



Dear Customer

Branch Unplanned Closure of Boncath Outreach Mobile Services

Affecting:

**Abercych, Llechryd, Tegryn, Cenarth, Capel Iwan, Beulah, Login, Saron,
Cwmdud, and Abergwili Mobile Services**

We are writing to inform you that, regrettably, due to operational reasons, the above Mobile services operated by the Postmaster from Boncath Post Office, closed on Friday 1 November 2024. Please accept my apologies for the late notification on this occasion.

We are pleased to confirm that these Mobile services are due to re-open in January 2025, and the reopening dates will be confirmed once plans have been finalised. We will display posters locally to inform customers.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

Yours faithfully

Fiona Shanahan

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Area Change Manager

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Alternative branches for Abercych Mobile Service:

Village Hall, Abercych, Boncath, SA37 0HB

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Boncath Post Office		Services
The Shop Boncath SA37 0JN		Offers the same services.
Opening times		Access
Mon – Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
Approximately 3.3 miles from Abercych Mobile Service, along varied terrain. Roadside parking is available nearby. There are no direct bus services available between Abercych Mobile and this Post Office.		

Newcastle Emlyn Post Office		Services
6 Sycamore Street Newcastle Emlyn SA38 9AJ		Offers similar services, with the addition of EuroDollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 16:00	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 4.5 miles from Abercych Mobile Service, along varied terrain. Roadside parking is available nearby. There are no direct bus services available between Abercych Mobile and this Post Office.		

Alternative branches for Llechryd Mobile Service:

Parking Area In Front Of 50 Maes Y Deri, Llechryd, Cardigan, SA43 2NW

Cilgerran Post Office		Services
High Street Cilgerran Cardigan SA43 2SG		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon – Sat	09:00 – 20:00	There is a threshold strip at the entrance to the premises.
Sun	09:00 – 18:00	
Getting there		
Approximately 2.3 miles from Llechryd Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

Cardigan Post Office		Services
26 High Street Cardigan SA43 1JH		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon	08:30 – 17:30	Access is level at the entrance to the premises.
Tues - Fri	09:00 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2.8 miles from Llechryd Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.		

Alternative branches for Tegryn Mobile Service:

Village Hall Car Park, Tegryn, Llanfyrnach, SA35 0BE

Blaenwaun Mobile Service		Services
Lamb Inn Car Park Blaenwaun Whitland SA34 0JD		Offers the same services.
Opening times		Access
Mon	11:00 – 13:00	There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Thurs	11:15 – 12:00	
Tues – Wed & Fri – Sun	Closed	
Getting there		

Approximately 3.8 miles from Tegryn Mobile Service, along varied terrain. Parking is available nearby. There are no direct bus services available between Tegryn Mobile and this Mobile service.

Crymych Post Office		Services
SPAR Preseli Stores Crymych SA41 3QF		Offers similar services, with the addition of EuroDollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 18:00	Access is level and there is wide automatic doors at the entrance to the premises.
Sat - Sun	09:00 – 13:00	
Getting there		

Approximately 4.1 miles from Tegryn Mobile Service, along varied terrain. Customer parking is available onsite. There are no direct bus services available between Tegryn Mobile and this Post Office service.

Alternative branches for Cenarth Mobile Service:

Within Glan Yr Afon Estate, Cenarth, Newcastle Emlyn, SA38 9JJ

Newcastle Emlyn Post Office		Services
6 Sycamore Street Newcastle Emlyn SA38 9AJ		Offers similar services, with the addition of EuroDollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 16:00	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		

Approximately 3.3 miles from Cenarth Mobile Service, along varied terrain.
Roadside parking is available nearby. There are local buses serving the surrounding area.

Cilgerran Post Office		Services
High Street Cilgerran Cardigan SA43 2SG		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon – Sat	09:00 – 20:00	There is a threshold strip at the entrance to the premises.
Sun	09:00 – 18:00	
Getting there		

Approximately 5.6 miles from Cenarth Mobile Service, along varied terrain.
Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Capel Iwan Mobile Service:

**The Wall Opposite Old Post Office, Mount Pleasant, Capel Iwan,
Newcastle Emlyn, SA38 9LT**

Newcastle Emlyn Post Office		Services
6 Sycamore Street Newcastle Emlyn SA38 9AJ		Offers similar services, with the addition of EuroDollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 16:00	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		

Approximately 3.3 miles from Capel Iwan Mobile Service, along varied terrain.
Roadside parking is available nearby. There are local buses serving the surrounding area.

