

Redirection Terms and Conditions (July 2020)

- Completion of the Application Form and use of the Service indicates agreement with these Terms and Conditions
- You must provide the following with your application for;
 - * Photo identification is required, i.e. passport, driving licence or Photo ID card
 - * Proof of address e.g. a recent utility bill (no more than three months old)
- The fee covers redirection of post, for one household or company with a single address, subject to signatures on the application form (e.g. post addressed to Mr & Mrs when only Mr is on the application form will be delivered as addressed if we do not have the other persons permission to redirect this mail).
- Post can be redirected for up to 12 months from a physical address and for up to four months from a closed PO Box
- By setting up a redirection, **all** post can be redirected to Bailiwick, UK, Jersey or Isle of Man addresses.
- If your new address is overseas, items below 2kg will be forwarded on a weekly basis but items over 2kg or sent via ParcelForce will be returned to the sender
- The service is open only to applicants who occupied or rented the old address
- Redirections are not possible if your old address was a hotel, boarding house, club, or any other type of transient lodging
- Post can only be redirected for up to one month from a Poste Restante address
- Proof of Power of Attorney is required to redirect post for deceased persons
- Application Forms (including a copy of your photo ID and proof of address) must be handed in; or posted; to Guernsey Post; together with your payment, at least seven working days before the redirection is required
- Redirection of post for businesses must include a letter; signed by a director or person in authority, on company headed paper. Businesses with multiple addresses will be quoted a price on application
- A £15.00 set-up fee is included in the price of setting up a new redirection instruction
- If you wish the redirection to extend beyond the period for which you have paid, you must submit a new application form, along with additional payment, at least 7 working days before the date of expiry. Renewals are charged at multiples of the first month rate unless you are extending to a standard period i.e. three to six months
- Failure to give seven working days' notice for renewals may result in a £15.00 set-up fee being charged