



GUIDE TO SERVICES 2011

Retail Services

Retail Services

Access to Postal Services

- Your guide to our branches throughout the Bailiwick plus the latest acceptance times for Special Delivery 56

Retail Services

- Postal Orders 57
- Barclays Bank Banking 57
- Foreign Exchange 58
- MoneyGram® 59
- cash2account 59
- National Savings & Investments (NS&I) 59

Additional Services

- Bill Payments 60
- TV Licensing 60
- UK Stamps 61
- Stamp Refunds 61
- Philatelic Sales 61
- Retail Products 61
- Wrap and Pack Products 61
- Newspapers 62
- Lottery Tickets 62
- Telephone Cards 62
- Payment Methods 62
- Cash Back 62

Our retail team will advise on the wide range of postal and associated services we offer. You can also visit our website or call Customer Services.

Access to Postal Services

Our aim is to make all our products widely available, with convenience for our customer being our number one priority. Our opening times are clearly displayed at all our branches, as well as on our website.

Our policy is also to make it easy for you to buy our stamps at many other outlets, other than our own branches.

Our booklets of stamps (for Letters to Bailiwick and UK addresses) are on sale at more than 100 supermarkets, garages, stationers and local stores.

All our branches are closed on Sundays and Public Holidays, although Alderney Post is open on Homecoming Day (15 December).

Locations and opening hours	Counter Clearance - Same Day Despatch to UK & Next Day Local Deliveries	Last Local Collection from Post Box	Special Delivery Last Collection
Envoy House Tel: 726241 La Vrangue, St Peter Port, GUERNSEY GY1 1AA Monday to Friday: 8.30am to 5pm; Saturday 8.30am to 12.00pm <i>Facilities for heavy parcels and Bulk Mail senders are available at Envoy House</i> Mail collections counter Monday to Friday: 7.00am to 7.00pm; Saturday: 7.00am to 12.00pm (noon)	Mon - Fri: 5.00pm Sat: 11.00am	Mon - Sat: 7.30am For same day delivery	4.30pm For guaranteed next day delivery
Smith Street Tel: 730602 13 Smith Street, St Peter Port, GUERNSEY GY1 2JG Monday to Friday: 8.30am to 5.00pm; Saturday: 8.30am to 12.00pm	Mon - Fri: 4.25pm Sat: 11.00am	Mon - Sat: 6.00am For same day delivery	4.15pm For guaranteed next day delivery
Bridge <i>Co-op Fresh Food Store</i> , Tel: 240452 Nocq Road, St Sampsons, GUERNSEY GY2 4PB Monday to Friday: 8.30am to 5.00pm; Saturday: 8.30am to 12.00pm	Mon - Fri: 4.15pm Sat: 9.00am	Mon - Sat: 5.30am For same day delivery	1.30pm* For guaranteed next day delivery
Cobo <i>Food Hall</i> Tel: 256767 Cobo Bay, Castel, GUERNSEY GY5 7UT Monday to Friday: 9.00am to 5.00pm; Saturday: 9.00am to 12.00pm	Mon - Fri: 4.45pm Sat: 9.00am	Mon - Sat: 5.30am For same day delivery	1.30pm* For guaranteed next day delivery
Forest <i>Forest Stores</i> Tel: 238395 Le Bourg, Forest, GUERNSEY GY8 0AW Monday to Friday: 8.00am to 5.00pm; Saturday: 8.00am to 12.00pm	Mon - Fri: 4.30pm Sat: 9.00am	Mon - Sat: 5.30am For same day delivery	1.30pm* For guaranteed next day delivery
L'Islet <i>Food Hall</i> Tel: 244507 Les Petites Mielles, Four Cross, St Sampsons, GUERNSEY GY2 4SB Monday to Friday: 9.00am to 5.00pm; Saturday: 9.00am to 12.00pm	Mon - Fri: 1.55pm Sat: 9.00am	Mon - Sat: 5.30am For same day delivery	1.30pm* For guaranteed next day delivery
The Market <i>Co-op Fresh Food Store</i> Tel: 743613 Market Street, St Peter Port, GUERNSEY GY1 1HE Monday to Friday: 8.30am to 5.00pm; Saturday: 8.30am to 12.00pm	Mon - Fri: 4.30pm Sat: 11.00am	Mon - Sat: 4.30pm For same day delivery	4pm* For guaranteed next day delivery
Rohais <i>Waitrose</i> Tel: 721304 Rohais, St Peter Port, GUERNSEY GY1 1FE Monday to Friday: 8.30am to 5.00pm; Saturday: 8.30am to 12.00pm	Mon - Fri: 4.45pm Sat: 9.00am	Mon - Sat: 5.30am For same day delivery	1.30pm* For guaranteed next day delivery
St Martin's <i>Co-op Fresh Food Store</i> Tel: 235331 Grande Rue, St Martins, GUERNSEY GY4 6AA Monday to Saturday: 9.00am to 5.30pm	Mon - Fri: 4.45pm Sat: 9.00am	Mon - Sat: 5.30am For same day delivery	1.30pm* For guaranteed next day delivery
St Pierre du Bois <i>St Peter's Post Office</i> Tel: 265013 Les Paysans Road, St Pierre du Bois, GUERNSEY GY7 9RX Monday to Friday: 9.00am to 5.15pm; Saturday: 9.00am to 12.30pm	Mon - Fri: 2.45pm Sat: 12.00pm (noon)	Mon - Sat: 5.30am For same day delivery	1.30pm* For guaranteed next day delivery
Alderney <i>Richard's Newsagents</i> Tel: 822644 Victoria Street, Alderney GY9 3TA Monday to Friday: 8.30am to 12.30pm and 1.30pm to 5.00pm; Saturday: 8.30am to 12.30pm	Mon - Fri: 1.00pm Sat: 10.00am	Mon - Sat: 5.30am For same day delivery	1.30pm For guaranteed next day delivery
Sark Tel: 832005 The Avenue, SARK GY10 1PB Summer: Monday to Saturday: 9.00am to 1.00pm and 2.00pm to 5.30pm Winter: Monday to Saturday: 9.00am to 1.00pm and 2.00pm to 5.00pm	Every effort is made to ensure the postbox is emptied daily and in time to connect with the scheduled ferry service.		5.00pm For guaranteed two day delivery
Herm Tel: 710030 Herm Island, GUERNSEY GY1 3HR			5.00pm For guaranteed two day delivery

