



Dear Customer,

### **Branch Unplanned Closure**

#### **Llanfachraeth Mobile Services**

**Affecting Llanfaelog, Bodffordd, Bryngwran, Malltraeth, Newborough, Dwyran 2, Llandegfan 2, Llanddona, Bethel, Deiniolen, Moelfre, Rhosybol, Eglwys, Rowen, Henryd, Dwygyfylchi, Tal Y Bont 2, Penrhosgarnedd, Deganwy and Deganwy 2 Mobile services**

We are writing to inform you that, regrettably, the postmaster from Llanfachraeth branch will no longer be operating this Mobile service and, therefore, closed on Friday 30 August 2024. Please accept my apologies for the late notification on this occasion.

Additionally, we are pleased to inform you that the Postmaster from Betws-Y-Coed Post Office has agreed to operate the currently closed Mobile services above, which presents the best possible solution to restore Post Office services to these communities. I hope to be in a better position to advise you once all the plans have been finalised in the near future.

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](http://www.postoffice.co.uk/branch-finder)

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully,

*Carol Williams*

**Carol Williams**  
**Area Change Manager**

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

### **Alternative branches for Llanfaelog Mobile Service**

**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](http://www.postoffice.co.uk/branch-finder)**

<b>Rhosneigr Post Office</b>	<b>Services</b>
Station Road Rhosneigr LL64 5JX	Offers similar services, with the addition of Vehicle Tax.

<b>Opening times</b>		<b>Access</b>
Mon	08:00 – 17:00	This branch has a wide door and level access at the entrance to the premises.
Tue & Thu	08:00 – 16:00	
Wed	08:00 – 14:00	
Fri	08:00 – 15:00	
Sat	08:00 – 12:30	
Sun	Closed	

**Getting there**  
This branch is approximately 1.2 miles from Llanfaelog Mobile service, along varied terrain. Parking is available nearby.

<b>Aberffraw Post Office</b>	<b>Services</b>
30 Bodorgan Square Aberffraw Ty Croes LL63 5BX	Offers the same services.

<b>Opening times</b>		<b>Access</b>
Mon - Fri	09:00 – 12:00 13:00 – 17:30	This branch has a wide door and a step at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	

**Getting there**  
This branch is approximately 3.2 miles from Llanfaelog Mobile service, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.

## Alternative branches for Bodffordd Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Llangefni Post Office		Services
18 Church Street Llangefni LL77 7DY		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	This branch has level access at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 2.3 miles from Bodffordd Mobile service, along varied terrain. Time restricted parking, with disabled bays, is available opposite the branch. There are local buses serving the surrounding area.		

Church Street Post Office		Services
Siop Ellis Llangefni LL77 7DU		Offers the same services.
Opening times		Access
Mon - Sun	06:00 – 21:00	This branch has a ramp with a handrail at the entrance to the premises.
Getting there		
This branch is approximately 2.5 miles from Bodffordd Mobile service, along varied terrain. Parking is available nearby.		

## Alternative branches for Bryngwran Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Gwalchmai Post Office	Services
Gwalchmai Holyhead LL65 4PU	Offers similar services, with the addition of Vehicle Tax.

Opening times	Access
Mon - Fri	09:00 – 17:30
Sat	09:00 – 12:00
Sun	Closed
This branch has level access at the entrance to the premises.	

**Getting there**  
This branch is approximately 2.5 miles from Bryngwran Mobile service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

Bodedern Post Office	Services
42 London Road Bodedern Holyhead	Offers the same services.

Opening times	Access
Mon - Sun	06:00 – 22:00
This branch has a step at the entrance to the premises.	

**Getting there**  
This branch is approximately 2.5 miles from Bryngwran Mobile service, along varied terrain. Parking is available outside the branch.

## Alternative branches for Malltraeth Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Bethel Outreach Service		Services
Premier High Street Bethel Bodorgan LL62 5NE		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 14:00	This branch has a wide door and a step at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
This branch is approximately 1.3 miles from Malltraeth Mobile service, along varied terrain. Parking is available outside the branch.		

