



# Interim Planning Guidance Note 13



## Advertisements



Foreword	3
1 Introduction	4
2 Design Principles for Advertisements	8
<b>General Guidelines</b>	8
3 Shop Fronts	10
<b>Number, positioning, and size of signs</b>	11
<b>Fascia Signs</b>	13
<b>Hanging and Box Signs</b>	14
<b>Illumination of Signs</b>	16
<b>Corporate Image</b>	18
4 Business, Industrial and Retail Parks	19
Appendices	
Appendix 1 Saved Local Plan Policies Relating to Advertisements	21



## Foreword

This Interim Planning Guidance Note on Advertisements has been produced following a period of public consultation between 13th April and 24th May 2011 on the draft version of the document. The final version of the document has been amended in response to comments received through the public consultation event.

The document was formally adopted by the Council on 1st November 2011.

## 1 Introduction

**1.1** Advertisements and signs are important to the proper functioning of commercial activity and the wider economy. Well designed advertisements can have a positive impact upon the character and appearance of an area, whilst those which are poorly designed and/or located, can detract from the appearance of the immediate area and wider environment and can be detrimental to public safety. This guidance aims to ensure that advertisements placed throughout the district are well designed in order that they enhance the quality of the environment where ever they are located. The promotion of well designed signage, together with reducing the amount of unnecessary signage , should significantly reduce visual clutter which is the cumulative effect of the display and location of inappropriate and poorly designed signs, and repetitive advertisements.

**1.2** This document has been written to provide guidance for all those proposing new advertisements within the district. It provides clear guidance for developers on the type of advertisements and signage which are likely to be considered acceptable in the district. It sets out the Council's expectations in terms of new advertisements and provides advice on the type of issues that will be taken into account when assessing applications. The guidance set out in this document will apply to all types of advertisements within the district that require formal consent from the Council.

### The Control of Advertisements

**1.3** Signs and advertisements are controlled by the Town and Country Planning (Control of Advertisements)(England) Regulations 2007. These regulations specifically exclude certain advertisements from advertisement control and give provisions for deemed consent for some others. Most types of advertisements require consent under the Advertisements Regulations, and it will be necessary to make a formal application to the Council for express consent to display the advertisement. However, if a building is listed, an application for Listed Building consent is also necessary, regardless of whether it has deemed consent by virtue of the Advertisement Regulations.

**1.4** Notwithstanding this Interim Planning Guidance document, the law relating to advertisements is complex and it is advisable that you seek preliminary advice from the Development Control section to determine whether consent is necessary, and where it is necessary, whether your proposed advertisement(s) is in accordance with this guidance.

**1.5** No work should occur before the appropriate consents have been obtained. It is an offence to display an advertisement without the appropriate deemed or express consent. Failure to obtain advertisement consent before an advertisement is erected may lead to prosecution and a fine.

**1.6** The Regulations also make provision for the issue of a Discontinuance Notice requiring the display of an advertisement which has deemed consent to cease, or to revoke or modify certain express consents.



**1.7** The advertisement control system covers a wide range of advertisements and signs and includes:

- posters and notices;
- placards and boards;
- fascia and projecting signs;
- pole signs and canopy signs;
- advance and directional signs;
- estate agent boards;
- balloon advertisements;
- flag advertisements;
- price displays and forecourt signs;
- traffic signs
- forecourt signs
- free standing signs

### Obtaining Express Consent

**1.8** Where Express Consent is required an application should be submitted on a standard form to the District Council. The application form should be accompanied by illustrative plans and drawings and a site plan. A fee is also payable and details will be provided with the application forms. Approximately 8 weeks may be required to determine any application for advertisement consent. Consents remain valid for 5 years and may be implemented at any time during that period.

**1.9** The District Council can only consider two issues in determining applications for advertisement consent and these are as follows;

(i) “Amenity”

This generally means the effect upon the visual appearance of the immediate neighbourhood, where passers-by, or people living there, will see the advertisement. Greater emphasis will be placed on amenity in areas with important scenic, historical or cultural interest, for example Conservation Areas, where advertisements should be in scale and keeping with existing features.

(ii) “Public Safety”

This relates to considerations that are relevant to the safety and operation of any form of transport on land, over water or in the air. Whilst it is acknowledged that advertisements are designed to attract people’s attention, they should not be a distraction to traffic. If an advertisement, by its nature or location, would be a distraction or be so confusing that it creates a hazard, the advertisement is unlikely to receive favourable consideration.

