



Private Boxes

This service is available to customers with a permanent address on the Isle of Man.

The service is available to Business customers, and personal customers who experience difficulties with postal deliveries to their homes.

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

Boxes can only be rented at the delivery office which delivers mail to the usual home or business address, and collection can be made at any time during the office/counter opening hours.

The service is available for a minimum of 12 months.

The charging period is 1st October to 30th September and new users will receive credit for the outstanding period when first invoiced in September.

The initial fee must be paid in advance, and all invoices settled within 28 days of their date. If not settled by the due date, the service may be cancelled without further notice and all mail returned to the sender(s).

The customer must give at least one months notice to cancel the service. No refunds are made during the first year, but will be made on a pro rata basis after that.

Isle of Man Post has the right to disclose the address of the user of the Private Box to anyone requesting the information.

Letters and parcels may be accepted for a private box.

Delivery of the mail to the box holder's normal address is available on application and payment of the set fee.

The box address can be shown in full or abbreviated (providing the abbreviation does not contravene any legislation relating to how addresses are shown).

The post code should be specific to the allocated box and collecting office, and not that of the home/business address.

Redirection of normally addressed mail (which does not include the box number) to the box is available on application and payment of the set fee.

Any change of address must be advised promptly to Isle of Man Post in writing, or by fax or email. Any move to another delivery area will necessitate the closure of the box. Box mail may be redirected for up to 3 months

The authority card issued by Isle of Man Post on acceptance of the application must be shown by the box holder or their representative when collecting the mail.

Mail must be collected at least once each month. If this does not happen for 3 consecutive months the service will be cancelled and all mail returned to the sender(s).

The box must not be used:

- for any illegal or fraudulent purpose
- by anyone not living at the home address or working at the business address stated on the application

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, incoming mail for the box will be treated as undeliverable.

The service is not available on Manx Public and Bank holidays.

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

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.