

FREQUENTLY ASKED QUESTIONS



OFFICIAL ENGLAND FOOTBALL PARTNER

Can multiple clubs at one site submit applications, or is it one EOI per facility?

EOIs should be submitted based on one per facility, and ultimately whoever has the authority to provide approval to install a locker at the site and can sign the agreement should submit an EOI.

What is the security of tenure required to enable a club to apply?

The required security of tenure is a minimum 5 years, either as a freehold or lease tenure arrangement. However, if the security of tenure is lower, this doesn't mean you can't apply, we would just need to review the detail of tenure prior to progressing your application.

SITE REQUIREMENTS & INSTALLATION

What specific space is required for an InPost Locker?

A minimum of 2m of space left to right and 2.5m height clearance. The lockers are 919mm deep, so we need that as a minimum plus around a metre in front to allow for disabled access to pass the locker.

Do we need planning permission?

If a council requires it after installation, we carry out the necessary application and cover all costs. Likewise, if this is refused (which is rare) we will remove the locker and make good the area if necessary.

Who is responsible for installation?

InPost covers all costs and works associated with the installation. Occasionally, we may request for certain civils to be completed prior to installation such as post removal or bench removal for example, but this will all be clear to each club if required.

Does the site need continuous power for the locker?

Yes, if the locker is electrically powered, it needs to be connected to a 24hr connection to the distribution board. A connection will be installed by the contractor if required. We need the lockers to always be turned on as the PC unit within the locker is not built to be constantly rebooted if the power is switched off and back on again every day.

Can the club choose the exact location of the locker?

The club will be invited to provide input on the preferred on-site location and will have the opportunity to review and approve the proposed position. While a location may initially appear suitable from the club's perspective, our specialist team will conduct a full assessment and may identify practical or technical factors that make an alternative position more appropriate or determine that a suggested location is not feasible.

Does it need to be already a freestanding floor?

We can install a concrete base in areas if the location has been identified as feasible and approved by the club. For example, if the area is currently grassed, we would install a concrete base for the locker to be installed. If required, we can also extend pathways to provide a safe route to the locker.

FINANCIALS & COMMERCIALS

How and when are payments made to clubs?

Clubs will be paid quarterly in January, April, July and October via BACS.

Who pays for electricity usage?

The club pays for electricity usage if required. Our machines are extremely energy efficient and do not consume significant amounts of electricity to operate.



OPERATIONAL CONSIDERATIONS

How often will InPost staff or couriers be on site?

Our lockers will be serviced by our couriers at least once a day.

Is the site expected to manage any operational responsibilities (e.g. security, reporting issues)?

We ask that sites report any operational issues (e.g. damage) directly to our team, which plays an important role in keeping the lockers fully functional and available to users. This helps maintain service quality and enhances the overall offering at their location. A dedicated telephone number and email address will be provided for reporting any such issues.

What happens if the locker is damaged or vandalised?

We take care of fixing and rectifying the issues to the locker if it is damaged or vandalised. This can be reported by the club, customers or couriers. We have security cameras on our lockers to protect users but also to identify and to provide evidence to the police if required.

Can the locker be removed if the partnership doesn't work out?

The locker can be removed, however if it is removed at no fault to InPost, the club will be expected to pay a removal charge. This is an extreme case and removal is the absolute last resort. Most issues can be resolved prior to this.

COMMUNITY IMPACT / CLUB PERCEPTION

How can clubs promote the locker to their community?

Clubs can use whatever method of promotion that they desire including social media, newsletters, email etc. InPost may at times request the club to take part in our own marketing campaigns to promote the locker and partnerships. This will of course be agreed prior to activity.

PROGRAMME MANAGEMENT & TIMELINES

What happens after submitting an EOI?

Your site will be checked for viability remotely by checking Land Registries and general Google Maps searches if applicable. If the site is deemed a viable site, InPost will contact the person who submitted the EOI to discuss next steps. After that, we will send out a member of the InPost team to discuss terms, agree on the contract, survey the site for viable locations and answer any questions the club may have. If all successful and completed OK, we then move to install the locker at a later date.

The club will be kept up to date at each stage throughout the process.

Are site visits required before approval?

Site visits aren't required prior to first approval that a site is viable (after Land Reg and Google Maps searches), however every site will need to be surveyed in person on site before installing a locker.

RISK / LEGAL / COMPLIANCE

What legal agreements must the club sign?

The club must sign the InPost licence agreement prior to installation, which will last for a minimum of 5 years. This agreement will be discussed with the club at the site visit and can be signed on the day of visit.

Who is liable for loss, theft, or injury involving the locker?

Loss and theft (i.e. a lost or stolen parcel) is generally a matter for between InPost and the impacted individual, not the clubs. We are also insured in the unlikely case an injury is caused by a locker (it is InPost's product, again not the clubs).



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FUTURE OPPORTUNITIES / SCALABILITY

Can clubs host multiple lockers?

There is nothing against a club hosting multiple lockers, however this will be at InPost's discretion and decision. We try to install the largest locker possible to accommodate the demand for a site, rather than installing multiple lockers.

