handling fee or first delivery option fee will be charged for delivery of a Response Service letter which has a bar-code approved by the Post Office affixed or printed onto the cover or envelope, in a position approved by the Post Office.

38.16 The Post Office may withdraw a licence, or impose a surcharge on the delivery of a Response Services letter, if it is found that the conditions of the licence and/or the conditions set out in this Scheme have been broken.

38.17 If a licence is withdrawn or cancelled, the Post Office may refuse to refund any part of the licence fee.

38.18 The Post Office has the right to disclose the full name and address of a licensee authorised to use a Response Service and the Delivery Address in the case of Freepost Name and Freepost Admail to anyone requesting the information and to withdraw the licence in the event of misuse.

38.19 Response Services (excluding Freepost Name and Freepost Admail) may be used in conjunction with the Special Delivery service.

38.20 The fees applicable to Response Services are shown in paragraph 18 of Schedule I to this Scheme.

## 39. SELECTAPOST

39.1 The Post Office may on application by a person agree to pre-sort letters prior to delivery in accordance with a specification provided by the person and approved by the Post Office. This is called the Selectapost service.

39.2 Where the Post Office provides this service, it will deliver letters in clearly identifiable bundles or bags with the normal letter delivery.

39.3 The Post Office may, on payment of an additional fee, deliver bundles or bags directly to specified points at an address.

39.4 An agreement for the use of the Selectapost service must be for a minimum period of one year and may be renewed on a quarterly or annual basis.

39.5 If it is not clear from the address on a letter how it should be pre-sorted in accordance with the agreed specification, the letter will, together with other letters which cannot be pre-sorted, be delivered in a separate bundle or bag.

39.6 The Post Office may refuse to provide the Selectapost service if it is not possible for operational reasons to provide it at a particular address.

39.7 The fee for the Selectapost service is shown in paragraph 19 of Schedule I of this Scheme and must be paid quarterly in advance.

## 40. SPECIAL DELIVERY

40.1 A letter sent as a Special Delivery letter in accordance with the conditions set out in this section will be delivered by a time or date specified by the Post Office at the time of posting. In the event of failure to deliver by the specified date or time, section 52 of this Scheme will apply. This is called the Special Delivery service.

40.2 A letter to be sent using the Special Delivery service must be posted in accordance with section 13.3 of this Scheme.

40.3 The Special Delivery label must be completed in full and attached in the position specified by the Post Office to the cover or envelope of the letter.

40.4 A letter weighing more than 10kg may not be sent by Special Delivery.

40.5 On delivery of a Special Delivery letter the recipient must sign and print their name on a prescribed form to confirm its delivery. Where such a receipt is not obtained, the letter may be dealt with or disposed of at the discretion of the Post Office.

40.6 Valuables must be sent using the Special Delivery service.

40.7 If a letter with a Special Delivery label attached to it is found on Post Office premises which has not been posted in accordance with the conditions set out in this section, the letter will either be delivered to the addressee or returned to the sender as a Special Delivery letter. In either case the recipient will be charged a fee to be fixed by the Post Office from time to time. Any postage that may have been paid will be accepted as either part or full payment of the fee.

40.8 If a Special Delivery letter is returned to the sender in the circumstances set out in section 40.7 of this Scheme, and the sender pays any fee payable, the letter will be delivered, if deliverable, to the addressee.

40.9 If a Special Delivery letter is delivered to the addressee in the circumstances set out in section 40.7 of this Scheme, and the recipient fails to pay the fee payable, the letter may be dealt with or disposed of at the discretion of the Post Office.

40.10 Special Delivery may be used together with Response Services subject to compliance with the general and special conditions contained in this Scheme and any Response Services licence.

40.11 The fees for the Special Delivery service are shown in paragraph 20 of Schedule I to this Scheme.

40.12 The compensation provisions applicable to Special Delivery letters are shown in section 52 of this Scheme.

40.13 The sender of a Special Delivery letter may request the Post Office at any time up to 12 months after delivery of the letter to provide the sender with a copy of the signature of the recipient of the letter obtained on its delivery. This service is called Proof of Delivery. The fee for Proof of Delivery is shown in paragraph 14 of Schedule I to this Scheme.

