

# Application for Retention of Mail

October 2025

If you're going away for a short while, Jersey Post's Retention of Mail service helps you avoid that tell-tale pile of unopened mail on your doormat. We can hold your mail for up to two months, and deliver it when you ask us to.

Complete this form and any accompanying documents (see Section 6) and email it to [customercare@jerseypost.com](mailto:customercare@jerseypost.com) who will authorise the service and arrange for payment. Alternatively bring it in to any of our Post Offices. A minimum of 5 working days is required to set up this service. Once your mail retention service expires, all mail retained up until that date will be delivered the next working day.

You can also set up your Mail Retention service online at [www.jerseypost.com/retention](http://www.jerseypost.com/retention)

## 1. Name and address details

Title:	First Name:	Surname:
Address:		
		Postcode:
Telephone number:		
Email address:		

We'll write to you at this address confirming your application for service.

## 2. Timing

Start date:	End date:
We require at least 5 working days from the date of receipt of the application form before the start of service. Jersey Post is unable to retain customer mail for longer than 2 months.	
Mail will be delivered the next working day after the end date.	

## 3. Confirmation and signatures

Please provide the names and signatures of all persons / businesses present at the relevant address by way of consent to such Retention of Mail Service<sup>†</sup>:

Name:	Name:
Signature:	Signature:
Date:	Date:
Name:	Name:
Signature:	Signature:
Date:	Date:

If you need more space, please use a separate blank sheet and tick here: ☐

## 4. Service Costs

Please see [www.jerseypost.com/retention](http://www.jerseypost.com/retention) for prices.

## 5. Declaration

By signing this application for the Retention of Mail Service, you confirm that you have the authority of all the residents of the relevant address, including any businesses registered at that address, as all mail addressed to the property will be retained. You hereby agree to comply with the terms of this Service set out in this document, including Jersey Post's Terms of Business from time to time.

Name:

Signature:

Date:

## 6. Checklist

Completed and signed application

☐

Identification - photo ID

☐

Payment - see [www.jerseypost.com/retention](http://www.jerseypost.com/retention)

☐

Address verification

☐

You must provide the following verification of identification to subscribe for this Service:

One of the following photo ID:

- Passport
- Driving licence
- Pensioners' bus pass

or a declaration from a qualified person\*\* that they have known you for at least 3 years and that the signature on the form is your true signature.

plus one of the following:

- a utility bill
- a recent bank/building society

\* Price quoted is correct at time of printing and is inclusive of GST at 5%.

\*\* A 'qualified person' is a practising lawyer, accountant or doctor, or a police officer or member of the Royal Court.

† This service will result in all mail which would normally be delivered to the relevant address being retained, regardless of the name of the addressee.

Date Stamp

January 2026

FOR OFFICE USE ONLY

# Jersey Post retention of mail terms and conditions

## 1. Definitions used in these Terms and Conditions

“**Application Form**” means the application form for the Service.

“**Client**” means the person(s) applying for the Service.

“**Jersey Post**” means Jersey Post Limited of Postal Headquarters, La Rue Gréllier, Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QS and which shall, where the context allows, include its successors and any assigns.

“**Named User**” means any person or entity obtaining the benefit of the Service on behalf of the Client, including family members and anyone noted in the Application Form.

“**Relevant Address**” means the postal address to which this Service is to apply.

“**Service**” means the Retention of Mail Service.

“**Terms and Conditions**” means these terms and conditions.

“**Terms of Business**” means Jersey Post’s Terms of Business, a copy of which is available at [www.jerseypost.com](http://www.jerseypost.com), as amended from time to time.

## 2. Using the Retention of Mail Service

### Application for the Service

Completion of the Application Form indicates agreement with these Terms and Conditions and Jersey Post’s Terms of Business. In the event of any conflict between these Terms and Conditions and Jersey Post’s Terms of Business, the Terms and Conditions shall take precedence.

Jersey Post has the right to refuse any application for the Service. All addresses must be correct and contain the correct postcode – for full and correct address details please contact the Customer Services Team on 616616 or email: [customer-care@jerseypost.com](mailto:customer-care@jerseypost.com) or log on to [www.jerseypost.com](http://www.jerseypost.com). Application for this Service must be made in person at any Jersey Post counter. Clients must provide a fully completed form and the identification required under the heading “Verification of identification” below. Notice of this application will be sent to the Relevant Address by way of confirmation of the Service having been subscribed for.

