

The Guernsey Post Ltd (Inland and Overseas Letter and Parcel Post) Scheme, 2021

Made: 5th April 2021

Coming into Operation: 7th April 2021

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1. Rates of postage on postal items
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The Guernsey Post Ltd (Inland and Overseas Letter and Parcel Post) Scheme, 2021

Guernsey Post Ltd (GPL) has a licence issued by the Channel Islands Competition and Regulation Authorities (CICRA) to provide postal services across the Bailiwick of Guernsey under the Post Office (Bailiwick of Guernsey) Law, 2001.

GPL, in exercise of the powers conferred upon it by section 10 of the Post Office (Bailiwick of Guernsey) Law, 2001, as amended, hereby makes the following Scheme in respect of its Inland and Overseas **Letter** and **Parcel** Universal Postal Service: -

1. About this document

- a. Any print words in bold and terms that have a specific meaning within this Postal Scheme are highlighted the first time they are used, and their meaning is explained in the Interpretations section at clause 19 of this document.

2. Rates of postage

- a. There shall be charged and paid for the **postal items** specified in Schedule 1 the rates of postage and/or fees specified in Schedule 1.

3. Dangerous Goods, Restricted and Prohibited items

- a. There shall not be posted or conveyed or delivered by post any postal item identified and published by GPL from time to time as being a Prohibited item or is classified as Dangerous Goods.
- b. Any restricted items should be packaged in accordance with the Addressing and Packing guidelines as set out on the GPL website and the correct labels must be applied where necessary.

4. Postal items containing others for different persons

- a. If any such postal item be posted, each postal item contained may be forwarded separately to its addressee, subject to such charge as GPL may fix (not exceeding the amount of the charge which would have been payable if it had been posted separately without prepayment of postage), and such charge shall be payable by the addressee on the delivery of the item, or if the item is refused, or cannot for any other reason be delivered, the postal item may be dealt with or disposed of in such manner as GPL may think fit.

5. Posting and Packing

- a. All postal items shall be made up and secured in such a manner as in the opinion of GPL is calculated to preserve the contents from loss or damage in the post, to prevent any tampering with the contents, to prevent injury to

any other postal item in its course of conveyance, or to any other postal equipment, or to any employee of GPL or other person who may deal with such postal item.

- b. GPL shall determine and **publish** on its website, from time to time, its Addressing and Packing Guidelines setting out the manner in which postal items of different categories, sizes or types should be packaged, marked and addressed for the purpose of posting, conveying or delivering by post.
- c. GPL shall determine and publish on its website, from time to time, methods setting out the manner in and requirements under which postal items of different categories, sizes or types may be posted, including:
 - i. By being handed to a representative of GPL on duty at a **Post Office** designated by GPL for that purpose, or
 - ii. By being handed to a representative of GPL on duty in circumstances in which GPL permits to receive postal items
 - iii. By being posted in **post office letter boxes**.
- d. GPL may refuse to accept for posting, conveying or delivering by post postal items that do not meet the guidelines, requirements and/or methods determined and published in accordance with the provisions of subsection (a) and (b) of this section.

6. Treatment of irregular postal items

- a. Except as otherwise provided in this Scheme, any postal item which is found when in the post not to comply with a provision of **the Law** of the country or place in which the postal item was posted or to which it is addressed or of any country or place through which it may pass (including the Law and this Scheme), or not to be accompanied by a document required by any such provision, may be either detained or returned or given up to the sender, or dealt with or disposed of in such other manner as GPL may think fit.
- b. If any postal item does not comply, or its manner of posting did not comply, with the provisions of this Scheme or any guidelines, requirements and/or methods determined and published by GPL in accordance with the provisions of this Scheme applicable to postal items of its claimed description, the item shall for all purposes be deemed to be a postal item of such description as GPL thinks fit.
- c. Where any postal item is treated as a parcel under subsection (b) of this section, additional postage shall be payable by the addressee, charged at the rate applicable to the parcel, less the amount of any postage pre-paid. If payment of the postage is refused the postal item may be dealt with or disposed of in such manner as GPL may think fit.

