



Dear Customer

West Hill Post Office®
204-206 Commercial Road, Bournemouth, BH2 5NF

Branch Temporary Closure

I am writing to advise you that, for operational reasons, the above branch closed temporarily on Tuesday 19 June 2018. I am sorry for the late notification of the closure on this particular occasion.

I can assure you that we are working to resume Post Office services at West Hill and I would like to apologise for any inconvenience this temporary closure may cause locally. In the interim, we hope that our customers will continue to use the Post Office and full details of alternative services in the area are shown at the end of this letter.

We're carrying out this notification in line with our Principles of Community Engagement. You can find more information about these Principles at the end of this letter.

I would like to thank you for your patience at this time. I will ensure that you are kept advised of developments in due course.

Yours faithfully

Marie Tighe

Marie Tighe
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
FREEPOST Your Comments
www.postofficeviews.co.uk

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

The Principles of Community Engagement have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

A full copy of these Principles are available on postofficeviews.co.uk

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, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response.

Alternative branches:

Bournemouth Post Office

WHSmith
9-13 Old Christchurch Road
Bournemouth
BH1 1DY

Services

The same range of services will continue to be available with the addition of Car tax, Comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

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

Opening times

Monday	09:00-17:30
Tuesday	09:00-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	09:00-17:30
Sunday	10:30-14:30

Transport/parking

There is a Pay and Display car park within the shopping centre with designated disabled bays. There is a frequent bus service available between West Hill branch and this Post Office service. The nearest bus stop is within 170 metres away.

Route

This Post Office service is located approximately 0.5 miles away from West Hill branch, along varied terrain.

Westbourne Post Office

10-12 Seamoor Road
Bournemouth
BH4 9AP

Services

The same range of services will continue to be available with the addition of Car tax, Comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and access via a step or ramp with handrails.

Opening times

Monday	09:00-17:30
Tuesday	09:30-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	09:00-12:30
Sunday	Closed

Transport/parking

Time restricted roadside parking is available nearby.

There is a frequent bus service available between West Hill branch and this Post Office service. The nearest bus stop is approximately 75 metres away.

Route

This Post Office service is located approximately 0.8 miles away from West Hill branch, along varied terrain.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.