



Dear Customer

Carbis Bay Post Office®
Costcutter Store, St Ives Road, Carbis Bay, St Ives, TR26 2SX

Branch Temporary Closure

We are writing to inform you that, regrettably, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch will be closing temporarily on 11 July 2018.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

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. You can find more information about these Principles at the end of this letter.

It would be helpful if you could share this information 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 would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

We will write to you again once I have any news about our plans for future service provision.

Yours faithfully

Dean Morris

Dean Morris
Multiples Account Executive

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://www.postoffice.co.uk/privacy)

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

A full copy of these Principles are available on postofficeviews.co.uk

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.

Alternative branches:

St Ives Post Office

11 Tregenna Hill
St Ives
TR26 1SE

Services

The same range of services will continue to be available with the addition of Passport Check & Send, however excluding National Lottery.

Opening times

Monday	08:30 – 18:00
Tuesday	08:30 – 18:00
Wednesday	08:30 – 18:00
Thursday	08:30 – 18:00
Friday	08:30 – 18:00
Saturday	09:00 – 12:30
Sunday	Closed

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

There is a Pay & Display car park at St. Ives Station, approximately 150 metres from the branch. There is a regular bus service available between Carbis Bay branch and this Post Office service. The nearest bus stop is approximately 160 metres away.

Distance

This Post Office service is located approximately 1.7 miles away from Carbis Bay branch, along varied terrain.

The Wharf Post Office

4 Chy An Chy
St Ives
TR26 1LH

Services

The same range of services will continue to be available however excluding Car tax, National Lottery, a comprehensive range of Travel Money and On Demand Travel Insurance.

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

There is a Pay & Display car park within 50 metres of the branch. There are local buses serving the surrounding area.

Distance

This Post Office service is located approximately 2 miles away from Carbis Bay branch, along varied terrain.

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.