7. Limits of size and weight

- a. GPL shall determine and publish on its website, from time to time, requirements setting out the limits of size and weight within which postal items of different categories, sizes or types may be posted.
- b. No postal item shall be posted, conveyed, or delivered by post unless it is within the size and weight requirements determined and published in accordance with the provisions of subsection (a) of this section.

8. Fees for dutiable postal items

- a. Where the sender of an **outgoing** postal item addressed to the UK or Isle of Man desires that the postal item be delivered to the addressee free of any import VAT which would otherwise be payable by the addressee the sender shall pay at the time of posting such sum as is required.
- b. Where an **incoming** postal item contains any article liable to any tax, duty or impôt duty:
 - i. The tax, duty or impôt duty shall be payable by the addressee with a further clearance fee payable, as **specified** in Schedule 2;
 - ii. The addressee shall be notified in writing by GPL of the tax, duty or impôt duty payable and will be required to pay the duties to and collect the item from GPL.

9. Payments of postage and fees

- a. Except as GPL may otherwise direct, and subject to the provisions of this Scheme, the postage and fees payable on every postal item, and the fees payable in respect of postal facilities, shall be prepaid.
- b. The provisions of this Scheme with reference to prepayment of postage and fees shall not apply to the postage payable on business reply items, or to the postage and fees payable on postal items with respect to which GPL has entered into an arrangement with the senders for the grant of credit facilities.
- c. Payment of postage or fees payable under the provisions of this Scheme may be denoted:-
 - i. By adhesive postage stamps; or
 - ii. By embossed, impressed or printed postage stamps; or
 - iii. By means of impressions made by printing or stamping devices operated under the direction, or with authority, of GPL; or
 - iv. In such other manner as GPL may from time to time permit.

- d. No stamp or impression which is imperfect, mutilated, defaced or written, printed or impressed on, shall be used to denote payment of postage or fees.
- e. No stamp indicating on its face the payment of a registration fee (with or without postage) shall be used to denote payment of postage or fees on any unregistered postal item.
- f. Postal items on which payment of postage is denoted or intended to be denoted by an impression made by a printing or stamping device authorised by GPL shall be accepted only at such post offices, within such hours, and subject to such conditions and restrictions as GPL may consider appropriate.
- g. Subject to the provisions of this Scheme, the stamp or impression denoting payment of postage or fees shall be placed in such position on the envelope, cover, wrapper, postcard or other form as GPL may consider appropriate.
- h. Where the sender of a postal item has posted that item without pre-payment of all or part of the applicable rate of postage and/or fees, GPL may recover from the intended recipient of that postal item a sum equivalent to the unpaid or underpaid rate of postage and the unpaid or underpaid fees set out in Schedule 2 prior to its conveyance or delivery to or collection by the intended recipient.

10. Charges for postal facilities

- a. There shall be charged and paid for the postal facilities specified in Schedule 2 the charges specified or referred to in that Schedule, and those facilities shall be subject to this Scheme.

11. Redirection by the public

- a. Any postal item (other than a business reply packet) may be redirected from its original address, or any substituted address, to the same addressee either within or outside the Bailiwick in accordance with the provisions of any procedures published by GPL in accordance with the provisions of section 14(a)(viii) of this Scheme.
- b. In any case where GPL considers that a postal item, claiming to be redirected, has been posted as a redirected item with a view to evading the payment of any postage or fee chargeable upon the item under the provisions of this Scheme, it may, before the delivery of the item, require the addressee (who shall furnish proof of identity to the satisfaction of GPL) to sign a receipt for it.

- c. Any redirected item which appears to have been opened before being redirected in a manner designed to evade the payment of any postage chargeable hereon by law, shall be dealt with and charged as an unpaid item of the same description, or otherwise dealt with as GPL may think fit.

12. Business Account rates of postage

- a. There shall be charged and paid for the postal items specified in Schedule 1 for business customers holding a GPL credit account the rates of postage and/or fees specified in Schedule 1 for business customers.

