**Mailboxes at Chillington**

Standard Mailbox

You will be signing up for an account with a physical mailbox, which you will have access to during the following hours:

Monday to Friday 9.00am to 5.00pm

Saturday 9.00am to 12.30pm

Plentiful free parking is available.

When you request a Mailbox at Chillington, you will be asked to complete a License agreement, showing your name and address, email address and mobile number. It is imperative that these details are correct and kept up to date to ensure that your mail and parcels are delivered to the correct place and that we can contact you if necessary. If any details do change, please inform us immediately, this is an ongoing responsibility on your part.

You will need to open a Credit Account to pay for any ongoing postal fees etc. This is in the sum of £ 20.00, to be topped up when it falls to £5.00 or below. A statement will be issued calendar monthly, by email, to show what monies, if any, have been used from your credit account.

We will accept all mail (A4 maximum) and small parcels up to 2kg in weight on your behalf and any other parties named on the License Agreement. Fair usage applies. Any parcels accepted on your behalf will be held safely for 48 hours free of charge, after the 48 hours have expired, fees as stated will be charged. Arrangements can be made on an individual item basis for parcels of a larger size to be accepted, but this would incur an extra charge based on the parcel size and weight and would be advised by us on receipt of the parcel, but nothing over 20kg will be accepted. The maximum number of parcels that we will accept on your behalf in any one working week will be 5. Any more than 5 will be charged at £ 3.50 per item and holding fees will be added immediately from the moment of acceptance. You will be able to collect mail and parcels during the opening hours stated above.

Mail will be deposited in your mailbox to await collection, unless you ask to do otherwise.

We will notify you by email, when any items are received.

You can give us permission to open, scan and forward your post via encrypted email for you to have access immediately if you so require, fees for this service are as listed. A password will be issued to you on the opening of the account in order for you to unencrypt your mail.

If there is more than one name listed on an account, the person identified on the License Agreement will be the only one that we accept instruction from as this will be the person deemed liable for the account and this is the address that will be used to forward mail or parcels.

Parcel forwarding will be on Tuesday and Friday of each week. Only parcels that have arrived up to 11.00 am on day of posting will be forwarded. Times and days may vary during the Easter and Christmas periods.

To book a mailbox all persons named must provide identification details as listed below, one of each:

1. Photo ID acceptable: Passport – Driving License
2. Proof of Address: Electricity bill, Telephone bill (not mobile) – Council tax bill the documents have been issued in the last three months.

An account will not be opened until all proof of identity information for each person listed has been received to our satisfaction.

During any continuous term of rental, we will not increase the rental fees, be that for two years or twenty years. To be a continuous term all rental fees must be paid in advance and before the expiry of the existing term. In order for you not to forget to pay your fees on time, we set up a Direct Debit mandate to take any ongoing fees when due. If you choose to leave, the Direct Debit will be cancelled immediately (you can of course cancel it yourself at any time). At all times you will be covered by the Direct Debit Guarantee. If you break the continuous rental term, ie. by not paying any ongoing rental fees on time or failing to top up your Credit Account, the rental fee will revert to license fees applicable at the time.

If you book your Mailbox and decide within 7 days that you no longer require it, even though we are not obliged to do so, we will return any funds already received minus £ 20.00 to cover admin costs. After 7 days there will be no return of funds as per Terms and Conditions.

You may leave the Mailbox at any time, but in order for us to refund any monies in your credit account, we will need written confirmation (email is acceptable) stating the date of leaving. All monies remaining will be returned to your nominated bank account after 14 days have elapsed. Any post received after the notified leaving date will be returned to sender.

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Costs for standard mailbox

Rental Up to 2 names Up to 4 names

One month £ 25.00 £ 40.00

3months £ 66.00 £ 90.00

6 months £ 114.00 £ 144.00

12 months £ 174.00 £ 234.00

Registration Fee: Free

Credit account: £ 20.00\*

Key Deposit: £ 9.00

Key Replacement: £ 9.00

SMS/Email Notification: Free

Scan and email: £ 0.90 per A4 page

Parcel holding Fee: £ 0.90 per item per day after first 48 hours

Mail per 100: £ 4.20

Mail forwarding: At cost

Parcel forwarding: At cost plus £ 2.50 will be posted on Tuesday and Friday either by
 Royal Mail or courier depending on size and weight\*\*

Excess parcel acceptance: £3.50 per item and parcel holding fee payable immediately.

ALL PRICES INCLUDE VAT AT CURRENT RATE

\*Any remaining Credit Account monies are refundable at the end of the term

\*\*Delivery days can be varied over Easter and Christmas periods.