**1.10** The booklet "Outdoor advertisements and signs: a guide for advertisers" published by the Department for Communities and Local Government, aims to explain to everyone who wants to display an outdoor advertisement how the system of advertisement control works in England. Copies are available from [www.communities.gov.uk](http://www.communities.gov.uk).



## Policy Context and Status of the Document

**1.11** National guidance on the display of outdoor advertisements is given in PPG19: Outdoor Advertisement Control available from [www.communities.gov.uk](http://www.communities.gov.uk).

**1.12** The current Mansfield District Local Plan was adopted in 1998, and was intended to guide development in the District until 2006. Following legislative changes the Local Plan will be replaced by a number of Local Development Documents (LDDs) collectively known as the Local Development Framework (LDF), with preparation work currently underway. It is unlikely that the new LDF will be published before 2012.

**1.13** Until such time as a new Development Plan Document (DPD) comes into force to replace the Local Plan, there are a number of Saved Local Plan policies which must be taken into account when determining applications for consent to display advertisements. The relevant policies are set out in Appendix 1.

**1.14** This guidance document supplements the saved policies in the Mansfield District Local Plan 1998. It is intended to provide interim planning guidance on advertisements prior to the adoption of the relevant LDD which will include new policies on the design and display of advertisements. This guidance sets out the Council's requirements for the design and display of advertisements, providing advice for developers based on best practice. It will be taken into account as a material consideration in determining applications to display advertisements.

**1.15** This document does not cover the design of shopfronts which is covered in a separate Interim Planning Guidance Note "Shopfront Design and Security". That document is available from the Development Control Section or may be accessed at [www.mansfield.gov.uk/ipg](http://www.mansfield.gov.uk/ipg).

## 2 Design Principles for Advertisements

### General Guidelines

**2.1** As noted in Paragraph 2 of PPG19: "All advertisements affect the appearance of the building, structure or place where they are displayed. The main purpose of the advertisement control system is to help everyone involved in the display of outdoor advertising to contribute positively to the appearance of an attractive and cared-for environment in cities, towns and the countryside."

**2.2** A range of outdoor advertising is essential to commercial activity, with advertisements taking many forms, which can have varying impacts upon the locations in which they are displayed. The most common forms of adverts include: fascia and hanging/projecting signs on shops, signage at petrol filling stations, signs on premises on retail and industrial parks, and poster hoardings.

**2.3** All outdoor advertisements are intended to catch the attention of passers-by, together with identifying the premises to which they relate. Whilst the Council recognises the importance of adverts to the economy, it is important to ensure that they are not visually detrimental to the location in which they are located. This guidance document is not overly prescriptive, and does not aim to stifle original designs or innovative display techniques. It seeks to ensure that careful consideration is given to the design and display of advertisements throughout the district, with particular care being taken when advertisements are proposed in sensitive areas, particularly where they relate to Listed Buildings and Conservation Areas.

**2.4** The following key design principles should be taken into account when designing new signs and advertisements wherever they are going to be located within the district. These principles will be used by the Council when assessing all applications for Consent to display advertisements in order to protect amenity and public safety. It is advisable to contact the Planning Department at the Council to discuss your proposals prior to the submission of an application.





### General design principles for all advertisements

1. Advertisements should be appropriate in size and scale to the building on which they are to be attached and/or the area in which they are to be located. Particular care should be taken when designing advertisements which are to be attached to a Listed Building, located within the setting of a Listed Building or within a Conservation Area.
2. The materials and colour finish of advertisements should be appropriate to the building they are to be attached to and/or their proposed location.
3. The proposed sign or advert should not create visual clutter on the building to which it is to be attached and/or the immediate area in which it is to be located. This includes the cumulative impact of individual signs.
4. Where it is proposed to illuminate signs and advertisements the level of illumination used should be appropriate to the location and should not result in the advert being an unduly prominent feature in the street scene, result in a loss of amenity to nearby residents, or be a hazard or distraction to motorists.
5. Noise created by an advertisement should not result in a loss of amenity to nearby residents.
6. Signs and advertisements should be located so as not to endanger public safety.
7. Designers should be prepared to compromise on matters of "corporate" design where it is unsuitable, such as on a Listed Building or in a Conservation Area.

**2.5** In addition to these general guidelines, the following section provides more detailed criteria which will be taken into account when applications for Consent to display advertisements are being considered by the Planning Department.