13. Business postal facilities

- a. There shall be charged and paid for the postal facilities specified in Schedule 2 the fees and charges specified in Schedule 2.

14. Claims and Complaints Scheme

- a. GPL shall determine and publish on its website, from time to time, procedures and requirements setting out how the sender or intended recipient of a postal item can make a complaint in respect of postal items that have been lost, damaged or delayed.
- b. A procedure or requirement determined in accordance with the provisions of subsection (a) of this section shall include provision for:
 - i. The process for and timeframe within which complaints and claims must be made;
 - ii. The maximum compensation that can be claimed;
 - iii. A process for dealing with unresolved complaints and claims.

15. General

- a. GPL shall determine and publish on its website, from time to time, its procedures, requirements and/or terms and conditions for:
 - i. The treatment of postal items posted without prepayment of part or all the applicable rate of postage and/or fees;
 - ii. The treatment of postal items that cannot be delivered (undeliverable mail policy);
 - iii. The treatment of postal items addressed to deceased persons (undeliverable mail policy);
 - iv. The treatment of postal items for recipients serving with the British Armed Forces (HM Forces Services);
 - v. The treatment, posting, packaging and marking of postal items, literature and equipment designed for use by the blind or visually impaired (Braille & Other Services);

- vi. The treatment of postal items containing scam mail or other similar material;
 - vii. The treatment of misdelivered mail items;
 - viii. The provision of services by GPL for redirection of mail from its original address to the same addressee;
 - ix. The provisions for postal items addressed to a post office and to be called for by the intended recipient under a Poste Restante service;
 - x. The provisions for **postal packets** posted on ships (Paquebot);
 - xi. The provision of private postal box (PO Box) facilities;
 - xii. The provision of services for registered and insured post;
 - xiii. The provision of timed delivery and collection services, freepost services and business reply services;
 - xiv. The provision of services by GPL for the retention of mail through its Keepsafe service;
 - xv. The provision of services by GPL for alternative delivery postal services;
 - xvi. Provisions for Limitations and Exclusions of Liability.
- b. The postal facilities referred to in this Scheme may be provided by GPL at such times, during such periods, and at such post offices, in such circumstances, and on such terms and conditions (not being inconsistent with the provisions of this Scheme) as GPL may determine and publish from time to time.

16. Variation of route

- a. Where any postal item from its size, weight, character, or condition is in the opinion of GPL unfit for transmission by the route by which such item would ordinarily travel in the post, such item may be detained and forwarded by such other routes as GPL may think fit.

17. Remission of postage

- a. GPL may remit the whole or part of any postage or other sums chargeable under this Scheme in such cases or classes of case such as GPL may determine.

18. Revocation of Previous Schemes

- a. This Scheme replaces the previous Schemes made under the provisions of section 10 of the Law.
- b. The following Orders, which are deemed under the provisions of section 46 of the Law to have effect as if they were provisions of a Scheme made under section 10 of the Law, are treated as revoked and no longer of any effect:
 - i. The Guernsey Post Ltd (Inland and Overseas Letter and Parcel Post Scheme, 2020)

19. Interpretation

- a. In this Scheme, unless the context otherwise requires:

“GPL” means Guernsey Post Ltd;

“Incoming” means received at a post office in the Bailiwick through the post;

“the Law” means the Post office (Bailiwick of Guernsey) Law, 2001;

“letter” means any communication in written form on any kind of physical medium to be conveyed and delivered to the address indicated by the sender on the item or on its wrapping (excluding any book, catalogue, newspaper or periodical).

