

ON SITE MAIN POST OFFICE® AGREEMENT

PREFACE

PART A

All capitalised terms not defined in this Preface have the meanings given to them in the Standard Conditions for the Operation of a Main Post Office® Branch (On Site, Post Office Limited Cash) (the **Standard Conditions**).

This Preface is part of an Agreement between Post Office Limited and the Operator for the operation of a Main Post Office Branch (as defined in the Standard Conditions) at the Branch Premises (as defined below).

The **Agreement** consists of the following documents:

- This Preface and the following Appendices to it:
 - Appendix 1 – Equipment
 - Appendix 2 – Conditions of Appointment
 - Appendix 3 – Plan of Branch Premises
 - Appendix 4 - Extended Opening Hours Trial
- The Standard Conditions
- The Manual (as defined in the Standard Conditions)
- The Fees Booklet (as defined in the Standard Conditions)
- The Outreach Services Conditions «Outreach_Addendum_required»
- The Outreach Operations Manual (as defined in the Outreach Services Conditions)

1. The Agreement is between:

- (a) **Post Office Limited** (Company No. 02154540), whose registered office address is at **100 Wood Street, London, EC2V 7ER (Post Office Ltd)**; and

Note: where the Operator is a company use the following version of paragraph (b), otherwise it should be deleted.

- (b) «Full_company_name_of_operator_Name_of_P» (Company No. «Company_Registration_Number») of «Business_Registered_Address_1», «Business_Registered_Address_2», «Business_Registered_Address_3», «Business_Registered_Address_4», «Business_Registered_Post_Code» (the Operator).

Note: where the Operator is a partnership use the following version of paragraph (b), otherwise it should be deleted.

- (b) «Full_company_name_of_operator_Name_of_P» (a partnership) of «Business_Registered_Address_1», «Business_Registered_Address_2», «Business_Registered_Address_3», «Business_Registered_Address_4», «Business_Registered_Address_5» «Business_Registered_Post_Code» (the Operator).

Note: where the Operator is an individual use the following version of paragraph (b), otherwise it should be deleted.

(b) «Proposed_New_Operator_Salutation»
«Proposed_New_Operator_First_Name»
«Proposed_New_Operator_Last_Name» of
«New_Operator_Mailing_Address_Line_1»,
«New_Operator_Mailing_Address_Line_2»,
«New_Operator_Mailing_Address_Line_3»,
«New_Operator_Mailing_Address_Postcode» (the Operator).

2. The Branch Premises are the premises from which the Branch and the Basic Business are operated at: «Branch_Address_1», «Branch_Address_2», «Branch_Address_3», «Branch_Address_4», «Branch_Address_5», «Branch_Post_Code».

3. The Branch will have («Proposed_Open_Plan_positions_Number»+«Proposed_Fortress_positions_Number») Dedicated Post Office Counter Positions at the Start Date.

4. **Opening Times:** The Operator shall operate the Branch from the Dedicated Post Office Counter Positions during the hours of 9am until 5.30pm Monday to Saturday (inclusive) (the Core Hours) and, subject to the terms of Appendix 4, during the Extended Hours which will be:

Monday «Proposed_Retail_Monday_Opening_Time» to
«Proposed_Retail_Monday_Closing_Time»

Tuesday «Proposed_Retail_Tuesday_Opening_Time» to
«Proposed_Retail_Tuesday_Closing_Time»

Wednesday «Proposed_Retail_Wednesday_Opening_Time» to
«Proposed_Retail_Wednesday_Closing_Time»

Thursday «Proposed_Retail_Thursday_Opening_Time» to
«Proposed_Retail_Thursday_Closing_Time»

Friday «Proposed_Retail_Friday_Opening_Time» to
«Proposed_Retail_Friday_Closing_Time»

Saturday «Proposed_Retail_Saturday_Opening_Time» to
«Proposed_Retail_Saturday_Closing_Time»

Sunday «NTM1NTLP1__DP8_Sunday_closed1»
«NTM1NTLP1__DP8_Sunday_closed2»

including on any public or statutory holidays on which the Basic Business is open to the public.

