



KeepSafe

This service is available to personal and business customers' resident on the Isle of Man.

Only letter mail is accepted for KeepSafe.

Completion and delivery of the required application form assumes acceptance of the Terms and Conditions for the service.

A completed application form and appropriate fee must be received at least 1 week before the service starts.

All individuals at the same address requesting this service must sign the application form.

Parents or Guardians signatures are required for any children under 16 years.

If the application is made under the authority of a Power of Attorney, a certified copy of the authority must be included with the application form which must be signed in accordance with the authority.

Formal identification may be required when applying for this service.

The service is available for a maximum of 3 months.

Perishable, Recorded and Special Delivery items are exempt from the KeepSafe Service. Recorded items will be held for 1 week, and Special Delivery items will be held for 3 weeks before being returned to the sender.

Retained mail will be:

- held in a secure area
- delivered to the home address on the day after the KeepSafe agreement ends or the written notice of cancellation date
- collected, by prior arrangement and within 48 hours after the KeepSafe agreement ends or the written notice of cancellation date

If items are collected, identification will be required from the collector.

Delivery or collection of retained mail is not available on Manx Public and Bank holidays.

Any mail which arrives for an individual or business/company not named on the application form will continue to be delivered in the normal way.

Unless requested otherwise, mail addressed to 'the Occupier' will be delivered in the normal way.

The charge for the service applies to the address and not the number of residents applying for the service.

Any change of address must be advised promptly to Isle of Man Post in writing, or by fax or email.

Isle of Man Post accepts no responsibility for any losses, consequential or otherwise incurred as a result of the mail being retained as agreed.

Isle of Man Post's obligations, for confidentiality and under the Data Protection Acts will be applied in full.

The service may be cancelled in writing at any time but Isle of Man Post will not be liable for any refund or credit in such a case.

If Isle of Man Post fails to hold the mail as agreed, a full refund of the charge may be given.

Isle of Man Post reserves the right to refuse an application without any explanation. They may also withdraw the service for any breach of the Terms and Conditions which they may vary, change or amend at any time. If the service is withdrawn, the mail will continue to be delivered in the normal way.

Force Majeure

Isle of Man Post shall not be liable for any breach of its obligations or for compensation or refund for loss, damage or delay resulting from an Event of Force Majeure. Such events, which are outside Isle of Man Post's control, include, but are not restricted to, adverse weather conditions, fire, flood, explosions, accidents, traffic congestion, mechanical breakdown, obstruction of any public or private highway, acts of terrorism, vandalism, government act, riot, war, act of God or industrial dispute.

Isle of Man Post will endeavour to make its customers aware of an Event of Force Majeure, giving details of the circumstances and as much notice as possible together with a reasonable estimate of when it is likely to cease.

If an Event of Force Majeure continues for more than 30 days, then Isle of Man Post shall be entitled to terminate any agreements, and shall not have any liability in respect of the termination caused by the Event.

Consequential loss

Isle of Man Post does not offer compensation for consequential loss on any of its services.

Isle of Man Post is not liable for any loss of profits, business revenue, goodwill or anticipated savings whether direct, indirect, foreseeable or unforeseeable arising out of delay or failure in conveyance or delivery by either an employee of Isle of Man Post or one of its partners.

These Terms and Conditions shall be governed by and construed in accordance with Isle of Man law and subject to the exclusive jurisdiction of the Manx Courts.