### 3 Shop Fronts

**3.1** The main concentrations of shops within the district lie within the three centres of Mansfield, Mansfield Woodhouse and Warsop. These centres contain both Conservation Areas and Listed Buildings. There are also many shops located in neighbourhood centres, small parades and individually around the district, most of which are in residential areas. Premises containing uses such as restaurants and cafes, hot food take aways and financial services also contain a shop front with a display window to which the following advice on shop fronts will apply.

**3.2** The signs and advertisements displayed on shopfronts generally take the form of fascia signs and sometimes hanging/projecting advertisements, but can also include advertisements on windows and stall risers. Their design, lettering style and level of illumination all combine to project an image of the premises.



**Figure 1. Traditional Signage usually takes the form of a hand painted fascia sign**

**3.3** The display of signs and advertisements can have a significant impact upon the appearance of both the buildings to which they are attached and the immediate area. Ideally they should be included as an integral part of the shopfront design at an early stage. Signage should be appropriate to the period and styling of the individual shop front and the building it is attached to.



**3.4** The design and location of signage can have a significant impact upon the appearance of the street scene. It is necessary to ensure that there is not a cluttered appearance in the street scene by avoiding the erection of an excessive number of signs. Similarly, signs which are over-sized, insensitively located, brightly illuminated and gaudy should be avoided, particularly where they are located in sensitive areas and/or a particularly prominent location.

**3.5** Where there are surviving examples of good quality historic/traditional signage which has been designed as an integral part of the shopfront, it should be retained where possible, even though it may not be relevant to the current occupier. Eg. Tiling in entrances. In such a case a creative approach to designing advertising for the current occupier will be necessary.

**3.6** In practise advertisements are often changed or updated independently of changes to the shop front. When this is the case it is important that new signs and advertisements are designed carefully with consideration to the specific character of the building including existing features in order to ensure that it does not introduce an incongruous feature into the street scene.

### **Number, positioning, and size of signs**

**3.7** Businesses may over-advertise their premises with a proliferation of hanging signs, box signs, canopies, and window signs together with more traditional fascia signs. Such a proliferation of advertisements clutters the shopfront and has an adverse impact upon the appearance of the immediate area.

**3.8** The Council understands the pressures which retailers face in terms of competition, but the proliferation of signage is likely to have a damaging impact upon the visual amenity of an area and may actually have a negative impact upon trade.



**Figure 2. This excessively large fascia sign overpowers the building and street scene**

**3.9** Where consent is required, and in terms of good practise, one fascia sign, and where appropriate, a projecting / hanging sign can usually clearly identify a particular shop. Signs should be restricted to the shop front and should not obscure or damage important architectural features.

**3.10** Where premises have more than one shop front the main advertisement should be located on the main frontage with more limited signage being located on the secondary frontage where this would not result in visual clutter.

**3.11** In Mansfield town centre there are several premises which have over-sized fascias which extend up to the first floor windows or down over part of the original shop window. It is noted in Interim Planning Guidance Note 4 "Shopfront Design and Security" that: " Where over-deep or other unsuitable fascias already exist, the District Council will seek an appropriate replacement". Where applications are submitted to display adverts on such fascias independent of other changes to the shop front applicants will be encouraged to reduce the size of fascia signs to be more sympathetic to the original design of the shop front.



### Key design principles for shop fronts: positioning, number and size of signs

1. Shop fronts should avoid unnecessary clutter with a proliferation of signs. One fascia sign, and where appropriate, one hanging sign, can usually clearly identify a particular shop.
2. Premises with more than one shop front should limit the main advertisement to one fascia and utilise the other to show more limited signage, such as a logo.
3. Advertisements should normally only be located on an elevation with a shop window with advertisements on a blank gable or frontage being considered in terms of their impact on visual amenity and public safety.
4. Advertisements shall be in scale and proportion to the shop front and should not overpower the appearance of the shop front or harm its proportions. Small signs can look out of scale and insignificant on some shop fronts and are inappropriate.
5. Signs should be sited so as not to obscure or damage any important architectural features.
6. Fascia advertisements which extend above the sill level of the first floor windows or which extend down over the shop window will not be acceptable. Where these occur the District Council will seek appropriate replacements.

### Fascia Signs

**3.12** The fascia board is the most prominent place on a shop front for advertising, and should be designed to complement the building facade. Fascia advertisements normally contain the name, and in some cases, the nature of the business. It is important to ensure that an attractive image is projected by the careful selection of lettering style and colour. Lettering should generally not exceed more than two thirds of the depth of the fascia and should reflect the size of the fascia. Over large lettering can dominate the shop front's appearance, but likewise very small lettering can look out of proportion.

