



Dear Customer

**Criccieth Post Office Service**  
**Changes to Mobile Service**

We are writing to inform you that, regrettably, the Mobile services at Llanystumdwy and Carmel which are provided by the postmaster from Criccieth Post Office, will temporarily cease from Monday 8 January 2024, due to very low customer usage.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to re-open Post Office services when they close, we cannot commit to doing so in every instance. We have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services.

We will be evaluating Post Office service provision in the area and every effort will be made to mitigate the impact this closure will have on the local community. We want to ensure customers can access our quality services and products across the Post Office network and it is important that any future service is sustainable for the operator 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. 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 would like to apologise for the inconvenience the temporary 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](http://www.postoffice.co.uk/branch-finder)

We are also making some changes to the current opening hours to the Mobile services at Efailnewydd, Llanaelhaearn, Bryncir, Llithfaen, Pant Glas, Clynnogfawr, Abererch Road, Minffordd, Borth-y-gest, Nasareth, Llanfrothen, Garndolbenmaen, Y Fron, Rhosgadfan, Llanybi, Eder, Gellilydan, Ffestiniog, and Talysarn. These changes will also take effect from Monday 8 January 2024. We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities. If there are any unforeseen changes to the dates, posters will be displayed locally to let customers know.

Details of changes to the Post Office services are provided at the end of this letter and posters will now be displayed locally, to inform customers about the change.

We will continue to monitor the number of customers using Post Office services and we are confident that our changes will be welcomed by our customers in the local communities.

We do hope that you will support the changes we are making.

Yours faithfully

*Carol Williams*

**Carol Williams**  
**Network Provision Lead**

**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.**

**Alternative branches to Llanystumdwy Mobile Service**  
**Caer Ffynnon Car Park, Llanystumdwy, Criccieth, LL52 0SF**

**Some branches may need to make changes to their opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

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**Criccieth Post Office**

High Street  
Criccieth  
LL52 0BU

**Services**

This branch offers Vehicle Tax, Euros On Demand Travel Money, and National Lottery.

**Opening times**

Monday to Friday	08:30 – 17:30
Saturday & Sunday	Closed

**Access and facilities**

This branch has a wide door and access is via a ramp at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 1.4 miles away from Llanystumdwy Mobile service, along varied terrain.

Time restricted roadside parking is available with dedicated marked disabled bays along the High Street and there is a pay and display car park at the rear of the branch.

There is a limited bus service available between Llanystumdwy Mobile service and this Post Office branch, however there are local buses serving in the surrounding area.

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**Y Ffor Post Office**

Londis Gwynfa Stores  
Pwllheli  
LL53 6UR

**Services**

This branch offers Vehicle Tax, and National Lottery.

**Opening times**

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

**Access and facilities**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 5.4 miles away from Llanystumdwy Mobile service, along varied terrain.

Parking is available on the forecourt outside the branch and roadside parking is available nearby.

There are local buses serving in the surrounding area.

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**Alternative branches to Carmel Mobile Service**  
**The Village Hall, Carmel, Caernarfon, LL54 7AA**

**Some branches may need to make changes to their opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

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**Penygroes Post Office**

3 - 5 High Street  
Penygroes  
Caernarfon  
LL54 6PL

**Services**

This branch offers Vehicle Tax, Euros On Demand Travel Money, National Lottery, and On Demand Travel Insurance.

**Opening times**

Monday to Friday	08:00 – 19:00
Saturday	08:00 – 12:30
Sunday	Closed

**Access and facilities**

This branch has a wide door and access is via a step at the entrance.

Internally, there is a hearing loop.

**Getting there**

This Post Office service is located approximately 2.1 miles away from Carmel Mobile service, along varied terrain.

Time restricted roadside parking is available outside the branch and nearby.

There is a limited bus service available between Carmel Mobile service and this Post Office branch, however there are local buses serving in the surrounding area.