* Special Delivery items received after 1.30pm but before 4pm may still connect with same day UK despatch, but it is not guaranteed.

Postal Orders available at all branches

Postal orders are a secure means of sending money by post*, either as a means of payment or simply as a gift. The only stipulation we make is that postal orders must be paid for in cash. British postal orders are accepted in 48 countries (see list).

Postal orders from any of the countries listed here can be cashed at all Guernsey Post branches. When a postal order has been crossed, it can be deposited only into a bank account. Please note that passport/driving licence I.D. is required on encashment.

**When postal orders are sent via standard post, there is no compensation for loss, except that provided by the postal service on condition that they are sent in accordance with current service requirements. Postal orders sent by post should be crossed with the name of the intended recipient to prevent them being cashed by anyone else.*

We make a small charge for our postal orders, which come in a variety of denominations.

Value	Charge
£0.01-£4.99 inclusive	£1
£5-£9.99 inclusive	£1.50
£10	£2
£15	£2.50
£20	£3

Anguilla
Antigua & Barbuda
Bahamas
Bangladesh
Barbados
Belize
Botswana
Brunei Darussalam
Cayman Islands
Cyprus
Dominica
Falkland Islands
Fiji
The Gambia
Ghana
Gibraltar
Grenada
Guernsey (Bailiwick of)
Guyana
India
Isle of Man
Jamaica
Jersey
Lesotho
Malawi
Malaysia

Malta
Mauritius
Montserrat
Nigeria
Pakistan
St Helena
St Kitts & Nevis
St Lucia
St Vincent
Sierra Leone
Singapore
Solomon Islands
South Africa
Sri Lanka
Swaziland
Tonga
Tortola (British Virgin Islands)
Trinidad & Tobago
Tristan da Cunha
United Kingdom
Western Samoa
Yemen (Peoples Democratic Republic)

Barclays Bank Banking

Bridge and St. Martin's only

A cash and cheque deposit and withdrawal facility is available for Barclays account customers at our Bridge and St. Martin's branches only.