#### 41. A LETTER TREATED AS SENT BY SPECIAL DELIVERY

41.1 The Post Office may treat a letter as a Special Delivery letter, which has not been posted in accordance with the conditions governing the Special Delivery service set out in section 40, where:

41.1.1 it has 'Special Delivery' written on it, or anything which suggests that the letter is intended to be sent via Special Delivery;

41.1.2 it is discovered that the letter contains valuables as detailed in Schedule II.

41.2 In either case, if the letter is treated as a Special Delivery letter, the sender or the addressee will be charged the appropriate fee for that service. If the fee is not paid the letter may be dealt with or disposed of at the discretion of the Post Office.

#### PART 4

#### A LETTER SENT BETWEEN THE UNITED KINGDOM AND THE CHANNEL ISLANDS OR THE ISLE OF MAN

##### 42. GENERAL

42.1 This part of this Scheme applies to a letter 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 letters') and to a letter 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 letters').

42.2 The conditions set out in sections 5 to 41 of this Scheme shall apply to an outgoing and incoming letter, except where inconsistent with this part of this Scheme or expressly stated otherwise.

##### 43. SPECIAL FEES FOR CERTAIN LETTERS SENT FROM THE CHANNEL ISLANDS OR THE ISLE OF MAN

43.1 The provisions of this section apply to an incoming letter sent by a person resident in the United Kingdom but not to a letter sent to that person or the agent of that person.

43.2 If, in any period of thirty consecutive days, the Post Office receives more than 250 letters referred to in section 43.1 above, the Post Office may:

43.2.1 return all or some of the letters to the Channel Islands or the Isle of Man (as appropriate); or

43.2.2 deliver the letters only on payment of a fee not exceeding the relevant United Kingdom First Class postage rate set out in paragraph 8 of Schedule I to this Scheme. If the fee is not paid the letter may be dealt with or disposed of at the discretion of the Post Office.

##### 44. CUSTOMS CLEARANCE FOR AN INCOMING LETTER

44.1 An incoming letter must not be posted, forwarded, redirected, conveyed or delivered except in compliance with any regulations made under section 16 of

the Post Office Act 1953.

44.2 An incoming letter is subject to HM Customs and Excise regulations. The Post Office may charge a fee on any such letter which is produced to the proper officer of HM Customs and Excise. This fee must be paid by the recipient on delivery. If the fee is not paid the letter may be dealt with or disposed of at the discretion of the Post Office. The fee for this service is shown in paragraph 6 in Schedule I to this scheme.

#### 45. A LETTER HELD IN BOND

45.1 If an incoming letter held in bond is awaiting customs clearance, the Post Office may, on application by the addressee and with the agreement of HM Customs and Excise, do one of the following things:

45.1.1 search for the letter and offer other help to assist in bringing about a quick customs clearance;

45.1.2 re-address the letter to someone else;

45.1.3 allow the addressee or the addressee's authorised representative to come to the depot where the letter is held and inspect it;

45.1.4 allow the addressee or the addressee's authorised representative to come to the depot where the letter is held and re-address it; or

45.1.5 if it is a letter in respect of which the addressee has been sent a customs notice, transfer it from one place to another nominated by the addressee.

45.2 The Post Office may charge a fee for providing such services for a letter held in bond referred to in section 45.1 of this Scheme. These fees are shown in paragraph 2 of Schedule I to this Scheme.

45.3 The fee charged for provision of any service under this section involving the re-addressing of a letter shall be paid by the original addressee of that letter.

45.4 Where a letter is re-addressed under section 45.1 of this Scheme to an address outside the United Kingdom, the original addressee must pay the Post Office postage equivalent to that which would have been payable on any letter originally posted to that address.

#### 46. COMPENSATION FOR A LETTER SENT TO AND FROM THE CHANNELS ISLANDS OR THE ISLE OF MAN

46.1 Sections 50, 51 and 52 of this Scheme do not apply to an incoming or outgoing letter except as expressly provided for in this section.