Aberffraw Post Office		Services
30 Bodorgan Square Aberffraw Ty Croes LL63 5BX		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 12:00 13:00 – 17:30	This branch has a wide door and a step at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
This branch is approximately 3.7 miles from Malltraeth Mobile service, along varied terrain. Parking is available nearby. There are local buses serving the surrounding area.		

## Alternative branches for Newborough Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Gaerwen Post Office		Services
1 Tyn Gamfa Lon Groes Gaerwen LL60 6DD		Offers similar services, with the addition of Euro Travel Money and Vehicle Tax.
Opening times		Access
Mon - Sat	07:00 – 22:00	This branch has a wide door and level access is via a ramp at the entrance.
Sun	08:00 – 22:00	
Getting there		
This branch is approximately 5.6 miles from Newborough Mobile service, along varied terrain. Parking is available nearby.		

Bethel Outreach Service		Services
Premier High Street Bethel Bodorgan LL62 5NE		Offers the same services.
Opening times		Access
Mon - Fri	09:00 – 14:00	This branch has a wide door and a step at the entrance to the premises.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
This branch is approximately 3.9 miles from Newborough Mobile service, along varied terrain. Parking is available nearby.		

## Alternative branches for Dwyran 2 Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Brynsiencyn Post Office		Services
Brynsiencyn Llanfairpwllgwyngyll LL61 6UG		Offers the same services.
Opening times		Access
Mon - Wed	09:00 – 13:00	This branch has a wide door and access is via steps with handrails at the entrance.
<b>Getting there</b>		
This branch is approximately 2.5 miles from Dwyran 2 Mobile service, along varied terrain. Parking is available nearby.		

Glanhwfa Road Post Office		Services
Spar Glanhwfa Road Llangefni LL77 7EY		Offers the same services.
Opening times		Access
Mon - Fri	07:00 – 17:30	This branch has a wide, automatic doors and level access at the entrance.
Sat & Sun	07:00 – 16:30	
<b>Getting there</b>		
This branch is approximately 8.2 miles from Dwyran 2 Mobile service, along varied terrain. Parking is available nearby.		

## Alternative branches for Llandegfan 2 Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Menai Bridge Post Office		Services
7 High Street Menai Bridge LL59 5EE		Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 2.1 miles from Llandegfan 2 Mobile service, along varied terrain. Maes Parcio Waun Pay & Display Car park is available nearby.		

Beaumaris Post Office		Services
Spar 11 Castle Street Beaumaris LL58 8AP		Offers the similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Sun	08:00 – 20:00	This branch has wide, automatic doors and level access at the entrance.
Getting there		
This branch is approximately 2.6 miles from Dwyran 2 Mobile service, along varied terrain. Time restricted parking is available nearby.		



## Alternative branches for Llanddona Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Beumaris Post Office		Services
Spar 11 Castle Street Beumaris LL58 8AP		Offers the similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Sun	08:00 – 20:00	This branch has wide, automatic doors and level access at the entrance.
Getting there		
This branch is approximately 3.3 miles from Llanddona Mobile service, along varied terrain. Time restricted parking is available nearby.		

Llangoed Post Office		Services
China House Llangoed Beumaris LL58 8NW		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon & Thu	07:00 – 22:00	This branch has a wide door and a small step at the entrance.
Tue	08:00 – 22:00	
Getting there		
This branch is approximately 3.6 miles from Llanddona Mobile service, along varied terrain. Parking is available nearby.		

## Alternative branches for Bethel Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Llanrug Post Office	Services
1 Plastirion Terrace Llanrug Caernarfon LL55 4AL	Offers the similar services, with the addition of Euro/Dollar Travel Money.

Opening times	Access				
<table border="1"><tr><td>Mon - Sat</td><td>06:30 – 21:00</td></tr><tr><td>Sun</td><td>08:00 – 21:00</td></tr></table>	Mon - Sat	06:30 – 21:00	Sun	08:00 – 21:00	This branch has a wide door and level access at the entrance.
Mon - Sat	06:30 – 21:00				
Sun	08:00 – 21:00				

### Getting there

This branch is approximately 1.7 miles from Bethel Mobile service, along varied terrain. Parking, with a disabled bay, is available behind the branch.