Foreign Exchange



Batif at Guernsey Post offers you great exchange rates and 0% commission on foreign currency. Available from Batif and our network of 9 outlets conveniently situated across the Bailiwick, we offer more than 80 different currencies to meet your travel needs.

Available at Batif, Tourist Information Centre, North Esplanade, St Peter Port and the following locations across the Guernsey Post network:

Smith Street Post office, St Peter Port
Envoy House Post Office, la Vrangue
Cobo Post Office, Chequers Express, Cobo Bay, Castel
Forest Post Office, Forest Stores, Le Bourg, Forest
L'Islet Post Office, Chequers Express, Les Petites Mielles, Four Cross, St Sampson's
Rohais Post Office, Waitrose, Rohais
St Peters Post Office, Les Paysans Road, St Pierre Du Bois
Alderney Post Office, Victoria Street, Alderney
Sark Post Office, The Avenue, Sark
Guernsey Airport Information Desk (Euros only)

Batif can meet all your foreign currency needs with our simple and efficient service. Whether for a business trip or a family holiday, our aim is to help make your travel experience smooth and trouble free, providing you with a professional and easily accessible service that offers value for money. Batif gives you access to the widest range of world bank notes at competitive rates, simply call us on 723069 or email us at enquires@batif.gg if you want to make an enquiry or place an order. Our exchange rates are updated on a daily basis and can be found at www.guernseypost.com/currency, for currencies which are not shown on our rates board – just telephone Batif for advice or a quote.

To purchase foreign currency:

Batif can take your order by telephone, over the counter or on our website. Orders placed before 13h00 one working day are available after 11am the next working day. Alternatively, you can visit any of the Post Office branches listed above and place your order with them for collection the next working day (so long as your order is placed before 1pm), just check with a member of the team for confirmation of a collection time for your order. All of the above Post Office outlets will also hold in stock, Euros and USD. Please note that all foreign currency orders are commission free.

To purchase travellers cheques:

Batif takes orders for American Express Travellers Cheques in Sterling and Euros as well as US, Australian and Canadian Dollars. These are available in 50 and 100 denominations. Travellers Cheques are an alternative way to access foreign currency whilst you are on the move, being safe and insured. There is a 1% commission on the purchase of Travellers Cheques.

When you return:

You may have some currency left over after your trip, Batif can exchange all of your currencies back into Sterling (again this will be commission free). Smith Street, Envoy House and Alderney Post Office also offer this service. Batif at the Tourist Information office can also change your travellers cheques for you on your return.

MoneyGram®

MoneyGram® available at all branches.

We are the local agent for MoneyGram®, the leading International Money Transfer provider. The MoneyGram® 10 minute transfer service enables you to move your money quickly and safely, to or from your local branch. With MoneyGram® agents in more than 180 countries, those receiving your cash can simply collect it within 10 minutes (subject to local conditions and the receiving agent's opening hours).

We accept MoneyGram® payments in Sterling cash only. Please bring photo ID at the time of your transaction.



To collect a MoneyGram® transfer, please ensure you have the Reference Number from the sender and your photo ID.

For further information on fees and the service please call in at your local branch or contact Customer Services. Alternatively you can visit our website or visit the official MoneyGram® website at www.moneygram.com where you can find the list of countries to send funds to, and the closest agent for collection.

We always advise our customers to exercise caution when sending money to unknown parties.

cash2account

This is a simple, safe and reliable way to send cash to an overseas bank account and is conveniently available at all our branches.