### Service and period of retention

Jersey Post will commence the Service on the ‘Start Date’ set out in the Application Form, unless that date is fewer than 5 working days from the receipt of the Application Form, in which case the Service will commence 5 working days after receipt of the Application Form by Jersey Post. Mail will be redirected for the period indicated in the Application Form. The maximum period for redirection of mail is 2 months.

All mail which would ordinarily be delivered to the relevant address (including Special Delivery and Recorded Delivery items) will be retained by Jersey Post, regardless of the name of the addressee. It is therefore extremely important that you have the authority of every person residing at the above address and every business registered at the above address before subscribing to this Service. Jersey Post has no obligation to verify whether all such authorities have been obtained. At the end of the period of retention, all mail retained by Jersey Post will be delivered to the Relevant Address set out above. In no circumstances can mail be collected from any Jersey Post premises in person.

### Retaining mail without appropriate consent

It is a criminal offence to delay or attempt to delay mail without the authority of the addressee. Jersey Post will refer any suspected unauthorized redirection to the appropriate authorities.

### Loss resulting from retained mail

Jersey Post has no liability in respect of any loss incurred by the Client, and Named User, or any other person at the Relevant Address as a result of mail being retained in accordance with this Service, whether such loss is in relation to any loss of profits, business revenue, goodwill or anticipated savings, or any type of special, indirect or consequential loss (including loss or damage to data, equipment or property even if in the care, custody or control of Jersey Post) and whether direct, indirect, foreseeable or unforeseeable.

## 3. Variation of the Service

### Suspension or termination of the Service

Jersey Post, at its sole discretion, has the right to suspend, terminate or limit the Service at any time. In particular, Jersey Post may suspend or terminate the Service at any time if these Terms and Conditions are breached by the client or any Named User.

### Cancellation of the Service

Any cancellation of the Service by the Client must be made in writing and be signed by all relevant parties, including any Named Users, in which case Jersey Post will deliver retained mail in the normal way. Please note that no refund can be given in respect of early cancellation of this Service.

## 4. Costs

### Payment

All payments for the Service must be made at the time of application. Jersey Post will not commence the Service unless and until payment has been made in full and funds have cleared in respect of such payment.

### Methods of payment

Cheques should be made payable to: ‘Jersey Post’

Through the bank:

HSBC  
PO Box 14  
JERSEY  
JE4 8NJ

Account Name: Jersey Post  
Sort Code: 40-25-34  
Account Number: 21588648

Credit card payments can be taken over the phone - please call Jersey Post on 616625.

## 5. Other

### Personal information

By requesting the Service, the Client and each Named User hereby authorises Jersey Post to collect, process and store the personal information requested in the Retention of Mail Service Application Form and to disclose it to parties who are required to know for the purpose of providing the Service, including any parties related to Jersey Post.

Jersey Post is required to comply with data protection legislation applicable in Jersey.

### Verification of identification

Jersey Post requires verification of the identity of the person who is applying for the Service. In the event of any change to the information contained in such documents, the Client will provide Jersey Post with new documents recording such changes within 30 days of such changes occurring. The following verification of identification must be provided to subscribe for this.

**One of the following photo ID:** Passport, Driving License, Pensioners’ bus pass or a declaration from a qualified person\*\* that they have known the applicant for at least 3 years and that the signature on the form is your true signature.

**Plus one of the following:** a recent utility bill, a recent bank/building society statement, or a recent credit card statement.

In addition, if this application is made on behalf of a business or organisation, confirmation that the applicant is authorised to apply for the Service must be provided in writing on letter headed notepaper from that business or organization.

\*\*A ‘qualified person’ is a practicing lawyer, accountant or doctor, or a police officer or member of the Royal Court.

### Amendments to Terms and Conditions

Jersey Post reserves the right to amend these Terms and Conditions at any time.

The provision of the Service is subject to compliance with these Terms and Conditions.

### For further information please contact Customer Care:

Telephone: 01534 616616

Email: [customer-care@jerseypost.com](mailto:customer-care@jerseypost.com)