Felinheli Post Office	Services
89-91 Bangor Street Y Felinheli Gwynedd LL56 4PJ	Offers similar services, with the addition of Euro Travel Money.

Opening times	Access						
<table border="1"><tr><td>Mon - Fri</td><td>09:00 – 12:30 13:30 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 12:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 – 12:30 13:30 – 17:30	Sat	09:00 – 12:00	Sun	Closed	This branch has a wide door and level access at the entrance.
Mon - Fri	09:00 – 12:30 13:30 – 17:30						
Sat	09:00 – 12:00						
Sun	Closed						

### Getting there

This branch is approximately 2.1 miles from Bethel Mobile service, along varied terrain. Time restricted parking is available nearby.

## Alternative branches for Deiniolen Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Beran Garage Post Office		Services
Costcutter Deiniolen Caernarfon LL55 3NF		Offers the similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:00	This branch has wide, automatic doors and level access at the entrance.
Sat	09:00 – 14:00	
Sun	Closed	
Getting there		
This branch is approximately 1.1 miles from Deiniolen Mobile service, along varied terrain. Parking is available nearby.		

Brynrefail Post Office		Services
Brynrefail Caernarfon LL55 3NR		Offers the similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has a wide door and level access at the entrance.
Sat & Sun	09:00 – 12:00	
Getting there		
This branch is approximately 1.8 miles from Deiniolen Mobile service, along varied terrain. Parking, with a disabled bay, is available outside the branch.		

## Alternative branches for Moelfre Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Benllech Post Office		Services
The Square Benllech Tyn-y-Gongl LL74 8SR		Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	09:00 – 17:30	This branch has wide, automatic doors and level access at the entrance.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
This branch is approximately 2.8 miles from Moelfre Mobile service, along varied terrain. There is a Customer Car park, with a disabled bay, outside the branch. There are local buses serving the surrounding area.		

Penysarn Post Office		Services
Chapel Street Arosfa Penysarn LL69 9YD		Offers similar services, with the addition of Euro Travel Money however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	07:00 – 18:00	This branch has a wide door and level access at the entrance.
Sat	08:00 – 18:00	
Sun	09:00 – 13:00	
Getting there		
This branch is approximately 5 miles from Moelfre Mobile service, along varied terrain. Time restricted parking is available outside the branch. There are local buses serving the surrounding area.		

## Alternative branches for Rhosybol Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Llanerchymedd Post Office		Services
5 Bridge Street Llanerchymedd LL71 8EU		Offers the same services.
Opening times		Access
Mon - Sat	06:30 – 22:00	This branch has wide door and a step at the entrance.
Sun	08:00 – 22:00	
Getting there		
This branch is approximately 2.9 miles from Rhosybol Mobile service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.		

Amlwch Post Office		Services
Madyn Road Amlwch LL68 9DL		Offers similar services, with the addition of Euro/Dollar Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Sun	08:00 – 20:00	This branch has a wide door and level access via a ramp & steps with a handrail at the entrance.
Getting there		
This branch is approximately 3.1 miles from Rhosybol Mobile service, along varied terrain. Time restricted parking is available outside the branch. There are local buses serving the surrounding area.		

## Alternative branches for Eglwys Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Glan Conwy Post Office	Services
Glan Conwy Colwyn Bay LL28 5SS	Offers the same services with the addition of On Demand Travel Insurance.

Opening times	Access
Thu 09:30 – 15:30	This branch has wide door and level access at the entrance.

**Getting there**  
This branch is approximately 3.9 miles from Eglwys Mobile service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

Talybont Post Office	Services
Conway Road Tal-y-bont LL32 8SE	Offers similar services, however excluding Vehicle Tax.

