



Dear Customer

Hosted Service Closure

Hosted services at: Croy, Cawdor, Garmouth, Marypark, Urquhart and Auldearn.

We are writing to inform you that, regrettably, Postmaster, who operates the hosted services at: Croy, Cawdor, Garmouth, Marypark, Urquhart and Auldearn, on our behalf will no longer be able to run the services. Therefore, these Hosted services will cease from Tuesday 1st August 2023.

When a service is closing, Post Office carefully review service provision in the area to determine whether services can be sustainably maintained by opening a replacement Post Office, and what future services might be needed. However, Post Office is operating in a challenging economic climate. The impact of rising costs, inflation, and limited funding from Government mean that we are unable to fund the costs for every replacement Hosted service, and we also need to ensure that any new service is sustainable for Post Office and the operator. We have completed a review of the service provision in Croy, Cawdor, Garmouth, Marypark, Urquhart and Auldearn, and currently we are not looking to open a replacement service at this time.

We appreciate that the surrounding communities value their Post Office and that customers will be disappointed that we are unable to provide a sustainable replacement service at this time. We apologise to customers who may need to travel further to alternative branches from August 2023. Customers may use any suitable alternative Post Office service, details of possible alternative branches for Croy, Cawdor, Garmouth, Marypark, Urquhart and Auldearn areas provided at the end of the letter.

We will display posters locally to inform customers about these changes.

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're carrying out this notification in line with our Principles of Community Engagement. An extract relating to notification is available at the end of this letter.

We would like to thank you for your patience and support at this time.

Yours faithfully

David Duff

David Duff
Network Provision Lead

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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 Post Office services

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Customers requiring Post Office facilities may use any convenient Post Office service. Details of possible alternative Post Office branches in the area are provided below for your convenience:

Alternatives for Croy Hosted Post Office Service Croy Community Hall, Croy, Inverness, IV2 5PG

Ardersier Post Office

Station Road
Ardersier
Inverness
IV2 7SU

Services

Offers similar services.

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Opening times

Monday - Friday	09:00 – 15:00
Saturday - Sunday	09:00 – 12:00

Getting there

This Post Office service is located approximately 4.7 miles away from Croy Hosted service, along varied terrain. Customer parking is available at the branch. There are local buses serving the surrounding area.

Culloden Post Office

Culloden Shopping Centre
Keppock Road
Culloden
Inverness
Highland
IV2 7LL

Services

Offers similar services with the addition of a comprehensive range of Travel Money, Vehicle Tax, National Lottery, and Travel Insurance on demand.

Opening times

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 6.8 miles away from Croy Hosted service, along varied terrain. Customer parking is available at the branch. There are local buses serving the surrounding area.

Alternatives for Cawdor Hosted Post Office Service
Cawdor Community Centre, Cawdor, Nairn, IV12 5XP

Nairn Post Office

Cawdor Street
Nairn
IV12 4QD

Services

Offers similar services with the addition of a comprehensive range of Travel Money, Passport Check and Send, Vehicle Tax and Travel Insurance on demand.

Opening times

Monday - Tuesday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00
Thursday - Friday	09:00 – 13:00 14:00 – 17:30
Saturday - Sunday	Closed

Access and facilities

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

Internally, there will be a hearing loop.

Getting there

This Post Office service is located approximately 5.3 miles away from Cawdor Hosted service, along varied terrain. Parking is available nearby. There is no direct bus service available between Cawdor Hosted service and this Post Office service.

Ardersier Post Office

Station Road
Ardersier
Inverness
IV2 7SU

Services

Offers similar services.

Opening times

Monday - Friday	09:00 – 15:00
Saturday - Sunday	09:00 – 12:00

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 7.1 miles away from Cawdor Hosted service, along varied terrain. Customer parking is available at the branch. There is no direct bus service available between Cawdor Hosted service and this Post Office service.

Alternatives for Garmouth Hosted Post Office Service
Mcleans Building, High Street, Garmouth, Fochabers, IV32 7NQ.

