

Question 1: Do you agree that there should be an exception to the universal service (i.e. no deliveries or collections) on 26 December when this date falls on a Saturday, beginning with 26 December 2015? Please explain your answer.:

No. Royal Mail should not be allowed to suspend deliveries when Boxing Day falls on a Saturday. To allow the Royal Mail not to deliver for four consecutive days represents a gap in postal deliveries equating to 400% of the usual acceptable weekly gap in deliveries on a Sunday. Our experience over recent years is that increasing amounts of in pre-posting deadline items are received on the first day after the Christmas break. To delay that by three days as would be the case this year is inappropriate. With the increase in small parcel and packet sized gifts being carried by Royal Mail (as distinct from Parcelforce) from online companies the demand for postal services over the period is likely to increase incrementally thus putting additional burden pre-Christmas and leading to overspill after Christmas.