46.2 The Post Office may pay compensation for the loss of, or damage to, an incoming or outgoing letter, in accordance with section 51 of this Scheme, if:

46.2.1 it would have paid compensation under that section if the letter had been an inland letter;

46.2.2 it is satisfied that the letter has been lost or damaged whilst in the custody of the Post Office or its agents; and

46.2.3 it is satisfied that no compensation has been or will be paid in respect of the letter by the postal administration of the Channel Islands or the Isle of Man.

46.3 The Post Office may pay compensation for the loss of, or damage to, an incoming or outgoing Special Delivery letter in accordance with section 52 of this Scheme, provided that:

46.3.1 the conditions specified in sections 51.4, 52.1 and 52.2 of this Scheme are complied with;

46.3.2 in the opinion of the Post Office, the person making the claim establishes a reasonable claim to compensation; and

46.3.3 the Post Office is satisfied that the letter has been lost or damaged whilst in the custody of the Post Office or its agents.

46.4 The amount of compensation the Post Office may pay under section 46.3 of this Scheme is whatever sum the Post Office considers appropriate taking into account the nature of any article lost, the care with which it is packed, and any other circumstances, but will not exceed:

46.4.1 in the case of an outgoing letter, the relevant maximum sum, having regard to the weight of the letter, and the fee paid set out in paragraph 8 of Schedule I to this Scheme; or

46.4.2 in the case of an incoming letter, the maximum compensation payable under any relevant orders, ordinances and enactments in force in the Channel Islands or the Isle of Man at the relevant time.

#### 47. A BUSINESS REPLY OR FREEPOST LETTER TO AND FROM THE CHANNEL ISLANDS

47.1 The conditions relating to a Response Service letter set out in section 38 of this Scheme shall apply to an incoming and outgoing letter with the following modifications.

47.2 A Business Reply letter may be posted in the United Kingdom to an address in the Channel Islands without pre-payment of postage, provided that it could lawfully have been posted without pre-payment of postage in the Channel Islands.

47.3 Where a Response Service letter is posted from the Channel Islands to an

address in the United Kingdom specified in a Response Services licence without pre-payment of postage, the licensee must pay to the Post Office, on receipt of the letter, the same amount of postage as would have been payable under this Scheme had the letter been posted in the United Kingdom.

#### 48. A BUSINESS REPLY LETTER TO AND FROM THE ISLE OF MAN

48.1 The conditions set out in section 38 of this Scheme shall apply to a Business Reply letter sent between the United Kingdom and the Isle of Man with the following modifications.

48.2 A Business Reply letter may be posted in the United Kingdom to an address in the Isle of Man without pre-payment of postage, provided that it could lawfully have been posted without pre-payment of postage in the Isle of Man.

48.3 Where a Business Reply letter is posted in the Channel Islands to an address in the United Kingdom specified in a Response Services licence without pre-payment of postage, the licensee must pay to the Post Office, on receipt of the letter, the same amount of postage as would have been payable under this Scheme had the letter been posted in the United Kingdom.

#### 49. A FREEPOST OR UNADDRESSED LETTER TO AND FROM THE ISLE OF MAN

49.1 A Freepost or unaddressed letter may not be sent between the United Kingdom and the Isle of Man.

### PART 5

#### LIABILITY AND COMPENSATION

#### 50. A LETTER FOR WHICH THE POST OFFICE ACCEPTS LIABILITY

50.1 The Post Office accepts liability and may pay compensation for the loss of or damage to an inland letter, except for:

50.1.1 a letter forwarded or redirected to an address in the Channel Islands or the Isle of Man;

50.1.2 a letter sent using the Articles for the Blind service;

50.1.3 a letter consisting of registered newspapers;

50.1.4 an undeliverable letter;

50.1.5 an electoral letter;

50.1.6 a petition or an address to the Sovereign or Parliament;

50.1.7 a letter which the Post Office may treat as a Special Delivery letter under section 41 of this Scheme;

50.1.8 a letter which the Post Office has dealt with or disposed of at its discretion under any section of this Scheme; and

50.1.9 a letter which the Post Office has destroyed or otherwise dealt with or disposed of under section 8(3) of the Post Office Act 1953.

