

La Tania, Novembre 25<sup>th</sup> 2016

## **Awareness about Post Office in La Tania Tourist Office – How does it work?**

You are about to spend the winter season living and/or working in La Tania, and thus use the Local Post Office (located at the ground floor of the Tourist Office)? We wish to communicate important information regarding how the Post Office in La Tania works.

**1 / The Post Office in La Tania is a collection point of your packages and registered letters only when the postman or carrier could not deliver it to you directly:** either it required a signature and you were away from home or if your mailbox could not contain the package. A “non-delivery” (“avis de passage”) notice is left in your mailbox.

- ⇒ These packages or registered letters we will be left at La Tania Post’s Office the next day and will be kept for 15 days. After this delay, it will be sent back to the sender.

**2 / Your package must imperatively be sent to your personal address in La Tania and we advise you not to address it to the Tourist Office for the following 3 reasons:**

- To operate an effective tracking

If you address your order directly to the Tourist Office, the tracking will not operate: there will be no advice and no “non-delivery” (“avis de passage”) notice issued as the package/letter was address to final destination.

- For a question of responsibility

It is really awkward for the Tourist Office staff to sign receipt of your package as it commits the responsibility of our association. On the other hand, this may prevent you to initiate a claim procedure against the delivery company in case of damaged or incomplete delivery. The La Tania Tourist Office staff will sign a confirmation of delivery without knowing nor opening the details of your order, we cannot guarantee this service.

Once the order has been delivered and signed, you therefore accept it as such, and cannot refuse it anymore.

This procedure includes La Poste and other companies such as UPS, TNT, Chronopost...



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LE SECRET LE MIEUX GARDÉ DES 3 VALLÉES<sup>®</sup>

- A question of cost

According to information provided to us by the National Post Office (La Poste), the fact to be dropped off a letter or package directly to the Post Office is a paid service. It must be charged according the following rates:

|                                     | <b>Rates per piece</b> |
|-------------------------------------|------------------------|
| Correspondence withdrawal           | 0.80€                  |
| Newspapers or periodical withdrawal | 0.40€                  |
| Package withdrawal                  | 4.00€                  |

During the last winter season, we have friendly educated all the local post office users directly concerned by this situation.

For the upcoming winter season, we now advise you to address your letters/packages to your personal address in La Tania. **Please forward this message to your guests, partners, colleagues and staff, potentially concerned by this situation.**

However, if you decide to address your letters/packages to the La Tania Tourist Office, we inform you that we will apply the effective rates.

Feel free to contact the Tourist Office team, in charge of the local post office, for more information.

Arnaud Favet,  
director