The, Core Hours and Extended Hours detailed in this clause 4 (as varied from time to time in accordance with the Agreement), are referred to in the Agreement as the **Minimum Hours**.

5. The **Commencement Date** of the Agreement is the date on which this Preface is signed by the latest of the Parties to sign the Agreement (as set out below).

6. **Note: If Part B of the Preface is included, then use this version of clause 6. Otherwise, it should be deleted.** The **Start Date** on which the Operator will begin the operation of the Branch at the Branch Premises will be as determined in accordance with Part B of this Preface or such other date as may either be agreed in writing between

the Parties at any time or (where the Operator has not complied with any of the terms of the Agreement, including any Conditions of Appointment which are required to be completed before the Start Date) be determined by Post Office Ltd in its absolute discretion and notified in writing to the Operator at any time.

7. The **Basic Business** at the Branch Premises is «**Primary_retail_offer**».
8. **Note: Delete if the Operator will move straight onto variable fees.** The Fees payable by Post Office Ltd to the Operator from the Start Date for the first and second Accounting Periods (as defined in Part 1 of the Standard Conditions) (calculated with effect from the Accounting Period within which the Start Date falls), shall be:

First Accounting Period: £«**First_Accounting_Period_Figure**».00 (pro-rated in the same proportion as the number of days from the Start Date to the end of the Accounting Period bears to the total number of days in that Accounting Period);

Second Accounting Period: £«**Second_Accounting_Period_Figure**».00,

(the **First Fees Payments**) and thereafter shall be calculated on a strictly "per Transaction" basis only in accordance with clauses 1.4.1 and 1.4.2 of Part 3 of the Standard Conditions. Where the Start Date falls within an Accounting Period after Post Office Ltd's payment cut-off date, the Operator shall not receive the First Fees Payment for the First Accounting Period until the end of the following Accounting Period.

Note: Delete if the Operator will receive fixed fees for the first two accounting periods.

The Fees payable by Post Office Ltd to the Operator from the Start Date and thereafter shall be calculated on a strictly "per Transaction" basis only in accordance with clauses 1.4.1 and 1.4.2 of Part 3 of the Standard Conditions.
9. **VAT**

Note: Delete this clause if the Operator is not registered for VAT. The Operator's VAT number is «**Registered_VAT_number**».
10. **Set Up Costs and Original Conversion Date**

For the purposes of clause 3 of Part 3 of the Standard Conditions:

The Set Up Costs are: N/A

The Original Conversion Date is: N/A
11. **Termination of the Agreement before the Start Date**

Post Office Ltd may terminate the Agreement in accordance with Part B of this Preface if the condition referred to in that Part is not fulfilled.
12. **Note: delete this clause if the Operator will not be providing Mailwork Services.**
Mailwork – The Operator shall provide Mailwork services from the Branch Premises in accordance with the Mailwork Specification, which forms part of the Manual.
13. «**Guarantors_required**»**Note: Delete if no guarantee is required by POL.** The performance of the Operator's obligations under the Agreement must be guaranteed by one two guarantors acceptable to Post Office Ltd. The Each guarantor will usually be a director or shareholder of the Operator.
- 14 **Warranty and undertaking on third party obligations**
- 14.1 The Operator warrants and represents that on and from the Commencement Date, it shall have no contractual or other obligations to any third party which would or may be breached by entering into and/or performing any of its obligations under this Agreement.

- 14.2 As a condition of this Agreement, the Operator undertakes to ensure that the warranties and representations at clause 14.1 are and shall remain true throughout the Term.