50.2 The Post Office does not accept liability, and will not pay compensation, for the loss of or damage to a letter unless the loss or damage is due to any wrongful act done, or any neglect or default committed by an officer, servant or agent of the Post Office while performing or purporting to perform his functions as such in relation to the receipt, carriage, delivery or other dealing with the letter.

50.3 The Post Office does not accept liability, and will not pay compensation, for the loss of or damage to a letter unless all the conditions of this Scheme that apply to that letter are complied with.

#### 51. COMPENSATION FOR A LETTER OTHER THAN A SPECIAL DELIVERY LETTER

51.1 This section applies to a letter, except a Special Delivery letter, for which the Post Office accepts liability under section 50 of this Scheme. Such a letter is referred to in this section as an 'ordinary letter'

51.2 The maximum compensation the Post Office will pay if an ordinary letter or its contents are lost or damaged is 100 times the cost of a First Class stamp at its first weight step, or the market value of the letter at the time the cause of action arises, whichever is the lower.

51.3 The Post Office does not accept liability, and will not pay compensation, for lost or damaged valuables contained in an ordinary letter.

51.4 The Post Office does not accept liability, and will not pay compensation, for a lost or damaged ordinary letter unless the following conditions are met.

51.4.1 A certificate of posting must be obtained for the letter at the time of posting (certificates of posting may be obtained free of charge from a post office).

51.4.2 The letter must be in a suitable and reasonably strong cover or envelope and must be sealed or fastened securely.

51.4.3 The cover or envelope and packaging must be retained and presented to the Post Office on request if a claim for compensation for damage is to be made.

51.4.4 Anything enclosed in the letter must be well protected against damage.

51.4.5 A breakable item must be packed in a strong container with enough

packaging material to protect the item against pressure and knocks. The letter must be marked with the words 'FRAGILE WITH CARE' in capital letters on the cover or envelope above the address.

51.4.6 An item that may be damaged by bending must be packed in a strong container that will prevent the item from being bent. The letter must be marked with the words 'DO NOT BEND' in capital letters on the cover or envelope above the address.

51.4.7 If a letter contains an item that is likely to perish or decay, the letter must be marked with the word 'PERISHABLE' in capital letters on the cover or envelope above the address.

51.4.8 The full correct postal address including the correct postcode must be written clearly on the front or on a label securely fixed to the front of the cover or envelope.

51.4.9 The letter must not contain anything prohibited by law or any item listed in section 15 of this Scheme.

## 52. COMPENSATION FOR A SPECIAL DELIVERY LETTER

52.1 The Post Office does not accept liability, and will not pay compensation, for loss of or damage to a Special Delivery letter or its contents unless the conditions set out in sections 40, 51.4.1 to 51.4.9 inclusive of this Scheme are complied with, and the cover or envelope of the letter is of such a kind that it cannot be opened and/or re-sealed without the opening and/or re-sealing being evident on inspection.

52.2 The maximum compensation the Post Office will pay if a Special Delivery letter or its contents are lost or damaged is the relevant sum set out in paragraph 20 of Schedule 1 to this Scheme, having regard to the weight of the letter and the fee paid, or the market value of the letter at the time the cause of action arises, if the market value at that time is less than relevant maximum sum.

52.3 If a Special Delivery letter is not delivered by the specified date or time, the Post Office may refund the Special Delivery fee. Such a refund will be in addition and not in substitution for any compensation payable for damage to the letter.

### SCHEDULE 1

#### POSTAGE RATES AND FEES

##### 1. ADMAIL

<b>Number of Days (Duration of Agreement)</b>	<b>Fee</b>
30	£100
60	£175
90	£225
180	£400
365	£600

The following discounts may be available:

<b>Number of Admail Agreements</b>	<b>Discount</b>
2-5	10%
6-10	15%
10 or more	20%

In addition to the fees listed above, all Admail customers must have a Response Services licence (the cost of which may be found in paragraph 18 below), irrespective of whether they already hold such a licence.