**3.13** Hand painted lettering to the fascias on traditional shopfronts is preferred, and will normally be expected on Listed Buildings and within Conservation Areas. Other finishes may be considered appropriate on more modern shop fronts.

**3.14** Metal or wood lettering which is flush fixed directly onto the fascia may be acceptable in some circumstances, providing that the locators are not visible. Deep modern box fascias and pre-cast signage boards placed on top of existing boards are not appropriate and can create a visual intrusion into the street scene and harm the character and appearance of the building. Such signs will not be acceptable on Listed Buildings or in Conservation Areas.

**3.15** In some instances there may be shops which do not have a 'traditional' shop front with a fascia board. In such cases it may be more appropriate for advertisements to be displayed using individual letters attached to runners, or a hanging sign.

### **Key design principles: Fascia advertisements**

1. The fascia sign should preferably only state the name and/or trade of the premises.
2. Lettering on advertisements shall be simple and well designed and in proportion with the size of the fascia.
3. Hand painted lettering applied directly onto a timber fascia will normally be expected on traditional buildings.
4. The use of shiny, fluorescent materials and bright colours which clash with traditional finishes are not appropriate, particularly within Conservation Areas and/or Listed Buildings.
5. Matt vinyl lettering may be appropriate where painted lettering cannot be achieved.
6. Metal or wood lettering fixed directly onto the fascia may be acceptable provided locators are not visible.
7. Where a building lacks a fascia, individual letters attached to runners may be applied to the building facade in a suitable location.
8. Deep modern box fascia advertisements and pre-cast signage boards fixed to an existing fascia are inappropriate particularly within Conservation Areas and on Listed Buildings.

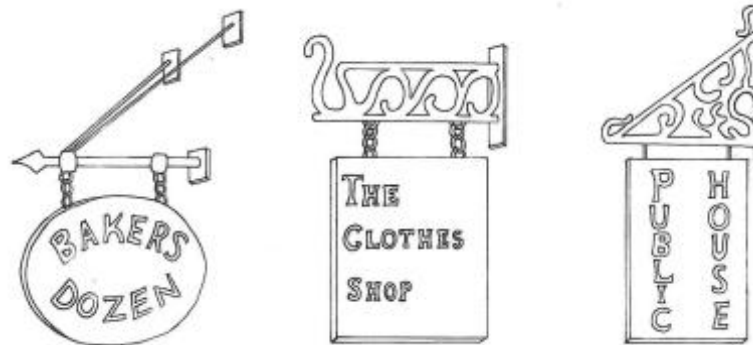
### **Hanging and Box Signs**

**3.16** Hanging signs can add interest to a street scene but if used to excess can result in a major source of visual clutter. Their use should usually be limited to one per premises, and only where there is adequate room for them to be located without detracting from the appearance of the building and immediate area.

**3.17** The design of a hanging sign should complement the design of the fascia and shopfront. Painted wooden signs advertising the name of the shop are normally acceptable, as are hanging symbols depicting the nature of the business or trade.

**3.18** In situations where shop fascias are highly visible from all directions - usually where street widths are generous and shop frontages are wide - it is considered that fascias provide significant space for advertising and hanging and projecting signs are therefore unjustifiably adding to clutter. In situations where shop fascias are less visible - usually where street widths are tight and shop frontages are narrow - fascias are less able to provide sufficient advertising impact and thus hanging signs in suitable locations are acceptable.

**3.19** Traditional timber painted hanging signs on metal brackets are usually appropriate. Brackets are generally of cast iron or painted metal and can be simple or decorative and can accommodate good contemporary design. Brackets should normally be fixed to mortar joints where this can be achieved, rather than directly onto attractive stone or brickwork. Non corrosive materials should normally be used.



**Figure 3. Traditional hanging signs with ornate brackets are usually acceptable**

**3.20** The siting of a hanging sign is important. It should not be seen as a continuation of the fascia and should not obscure important architectural details on the building. Brackets should normally be positioned between the fascia and the bottom sill of the first floor window. Sometimes this may not be possible in which case the design of the building and shop front will affect the suitability of potential locations for a sign. Any hanging sign shall not be so low as to be a hazard to pedestrians. Highway Regulations require a minimum clearance of 2.6m from the underside of the advertisement to the pavement.

