

# Safe Place Terms and Conditions

## 1. Description

Safe Place is a free service from IOMPO, which allows Customers to choose an alternative delivery location for the delivery of parcels while they are not at home.

Customers need to nominate a 'Secure Place' on their property which must be accessible and weatherproof, for example a shed or garage.

Alternatively, Customers can request delivery to a neighbour's property (provided that they have sought and received the permission of that neighbour).

To sign up, Customers must complete the application (available at [www.iompost.com/safeplace](http://www.iompost.com/safeplace)) and return to a local Post Office or post to: Safe Place Applications, Isle of Man Post Office, Spring Valley Industrial Estate, IM2 1AA.

## 2. Available to

All residential addresses on the Island.

## 3. Definitions

"Terms and Conditions" means the general terms and conditions which apply to the delivery of the Service and which can be found at [www.iompost.com](http://www.iompost.com).

"Application Form" means the application form for the Service available on the IOMPO website.

"IOMPO" means Isle of Man Post Office.

"Relevant Address" means the postal address to which this Service is to apply.

"Service" means the Safe Place service which is subject to these Terms and Conditions.

"General Terms and Conditions" means the general terms and conditions which apply to this Service.

"Customer" means the person applying for the Service and all persons residing at the address on the Application Form.

"Secure Place" means a secure, weatherproof location within the grounds of the property for the delivery of mail too large for a letterbox.

## 4. General Terms

The General Terms and Conditions apply to the provision of Safe Place by the IOMPO.

- Customers subscribing to the Service agree that IOMPO deliver mail to their Secure Place location.
- Parcels small enough to fit through the letterbox will be delivered as normal.
- Any items requiring signature cannot be left in the Secure Place location. They will be returned to the sorting office for collection. A Notice Left form will be posted through the Customer's letterbox advising them that the parcel for collection is at the sorting office.
- Customers will have no claim against IOMPO for non-receipt of or damage to the item(s) occurring after delivery to the Secure Place.
- Registration for Safe Place is on a household basis. All persons residing at the Relevant Address on completed Application Forms will receive the Service. It is extremely important that the Customer submitting the Application Form has the authority of every person residing at the relevant address before subscribing to this Service. IOMPO has no obligation to verify whether all such authorities have been obtained.
- By requesting the Service, Customers authorise IOMPO to collect, process and store the personal information requested in the Safe Place form.
- If there is any change to the information contained in the Application Form, or if the Customer changes address, they will provide IOMPO with new information as soon as possible.

## 5. Application

- Completion of the Application Form indicates agreement with these Terms and Conditions and with the General Terms and Conditions.
- Application for the Service must be made in accordance with the requirements set out in the Application Form.
- Customers should allow ten working days for processing of completed Application Forms
- IOMPO has the right to refuse any application for the Service.
- Provision of the Service at the Relevant Address is subject to IOMPO's agreement and exercised solely at IOMPO's discretion.

## 6. Services and Duration

- The Service is an indefinite service and will remain in place until termination.
- IOMPO at its sole discretion has the right to suspend, terminate or limit the service at any time. In particular, IOMPO may suspend the service at any time if these Terms and Conditions or the General Terms and Conditions are breached.
- Any cancellation of the Service must be made in writing to IOMPO in which case IOMPO will stop using the Service as soon as reasonably practical thereafter.

## 7. Special Conditions

- The Service is not available for items that require a signature to complete delivery.
- If a Secure Place location nominated by a Customer is deemed unsuitable, IOMPO will contact the Customer to make alternative arrangements.

## 8. Limitations/Exceptions

The Service is not available for any items which require a signature for delivery.

## 9. Charges and Payment Terms

Safe Place is a free service.