##### 2. A LETTER HELD IN BOND

<b>Service</b>	<b>1-2 letters</b>	<b>3-20 letters</b>	<b>Over 20 letters</b>
As set out in sections 45.1.1, 45.1.2, 45.1.3 and 45.1.5	£3.40	£3.40	£28.00
As set out in section 45.1.5	£1.70	68p per letter	£14.00

##### 3. BUSINESS COLLECTION

<b>Number or value of items</b>	<b>Fee</b>
aSingle collection of fewer than 1,000 items or with a postage value of less than £200	£5

bSingle collection of 1,000 items or more or with a postage value of more than £200	Free
cRegular daily collection before 3pm (Monday—Friday) from a specific site if spending less than £15,000 on postage with Royal Mail per year at that site	£210 annum
dRegular daily collection after 3pm (Monday—Friday) from a specific site if spending less than £15,000 on postage with Royal Mail per year at that site	£420 annum
eRegular weekday or weekend collection from a specific site if spending £15,000 or more on postage with Royal Mail per year at that site	Free
f Regular Saturday collection	£100 per annum
gRegular Sunday collection	£100 per annum

Items a, b, c and e above do not apply to collections from a Private Post Box.

#### 4. BUSINESS RETENTION

The fee for the Business Retention service is £15.75 for any period up to a maximum of two months. The provisions of section 23.4 may apply over the Christmas and Easter periods and on Public or Bank holidays.

#### 5. CALLER'S SERVICE

The fee for an individual search is 26p. The service is free in rural areas if the customer is calling for items that have missed that day's deliveries.

The fee for withholding a letter for collection is 26p.

A fee of £8.50 per year will be charged for a standing arrangement to call for all Special Delivery and Recorded letters.

#### 6. CUSTOM CLEARANCE FOR AN INCOMING LETTER

£1.20 on any such letter which is produced to the proper officer of HM Customs and Excise.

#### 7. DIVERSION

The fee is £162.75 per annum per address.

#### 8. FIRST AND SECOND CLASS POSTAGE RATES

<b>Weight up to and including</b>	<b>First Class</b>	<b>Second Class</b>
60g	27p	19p
100g	41p	33p
150g	57p	44p
200g	72p	54p
250g	84p	66p
300g	96p	76p
350g	£1.09	87p
400g	£1.24	£1.00
450g	£1.41	£1.14
500g	£1.58	£1.30
600g	£1.90	£1.52
700g	£2.39	£1.74
750g	£2.56	£1.85*
800g	£2.77	
900g	£3.05	
1kg	£3.32**	

\* Items heavier than 750g cannot be sent Second Class.

\*\* For each additional 250g or part thereof there is an additional charge of 81p for First Class items.

#### 9. FLOOR FEES

The fee is £42 per annum for each floor that the Post Office has to travel up or down in addition to the number of floors it would normally travel up or down on collection and delivery.

This fee is waived if the customer spends more than £15k per year at that site.

#### 10. KEEPSAFE

Retention Period	Fee (Per Household)
Up to two weeks	£5.25
Over two and up to three weeks	£8.40
Over three and up to four weeks	£10.50
Over four weeks and up to two months	£15.75

#### 11. PO BOX

	Box fee	Early & late access	Delivery of letters	Diversion of letters to PO Box
Six months	£42	+£42	+£42	+£42
Twelve months	£52	+£52	+£52	+£52

#### 12. PRIVATE POST BOX

The fee for collection of letters from a Private Post Box is the appropriate Business Collection fee, except for items a, b, c and e which do not apply. Floor Fees may also be charged. In addition, the Post Office may charge a distance fee dependent on the location of the Private Post Box.

#### 13. PRIVATE ROADSIDE LETTERBOX

Free of charge if the box has an opening through which mail can be collected and delivered.

