

# Postal Services 2024

Postage Rates & Service Details



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## Post Acceptance Guidelines

It is the senders responsibility to ensure all items are packed correctly. If you are posting dangerous goods you must comply with volume, quantity, packaging and labelling requirements. Some items are classified as restricted or prohibited and a list of these are available on our website.

**Note:** Please keep your receipt as proof of postage as it must be provided if you need to make a claim for damage or loss, together with proof of the cost of the item. Compensation is subject to confirmation by Guernsey Post. See our Customer Services leaflet or website for more information. Terms and conditions apply to all services.



[www.guernseypost.com/terms\\_and\\_conditions](http://www.guernseypost.com/terms_and_conditions)



[www.guernseypost.com/dangerous-goods](http://www.guernseypost.com/dangerous-goods)

Services by air to Jersey and Isle of Man go via air to the UK, and then via sea for onward delivery to final destination.

## Please note:

**When posting any items containing goods to any international destination**, you now need to complete an electronic customs declaration form. You can do this online or in any of our Post Office branches. Some countries also now require electronic customs declarations for documents too. Please ask at the counter for more information.

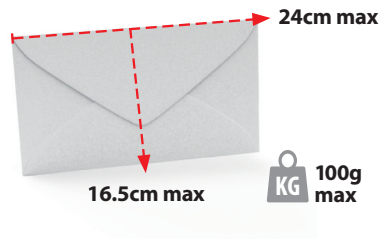
Call Customer Services on 711720 for more details or visit



[www.guernseypost.com/electronic-customs-data](http://www.guernseypost.com/electronic-customs-data)

# Format Sizes and Weights

## Letter and Postcard



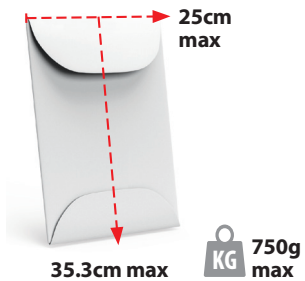
### All destinations

Dimensions:	Minimum	Maximum
Length:	14cm	24cm
Width:	9cm	16.5cm
Thickness:	0.25cm	0.5cm

#### For example:

- most letters (DL & C5 envelopes)
- some brochures & catalogues
- most greeting cards excluding large cards or cards with badges or 3D effects

## Large Letter



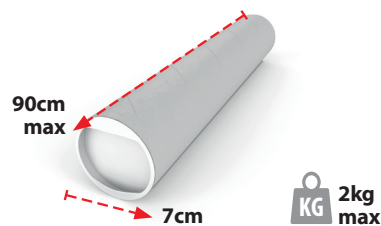
### All destinations

Dimensions:	Maximum
Length:	35.3cm
Width:	25cm
Thickness:	2.5cm

#### For example:

- letters, bills & statements (C4 envelopes)
- most brochures, catalogues & magazines
- large greeting cards & cards with badges or 3D effects

## Roll



### All destinations

Dimensions:	Maximum*
Length:	90cm

#### For example:

- posters
- large cylindrical packages

\* Length + twice the diameter must not exceed 104cm

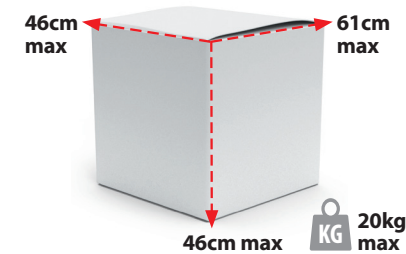
**!** For UK, Jersey, IOM and Bailiwick, rolls are classed as standard parcels. For International destinations rolls are classed as small parcels.

Contact Customer Services 711720 for more information or visit [www.guernseypost.com](http://www.guernseypost.com)

[www.guernseypost.com/letters-parcels](http://www.guernseypost.com/letters-parcels)

# Format Sizes and Weights

## Standard Parcel



### Bailiwick

Dimensions:	Max
Length:	61cm
Width:	46cm
Depth:	46cm

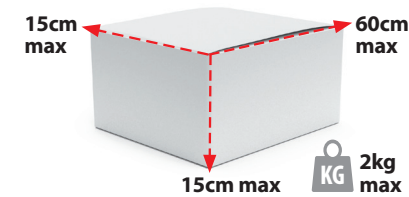
#### For example:

- most books
- shoes
- clothes

### UK, Jersey, IOM

Dimensions:	Max
Length:	61cm
Width:	46cm
Depth:	46cm

## Small Parcel



### Europe and Rest of World

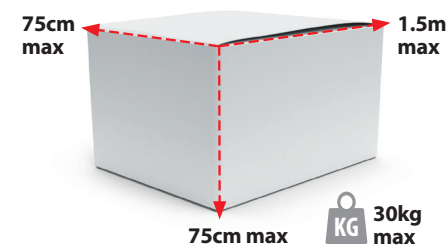
Dimensions:	Maximum*
Length:	60cm

#### For example:

- most books
- parts & samples

**!** \*Length + width + depth combined must not exceed 90cm, and no one side must exceed 60cm

## Large Parcel



### All destinations

Dimensions:	Maximum
Length:	1.5m
Width:	75cm
Depth:	75cm

#### For example:

- duvets
- golf clubs

**!** The combined length, width and depth for a Parcel must not exceed 3 metres. Maximum Large Parcel sizes and weights can vary by destination for European and ROW destinations

Contact Customer Services 711720 for more information or visit [www.guernseypost.com](http://www.guernseypost.com)

[www.guernseypost.com/letters-parcels](http://www.guernseypost.com/letters-parcels)

# Postal Rates Bailiwick

Format	Weight (up-to)	Standard Post	Signed for	Special Delivery by 1pm
		includes compensation up to £10, plus postage*	includes compensation up to £50, plus postage*	includes compensation up to £500, plus postage*
Postcard	20g	£0.65	X	X
Letter	100g	£0.65	£2.40	£5.65
Large Letter	100g	£0.88	£2.63	£5.88
	250g	£1.57	£3.32	£6.57
	500g	£2.13	£3.88	£7.13
	750g	£2.65	£4.40	£7.65
Standard Parcel	250g	£2.08	£3.83	£7.08
	500g	£2.71	£4.46	£7.71
	1kg	£4.20	£5.95	£9.20
	1.5kg	£6.51	£8.26	£11.51
	2kg	£7.39	£9.14	£12.39
	5kg	£10.68	£12.43	£15.68
	10kg	£13.87	£15.62	£18.87
	20kg	£18.23	£19.98	£23.23

\* Compensation subject to terms and conditions.

## Need a Special Delivery upgrade?

In addition you can choose to upgrade to a Saturday delivery

<b>Guaranteed Saturday delivery (Bailiwick)</b>	<b>+£2.70</b>
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There is currently no Saturday Special Delivery service or Special Delivery by 9am service available to Herm, Alderney & Sark.

## Choose your Level of Cover

If you selected a special delivery service, you may be able to increase your level of compensation.

Special Delivery (Bailiwick)	Additional level of cover		
	£500	£1,000	£2,500
	included	+£6.00	+£12.00

Compensation not paid for damaged items insufficiently packaged.

# Postal Rates UK, Jersey, IOM

Format	Weight (up-to)	BY AIR		
		Standard Post	Signed for	Special Delivery by 1pm*
		includes compensation up to £10, plus postage	includes compensation up to £50, plus postage	includes compensation up to £500, plus postage
Postcard	20g	£1.20	X	X
Letter	100g	£1.20	£2.95	£9.80
Large Letter	100g	£1.74	£3.49	£10.34
	250g	£2.63	£4.38	£11.23
	500g	£3.83	£5.58	£12.43
	750g	£4.21	£5.96	£12.81
Standard Parcel	250g	£4.38	£6.13	£12.98
	500g	£4.93	£6.68	£13.53
	1kg	£6.95	£8.70	£15.55
	1.5kg	£10.50	£12.25	£19.10
	2kg	£12.50	£14.25	£21.10
	5kg	X	X	£33.60
	10kg	X	X	£36.10
	20kg	X	X	£38.60

Special Delivery to Jersey, IOM is a two day service by 5.30pm. Some UK restrictions also apply.

## Need a Special Delivery upgrade?

In addition you can choose to upgrade to a 9am or Saturday delivery\*

<b>Special Delivery by 9am (max 2kg, UK)</b>	<b>+£13.50</b>
<b>Special Delivery Saturday Guaranteed (UK)</b>	<b>+£2.70</b>

\* There is currently no Saturday Special Delivery service or Special Delivery by 9am service available to Jersey, IOM and some UK Businesses. Other restrictions to Jersey and IOM apply.

\*\*Compensation not paid for damaged items insufficiently packaged. See page 7 for more information on our Priority Services.