15. Regulatory Status

- 15.1 The Operator warrants and represents that on the Commencement Date, it is not authorised and regulated by the Financial Conduct Authority or the Prudential Regulation Authority or an appointed representative or introducer appointed representative of a firm authorised and regulated by the Financial Conduct Authority or the Prudential Regulation Authority and is not an exempt person within the meaning of the Financial Services and Markets Act 2000.
- 15.2 The Operator undertakes to inform Post Office Ltd in accordance with clause 3.6.7 of Part 2 of the Standard Conditions if it proposes to change its regulatory status, or if its regulatory status does change, at any time during the term of this Agreement. The Operator must provide the notice required by this clause at least:
- 15.2.1 three (3) months before it submits an application for authorisation or variation of permission, if it intends to become authorised or vary or cancel its permissions; or
 - 15.2.2 one (1) month before its name appears on the Financial Services Register, if it intends to become an appointed representative or introducer appointed representative of another authorised firm.
- 15.3 On the first anniversary of the Commencement Date and on each subsequent anniversary of the Commencement Date during the term of this Agreement, the Operator shall provide Post Office Ltd with a certificate, signed on behalf of the Operator by a duly authorised signatory, in which the Operator warrants that the Operator's regulatory status has not changed:
- 15.3.1 since the Commencement Date; or,
 - 15.3.2 if the Operator has served Post Office Ltd with a notice of a change in its regulatory status in accordance with clause 15.2 above, since the date such notice was received by Post Office Ltd.

The certificate shall be sent to the address set out in clause 22.1.1 of Part 2 of the Standard Conditions.

PART B

Precondition

- 1.1 The Agreement is conditional upon Post Office Ltd confirming to the Operator in writing in accordance with clause 1.2 below that it is satisfied (following the provision by the Operator of evidence acceptable to Post Office Ltd) that the Operator has, not later than 4 (four) weeks after the Commencement Date (or by such other date as may be agreed in writing by the Parties), obtained a Valid Property Interest (as defined in the Standard Conditions) in the Branch Premises (the **Precondition**).
- 1.2 If Post Office Ltd is, at its absolute discretion, satisfied that the Operator has fulfilled the Precondition, it shall give a written notice to the Operator confirming that the Operator has fulfilled the Precondition and, subject to clause 6 of Part A of this Preface, specifying the Start Date. Providing Post Office Ltd does so at least 7 (seven) days in advance of the Start Date originally notified, Post Office Ltd may postpone the Start Date by giving written notice to the Operator.
- 1.3 If Post Office Ltd is not, at its absolute discretion, satisfied that the Operator has fulfilled the Precondition, Post Office Ltd may terminate the Agreement immediately on written notice to the Operator.

The Operator and Post Office Ltd hereby agree to enter into the Agreement as defined above.

OPERATOR

Either: Signature of Operator (if an individual)
OR: Signature of Director or partner if a company or partnership

Second Signature (not required if Operator is an individual or where the Operator is a single director company with no separate company secretary)
Signature of Director/Company Secretary or partner if a company or partnership

Typed or Printed Name
Title: Operator/Partner/Director

Typed or Printed Name
Title: Director/Company Secretary/Partner

Date

Date

Signed by for and on behalf of the Operator

Title: An authorised signatory

Date

POST OFFICE LTD

An authorised signatory

Typed or Printed Name

Title

Date

APPENDIX 1 – EQUIPMENT

Note: Not all equipment listed will be relevant to every branch.

Items of equipment that may be required at the Branch							
Item	Who owns Equipment?			Who is responsible for maintenance of the Equipment?			Items to be returned to Post Office Ltd or its supplier at end of the Agreement
	Post Office Ltd Equipment (already in Branch or to be provided by Post Office Ltd)	Operator Equipment (assumed to be already in Branch)	Operator Equipment to be provided by Operator at its own cost prior to Start Date if not operational	Post Office Ltd	The Operator	Post Office Ltd's supplier	
Signage (including internal signage, survey and install)		X	x		X		
Safes (Main safe) including MMG		X	x	x			
Electronic Scales	X			x			x
Alarms (where the alarm is provided by Post Office Ltd, monitoring and maintenance will be provided by, or on behalf of, Post Office Ltd during the term of the Agreement only.)	x			x			
Bureau de Change Rate Board	x					x	x
Counter Desking/ FSS desking and privacy Screens/conversation area		x	x		x		
Customer seating/Counter Staff Seating		x	x		x		
Cash Funding Unit (Rollercash/Bidi, SSOC,etc)		x	x	x			
Horizon	x			x			x
Secure Counters (including anti-bandit screens and parcel hatches)		x	x		x		
Secure doors		x	x		x		
Drop bag Fittings		x	x		x		
Self Service Kiosk	x			x			x
AEI Kiosk	x			x			x

