



GUIDE TO SERVICES 2018

# Retail Services



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



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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.

# Retail 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	Fedex Last Collection
<b>Envoy House Tel: 726241</b> La Vrangue, St Peter Port, GUERNSEY GY1 1AA Mon to Fri: 8.30am to 5pm; Sat 8.30am to 12.00pm Facilities for heavy parcels and Bulk Mail senders are available at <b>Envoy House Mail collections counter</b> Mon to Fri: 7.00am to 6.30pm; Sat: 8.30am to 12.00pm (noon)	Mon - Fri: 5.00pm	Mon - Fri: 7.30am Same day delivery	Mon - Fri: 4.30pm Guaranteed next day delivery**	Mon - Fri: 4.00pm
<b>Smith Street Tel: 730602</b> 13 Smith Street, St Peter Port, GUERNSEY GY1 2JG Mon to Fri: 8.30am to 5.00pm; Sat: 8.30am to 12.00pm	Mon - Fri: 4.25pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 4.15pm Guaranteed next day delivery**	Mon - Fri: 2.00pm
<b>Bridge Co-op Fresh Food Store, Tel: 240452</b> Nocq Road, St Sampson's, GUERNSEY GY2 4PB Mon to Fri: 8.30am to 5.00pm; Sat: 9.00am to 2.00pm (weekend opening hours may change seasonally)	Mon - Fri: 4.15pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	Mon - Fri: 2.00pm
<b>Cobo Checkers Express Tel: 256767</b> Cobo Bay, Castel, GUERNSEY GY5 7UT Mon to Fri: 9.00am to 5.00pm; Sat: 9.00am to 12.00pm	Mon - Fri: 4.45pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
<b>Forest Stores Tel: 238395</b> Le Bourg, Forest, GUERNSEY GY8 0AW Mon to Fri: 8.00am to 5.00pm; Sat: 8.00am to 12.00pm	Mon - Fri: 4.30pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
<b>L'Islet Checkers Express Tel: 244507</b> Les Petites Mielles, Four Cross, St Sampson's, GUERNSEY GY2 4SB Mon to Fri: 9.00am to 5.00pm; Sat: 9.00am to 12.00pm	Mon - Fri: 4.30pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
<b>The Market Co-op Fresh Food Store Tel: 743613</b> Market Street, St Peter Port, GUERNSEY GY1 1HE Mon to Fri: 8.30am to 5.00pm; Sat: 9.00am to 2.00pm (weekend opening hours may change seasonally)	Mon - Fri: 4.30pm	Mon - Fri: 6.00am Next working day	Mon - Fri: 1.30pm* Guaranteed next day delivery**	Mon - Fri: 2.00pm
<b>Waitrose Rohais Tel: 721304</b> Rohais, St Peter Port, GUERNSEY GY1 1FE Mon to Fri: 8.30am to 5.00pm; Sat: 8.30am to 12.00pm	Mon - Fri: 4.30pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
<b>St Martin's Co-op Fresh Food Store Tel: 235331</b> Grande Rue, St Martins, GUERNSEY GY4 6AA Mon to Fri: 8.30am to 5.00pm, Sat: 9.00am to 2.00pm (weekend opening hours may change seasonally)	Mon - Fri: 4.45pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	Mon - Fri: 2.00pm
<b>St Pierre du Bois St Peter's Post Office Tel: 265013</b> Les Paysans Road, St Pierre du Bois, GUERNSEY GY7 9RX Mon to Fri: 9.00am to 5.15pm; Sat: 9.00am to 12.30pm	Mon - Fri: 4.15pm	Mon - Fri: 6.00am Same day delivery	Mon - Fri: 1.30pm* Guaranteed next day delivery**	-
<b>Alderney Richard's Newsagents Tel: 822644</b> Victoria Street, ALDERNEY GY9 3TA Mon to Fri: 8.30am to 12.30pm and 1.30pm to 5.00pm; Sat: 8.30am to 12.30pm	Mon - Fri: 1.00pm	Mon - Sat: 7.00am Same day delivery	Mon - Fri: 4.15pm For guaranteed two day delivery**	Mon - Fri: 4.15pm (please add 24hrs to displayed times)
<b>Sark Tel: 832005</b> The Avenue, SARK GY10 1PB Mon to Sat: 8.30am to 5.00pm (Winter), 5.30pm (Summer)	Every effort is made to ensure the postbox is emptied daily and in time to connect with the scheduled ferry service.		Mon - Fri: 5.00pm Guaranteed two day delivery*	Mon - Fri: 11.00am (please add 24hrs to displayed times)
<b>Herm Tel: 710030</b> Herm Island, GUERNSEY GY1 3HR			Mon - Fri: 5.00pm 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.

\*\* Saturday Special Delivery option available

## Retail Services

### Foreign Exchange



Now you can purchase online.