“Outgoing” means posted in the Bailiwick and addressed to a place outside the Bailiwick;

“parcel” means a postal item which is posted as a parcel in accordance with the provisions of this Scheme;

“postal packet” means a letter, parcel, packet or other article capable of transmission by post;

“postal item” means and includes every letter, packet, parcel or article transmissible by post;

“postal services” means the service of conveying postal items or postal packets from one place to another, the incidental services of receiving, collecting and delivering such items or packets and any other service which relates to such services;

“post office” means any house, building, room, vehicle or place designated by GPL for the purpose of offering postal services to the public;

“post office letter box” includes any pillar box, wall box, or other box or receptacle, provided by GPL for the purpose of receiving postal items for onwards transmission by post;

“publish” means publishing on the GPL website and being available for inspection at GPL Headquarters, Envoy House;

“redirection” as applied to a postal item includes re-posting;

“specified” means specified by GPL.

- b. The Interpretation (Guernsey) Law, 1948 shall apply to the interpretation of this Scheme as it applies to the interpretation of a Guernsey enactment.

20. Citation

- a. This Scheme may be cited as The Guernsey Post Ltd (Inland and Overseas Letter and Parcel Post) Scheme, 2021

21. Commencement

- a. This Scheme shall come into force on 7th April 2021

Dated this 5th day of April 2021

A handwritten signature in black ink, appearing to be 'B Smillie', with a stylized, cursive style.

B Smillie
Chief Executive
Guernsey Post Ltd

SCHEDULE 1

Rates of Postage on postal items from 7th April 2021

For more details of the services specified below please visit www.guernseypost.com

1. Postal Rates - Standard Services

Standard Postcard, Letter, Large Letter Rates					
	Weight (up to)	Bailiwick	UK, IOM & Jersey	Europe	Rest of World (ROW)
Postcard	20g	£0.50	£0.73	£1.00	£1.20
Letter	100g	£0.50	£0.73	£1.96	£3.16
Large Letter	100g	£0.70	£1.15	£2.20	£3.50
	250g	£1.25	£1.81	£4.34	£7.12
	500g	£1.69	£2.88	£6.37	£11.03
	750g	£2.19	£3.83	£9.15	£13.62

Standard Small and Medium Parcel Rates					
	Weight (up to)	Bailiwick	UK, IOM & Jersey	Europe	ROW
Small Parcel	250g	£1.65	£3.79	£5.16	£8.26
	500g	£2.15	£4.26	£7.99	£13.23
	1kg	£3.34	£6.01	£12.88	£18.47
	2kg	£5.88	£11.47	£24.72	£31.40
Medium Parcel	1kg	£4.62	£6.80	X	X
	2kg	£6.39	£12.36	X	X
	5kg	£8.50	£25.75	X	X
	10kg	£11.47	£36.05	X	X
	20kg	£15.09	£46.35	X	X

2. Additional costs for upgraded services including Special Delivery, Signed For and Tracked and Signed Services

Additional cost per service upgrade				
	Bailiwick	UK, IOM & Jersey	Europe	Rest of World (ROW)
Special Delivery by 1pm (<i>Tracked and Signed</i>)	+£4.00	+£7.30	X	X
Signed For (<i>Signature only</i>)	+£1.30	+£1.30	X	X
International Tracked & Signed	X	X	+£7.30	+£7.30
International Tracked or Signed	X	X	+£6.25	+£6.25

	Additional cost per service upgrade	
	Bailiwick	UK, IOM & Jersey
Special Delivery 9am (max 2kg)	X	+£12.50
Special Delivery on Saturday	+£2.50	+£2.50*

* Special Delivery Saturday Service not available in Jersey, Herm, Alderney & Sark and some UK and IOM businesses (refer to website for details).

3. Compensation cover options for Special delivery, Signed For and Tracked and Signed Services

	Additional level of cover				
	£50	£250	£500	£1,000	£2,500
Special Delivery <i>Bailiwick</i>	X	X	Included	+£5.00	+£10.00
Special Delivery <i>UK, IOM, Jersey</i>	x	x	Included	+£5.50	+£11.00
Signed for <i>Bailiwick, UK, IOM, Jersey</i>	Included	X	X	X	X
International Tracked & Signed	Included	+£6.00	X	X	X
International Tracked or Signed	Included	+£6.00	X	X	X

4. Large Parcel Rates for Standard, Value and Priority Services

	Weight (up to)	Standard Large Parcel Rates	
		Bailiwick	UK, IOM & Jersey
Large Parcel	5kg	£9.25	£16.00
	10kg	£12.25	£18.00
	20kg	£15.25	£28.00
	30kg	£18.25	£45.00

	Weight (up to)	Value Large Parcel Rates	
		Europe	ROW
Large Parcel	2kg	£38.00	£63.00
	5kg	£43.00	£83.00
	10kg	£53.00	£103.00
	15kg	£68.00	£133.00
	20kg	£88.00	£165.00
	30kg	£125.00	£230.00

Cover is not available for items sent using this service.

