



Dear Customer,

**Service Re-opening**

**Llanfachraeth Mobile Service**

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

We are pleased to advise that we have restored the Mobile services above, previously offered under Llanfachraeth Mobile service. The Postmaster at Betws-Y-Coed Post Office now operates the Mobile services, as part of the Betws-Y-Coed Mobile service and commenced on 5 November 2024. Please accept my apologies for the late notification on this occasion.

Additionally, the Deganwy Mobile service which was located at Deganwy Station, Station Road, Deganwy, Conwy, LL31 9EJ has now merged with the Deganwy 2 Mobile service operating at Co-op, Pentywyn Road, Deganwy, Conwy, LL31 9TG with new operating hours.

The Llanfaelog Mobile service previously operating from Gladdwr Shop The Wayside, Llanfaelog, Anglesey, LL63 5SY is now operating at a new location: Village Hall Car Park, Llanfaelog, Anglesey, LL63 5SS also with new operating hours. Full details of these service changes are provided at the end of this letter.

There will also need to be some changes to the current services offered by Betws-Y-Coed Mobile van, to accommodate these changes, affecting the opening times at Newborough, Llandegfan, Llanddona, Bethel, Deiniolen, Moelfre, Rhosybol, Eglwys Bach, Rowen, Henryd and Penrhosgarnedd Mobile services. Further details of the changes to these services are provided at the end of this letter.

As you may be aware, Capel Curig, Dolwyddelan and Pentrefoelas Outreach services, part of the current Betws-Y-Coed Outreach service, closed recently. Since these closures, the Postmaster at Betws-Y-Coed continued to work to identify a solution to restore Post Office services to these communities and I can confirm that they have successfully been restored as Mobile services.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to 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.

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".

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

Thank you for your support in restoring Post Office services in the local community.

Yours faithfully,

*Carol Williams*

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

How to contact us:

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

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

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Details of the new Mobile service:	
<b>Capel Curig Mobile Service</b>	Caffi Siabod Car Park, Capel Curig, Betws-y-Coed, LL24 0EL
<b>Opening times</b>	
Friday	10:25 – 11:25

Details of the new Mobile service:	
<b>Dolwyddelan Mobile Service</b>	Road Side to AJ Physio, Church Street, Dolwyddelan, LL25 0SJ
<b>Opening times</b>	
Friday	11:50 – 12:50

Details of the new Mobile service:	
<b>Pentrefoelas Mobile Service</b>	Car Park, Pentrefoelas, Betws-y-Coed, LL24 0LE
<b>Opening times</b>	
Friday	13:45 – 14:45

Details of the change to existing Mobile service opening hours:			
<b>Deganwy Mobile Service</b>	Deganwy Co-op, Pentywyn Road, Deganwy, LL31 9TG		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Wednesday</td><td>11:40 – 12:40</td></tr> </table>		Wednesday	11:40 – 12:40
Wednesday	11:40 – 12:40		

Details of the change to existing Mobile service opening hours:					
<b>Newborough Mobile Service</b>	Front Of Prichard Jones Institute, Newborough, Llanfairpwllgwyngyll, LL61 6SY				
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Tuesday</td><td>12:40 – 13:25</td></tr> <tr> <td>Thursday</td><td>14:20 – 15:05</td></tr> </table>		Tuesday	12:40 – 13:25	Thursday	14:20 – 15:05
Tuesday	12:40 – 13:25				
Thursday	14:20 – 15:05				

Details of the change to existing Mobile service opening hours:					
<b>Llanfaelog Mobile Service</b>	Village Hall Car Park, Llanfaelog, Anglesey, LL63 5SS				
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Tuesday</td><td>10:30 – 11:15</td></tr> <tr> <td>Thursday</td><td>13:15 – 14:00</td></tr> </table>		Tuesday	10:30 – 11:15	Thursday	13:15 – 14:00
Tuesday	10:30 – 11:15				
Thursday	13:15 – 14:00				

Details of the change to existing Mobile service opening hours:			
<b>Bodfordd Mobile Service</b>	Fronheulog, Bodffordd, Llangefni, Anglesey, LL77 7LZ		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Tuesday</td><td>09:00 – 09:30</td></tr> </table>		Tuesday	09:00 – 09:30
Tuesday	09:00 – 09:30		

Details of the change to existing Mobile service opening hours:			
<b>Bryngwran Mobile Service</b>	Iorwerth Arms Car Park, High Street, Bryngwran, Anglesey, LL65 3PP		
<p><b>Opening times</b></p> <table> <tr> <td>Tuesday</td><td>09:45 – 10:15</td></tr> </table>		Tuesday	09:45 – 10:15
Tuesday	09:45 – 10:15		

Details of the change to existing Mobile service opening hours:			
<b>Malltraeth Mobile Service</b>	The Flats Morawelon, Malltraeth, Bodorgan, Anglesey, LL62 5AN		
<p><b>Opening times</b></p> <table> <tr> <td>Tuesday</td><td>11:30 – 12:00</td></tr> </table>		Tuesday	11:30 – 12:00
Tuesday	11:30 – 12:00		