Payments must be made in Sterling cash and you can send anything from £1 to £6,000. You don't need a bank account to send funds with cash2account but you do need to bring the following at the time of your transaction:

- Your photo ID
- Your proof of address
- Receiver's full name
- Receiver's bank details - including IBAN (international bank account number) and BIC (bank identifier code).

cash2account

Please take care when sending money to someone that you do not know. To find out more about this service and the latest transaction fees, please call in at your local branch. Alternatively contact Customer Services or visit our website.

Please note: Customers sending cash to a Latvian bank account also need to bring their Personal Code or Personas Kods, an 11 digit code in the form of DDMMYY-XXXXX.

National Savings & Investments

If you are concerned about the safety of your savings and investments you may prefer to save with National Savings & Investments (NS&I). Because it has the full backing of the UK Government and HM Treasury, NS&I offers a place for your savings that is totally secure.

Application forms for NS&I products are available at all Guernsey Post branches. Completed forms must be posted to NS&I. Deposits and withdrawals can only be made directly through NS&I.

Leaflets for the following NS&I products and services are available from all our branches:

- Premium Bonds
- Easy Access Savings Account

- Investment Account
- Fixed Interest Savings Certificates
- Index-linked Savings Certificates
- Income Bonds
- Children's Bonus Bonds

For more information, visit our website.

Investment products are provided by National Savings & Investments. Guernsey Post Limited cannot offer advice on investment products.



Additional Services

Bill Payments

You can settle your bills for a variety of services at all our Guernsey branches.

Guernsey Post accepts bill payments on behalf of:

Sure (Cable & Wireless)

Tax on Rateable Property (TRP) (Cadastre)

Department of Health & Social Services

Harbour Office

Housing Authority

Public Services Department

States Airport

States Treasury

Guernsey Water

Alderney and Sark - Sure (Cable & Wireless). All bills except TRP and Housing.

Payment can be made by cash, cheque or debit card (at the time of going to print there is an additional surcharge for credit cards of 1.75%).

TV Licensing



Paying for your TV Licence through Guernsey Post could not be any easier, whether you choose to do it by instalments or in one lump sum. You must by law have a valid TV Licence if you use or install a television or other TV receiving equipment (VCR, set-top box, DVD recorder or PC with a broadcast card) to receive or record television services. A TV Licence is necessary for each and every separately occupied dwelling or address, although one TV Licence covers any number of television receivers at the single address specified on each licence. TV Licence information and forms are available from all Guernsey Post branches.

The Over 75 TV Licence

Anyone aged 75 or over (excluding Sark residents) is entitled to a free TV Licence for his or her principal residence, i.e. the place where he or she lives most of the time. If you are 75 or over you will still need to apply for a free Licence, as it will not be issued automatically.

Short term TV Licence for 74 year olds

For people who currently are 74 and need to renew a TV Licence, a Short Term Licence for less than one year can be obtained. The cost of this Licence depends on the number of months it is required to last (Sark residents excluded).

Please call 0844 800 6779 with your current TV Licence number and Social Security number to hand. You will be sent a personalised letter showing you how much you need to pay, simply take this information to your nearest Guernsey Post branch for payment.

If you are not the current licence holder for your address, and share your home with someone younger, you may still apply for a Short Term TV Licence. You simply need to transfer your name onto the existing licence. To do this call 0844 800 6779 to find out what you need to do.

Blind Concession

Registered blind persons are required to pay 50% of the full Licence fee (proof required at time of purchase).

Ways to pay

You can pay by cash, cheque and debit card at all Guernsey Post branches. The cost of a licence can also be spread over 12 months.

Our existing saving stamps scheme has been replaced by a new and more convenient TV Licensing Savings Card, application forms are available at all our branches. The cards make paying for a licence simpler and far more secure.

Benefits

- **Convenient** - Savings can be added to cards at any Guernsey Post branch by cheque, cash or debit card.
- **Secure** - Payments are recorded electronically on the card, so even if the card is lost, the savings will be safe.
- **Flexible** - You can save as little or as much as you like.
- **Easy to track** - You will receive quarterly statements showing savings and you can call TV Licensing to check your balance on 0845 155 0404.