		Priority Large Parcel Rates	
	Weight (up to)	Europe	ROW
Large Parcel	2kg	£48.00	£73.00
	5kg	£53.00	£93.00
	10kg	£63.00	£113.00
	15kg	£78.00	£143.00
	20kg	£98.00	£175.00
	30kg	£135.00	£240.00

5. Cover costs for Large Parcel Services

Additional level of cover for Standard Large Parcels			
	£50	£250	£500
Bailiwick, UK, IOM & Jersey	Included	+£10.00	x

Additional level of cover for Priority Large Parcels			
	£50	£250	£500
Bailiwick	Included	+£5.50	x
UK, IOM & Jersey	Included	+£5.50	x
Europe, ROW	Included	+£10.00	Available through FedEx courier

5. Size and Weight Guide

	Minimum Size	Maximum Size
Postcard	9cm x 14cm	24cm x 16.5cm x 0.5cm
Letter	Length: 9cm Width: 14cm Thickness: 0.25mm	Length: 24cm Width: 16.5cm Thickness: 0.5cm Weight 100g
Large Letter Maximum thickness is 200mm in Europe & ROW	Length: 16.6cm Width: 24.1cm Thickness: 0.25mm	Length: 35.3cm Width: 25.cm Thickness: 2.5cm Weight: 750g
Small Parcel (Bailiwick, UK IOM & Jersey)	Length: 35.3cm Width: 25cm Thickness: 2.5cm Weight: 100g	Length: 45cm Width: 35cm Thickness: 16cm Weight: 2kg

Small Parcel (Europe & ROW)	Length: 35.3cm Width: 25cm Thickness: 2.5cm Weight: 100g	Length + width + depth no more than 90cm with no single sided longer than 60cm.
Medium Parcel	Length: 25.1cm Width: 35.4cm Thickness: 2.5cm Weight: 100g	Length: 61cm Width: 46cm Thickness: 46cm Weight: 20kg
Large Parcel The combined length, width and height for a Parcel must not exceed three metres	Length: 61.1cm Width: 46.1cm Thickness: 2.6cm Weight: 100g	Length: 1.5metres Width: 75cm Thickness: 75cm Weight: 30kg
Rolled Parcel A Rolled Parcel should not exceed 90cm in length; the length plus twice the diameter should not exceed 104cm	Length: 35.4cm Diameter: 5.5cm Weight: 100g	Length: 90cm Diameter: 7cm Weight: 2kg

6. Rates for mail to HM Forces Personnel/BFPO addresses

Forces Air Letters (up to 100g) are charged at £0.73p.

Reduced rates or free postage are applicable to some BFPO's in war zones as declared by the UK Government and at the discretion of Guernsey Post. A maximum compensation level of £10 applies in all cases.

7. Braille and other services

Local Delivery – Free of charge

By air to the UK and Europe – up to 1kg free of charge, from 1kg to 7kgs 1p per 500g or part thereof

By air to the rest of the world – up to 500g 10p per kg or part thereof, from 500g to 1kg 20p per kg or part thereof, from 1kg to 7kgs 20p per kg or part thereof

SCHEDULE 2

Postal facilities and prices from 7th April 2021

For more details of the services specified below please visit www.guernseypost.com

