

# HOLD MAIL

IMPORTANT UPDATES		
LAST UPDATED DATE	DESCRIPTION	LOCATION
June 14, 2013	Removed interim mail pick up option.	Section 5
	Added "Special Offers" and "Self-Serve Portal" to Service Features.	Section 5.1 Section 5.2
May 26, 2013	Introduced new service name: Change of Address (Mail Forwarding) for Moves and Change of Address (Mail Forwarding) for Temporary Relocation.	Section 1 Section 6
April 23, 2012	Priority Next A.M. rebranded to Priority™.	Section 5.4

<b>1</b>	<b>What Is Hold Mail?</b>	<b>1</b>
<b>2</b>	<b>Pricing Information</b>	<b>1</b>
<b>3</b>	<b>Payment Options</b>	<b>2</b>
3.1	Proofs of Payment	2
3.2	Methods of Payment	2
<b>4</b>	<b>Request to Hold Mail Form</b>	<b>2</b>
<b>5</b>	<b>Service Features</b>	<b>3</b>
5.1	Special Offers	3
5.2	Self-Serve Portal	3
5.3	Expiry or Cancellation	3
5.4	Restrictions	3
5.5	Right of Refusal	3
5.6	Privacy Act	4
<b>6</b>	<b>School Service</b>	<b>4</b>
<b>7</b>	<b>Enquiries</b>	<b>4</b>
<b>8</b>	<b>Addressing</b>	<b>4</b>

## 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 a holiday or will be away from their home or their business for a period of time. The service is accessible at [canadapost.ca/hold](http://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 relocation 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
<ul style="list-style-type: none"> <li>meter impression</li> </ul>	<ul style="list-style-type: none"> <li>postage stamp</li> </ul>

### 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"> <li>business cheque</li> <li>cash</li> <li>credit card (where available)</li> <li>Debit card (where available)</li> <li>money order</li> </ul>	<ul style="list-style-type: none"> <li>cash</li> <li>certified cheque</li> <li>credit card (where available)</li> <li>debit card (where available)</li> <li>money order</li> </ul>

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

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

## 4 REQUEST TO HOLD MAIL FORM

Customers must complete a *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](http://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* 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.

\* “week days” include Statutory Holidays.

### 5.1 Special Offers

Canada Post may send Customers special offers on its behalf or that of other organizations with relevant products and services. Customers' personal information is not disclosed to these organizations.

### 5.2 Self-Serve Portal

If an email address is provided at the time of purchase, Customers will receive an automated email confirmation shortly after their purchase that will include the service details and a reference number. Customers can use their reference number to extend or make changes to their Hold Mail service.

### 5.3 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.

**Early Return:** Customers may pick up their mail prior to the specified expiry date. However, the Hold Mail service will subsequently be cancelled.

### 5.4 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*<sup>™</sup>, *Xpresspost*<sup>™</sup>, *Expedited Parcel*<sup>™</sup> and *Regular Parcel*<sup>™</sup>) 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.

### 5.5 Right of Refusal

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

## 5.6 Privacy Act

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

## 6 SCHOOL SERVICE

**School Service** is offered to educational institutions to forward and/or hold their mail during various holiday periods thereby ensuring their mail is kept secure when Schools are closed. The service is sold to Schools at post offices only.

Three (3) service options are available:

- **Hold Mail only:** applies when the School wants to have their mail held at a Canada Post facility.
- **Temporary Mail Forwarding (Redirection) only:** applies when the School wants to forward their mail to an alternate applicable Canadian address.
- Combination of **Temporary Mail Forwarding (Redirection) and Hold Mail:** apply when the School wants to have their mail held and temporarily forwarded to an alternate applicable Canadian address in accordance with the time periods specified on the form.

The form will indicate the dates the School is open and closed and if the mail should be held or forwarded to a new address for each of the time periods. Each service purchased covers a period of up to one year starting from the date the initial service was purchased and covering up to 6 different time periods.

In the event that the School is permanently moving to a different location, a Change of Address (Mail Forwarding) service for Moves must be purchased. The business price would apply.

## 7 ENQUIRIES

General enquiries concerning the Hold Mail service should be directed to Customer Service at [canadapost.ca/support](http://canadapost.ca/support) or by phone at 1-800-267-1177.

## 8 ADDRESSING

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