The fee is £7.35 per year per Private Roadside Letterbox if the Post Office has to unlock the box to collect or deliver mail.

#### 14. PROOF OF DELIVERY

The fee for Proof of Delivery of a Recorded letter is £2.20 per letter which is in addition to the fee for the Recorded service. There is no charge for Proof of Delivery of a Special Delivery letter.

#### 15. RECORDED

The fee is 63p per letter in addition to the First or Second Class postage.

#### 16. REDIRECTION

Duration	To or from a United Kingdom business address per business name	To or from a United Kingdom residential address per name
1 Month	£12.60	£6.30
3 Months	£21	£13.65
6 Months	£42	£21
12 Months	£63	£31.50

#### 17. A REGISTERED NEWSPAPER

The annual registration fee is £7.35 per annum per newspaper.

#### 18. RESPONSE SERVICES

Service	Licence fee	Postage	Handling Charge
Response service	£60	Applicable First or Second Class rate	0.5 pence second delivery per

			letter 1 pence first delivery option per letter
Bar-coded response service	£60	Applicable First or Second Class rate	None
Freepost Name	£150	35p	None

The £60 licence fee listed above applies where the total number of licences held by a person does not exceed 10. Thereafter, each additional licence will carry a fee of £35.

#### 19. SELECTAPOST

Number of categories into which letters are sorted	Price per 1,000 items for delivery to a single point	Price per 1,000 items for delivery to multiple points
2-9	£9.45	£9.98
10-14	£10.00	£10.53
15+	£10.50	£11.03

#### 20. SPECIAL DELIVERY

Weight of letter	Fee for maximum compensation up to £250	Fee for maximum compensation up to £1,000	Fee for maximum compensation up to £2,500
1-100g	£3.50	£3.95	£4.85
Over 100g-500g	£3.80	£4.25	£5.15
Over 500g-1kg	£4.95	£5.40	£6.30
Over 1kg-2kg	£6.20	£6.65	£7.55
Over 2kg-10kg	£17.80	£18.25	£19.15

#### SCHEDULE II

##### DEFINITIONS OF TERMS USED IN THIS SCHEME

The Interpretation Act 1978 applies for the interpretation of this Scheme and for this purpose the Scheme is to be treated as if it were an Act of Parliament. Any reference in this Scheme to any enactment, regulation or Post Office Scheme shall be construed as a reference to that enactment, regulation or Post Office Scheme as subsequently amended, re-enacted or replaced. In this Scheme, the following words and terms have the following meanings:

##### ADDRESSEE

The person to whom a letter is addressed.

##### ARTICLES FOR THE BLIND

The meaning set out in section 21.3 and 21.4 of this Scheme.

##### THE BLIND AND BLIND PEOPLE

The meaning set out in section 21.2 of this Scheme.

##### BUSINESS

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

##### BUSINESS ADDRESS

A location (including a PO Box) at which a business or any part of a business is situated and/or carried on and/or at which a business or any part of a business accepts or holds itself out as accepting delivery of letters.

## BUSINESS COLLECTION

The collection of letters from a business's premises by the Post Office as set out in section 22 of this Scheme.

## BUSINESS REPLY LETTER

A letter sent using the Business Reply service as set out in section 38 of this Scheme.

## COVER

Any cover, envelope, or other packaging used to contain the contents of a letter. 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.

## ELECTORAL LETTER

The meaning set out in section 19.8 of this Scheme.

## FIRST CLASS

The service whereby the Post Office aims to deliver a letter the next working day after posting.

## FRANKED LETTER

A letter bearing a franking mark.

## FRANKING EQUIPMENT AND FRANKING MARK

The meanings set out in Schedule 1 of the Post Office Scheme for Franking Letters and Parcels 2000.

## FREEPOST LETTER

A letter sent using a Freepost service as set out in section 38 of this Scheme.

## INLAND

When used in relation to any letter, a letter posted in the United Kingdom for delivery to an address in the United Kingdom.

## LETTER

Any postal packet other than a postal packet posted, conveyed, delivered or otherwise dealt with using a parcel service.