# Large Parcel Rates Bailiwick

Format	Weight (up-to)	Standard Post	
		includes compensation up to £50, plus postage	includes compensation up to £250, plus postage
Large Parcel	5kg	£10.00	£21.00
	10kg	£13.50	£24.50
	20kg	£16.80	£27.80
	30kg	£20.00	£31.00

# Large Parcel Rates UK, Jersey, Isle of Man

Format	Weight (up-to)	BY SEA	
		includes compensation up to £50, plus postage	includes compensation up to £250, plus postage
Large Parcel	5kg	£25.00	£36.00
	10kg	£27.50	£38.50
	30kg	£30.00	£41.00

# Large Parcel Service Information

To Bailiwick, UK, Jersey and Isle of Man

## Large Parcel Service

- 30kg maximum weight limit.
- Items covered up to £50 for loss or damage. Compensation upgrade available up to £250.
- Ceramics and glassware are only covered for loss not damage.

# Priority Service Options

To Bailiwick, UK, Jersey and Isle of Man

## Special Delivery

### Benefits:

- Guaranteed next working day delivery by 1pm (Monday to Friday) for documents and goods.\*
- By 9am or guaranteed Saturday delivery options also available. *Some restrictions on destinations apply.*
- Acceptance times apply.
- Signature on delivery.\*\*
- Confirmation of delivery is available using Track and Trace online or call

 Customer Services 711720

Our Special Delivery Service is the recommended service for sending items of value to the UK, Guernsey and other Islands. Compensation for item loss or damage included up to £500. Compensation upgrade available up to £2,500.

### Sending items by Special Delivery for repair or valuation.

Please be aware that items with a value exceeding £900.00<sup>^</sup> or items for temporary importation regardless of the value e.g. repairs or valuations, are subject to Border Force clearance procedures. See our VAT guide or visit our website for more information.

\* *Special Delivery to Jersey, IOM is a two day service by 5.30pm. Some UK restrictions also apply.*

 [www.guernseypost.com/special-delivery](http://www.guernseypost.com/special-delivery)

 [www.guernseypost.com/customs-border-force](http://www.guernseypost.com/customs-border-force)



There is no next day delivery guarantee available on items to be sent for repair and valuation or where VAT hasn't been pre-paid.

## Signed For for sending Letters, Large Letters & Standard Parcels

### Benefits:

- Proof of posting.
- Signature on delivery.\*\*
- Includes £50 compensation limit for items sent or the market value, whichever is the smaller sum, subject to proof of cost.
- Delivery confirmation can be obtained online or from Customer Service on 711720
- 2kg max to UK, Jersey and Isle of Man

Proof of posting (a receipt) is issued at the time of posting and a signature is required on delivery at the destination address. This service is not tracked but if you require a tracked service see 'Special Delivery' above.

\*\* *Working practices since the pandemic have changed and in order to protect both our people and customers as much as possible, we will not be handing over our hand-held devices to customers to capture signatures for parcels. Our delivery staff will instead capture the name of the person accepting the item. The recipient's name and confirmation of delivery can still be viewed at [royalmail.com/track-your-item](http://royalmail.com/track-your-item).*

<sup>^</sup> *Maximum of £900.00 for items where import VAT is prepaid and next working day delivery is guaranteed.*

 [www.guernseypost.com/signed-for](http://www.guernseypost.com/signed-for)

## International Postal Rates **Europe**

Format	Weight (up-to)	BY AIR			
		Standard Post	Interntl. Signed	Interntl. Tracked	Interntl. Tracked & Signed
Postcard	20g	£1.36	£9.46	£9.46	£10.56
Letter	100g	£2.61	£10.71	£10.71	£11.81
Large Letter	100g	£2.71	£10.81	£10.81	£11.91
	250g	£5.68	£13.78	£13.78	£14.88
	500g	£8.33	£16.43	£16.43	£17.53
	750g	£12.02	£20.12	£20.12	£21.22
Small Parcel	250g	£6.50	£14.60	£14.60	£15.70
	500g	£10.07	£18.17	£18.17	£19.27
	1kg	£16.22	£24.32	£24.32	£25.42
	1.5kg	£23.67	£31.77	£31.77	£32.87
	2kg	£31.13	£39.23	£39.23	£40.33

For Large Parcel rates **by sea**, please see page 10

### Choose your **Level of Cover**

If you selected one of the upgraded services, you may be able to increase your level of compensation.

	Additional level of cover	
	£50	£250
International Tracked & Signed	included	+£8.10
International Tracked or Signed	included	+£8.10

Compensation not paid for damaged items insufficiently packaged.