AEI Consumables (including curtains and Stylii)	x			x			x
Mails Acceptance Unit		x	x		x		
Mails Integrity unit/secure mail storage		x	x		x		
Queue Management (barrier)		x	x		x		
Call Forward		x	x		x		
Coin Cabinets		x	x	x			
POD Panel		x	x		x		
A1 point of sale frames		x	x		x		
Self inking date stamp	x				x		x
Branch Consumables (subject to reasonable use) printer rolls & cartridges.		x	x	x			
Name Badges		x	x	x			
Careerwear		x	x		x		
Coin Hoppers		x	x		x		
Note Counters		x	x		x		
Pedestals		x	x		x		
Mobile Till Trolleys		x	x		x		
Test Weights		x	x	x			
UV Lights		x	x	x			
Hearing Loops (portable)		x			x		
CCTV (POL Security Requirement only)		x	x	x			
Flip Top Tills		x		x			
Visi-Frames (one per office)		x	x	x			
Waste bins, clocks		x	x		x		
Electrical Sockets/works		x	x		x		
A Frames		x	x		x		
Paystation™ terminal	x			x			x
Telephone line to be connected to Paystation™ terminal (if required)		x	x		x		
ATM	x			x			x
Till inserts (if Post Office Ltd determines that these are required)		x	x		x		
Speech enhancement unit		x	x		x		

APPENDIX 2 – Conditions of Appointment

- 1 The Operator shall comply (and in the case of ongoing obligations shall continue to comply for the duration of the Agreement) at its own expense with the following conditions of appointment and shall ensure that any works/actions that it is required to carry out or perform in order to achieve compliance with the relevant condition of appointment are carried out or performed by the date specified below for the relevant condition.
- 2 POL to insert any conditions of appointment that apply. These conditions of appointment may include improving accessibility or be related to works of redecoration or refurbishment that the Operator has agreed to carry out.
- 3 The Operator shall not be in breach of the Agreement, nor liable for any failure or delay in complying with any condition of appointment by the date specified above, if the Operator is prevented or delayed from complying with such condition of appointment by a Force Majeure Event, provided that the Operator must:
 - 3.1 promptly notify Post Office Ltd in writing of the nature and extent of the Force Majeure Event together with any additional information as Post Office Ltd may reasonably require; and
 - 3.2 use its best efforts to remove or overcome the effects of such Force Majeure Event.
- 4 Following any notice from the Operator in accordance with paragraph 3.1, the Parties shall discuss the effect of the Force Majeure Event on the relevant condition(s) of appointment, and use all reasonable endeavours to agree any changes to the condition(s) of appointment that may be required as a result, which may include agreeing a revised date for the Operator to achieve compliance with the relevant condition(s) of appointment.
- 5 For the purposes of paragraph 3 above, **Force Majeure Event** shall mean the occurrence of any:
 - 5.1 acts of God, fire, explosion, flood, earthquake or other natural disaster;
 - 5.2 war, riot, civil commotion or terrorist attack;
 - 5.3 interruption or failure of utility service, including electric power, gas or water;
 - 5.4 law or government order, rule, regulation or direction, or any action taken by a government or public authority, including failing to grant a necessary licence or consent (provided that the Operator has used its best endeavours to obtain such licence or consent); and
 - 5.5 refusal by the landlord and/or owner of the Branch Premises to grant any necessary permission or consent (provided that the Operator has used its best endeavours to obtain such licence or consent),which directly causes the Operator to be unable to comply with the relevant condition of appointment by the date specified, provided that such event does not arise from the negligence of the Operator.
- 6 **ATM«Post_Office_ATM»«If_the_branch_has_an_ATM_is_it_Post_Off»
«ATM» Note: Delete if no existing POL/BOI ATM at the premises.**