1. Redirection

		Months	2020-21
Redirection	Bailiwick	1	£30.00
Redirection	Bailiwick	3	£55.00
Redirection	Bailiwick	6	£85.00
Redirection	Bailiwick	12	£145.00
Redirection	Jersey/UK	1	£43.00
Redirection	Jersey/UK	3	£88.00
Redirection	Jersey/UK	6	£150.00
Redirection	Jersey/UK	12	£265.00
Redirection	Europe	1	£77.00
Redirection	Europe	3	£178.00
Redirection	Europe	6	£312.00
Redirection	Europe	12	£582.00
Redirection	ROW	1	£128.00
Redirection	ROW	3	£318.00
Redirection	ROW	6	£576.00
Redirection	ROW	12	£1086.00

Prices include a non-refundable set up fee of £15.00

2. Costs for renewing an existing Redirection

		Months	2020-21
Redirection	Bailiwick	1	£15.00
Redirection	Bailiwick	3	£40.00
Redirection	Bailiwick	6	£70.00
Redirection	Jersey/UK	1	£28.00
Redirection	Jersey/UK	3	£73.00
Redirection	Jersey/UK	6	£135.00
Redirection	Europe	1	£62.00
Redirection	Europe	3	£163.00
Redirection	Europe	6	£297.00
Redirection	ROW	1	£113.00
Redirection	ROW	3	£303.00
Redirection	ROW	6	£561.00

3. Business Rates – Redirection

		Months	2020-21
Redirection	Bailiwick	1	£49.00
Redirection	Bailiwick	3	£90.00
Redirection	Bailiwick	6	£141.00
Redirection	Bailiwick	12	£243.00
Redirection	Jersey/UK	1	£99.00
Redirection	Jersey/UK	3	£234.00
Redirection	Jersey/UK	6	£420.00
Redirection	Jersey/UK	12	£823.00
Redirection	Europe	1	£155.00
Redirection	Europe	3	£380.00
Redirection	Europe	6	£683.00
Redirection	Europe	12	£1,350.00
Redirection	ROW	1	£201.00
Redirection	ROW	3	£510.00
Redirection	ROW	6	£780.00
Redirection	ROW	12	£1,428.00

Prices shown include a non-refundable set up fee of £15.00

4. Business Rates – Redirection Renewal

		Months	2020-21
Redirection	Bailiwick	1	£34.00
Redirection	Bailiwick	3	£75.00
Redirection	Bailiwick	6	£126.00
Redirection	Jersey/UK	1	£84.00
Redirection	Jersey/UK	3	£219.00
Redirection	Jersey/UK	6	£404.00
Redirection	Europe	1	£140.00
Redirection	Europe	3	£365.00
Redirection	Europe	6	£668.00
Redirection	ROW	1	£186.00
Redirection	ROW	3	£495.00
Redirection	ROW	6	£765.00

5. Keepsafe

	Weeks	2020-21
Keepsafe	2	£25.00
Keepsafe	3-4	£35.00
Keepsafe	5-6	£45.00
Keepsafe	7-12	£55.00
Keepsafe	Up to 4 Months	£60.00
Keepsafe	Up to 5 Months	£65.00
Keepsafe	Up to 6 Months	£70.00

Prices shown include a non-refundable set up fee of £15.00

6. Cost for renewing an existing Keepsafe

	Weeks	2020-21
Keepsafe	2	£10.00
Keepsafe	3-4	£20.00
Keepsafe	5-6	£30.00
Keepsafe	7-12	£40.00
Keepsafe	Up to 4 Months	£45.00
Keepsafe	Up to 5 Months	£50.00

7. Certificate of posting

Free of charge

8. Unpaid and underpaid postage charges

£1.00 plus the difference of the underpaid amount.

9. Impôt duty clearance fee

£1.00

10. Private Boxes – annual fees

Set up fee - £105

	2020-21
Envoy House Annual Fee	£175.00
Market Street Post Office	£210.00
Alderney or Sark Annual Fee	£95.00

11. Additional Private Box Addresses

Charge per each additional address	2020-21
First 10 addresses	£28.00
Next 90 addresses	£16.75
Next 400 addresses	£11.50
Next 250 addresses	£5.25
after 750 addresses	£0.00