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**Bontnewydd Post Office**

Caernarfon Road  
Bontnewydd  
Caernarfon  
LL54 7UN

**Services**

This branch offers a range of Post Office products and services.

**Opening times**

Monday to Saturday	07:00 – 22:00
Sunday	08:00 – 22:00

**Access and facilities**

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

Internally, there is a hearing loop and space for a wheelchair.

**Getting there**

This Post Office service is located approximately 4 miles away from Carmel Mobile service, along varied terrain.

There is a dedicated customer car park adjacent to the branch.

There are local buses serving in the surrounding area.

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## Changes to the Mobile Service opening hours from Monday 8 January 2024

### Details of changes to the Mobile Post Office service at: Efailnewydd

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#### Efailnewydd Mobile Post Office Service

The Car Park near Lon Boduan, Bodegroes Terrace, Efailnewydd, Pwllheli, LL53 5TL

##### Current opening times

Tuesday	15:05 – 16:05
Wednesday	16:15 – 17:00
Thursday	11:10 – 12:10
Friday	16:15 – 17:00

##### New opening times

Wednesday	13:30 – 14:30
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### Details of changes to the Mobile Post Office service at: Llanaelhaearn

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#### Llanaelhaearn Mobile Post Office Service

Car Park by School, Llanaelhaearn, Caernarfon, LL54 5AL

##### Current opening times

Tuesday	11:15 – 12:00
Thursday	14:05 – 14:50

##### New opening times

Wednesday	09:45 – 10:15
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### Details of changes to the Mobile Post Office service at: Bryncir

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#### Bryncir Mobile Post Office Service

Tilestop Car Park, Bryncir, Garndolbenmaen, LL51 9LX

##### Current opening times

Monday	09:00 – 09:45
Thursday	16:15 – 17:00

##### New opening times

Tuesday	15:45 – 16:30
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### Details of changes to the Mobile Post Office service at: Llithfaen

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#### Llithfaen Mobile Post Office Service

Road Side next to Tafarn y Fic, Llithfaen, Pwllheli, LL53 6PA

##### Current opening times

Tuesday	12:35 – 13:35
Wednesday	15:00 – 16:00
Thursday	12:30 – 13:30
Friday	15:30 – 16:00

##### New opening times

Wednesday	10:30 – 11:30
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**Details of changes to the Mobile Post Office service at: Pant Glas**

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**Pant Glas Mobile Post Office Service**  
**Next to the Chapel at Bro Nantcyll, Pant Glas, Garndolbenmaen, LL51 9DJ**

**Current opening times**

Wednesday	11:30 – 12:15
Friday	10:15 – 10:45

**New opening times**

Tuesday	09:30 – 10:00
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**Details of changes to the Mobile Post Office service at: Clynnogfawr**

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**Clynnogfawr Mobile Post Office Service**  
**Clynnogfawr, Caernarfon, LL54 5PB**

**Current opening times**

Tuesday	10:15 – 11:00
Thursday	15:00 – 15:45
Friday	14:45 – 15:15

**New opening times**

Tuesday	14:30 – 15:15
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**Details of changes to the Mobile Post Office service at: Aberech Road**

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**Aberech Road Mobile Post Office Service**  
**Aberech Road, Pwllheli, LL53 5LS**

**Current opening times**

Tuesday	16:15 – 17:00
Thursday	10:10 – 10:55

**New opening times**

Wednesday	14:45 – 15:15
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**Details of changes to the Mobile Post Office service at: Minffordd**

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**Minffordd Mobile Post Office Service**  
**Minffordd, Penrhyndeudraeth, LL48 6HG**

**Current opening times**

Monday	15:15 – 16:00
Wednesday	09:00 – 09:45

**New opening times**

Monday	10:45 – 11:30
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**Details of changes to the Mobile Post Office service at: Borth-Y-Gest**

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**Borth-Y-Gest Mobile Post Office Service**  
**Borth-Y-Gest, Porthmadog, LL49 9UB**