The Operator agrees to enter into an ATM Agreement with the Bank of Ireland in the form enclosed with this Preface prior to the Start Date for the operation of the ATM at the Branch Premises **Note: Include the following where POL has agreed that the term of the ATM Agreement with the new operator shall be no longer than the unexpired portion of the Agreement with the previous operator. Otherwise it should be deleted.** The term of the ATM Agreement shall not be longer than the unexpired portion of the existing agreement between Post Office Ltd and the previous operator of the Branch for the operation of the ATM from the Branch

Premises, unless otherwise agreed between Post Office Ltd and the Operator. **Note: Where a new ATM Agreement is required due to a change in the agent, it will be sent out with this Preface for signing by the Operator.**

PART A – GENERAL CONDITIONS OF APPOINTMENT

ACCESSIBILITY CONDITIONS OF APPOINTMENT - GENERAL		
	Condition of Appointment	Date for Completion
EA18	Operator will install and maintain lighting to ensure that the entrance is at all times when the branch is open well-lit	Branch Opening Date
EA19	Operator will remove all obstructions from the doorway and ensure that the doorway is at all times kept free from obstructions (e.g. photo booth, A-frame signs, bins, stock etc)	Branch Opening Date
EA26	Operator will ensure that door mats are secured and flush fitting, and made of materials that do not significantly impede the progress of a wheelchair or other mobility aids	Branch Opening Date
EA31	The Operator shall ensure that floors or floor coverings are level, clean, free of spills and free of tripping hazards	Branch Opening Date
EA32	The Operator shall ensure that the premises are well-lit	Branch Opening Date
EA33	The Operator will remove all obstructions from the aisles and ensure that aisles are kept free of obstructions (e.g. boxes, display/promotion stands, fire extinguishers) so as to ensure that aisle width is not reduced and that it is not otherwise awkward for a customer in a wheelchair or with mobility difficulties to manoeuvre through the aisles	Branch Opening Date
EA41	Operator will ensure that the queuing area, including any seating area, is kept free of obstructions (e.g. boxes, display/promotion stands, fire extinguishers) where these reduce the width of the area or otherwise make it awkward for a customer in a	Branch Opening Date

	wheelchair or with mobility difficulties to manoeuvre	
EA45	Operator will install, maintain and keep charged and available for customers at all times an induction loop system	Branch Opening Date
EA46	Operator will ensure that signs are installed in the counter area to clearly indicate to the customers that an induction loop is available	Branch Opening Date
EA47	Operator will ensure that any signs provided by Post Office Ltd to indicate which materials can be provided in alternative formats to assist those with visual impairments are clearly displayed in the counter area	Branch Opening Date
EA48	Operator will ensure that its staff are aware of the ways in which it may be possible to change materials on the spot within the branch so as to be visible or usable by customers with visual impairments, e.g. free use of any photocopier to enlarge documents, free use of magnifying glass etc	Branch Opening Date
EA53	<p>Operator will ensure that all people providing services to customers at the branch will undertake Post Office Ltd - approved training covering:</p> <ul style="list-style-type: none"> - the obligations on service providers under the Equality Act 2010 - the approach to be taken by those providing Post Office services in order to ensure compliance with legislation and generally to maximise the accessibility of Post Office Services 	Branch Opening Date

PART B – SITE SPECIFIC CONDITIONS OF APPOINTMENT

RETAIL STANDARDS CONDITIONS OF APPOINTMENT – SITE SPECIFIC		
	Condition of Appointment	Date for Completion
1		Branch Opening Date
2		Branch Opening Date