## International Postal Rates **Rest of World**

Format	Weight (up-to)	BY AIR			
		Standard Post	Interntl. Signed	Interntl. Tracked	Interntl. Tracked & Signed
Postcard	20g	£1.68	£9.78	£9.78	£10.88
Letter	100g	£4.29	£12.39	£12.39	£13.49
Large Letter	100g	£4.31	£12.41	£12.41	£13.51
	250g	£9.64	£17.74	£17.74	£18.84
	500g	£14.94	£23.04	£23.04	£24.14
	750g	£18.46	£26.56	£26.56	£27.66
Small Parcel	250g	£10.80	£18.90	£18.90	£20.00
	500g	£17.29	£25.39	£25.39	£26.49
	1kg	£24.14	£32.24	£32.24	£33.34
	1.5kg	£32.58	£40.68	£40.68	£41.78
	2kg	£41.03	£49.13	£49.13	£50.23

Additional service and compensation upgrades available

### Choose your **Level of Cover**

If you selected one of the upgraded services, you may be able to increase your level of compensation.

	Additional level of cover	
	£50	£250
International Tracked & Signed	included	+£8.10
International Tracked or Signed	included	+£8.10

Compensation not paid for damaged items insufficiently packaged.

## Value Large Parcel Service To Europe and Rest of World

- 30kg maximum weight limit for individual Large Parcels to most destinations.
- There is no compensation or tracking for this service.

Where value for money is more important than a guaranteed delivery speed, use Value Large Parcel Service to send your non-urgent items to worldwide destinations.

## International Priority Large Parcel Service

- 30kg maximum weight limit for individual Large Parcels to most destinations.
- Item covered up to £50 for loss or damage. Compensation upgrade available up to £250.
- Ceramics and glassware are only covered for loss not damage.

Our Priority Service offers you the perfect balance between speed and price with delivery from six working days to major destinations worldwide.

Tracking from UK to final destination.

## International Large Parcel Postal Rates

Format	Weight (up-to)	BY SEA			
		Europe		Rest of World	
		Value Large Parcel (no compensation available)	Priority Large Parcel	Value Large Parcel (no compensation available)	Priority Large Parcel
Large Parcel	2kg	£50.00	£63.00	£82.00	£95.00
	5kg	£56.00	£69.00	£108.00	£121.00
	10kg	£69.00	£82.00	£134.00	£147.00
	15kg	£89.00	£102.00	£173.00	£186.00
	20kg	£100.00	£113.00	£189.00	£202.00
	30kg	£143.00	£156.00	£263.00	£276.00

### Increase your Priority Large Parcel cover for Europe and Rest of World

Additional level of Cover	
£50	included
£250	+£11.00
£500	see Fedex

FedEx International Courier Service is also available - please refer to our FedEx leaflet or visit our website.

See note inside booklet cover for details of electronic customs requirements.

For details on weight and size limits please contact

Customer Services 711720  
[www.guernseypost.com](http://www.guernseypost.com)

## Priority Service Options To Europe and Rest of World

For the full list of countries where these services are available, please refer to the website or call Customer Services.

 [www.guernseypost.com/international-tracked-postal-services](http://www.guernseypost.com/international-tracked-postal-services)

 Customer Services 711720

See note inside booklet cover for details of electronic customs requirements.

Letters, Large Letters and Standard Parcels under 2kg can be sent by the three international priority services listed below, subject to destination.

For larger items over 2kg please see our Priority Large Parcel Service on page 10. See pages 8 and 9 for rates. Refer to our FedEx leaflet or visit our website;

 [www.guernseypost.com/fedex](http://www.guernseypost.com/fedex)

Maximum Large Parcel sizes and weight limits vary by destination for European and Rest of World destinations.

## International Tracked & Signed

 2kg max

A fully electronic tracked service from posting to delivery overseas.

It operates to 84 countries and although it is not time guaranteed you have the added benefit of a signature on delivery when the item reaches its destination.

This service includes compensation cover of up to £50.

Additional compensation of up to £250 is available (exclusions apply) subject to destination and payment of additional fee of £8.10.

## International Tracked

 2kg max

This is a fast, secure and reliable service with electronic tracking that operates to 67 countries. This service includes compensation cover up to £50.

Additional compensation of up to £250 is available (exclusions apply) subject to destination and payment of additional fee of £8.10.

## International Signed

 2kg max

This is our international service, that operates to 160 countries, with the added security of proof of posting plus signature on delivery when your item reaches its destination. This service includes compensation cover up to £50.

Additional compensation of up to £250 is available (exclusions apply) subject to destination and payment of additional fee of £8.10.

## Find out more

For more information about any of our services, tariffs or terms and conditions, visit [www.guernseypost.com](http://www.guernseypost.com) or call Customer Services on 711720.

Issued January 2024

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