
KEY SERVICE™

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1 WHAT IS KEY SERVICE?

Hotel, motel, car keys and access plastic cards with mailing addresses may be posted for delivery in Canada without any postage. The addressee, not the sender, pays the appropriate price.

2 SIZE AND WEIGHT

Each Key Service item must meet the size and weight specifications shown in Table 1.

Table 1: Key Service Size and Weight

CATEGORY		LENGTH	WIDTH	THICKNESS	WEIGHT
Key Service	max.	380 mm	270 mm	20 mm	500 g
	min.	140 mm	90 mm	0.18 mm	–

3 PRICING INFORMATION

To obtain information on pricing:

- see [Canada Post Prices](#).

4 PAYMENT OPTIONS

Table 2 indicates the methods of payment that are acceptable for Key Service. Some restrictions or conditions may apply.

Table 2: Key Service Payment Options

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

For more information, see [Paying For Your Mailing](#).

5 DELIVERY STANDARDS AT A GLANCE

There are no delivery standards for the Key Service.

6 FEATURES

A feature is something that is provided as part of the basic service. The available feature is described below.

6.1 Redirection

Key Service items will be redirected at no charge where the addressee has a *Change of Address Notification* on file.

Keys can be dropped without cover at any postal facility or in any mail receptacle. The Key Service is available for domestic service only.

Keys without a return address, but for which an addressee is known, must be wrapped such that it prevents:

- loss or damage to the item, postal equipment or other mail
- entrapment of other mail
- injury to staff handling the item.

7 OPTIONS

No options are offered with this service.

8 ADDRESSING

The outer cover should have a complete address and Postal Code for both the sender and addressee. The words “KEY SERVICE” should appear in the upper right-hand corner.

Return addresses must be legible, complete and include the correct Postal Code. See [Addressing Guidelines](#) for more information.

9 DEPOSIT OF KEYS

The Customer can deposit key items at any one of the following locations:

- at a post office
- in a street letter box.

10 DELIVERY OF KEYS

Keys can be delivered to the following locations:

- to the door
- to a group mailbox
- to a community mailbox
- to a rural mailbox
- to a post office box
- via general delivery
- via a container/bag service.