## MARKET VALUE

When used in relation to a letter, the market value of the letter, not including the market value of any message or information which it bears.

## MONEY

The meaning set out in the definition of 'valuables'

## POST, POSTED

A letter is posted if it has been entrusted to the Post Office for transmission by post in accordance with one of the approved methods set out in section 13 of this Scheme and related words should be construed accordingly.

## POSTAGE

The fee charged by the Post Office for delivery of a letter.

## POSTAL PACKET

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

## POSTAGE STAMP OR MARK

A stamp, impression or mark (including a franking mark, a printed postage impression and a postage paid symbol) authorised for use by the Post Office to indicate payment of postage and/or fees (in the currency of the United Kingdom as provided for by the Decimal Currency Act 1967) on a letter or to indicate that the sender of a letter has entered into an arrangement with the Post Office to pay postage and/or fees on that letter. A postage stamp or mark may be adhesive in order for it to be affixed to a cover or envelope, or may be non-adhesive (when it is embossed, impressed or printed on a cover or envelope), as

the Post Office may from time to time permit.

#### POST BOX

A post box authorised for use as such by the Post Office excluding a Private Post Box.

#### POSTMARK

Any mark or impression applied by the Post Office to a cover or envelope, to cancel a postage stamp or for any other postal purpose approved and authorised by the Post Office.

#### POST OFFICE SCHEME

Any scheme made by the Post Office under section 28 of the Post Office Act 1969.

#### PRIVATE POSTBOX

Any post box owned and maintained by a person other than the Post Office which has been authorised for use as a post box by the Post Office.

#### REGISTERED NEWSPAPER

The meaning set out in section 35.1 of this Scheme.

#### RESIDENTIAL ADDRESS

Any address except a business address.

#### RESPONSE SERVICE

Any service described as such in section 38 of this Scheme

#### RESPONSE SERVICE LETTER

The meaning set out in section 38.1 of this Scheme.

#### SECOND CLASS

The service whereby the Post Office aims to deliver a letter within three working days after posting.

#### SENDER

The person who sends or on whose behalf a letter is sent excluding a person at whose request any items or goods are included in a letter

#### SOCIAL SECURITY POST

Social security post means postal packets 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.

#### SPECIAL DELIVERY LETTER

A letter sent using the Special Delivery service as set out in section 40 of this Scheme. Any reference in any legislation or legal document to "Registered Post" or "the Registered Service" shall be taken to be a reference to Special Delivery as it is the same service in all material respects.

#### RECORDED LETTER

A letter sent using the Recorded service as set out in section 33 of this Scheme.

#### UNADDRESSED LETTER

A letter which is not addressed to, or intended for delivery to, any specified addressee or address.

#### UNDELIVERABLE

When used in relation to a letter, the meaning set out in section 8.1 of this Scheme.

## UNPAID LETTER

A letter on which the postage and/or fees payable under this Scheme has not been paid or has been underpaid.

## VALUABLES

Any of the following items:

JEWELLERY which for this purpose includes:

Any precious metal that has been manufactured in such a way as to add value to the raw material, including coins used for ornament;  
Diamonds and precious stones;  
Watches the cases of which are made wholly or mainly of precious metal; and  
Similar articles with an intrinsic value other than the value of the workmanship;

MONEY which for this purpose includes:

Coins;  
Bank notes;  
Postal Orders, cheques and dividend warrants uncrossed and payable to bearer  
Unused postage and revenue stamps and National Insurance stamps;  
Exchequer bills, bills of exchange, promissory notes and credit notes;  
Bonds, bond coupons and other investment certificates; and  
Coupons, vouchers, tokens, cards, stamps and other documents that can be exchanged for money, goods or services.

## WORKING DAY

Monday to Saturday (excluding any Public or Bank Holidays) inclusive. For a Special Delivery letter accepted on a Friday or Saturday, delivery on the next working day means the Monday following unless Monday is a Bank or Public holiday.

Signed on behalf of the Post Office by **W. L. Lai** (a person authorised by the Post Office to act in that behalf).

4th April 2000.