Mosstodloch Post Office

Mosstodloch Filling Station

Mosstodloch

Fochabers

IV32 7LH

Opening times

Monday - Saturday	07:00 – 22:00
Sunday	07:00 – 21:00

Services

Offers similar services.

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 2.9 miles away from Garmouth Hosted service, along varied terrain. Customer parking is available at the branch. There are local buses serving the surrounding area.

Fochabers Post Office

26-28 High Street

Fochabers

IV32 7DX

Opening times

Monday - Sunday	06:00 – 22:00
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Services

Offers similar services with the addition of Vehicle Tax, Dollars On Demand Travel Money and National Lottery.

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4.4 miles away from Garmouth Hosted service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternatives for Marypark Hosted Post Office Service
1 Deanhead Terrace, Marypark, Ballindalloch, AB37 9BL

Ballindalloch Post Office

Ballindalloch
Ballindalloch
AB37 9AS

Services

Offers similar services.

Access and facilities

This branch has a wide door with steps at the entrance.

Opening times

Monday - Friday	07:00 – 18:00
Saturday	08:00 – 18:00
Sunday	Closed

Getting there

This Post Office service is located approximately 2.6 miles away from Marypark Hosted service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Aberlour Post Office

71A High Street
Aberlour
AB38 9QB

Services

Offers similar services with the addition of Vehicle Tax, Euros On Demand Travel Money and National Lottery.

Opening times

Monday to Friday	07:00 – 17:30
Saturday	07:00 – 17:00
Sunday	08:00 – 12:30

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 5.6 miles away from Marypark Hosted service, along varied terrain. Roadside parking is available outside the branch and nearby. There are local buses serving the surrounding area.

Alternatives for Urquhart Hosted Post Office Service
Station Road, Urquhart, Elgin, IV30 8LQ

Lhanbryde Post Office

St Andrews Road
Lhanbryde
Elgin
IV30 8RZ

Opening times

Monday to Friday	08:00 – 17:30
Saturday	08:00 – 12:30
Sunday	Closed

Services

Offers similar services with the addition of Vehicle Tax, Euros On Demand Travel Money and National Lottery.

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 4.0 miles away from Urquhart Hosted service, along varied terrain. Customer parking is available at the branch. There is a regular bus service available between Urquhart Hosted service and this Post Office branch.

Mosstodloch Post Office

Mosstodloch Filling Station
Mosstodloch
Fochabers
IV32 7LH

Opening times

Monday - Saturday	07:00 – 22:00
Sunday	07:00 – 21:00

Services

Offers similar services.

Access and facilities

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

Internally, there will be a hearing loop.

Getting there

This Post Office service is located approximately 5.7 miles away from Urquhart Hosted service, along varied terrain. Customer parking is available at the branch. There are local buses serving the surrounding area.

Alternatives for Auldearn Hosted Post Office Service
Lethen Church Hall, Lethen Road, Auldearn, Nairn, IV12 5TL

Nairn Post Office

Cawdor Street
Nairn
IV12 4QD

Services

Offers similar services with the addition of a comprehensive range of Travel Money, Passport Check and Send, Vehicle Tax and Travel Insurance on demand.

Opening times

Monday - Tuesday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00
Thursday - Friday	09:00 – 13:00 14:00 – 17:30
Saturday - Sunday	Closed

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 3.0 miles away from Auldearn Hosted service, along varied terrain. Parking is available nearby. There is no direct bus service available between Auldearn Hosted service and this Post Office service.

Lochdhu Post Office

Moss Side Road
Nairn
IV12 5NQ

Services

Offers similar services with the addition of Euros On Demand Travel Money, Travel Insurance on demand and National Lottery.

Opening times

Monday to Friday	09:00 – 13:00 14:15 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Access and facilities

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

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 5.4 miles away from Auldearn Hosted service, along varied terrain. Customer parking is available at the branch. There is no direct bus service available between Auldearn Hosted service and this Post Office service.

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, 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

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.