**Current opening times**

Monday	16:15 – 17:00
Wednesday	10:00 – 11:00
Friday	09:00 – 09:45

**New opening times**

Monday	09:45 – 10:30
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**Details of changes to the Mobile Post Office service at: Nasareth**

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**Nasareth Mobile Post Office Service**  
**Nasareth, Caernarfon, LL54 6DW**

**Current opening times**

Wednesday	12:25 – 13:10
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**New opening times**

Tuesday	10:15 – 11:00
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**Details of changes to the Mobile Post Office service at: Llanfrothen**

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**Llanfrothen Mobile Post Office Service**  
**Outside Siop Y Pentref, Llanfrothen, Penrhyndeudraeth, LL48 6AX**

**Current opening times**

Monday	11:00 – 11:45
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**New opening times**

Monday	11:45 – 12:30
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**Details of changes to the Mobile Post Office service at: Garndolbenmaen**

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**Garndolbenmaen Mobile Post Office Service**  
**Outside Village Hall, Garndolbenmaen, LL51 9TX**

**Current opening times**

Monday	10:00 – 10:45
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**New opening times**

Monday	15:45 – 16:15
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**Details of changes to the Mobile Post Office service at: Y Fron**

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**Y Fron Mobile Post Office Service**  
**Canolfan Y Fron, Y Fron, Caernarfon, LL54 7BB**

**Current opening times**

Friday	12:15 – 13:00
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**New opening times**

Tuesday	12:30 – 13:00
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**Details of changes to the Mobile Post Office service at: Rhosgadfan**

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**Rhosgadfan Mobile Post Office Service**  
**Outside Capel Rhosgadfan, Rhosgadfan, Caernarfon, LL54 7ET**

**Current opening times**

Friday	11:15 – 12:00
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**New opening times**

Tuesday	13:30 – 14:00
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**Details of changes to the Mobile Post Office service at: Llangybi**

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**Llangybi Mobile Post Office Service**  
**Layby Troed Y Garn, Llangybi, Pwllheli, LL53 6DQ**

**Current opening times**

Thursday	09:00 – 09:45
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**New opening times**

Wednesday	15:45 – 16:15
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**Details of changes to the Mobile Post Office service at: Edern**

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**Edern Mobile Post Office Service**  
**Side of Road adjacent to Capel Mawr, Lon Gerddi, Edern, Pwllheli, LL53 8YS**

**Current opening times**

Tuesday	14:00 – 14:45
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**New opening times**

Wednesday	12:00 – 12:45
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**Details of changes to the Mobile Post Office service at: Gellilydan**

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**Gellilydan Mobile Post Office Service**  
**Car Park, Minffordd Terrace, Gellilydan, Blaenau Ffestiniog, LL41 4EA**

**Current opening times**

Monday	12:00 – 13:00
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**New opening times**

Monday	13:15 – 14:00
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**Details of changes to the Mobile Post Office service at: Ffestiniog**

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**Ffestiniog Mobile Post Office Service**  
**Car Park off Blaenau Road, Ffestiniog, Blaenau Ffestiniog, LL41 4LR**

**Current opening times**

Monday	13:45 – 14:45
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**New opening times**

Monday	14:15 – 15:00
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**Details of changes to the Mobile Post Office service at: Talysarn**

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**Talysarn Mobile Post Office Service**  
**Community Centre Car Park, Station Road, Talysarn, Caernafon, LL54 6HL**

**Current opening times**

Wednesday	13:45 – 14:30
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**New opening times**

Tuesday	11:15 – 12:15
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## **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](https://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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period, we will display a poster in branch and provide information online. We will contact local elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

- Opening hours
- Temporary closure<sup>1</sup>/ 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, Consumer 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, Consumer 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](https://postofficeviews.co.uk)**

**[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>2</sup> Locally elected representatives include 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.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>2</sup> and <sup>3</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.