3		Branch Opening Date
4		Branch Opening Date
5		Branch Opening Date
6		Branch Opening Date
7		Branch Opening Date
8		Branch Opening Date
9		Branch Opening Date
10		Branch Opening Date

ACCESSIBILITY CONDITIONS OF APPOINTMENT SITE SPECIFIC

	Condition of Appointment	Date for Completion
EA39	Operator will ensure that the additional aisle width is created to enable wheelchair customers to manoeuvre through the aisles in compliance with the standards in Post Office Ltd's Accessibility Guide.	Branch Opening Date
EA40	Operator will ensure that adequate turning space is created in compliance with the standards in Post Office Ltd's Accessibility Guide.	Branch Opening Date

APPENDIX 3
PLAN OF BRANCH PREMISES
Not Applicable

APPENDIX 4 - Extended Opening Hours Trial

1. Definitions

- 1.1 In addition to the terms defined elsewhere in the Agreement, in this Appendix, the words below have the meaning next to them unless the context requires otherwise:

Operator Trial End Request	a written request served by the Operator under paragraph 4.2.2 of this Appendix to advise Post Office Ltd that it wishes to withdraw from the Extended Hours trial
Post Office Ltd Trial End Notice	a notice served by Post Office Ltd under paragraph 4.2.1 to advise the Operator that the Extended Hours trial is ending
Restricted Hours	the hours notified by Post Office Ltd to the Operator in a Suspension Notice (if any), which shall operate as an amendment to the Extended Hours and shall apply to the Branch during a Suspension Period
Suspension Date	the date given by Post Office Ltd in a Suspension Notice as the date on which a Suspension Period shall begin
Suspension End Date	the date given by Post Office Ltd in a Suspension End Notice as the date on which a Suspension Period shall end
Suspension End Notice	a notice served by Post Office Ltd under paragraph 6.5.1 to advise the Operator that the Suspension Period is ending
Suspension Notice	has the meaning given in paragraph 6.1 of this Appendix
Suspension Period	the period from the Suspension Date until the Suspension End Date
Trial End Date	has the meaning given in paragraph 4.2 of this Appendix
Trial Period	has the meaning given in paragraph 4.1 of this Appendix

2. Application of this Appendix to the Agreement

- 2.1 If there is any inconsistency between the terms of this Appendix, the Standard Conditions and the Manual (in its current form as at the Commencement Date) the terms of this Appendix shall take precedence. If there is any inconsistency

between this Appendix and any amendment to the Manual after the Commencement Date, then such amendment shall prevail.

