



Your new branch is due to open

Wells Post Office Wells Bus Station, Princes Road, Wells, BA5 1TE

We recently asked your views on some key areas about our plans to open Wells Post Office service at Spar Wells, 19 - 21 Tucker Street, Wells, BA5 2DZ, where it will operate as one of our main style branches. We received twenty responses, who welcomed our plans to maintain Post Office services to the local community in Wells.

Please be advised due to operational reasons the new branch did not open on Thursday 26 January 2023 as previously advised. We apologise for any inconvenience caused by this delay. Your new Post Office branch is scheduled to open at Spar Stores on Thursday 2 February 2023 at 09:00.

We can also confirm the temporary Post Office service, which is operating from, Wells Bus Station, Princes Road, Wells, BA5 1TE, will cease on Wednesday 1 February 2023 at 17:00.

Key points raised:

- Parking and Traffic
- Access and Space

Response to key points:

Parking and Traffic

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and we can confirm roadside parking is available outside the Spar Wells and nearby. There is a pay and display car park on Union Street, within 450 metres from Spar Wells.

Access and Space

We are mindful of the needs of all our customers, including those with mobility concerns. We can confirm the new premises will have level access and wide double doors at the entrance. Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

We have worked closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings have been made to accommodate this.

The main style Post Office will operate from three Post Office serving positions, one screened, one open plan and a Post Office serving point at the retail counter, enabling customers to carry out a similar range of products and services, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance, and National Lottery.

We do hope that you will enjoy using the new Post Office.