FREE 48 hour home delivery now available

including Saturdays, if ordered before 1pm on Thursday, or collection from any Guernsey Post branch (excluding the Co-op branches)

**BATIF Bureau de Change**  
Tourist Information Building  
St Peter Port, GUERNSEY GY1 4DD  
Telephone 01481 723069  
Mon to Fri: 9.00am to 5.00pm

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 Vrangué
- Cobo Post Office**, Checkers Xpress, Route de Carteret, Castel
- Forest Post Office**, Forest Stores, Le Bourg, Forest
- L'Islet Post Office**, Checkers Xpress, 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](mailto:enquires@batif.gg) if you want to make an enquiry. Our exchange rates are updated on a daily basis and can be found at [www.guernseypost.com/currency](http://www.guernseypost.com/currency) or visit our facebook page. 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 1pm on a 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. Please allow an extra day for Alderney and Sark orders.

All of the above Post Office outlets will also hold Euros in stock. Please note that all foreign currency purchases are commission free. You must take a form of ID with you for all Post Office transactions over £500.

#### 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. Travellers cheques are only available through the BATIF office located in the Guernsey Information Centre.

#### 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 Guernsey Tourist Information office can also change your travellers cheques for you on your return.

 Visit the BATIF Facebook page for up-to-date information.

## 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.

# Retail Services

## NatWest International Banking Services

available from Sark Post Office

### NatWest International banking services are now available from Sark Post Office

Sark Post office are pleased to offer its Sark resident customers a range of banking services\* on behalf of NatWest.

#### Services include:

- Debit Card Withdrawals (available to all NatWest International customers)
- Paying In
- Cash Exchange

*\*Terms and conditions apply*

If you would like to learn more about this service, please contact our Customer Services on 711720.



### 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.

We can now offer MoneyGram account transactions, for this service customers will need to register online with MoneyGram at [www.moneygram.com/account](http://www.moneygram.com/account) registration before coming to make the transaction.

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](http://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

Value	Charge
£1 - £6,000	£15.00

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 (Utility Bill)
- Receiver's full name
- Receiver's bank details - including IBAN (international bank account number) and BIC (bank identifier code).

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.

# Retail Services

## Bill Payments

Most bill payments and invoices have barcodes, to make a payment you will need to bring your invoice. You can settle your bills for a variety of services at all our Guernsey branches. Guernsey Post accepts bill payments on behalf of:

### **Department of Health & Social Services**

**Education**

**Guernsey Dairy**

**Guernsey Electricity**

**Guernsey Gas**

**Guernsey Housing Association**  
(your personal card is needed to  
make a payment)

**Guernsey Water**

**Harbour Office**

**HM Greffier**

**HM Sheriff**

**Housing Authority**

### **Public Services Department**

**School Music Service**

**States Airport**

**States Sewage**

**States Treasury**

**Sure (Cable & Wireless)**

**Tax on Rateable Property (TRP)**  
(Cadastre)

**Waste Services**

**Alderney and Sark -**

**Sure (Cable & Wireless). All bills except  
TRP and Housing.**

*Payment can be made by cash, cheque or debit card.*

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## Additional Services are available

see page 84

## Additional Services



Paying for your TV Licence through Guernsey Post could not be any easier, whether you choose to do it by installments 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 0300 790 6131 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.

### Blind Concession

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

### Ways to pay

You can pay by cash and debit card at all Guernsey Post branches. The cost of a licence can also be spread over 12 months (you will need your invoice or TV licensing card).

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 0300 790 6071.

### 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 0300 7906 087 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](http://www.tvlicensing.co.uk).

# Retail Services

## Additional Services

continued

### Travel Insurance

Guernsey Post, in partnership with Rossborough, is now offering comprehensive travel insurance packages. For more information please visit Envoy House or Smith Street Post Office.

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### Cash Back

Cash back can be given on any purchase (minimum spend of £5). Maximum cash back per purchase is £50.00.

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### Telephone Top-Up

Top-up for Sure, JT and Airtel Vodaphone are available from our Envoy House, Smith Street & Rohais branches.

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### Payment Methods

Payment for our services can be made in cash or debit card (business cheques will still be accepted). All branches accept debit cards (minimum spend of £5) and credit card payments. Methods of accepted payment vary depending on the service, so please check before attempting to make your purchase.

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### Wrap and Pack Products (also available in bulk)

You will find a full range of specialist packaging materials at our Envoy House, Rohais 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 - these items are also available to buy in bulk - please contact Customer Services on 711720 for details.

See Posting Information section (page 34) 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 16) with appropriate insurance. Our retail team is always pleased to assist or you can call Customer Services for more advice.

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### Newspapers

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

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### Lottery Tickets

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

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### Confectionery & Cold Drinks

A selection of confectionery and cold drinks can be purchased from Envoy House.

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### 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.

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### 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.



# Retail Services

## Additional Services

continued

### 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](http://www.guernseystamps.com)



Souvenir Sheet and Set of 6 stamps

### 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, confectionery, seasonal, local and childrens gifts.