3. The Trial
 - 3.1 Post Office Ltd and the Operator have agreed that the Operator shall trial Extended Hours for the opening of the Branch on the terms set out in this Appendix.
 - 3.2 Whether the Operator will be permitted to continue to open the Branch for all or any of the Extended Hours after the Trial Period has ended shall be at the absolute discretion of Post Office Ltd.
4. The Trial Period
 - 4.1 The Trial Period will be the period between the Start Date and the Trial End Date.
 - 4.2 The Trial End Date will be the earlier of the expiry of:
 - 4.2.1 30 days from the date on which Post Office Ltd serves the Operator with a Post Office Ltd Trial End Notice;
 - 4.2.2 30 days (or such shorter period as the Operator and Post Office Ltd may agree in writing) from the date on which Post Office Ltd consents in writing to an Operator Trial End Request becoming effective in line with paragraph 4.6 below; and
 - 4.2.3 6 months from the Start Date.
 - 4.3 A Post Office Ltd Trial End Notice shall specify whether the Operator will be permitted to continue to open the Branch for all or any of the Extended Hours after the Trial End Date and, if so, whether that permission is subject to the agreement of the Operator to any other conditions governing the future operation of the Branch.
 - 4.4 If a Post Office Ltd Trial End Notice states that the Operator will be permitted to continue to open the Branch for all or any of the Extended Hours after the Trial End Date and the Operator agrees to comply with any conditions attached to that permission, then with effect from the Trial End Date, any reference to Minimum Hours in the Agreement shall mean the Core Hours and the Extended Hours or such of the Extended Hours as the Operator is permitted in the Post Office Ltd Trial End Notice to open the Branch.
 - 4.5 If a Post Office Ltd Trial End Notice states that the Operator will only be permitted to continue to open the Branch for the Core Hours, then with effect from the Trial End Date any reference to Minimum Hours in the Agreement shall mean the Core Hours only.
 - 4.6 An Operator Trial End Request may be served at any time after the Start Date but shall not take effect, and the notice period stated in it shall not begin, until Post Office Ltd has given its written consent to the termination of the trial by the Operator.
 - 4.7 After the Trial End Date following an Operator Trial End Request the Operator may not open the Branch during the Extended Hours. Any reference to Minimum Hours in the Agreement shall from the Trial End Date mean the Core Hours only, unless in giving its consent to the Operator Trial End Request Post Office Ltd also consents to the Operator opening the Branch for some or all of the Extended Hours after the Trial End Date. In that case, any reference to the Minimum Hours in the Agreement shall mean the Core Hours and such of the Extended Hours as Post Office Ltd has consented to.
 - 4.8 If the Trial Period ends in accordance with paragraph 4.2.3, then any reference to Minimum Hours in the Agreement shall from the Trial End Date mean the Core Hours only, unless otherwise agreed in writing by the Parties.

5. Opening Hours
 - 5.1 Subject to paragraph 6.4, during the Trial Period the Branch must be open during the Minimum Hours identified in clause 4 of Part A of this Preface.
6. Suspension of the Trial Period
 - 6.1. The Operator and Post Office Ltd agree that the Operator has the obligation to open the Branch for the Extended Hours during the Trial Period on a trial basis only. Post Office Ltd may in its absolute discretion suspend the obligation for the Operator to open the Branch during the Extended Hours at any time, for any period and on any number of occasions by giving the Operator not less than 2 Working Days' notice in writing (Suspension Notice).
 - 6.2 A Suspension Notice need not provide any reason for the suspension but shall give a longstop date by which the Suspension Period will end, if by that date the Suspension Period has not already been ended by a Suspension End Notice or a Trial End Notice.
 - 6.3 During a Suspension Period, the Operator shall:
 - 6.3.1 not open the Branch during the Extended Hours other than during the Restricted Hours (if any);
 - 6.3.2 comply with the reasonable requirements of Post Office Ltd for the display of a notice or notices to Customers explaining the change of opening hours of the Branch for operational reasons.
 - 6.4 During a Suspension Period any reference to Minimum Hours shall not include the Extended Hours but shall mean the Core Hours and (if any) the Restricted Hours.
 - 6.5 A Suspension Period shall end on the earliest of:
 - 6.5.1 the date that Post Office Ltd notifies to the Operator, by giving not less than 10 days' notice, as the date on which the Suspension Period will end and from which date the Operator shall resume the opening of the Branch for the Extended Hours on the terms of the Agreement including this Appendix;
 - 6.5.2 the longstop date given in the Suspension Notice; and
 - 6.5.3 the Trial End Date.
 - 6.6 For the avoidance of doubt, any rights of Post Office Ltd in this paragraph 6 are in addition to its general right to suspend the Operator from operating the Branch in accordance with clause 15 of Part 2 of the Standard Conditions.
7. Changes to the Extended Hours trial
 - 7.1 For the avoidance of doubt, any Post Office Ltd Trial End Notice and/or Suspension Notice given by Post Office Ltd in accordance with this Appendix 4 and/or any Operator Trial End Request which has been agreed by Post Office Ltd in accordance with paragraph 4.6 shall not be considered to be a Notice to Amend for the purposes of the Agreement.