Opening times	Access
Mon - Thu 08:30 – 17:30	This branch has a wide door and level access at the entrance.
Fri 09:00 – 17:30	
Sat 08:30 – 17:00	
Sun Closed	

**Getting there**  
This branch is approximately 5 miles from Eglwys Mobile service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

Conway Road (169) Post Office	Services
169 Conway Road Llandudno Junction Tal-y-bont LL31 9EG	Offers similar services, with the addition of Euro/Dollar Travel Money.

Opening times	Access
Mon - Fri 09:00 – 19:00	This branch has a wide door and a step at the entrance.
Sat 09:00 – 17:00	
Sun Closed	

**Getting there**  
This branch is approximately 5.4 miles from Eglwys Mobile service, along varied terrain. Parking is available outside the branch. There are local buses serving the surrounding area.

## Alternative branches for Rowen Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Talybont Post Office	Services
Conway Road Tal-y-bont LL32 8SE	Offers similar services, however excluding Vehicle Tax.

Opening times		Access
Mon - Thu	08:30 – 17:30	This branch has a wide door and level access at the entrance.
Fri	09:00 – 17:30	
Sat	08:30 – 17:00	
Sun	Closed	

**Getting there**  
This branch is approximately 2.7 miles from Rowen Mobile service, along varied terrain. Parking is available outside the branch.

Conwy Post Office	Services
15 High Street Conwy LL32 8DE	Offers similar services, with the addition of Euro/Dollar Travel Money.

Opening times		Access
Mon - Sun	08:00 – 20:00	This branch has a wide door and level access at the entrance.

**Getting there**  
This branch is approximately 4.5 miles from Rowen Mobile service, along varied terrain. Time restricted parking is available outside the branch. There are local buses serving the surrounding area.

## Alternative branches for Henryd Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Conwy Post Office		Services
15 High Street Conwy LL32 8DE		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Sun	08:00 – 20:00	This branch has a wide door and level access at the entrance.
<b>Getting there</b>		
This branch is approximately 2.6 miles from Henryd Mobile service, along varied terrain. Time restricted parking is available outside the branch.		

Conway Road (169) Post Office		Services
169 Conway Road Llandudno Junction Tal-y-bont LL31 9EG		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Fri	09:00 – 19:00	This branch has a wide door and a step at the entrance.
Sat	09:00 – 17:00	
Sun	Closed	
<b>Getting there</b>		
This branch is approximately 3.5 miles from Henryd Mobile service, along varied terrain. Parking is available outside the branch.		



## Alternative branches for Dwygyfylchi Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Penmaenmawr Post Office	Services
Canton House Pant Yr Afon Penmaenmawr LL34 6BY	Offers the same services.

### Opening times

### Access

Mon, Tues, Thu & Fri	09:30 – 16:30
Wed & Sun	Closed
Sat	08:30 – 12:00

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

### Getting there

This branch is approximately 1.2 miles from Dwygyfylchi Mobile service, along varied terrain. Time restricted parking is available nearby.

Llanfairfechan Post Office	Services
Nisa Local Village Road Llanfairfechan LL33 0NH	Offers similar services, with the addition of Euro/Dollar Travel Money.

### Opening times

### Access

Mon - Sun	07:00 – 21:00
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This branch has a wide door and level access via a ramp with handrails at the entrance.

### Getting there

This branch is approximately 4 miles from Dwygyfylchi Mobile service, along varied terrain. Time restricted parking is available nearby.

## Alternative branches for Tal Y Bont 2 Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Maesgeirchen Post Office		Services
Costcutter 90 Penrhyn Avenue Maesgeirchen Bangor LL57 1LT		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Sat	08:00 – 17:30	This branch has a wide, automatic doors and level access via a ramp at the entrance.
Sun	10:00 – 16:00	
Getting there		
This branch is approximately 2.1 miles from Tal Y Bont 2 Mobile service, along varied terrain. Parking is available outside the branch.		

Llanllechid Post Office		Services
Lifestyle Express Llanllechid Bangor Bangor LL57 3EE		Offers similar services, however excluding Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 13:00	This branch has a wide door and level access at the entrance.
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		
This branch is approximately 2.4 miles from Tal Y Bont 2 Mobile service, along varied terrain. Parking is available outside the branch.		