Velindre Post Office		Services
Spar Velindre Llandysul SA44 5UG		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 16:00	There is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		

Approximately 4.8 miles from Capel Iwan Mobile Service, along varied terrain.
Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Beulah Mobile Service:

Roadside Near Apolostic Chapel, Beulah, Newcastle Emlyn, SA38 9QB

Tan-y-groes Post Office		Services
Tan-y-groes Cardigan SA43 2HP		Offers similar services, with the addition of EuroDollar Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	

Getting there

Approximately 2.4 miles from Beulah Mobile Service, along varied terrain. Parking is available nearby. There are no direct bus services available between Beulah Mobile and this Post Office service.

Aberporth Post Office		Services
Aberporth Cardigan SA43 2EU		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 13:00	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	

Getting there

Approximately 7.6 miles from Beulah Mobile Service, along varied terrain. Roadside parking is available nearby. There are no direct bus services available between Beulah Mobile and this Post Office service.

Alternative branches for Login Mobile Service:

Calfaria Chapel Car Park, Login, Whitland, SA34 0TH

Glandy Cross Post Office		Services
SPAR Glandy Cross Forecourt Efailwen Clynderwen SA66 7XB		Offers the same services.
Opening times		Access
Mon - Fri	08:00 – 18:00	Access is level and there is wide automatic doors at the entrance to the premises.
Sat	08:00 – 16:00	
Sun	09:00 – 13:00	
Getting there		

Approximately 3.1 miles from Login Mobile Service, along varied terrain.
Parking is available nearby. There are local buses serving the surrounding area.

Llandissilio Mobile Service		Services
Outside Meryydd Bakery Llandissilio Clynderwen SA66 7TG		Offers the same services.
Opening times		Access
Wed	13:00 – 14:00	There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Getting there		

Approximately 3.9 miles from Login Mobile Service, along varied terrain.
Parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Saron Mobile Service:

Ceridfa (Near Bt Exchange), Trewern, Saron, Llandysul, SA44 5DS

Velindre Post Office		Services
Spar Velindre Llandysul SA44 5UG		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 16:00	There is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	

Getting there

Approximately 1.5 miles from Saron Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Henllan Post Office		Services
Heol y Bedw Henllan Llandysul SA44 5TJ		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 12:30	There is a ramp with a handrail at the entrance to the premises.
Sat	09:00 – 12:15	
Sun	Closed	

Getting there

Approximately 2.8 miles from Saron Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Cwmdud Mobile Service:

Pole Opposite Toll House, Cwmdud, Carmarthen, SA33 6XJ

Cynwyl Elfed Post Office		Services
Cynwyl Elfed Carmarthen SA33 6TL		Offers the same services.
Opening times		Access
Mon - Sat	09:00 – 20:00	There is a threshold strip at the entrance to the premises.
Sun	10:00 – 20:00	
Getting there		

Approximately 2.5 miles from Cwmdud Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Llanpumpsaint Mobile Service		Services
in front of Bryn Y Fawr Llanpumpsaint Carmarthen SA33 6BU		Offers similar services, with the addition of a comprehensive range of Travel Money and Vehicle Tax.
Opening times		Access
Tues	14:00 – 16:00	There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Fri	13:00 – 15:00	
Mon, Wed, Thurs, Sat, Sun	Closed	
Getting there		

Approximately 4.3 miles from Cwmdud Mobile Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative branches for Abergwili Mobile Service:

In front of Ebenezer Chapel Pole no 7, Abergwili, Carmarthen, SA31 2JG

Tanerdy Post Office		Services
Tanerdy Garage, Tanerdy Carmarthen SA31 2EY		Offers the same services.
Opening times		Access
Mon - Sat	06:00 – 20:00	There is a ramp and a handrail at the entrance to the premises.
Sun	07:00 – 19:00	
Getting there		

Approximately 1.0 mile from Abergwili Mobile Service, along varied terrain.
Customer parking is available nearby. There are local buses serving the surrounding area.

Carmarthen Post Office		Services
7-8 Guildhall Square Carmarthen SA31 1PN		Offers similar services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	There is level access and automatic doors at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		

Approximately 1.9 miles from Abergwili Mobile Service, along varied terrain.
Roadside parking is available nearby. There are local buses serving the surrounding area.

To get this information in a different format, for example, in larger print, audio or braille
call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.