

HOLD MAIL

IMPORTANT UPDATES		
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April 8, 2011	Clarification to definition of "week days" in Service Features.	section 5

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1 WHAT IS HOLD MAIL?

Hold Mail is a service which enables Customers to have their mail held by Canada Post because they are going on an extended holiday or will be away from their home or their business for a period of time. The service is accessible at canadapost.ca/hold or at any post office.

The **School Service** is available to schools to help ensure that their mail is handled properly during various extended holiday periods. The School Service allows schools to combine a temporary redirection with the Hold Mail service.

2 PRICING INFORMATION

To obtain information on pricing:

- see [Canada Post Prices](#).

3 PAYMENT OPTIONS

3.1 Proofs of Payment

Table 1 lists the acceptable proofs of payment for Hold Mail service only if payment is made in a non-automated office.

Table 1: Hold Mail Proofs of Payment

CONTRACT CUSTOMER	CONSUMER
• meter impression	• postage stamp

3.2 Methods of Payment

Table 2 lists the acceptable methods of payment for Change of Address Service. Some restrictions or conditions may apply.

Table 2: Hold Mail Methods of Payment

CONTRACT CUSTOMER	CONSUMER
<ul style="list-style-type: none"> • business cheque • cash • credit card (where available) • Debit card (where available) • money order 	<ul style="list-style-type: none"> • cash • certified cheque • credit card (where available) • debit card (where available) • money order

NOTE: If the Customer buys the Hold Mail service via the Internet, payment must be made by credit card.

4 REQUEST TO HOLD MAIL FORM

Customers must complete a *Request to Hold Mail* form which can be obtained from any post office. Current, valid, original personal Customer identification issued by a government department or other reputable source which has the Customer's photograph must be provided to purchase the Hold Mail service. For example, Customers can use identification such as their driver's license, passport, record of landing, permanent resident card, certificate of Canadian Citizenship, or a certificate of Indian status, if the personal identification does not have the applicable address, additional identification/documentation is required.

The Customer can also purchase Hold Mail service at canadapost.ca/hold and will receive confirmation of his request by email.

A maximum of four (4) individuals, four (4) families, or two (2) businesses (or a combination of two (2) family names and two (2) businesses) can use this form. When a business and individual or family share the same form, the business fee applies.

NOTE: "Family" is to be used when all individuals are having their mail held. Up to four (4) family names can be identified on the same *Hold Mail Request* form. "Individual" is to be used only when some individuals are having their mail held. The first name and family name of each individual having their mail held (max. of four (4) individual names) must be identified on the form.

5 SERVICE FEATURES

The service is available for various periods of time depending on the type of Customer (residential, business, or school). The minimum fee for residential Customers is the 10 week days* (2 weeks) price and the minimum fee for businesses is the 5 week days* (1 week) price. However, Hold Mail service can be requested for a shorter period of time. The service can be renewed indefinitely, provided the renewal is requested before the expiry date of the service. The renewal fee will be based on the current service fee at the time of renewal.

Interim pickup during Hold Mail period: For interim mail pickup during the Hold Mail period, proper identification is required (e.g. government issued photo ID). If acting on behalf of another person (organization), proof of authorization is also required.

* "week days" include Statutory Holidays.

5.1 Expiry or Cancellation

A Customer can renew, amend or cancel the Hold Mail service at any time by presenting the receipt at any post office. However, no refund will be granted once the service has commenced.

When the Hold Mail service expires or is cancelled, normal mail delivery resumes and the held mail is delivered to the Customer's address. If the volume of held mail is too great to be placed in the mail receptacle, a *Delivery Notice* card is left and the Customer is required to pick up the mail at the post office.

5.2 Restrictions

A Hold Mail request cannot be accepted if the Customer receives mail through, or in care of, an institution such as a business, hotel, motel, rooming house, nursing home, hospital, school or similar institution, through a privately managed postal box, or if the Customer shares a postal address (where several businesses share a common postal address).

When conflicting instructions are received with regard to a specific address or Customer (for example, in the instance of a dissolved marriage, business or cohabitation), a court order or a signed, written agreement bearing the signature of all the involved parties is required. The agreement or court order must specify delivery instructions for individually addressed items and for jointly addressed items.

Parcels (e.g., *Priority*™ Next A.M., *Xpresspost*™, *Expedited Parcel*™ and *Regular Parcel*™) may be delivered and/or carded during the "Hold" period. Customers expecting any parcel deliveries should advise the sender(s) to delay shipping until their return.

5.3 Right of Refusal

Canada Post reserves the right to refuse to hold mail and to end the arrangement at any time.

5.4 Privacy Act

The use of Customer information gathered by Canada Post is governed by the *Privacy Act*.

6 SCHOOL SERVICE

The School Service allows schools to purchase the Hold Mail service or a temporary redirection service or to combine temporary redirection and the Hold Mail service for schools for periods when they are closed, for the duration of one year at a time. The annual fee depends on the service(s) selected and applies for the one-year period starting from the date the initial service was requested to start and covers up to 6 different time periods. Schools or School Boards are required to complete and submit the new *School – Temporary Redirection and/or Hold Mail* form to their local post office. The form will indicate the dates the school is open and closed, and if the mail should be held or redirected to a new address for each of the time periods. Appropriate identification and proof of authorization is required to act on behalf of the school.

NOTE 1: The School Service can be changed or cancelled by presenting the receipt copy at any post office.

2: Some conditions and exceptions apply.

7 ENQUIRIES

General enquiries concerning the Hold Mail service should be directed to Customer Service at canadapost.ca/contactus or by phone at 1.800.267.1177.

8 ADDRESSING

The request must be supported by a *Request to Hold Mail* form that includes a legible and complete address with the correct Postal Code. See [Addressing Guidelines](#) for more information.