## Alternative branches for Penrhosgarnedd Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Bangor Post Office	Services
WH Smith Ltd 264 High Street Bangor LL57 1PB	Offers similar services, with the addition of a comprehensive range of Travel Money, On Demand Travel Insurance and Passport Check & Send.

Opening times	Access						
<table border="1"><tr><td>Mon - Fri</td><td>09:00 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 13:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 – 17:30	Sat	09:00 – 13:00	Sun	Closed	This branch has a wide door and level access at the entrance.
Mon - Fri	09:00 – 17:30						
Sat	09:00 – 13:00						
Sun	Closed						

### Getting there

This branch is approximately 1.9 miles from Penrhosgarnedd Mobile service, along varied terrain. Pay & Display parking is available at Plas Lywd Car park.

Maesgeirchen Post Office	Services
Costcutter 90 Penrhyn Avenue Maesgeirchen Bangor LL57 1LT	Offers similar services, however excluding Vehicle Tax.

Opening times	Access				
<table border="1"><tr><td>Mon - Sat</td><td>08:00 – 17:30</td></tr><tr><td>Sun</td><td>10:00 – 16:00</td></tr></table>	Mon - Sat	08:00 – 17:30	Sun	10:00 – 16:00	This branch has a wide, automatic doors and level access via a ramp at the entrance.
Mon - Sat	08:00 – 17:30				
Sun	10:00 – 16:00				

### Getting there

This branch is approximately 2.4 miles from Penrhosgarnedd Mobile service, along varied terrain. Parking is available outside the branch.

## Alternative branches for Deganwy Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Conway Road (169) Post Office	Services
169 Conway Road Llandudnno Junction Tal-y-bont LL31 9EG	Offers similar services, with the addition of Euro/Dollar Travel Money.

Opening times	Access						
<table border="1"><tr><td>Mon - Fri</td><td>09:00 – 19:00</td></tr><tr><td>Sat</td><td>09:00 – 17:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 – 19:00	Sat	09:00 – 17:00	Sun	Closed	This branch has a wide door and a step at the entrance.
Mon - Fri	09:00 – 19:00						
Sat	09:00 – 17:00						
Sun	Closed						

### Getting there

This branch is approximately 1.6 miles from Deganwy Mobile service, along varied terrain. Parking is available outside the branch.

West Shore Post Office	Services
26 Great Ormes Road Llandudno LL30 2BW	Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.

Opening times	Access		
<table border="1"><tr><td>Mon - Sun</td><td>08:00 – 20:00</td></tr></table>	Mon - Sun	08:00 – 20:00	This branch has a wide, automatic door and level access at the entrance.
Mon - Sun	08:00 – 20:00		

### Getting there

This branch is approximately 1.6 miles from Deganwy Mobile service, along varied terrain. Time restricted parking is available outside the branch. There are local buses serving the surrounding area.

## Alternative branches for Deganwy 2 Mobile Service

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](http://www.postoffice.co.uk/branch-finder)

Conwy Post Office		Services
15 High Street Conwy LL32 8DE		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Sun	08:00 – 20:00	This branch has a wide door and level access at the entrance.
<b>Getting there</b>		
This branch is approximately 1 mile from Deganwy 2 Mobile service, along varied terrain. Time restricted parking is available outside the branch.		

Conway Road (169) Post Office		Services
169 Conway Road Llandudnno Junction Tal-y-bont LL31 9EG		Offers similar services, with the addition of Euro/Dollar Travel Money.
Opening times		Access
Mon - Fri	09:00 – 19:00	This branch has a wide door and a step at the entrance.
Sat	09:00 – 17:00	
Sun	Closed	
Getting there		
This branch is approximately 1.8 miles from Deganwy 2 Mobile service, along varied terrain. Parking is available outside the branch.		

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](http://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
- Unplanned closure<sup>1</sup>/planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

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

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.