There are two easy ways to apply for a savings card:

- Application forms are available from all branches. Our retail team will help you complete the form and send it to TV Licensing.
- By calling 0845 155 0404 and giving the call centre operator your name and current TV Licence number.

What do I do with my old TV savings stamps?

As the deadline has passed, anyone with stamps remaining will not be able to redeem them from Guernsey Post. Instead you will be able to:

- Redeem the cash value by posting them to TV Licensing, 103 Temple Street, Bristol, BS98 1TL, along with your name, address and Licence number.
- Simply buy the Licence by post and send the remaining stamps at the same time, in full or part payment, to TV Licensing, 103 Temple Street, Bristol, BS98 1TL.
- Send the remaining stamps by post, quoting your savings card number to TV Licensing, PO Box 1101, Preston, PR2 0BX, so they can be added to the card and saved towards your next Licence.

Further enquiries

Guernsey Post issues TV Licences instantly but cannot assist with further enquiries or complaints. For further information on TV Licences and other ways to pay, visit the TV Licensing website at www.tvlicensing.co.uk

UK Stamps

You can buy UK issued, first class stamps from all Guernsey Post branches. These stamps are invalid for posting items from the Bailiwick to the UK but they are perfect for

customers needing stamp-addressed envelopes (SAEs) for documents or goods despatched from the UK.

Stamp Refunds

Guernsey Post can refund the value of stamps purchased within 12 months of their issue from Envoy House. Please fill in an **Enquiry form** which is available from all retail branches and on our website and bring the completed form, stamps and proof of purchase Envoy House.

Alternatively you can send the stamps, with a completed form, using our registered Special Delivery service. Please note that a refund is at the discretion of Guernsey Post and an administration charge will also apply.

Philatelic Sales

Guernsey Post issues stamps for both Guernsey and Alderney and, as collectors' items, they are keenly sought after all over the world. Each stamp issue is available in a range of products admired as souvenirs by visitors to the islands, collected by philatelists and given as corporate gifts.

A selection of our stamps are available from all our branches, however Smith Street and Envoy House stock the full range.

Alternatively you can visit our philatelic website at www.guernseystamps.com



Retail Products

A wide range of practical and gift retail products is available from our Smith Street and Envoy House branches including stationery, greetings cards, travel accessories, confectionery, seasonal and local gifts.



Wrap and Pack Products

You will find a full range of specialist packaging materials at our Envoy House and Smith Street branches. Our wrap and pack products include boxes, tubes, bubble wrap, tape and other materials designed to protect items in the post. See Customer Information section (see page 68) for packaging guidelines, with special emphasis on the

acceptance of some electrical equipment and details of items Guernsey Post cannot accept for posting. If posting fragile or valuable items, see the Special Delivery section for services (page 27) with appropriate insurance. Our retail team is always pleased to assist or you can call Customer Services for more advice.

Additional Services

Newspapers

A selection of UK daily newspapers and the Guernsey Press can be purchased from Envoy House and our Smith Street branch.

Lottery Tickets

Channel Island lottery tickets can be purchased from our Envoy House, Smith Street, Rohais and Cobo branches.

Telephone Cards

Wave Telecom and Sure (Cable & Wireless) telephone cards for use in local telephone booths and boxes are available in a range of denominations from our Envoy House, Smith Street and Rohais branches.

Sure (Cable & Wireless) cards are available from our Cobo branch.

All Talk top-up cards, Airtel Vodaphone top-up cards and sim cards are available from our Envoy House and Smith Street branches.

Payment Methods

Payment for our services can be made in cash or by cheque, supported by a valid banker's card (with the exception of business cheques). Most branches also accept debit cards (minimum spend of £5) and credit card payments (at the

time of going to print there is an additional surcharge for credit cards of 1.75% and a minimum spend of £10). Methods of accepted payment vary depending on the service, so please check before attempting to make your purchase.

Cash Back

Cash back can be given on any purchase.
Maximum cash back per purchase is £50.00.