Details of the change to existing Mobile service opening hours:			
<b>Dwyran Mobile Service</b>	Meddygfa Penbryn Doctors Surgery, Dwyran, Llanfairpwllgwyngyll, LL61 6YD		
<p><b>Opening times</b></p> <table> <tr> <td>Tuesday</td><td>13:35 – 14:05</td></tr> </table>		Tuesday	13:35 – 14:05
Tuesday	13:35 – 14:05		

Details of the change to existing Mobile service opening hours:			
<b>Llandegfan Mobile Service</b>	Maes Ffynnon, Llandegfan, Menai Bridge, Anglesey, LL59 5PR		
<p><b>Opening times</b></p> <table> <tr> <td>Thursday</td><td>09:00 – 09:30</td></tr> </table>		Thursday	09:00 – 09:30
Thursday	09:00 – 09:30		

Details of the change to existing Mobile service opening hours:			
<b>Llanddona Mobile Service</b>	Car Park Maes Gwyn, Llanddona, Beaumaris, Anglesey, LL58 8TP		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Thursday</td><td>09:45 – 10:15</td></tr> </table>		Thursday	09:45 – 10:15
Thursday	09:45 – 10:15		

Details of the change to existing Mobile service opening hours:			
<b>Bethel Mobile Service</b>	Bethel Memorial Hall, 2 Rhos, Bethel, Caernarfon, LL55 1YE		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Friday</td><td>09:00 – 09:45</td></tr> </table>		Friday	09:00 – 09:45
Friday	09:00 – 09:45		

Details of the change to existing Mobile service opening hours:			
<b>Deiniolen Mobile Service</b>	Deiniolen Library Top Car Park, High Street Deiniolen, Caernarfon, LL55 3HR		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Tuesday</td><td>14:45 – 15:15</td></tr> </table>		Tuesday	14:45 – 15:15
Tuesday	14:45 – 15:15		

Details of the change to existing Mobile service opening hours:			
<b>Moelfre Mobile Service</b>	Outside Moelfre Library, Y Ganolfan, Moelfre, Anglesey, LL72 8LS		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Thursday</td><td>10:45 – 11:15</td></tr> </table>		Thursday	10:45 – 11:15
Thursday	10:45 – 11:15		

Details of the change to existing Mobile service opening hours:				
Rhosybol Mobile Service		B511 Stad Shop Newydd, Rhosybol, Amlwch, Anglesey, LL68 9RH		
<div>Opening times</div> <table><tr><td>Friday</td><td>15:30 – 16:00</td></tr></table>			Friday	15:30 – 16:00
Friday	15:30 – 16:00			

Details of the change to existing Mobile service opening hours:			
Eglwys Bach Mobile Service	Car Park of The Bee Inn, Maes Llan, Eglwysbach, Colwyn Bay, LL28 5UD		
<div>Opening times</div> <table><tr><td>Wednesday</td><td>09:15 – 09:45</td></tr></table>		Wednesday	09:15 – 09:45
Wednesday	09:15 – 09:45		

Details of the change to existing Mobile service opening hours:			
Rowen Mobile Service	Car Park of Rowen Memorial Hall, Llanerch Estate, Rowen, Conwy Bay, LL32 8YA		
<div>Opening times</div> <table><tr><td>Wednesday</td><td>10:05 – 10:35</td></tr></table>		Wednesday	10:05 – 10:35
Wednesday	10:05 – 10:35		

Details of the change to existing Mobile service opening hours:			
Henryd Mobile Service	Junction Off Maes Refail And Henryd Road, Henryd, Aberconwy, LL32 8YH		
<div>Opening times</div> <table><tr><td>Wednesday</td><td>10:50 – 11:20</td></tr></table>		Wednesday	10:50 – 11:20
Wednesday	10:50 – 11:20		

Details of the change to existing Mobile service opening hours:			
<b>Dwygyfylchi Mobile Service</b>	Treforris Road, (next to the telephone box), Dwygyfylchi, Penmaenmawr, LL34 6UB		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Wednesday</td><td>13:30 – 14:30</td></tr> </table>		Wednesday	13:30 – 14:30
Wednesday	13:30 – 14:30		

Details of the change to existing Mobile service opening hours:			
<b>Tal Y Bont 2 Mobile Service</b>	Cae Bach, Tal-y-bont, Gwynedd, LL57 3YJ		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Wednesday</td><td>14:50 – 15:35</td></tr> </table>		Wednesday	14:50 – 15:35
Wednesday	14:50 – 15:35		

Details of the change to existing Mobile service opening hours:			
<b>Penrhosgarnedd Mobile Service</b>	Layby outside One Stop Stores, Penrhos Road, Penrhosgarnedd, LL57 2NH		
<p style="text-align: center;"><b>Opening times</b></p> <table border="1"> <tr> <td>Wednesday</td><td>15:55 – 16:40</td></tr> </table>		Wednesday	15:55 – 16:40
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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 **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**

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**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.