**3.21** Poorly designed projecting box signs are unsightly and are inappropriate on Listed Buildings and in Conservation Areas. Elsewhere their use will be discouraged.

**3.22** Increasingly there is pressure to fix banner signs to buildings as an alternative to traditional hanging signs. Whilst such banners may be acceptable in some locations, they will need to be of particularly high quality design and materials to be acceptable in a sensitive location such as in a Conservation Area and/or on a Listed Building.

### **Key design principles: Hanging and box signs**

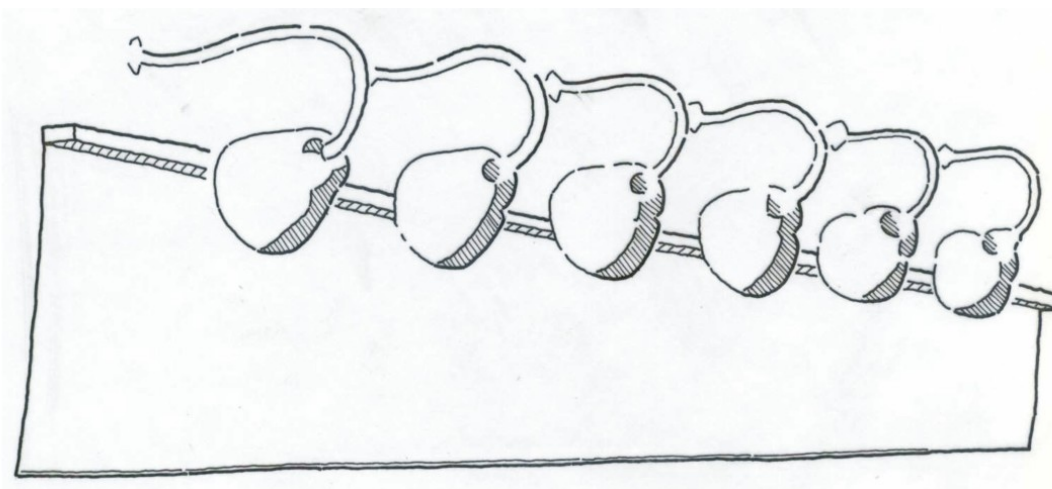
1. To avoid visual clutter only one hanging or projecting sign should normally be used to identify each shop.
2. The hanging sign should not be seen as a continuation of the fascia or obscure important architectural features. The siting of the sign should be guided by the shop front design and should complement the design of the shop front and the building as a whole.
3. The projecting sign should not be seen as a continuation of the fascia unless specifically designed in this way. The siting of other projecting signs should be guided by the shop front design and should complement the design of the shop front and the building as a whole. No projecting signs should obscure important architectural details.
4. The design of hanging signs shall complement the design of the fascia and shop front. Cast iron or painted metal brackets and painted wooden signs are encouraged. A hanging symbol depicting the nature of a trade is also appropriate.
5. Banners signs, unless of a high quality bespoke design, are likely to harm the special character and appearance of Listed Buildings and Conservation Areas and should be avoided in such locations.

### **Illumination of Signs**

**3.23** The illumination of signs can contribute to the appearance of the street scene where it is treated as an integral part of the overall design of the signage and not just as a means of drawing attention to the advertisement. The appropriate lighting of advertisements can contribute to the apparent vitality of town centres and commercial areas. Illuminated signage should not be seen as a means of providing additional illumination of the street.

**3.24** Lighting of the main pedestrian and vehicular areas is essential for a safe and attractive night-time environment. In most cases this lighting and light from shop windows and displays is sufficient to illuminate shop fronts making additional illumination of signage unnecessary. External lighting can add character to fascia signs and hanging signs and the use of unobtrusive illumination sources is preferred, particularly where the light source can be incorporated into the design of the advertisement, including fittings and wiring. Swan neck and projecting spotlights will be discouraged due to their bulky appearance and impact upon the appearance of the building.





**Figure 4. Swan neck lighting has an unsightly and bulky appearance and will be resisted**



**Figure 5. Illumination by a discrete trough light will receive more favourable consideration**

**3.25** The illumination of adverts needs to be given careful consideration, particularly on historic streets and buildings, to ensure that illuminated adverts do not become over-dominant features in the street scene. The level of illumination should be fully justified in any proposal.

**3.26** Internally illuminated box signs can be bulky and particularly unsightly. They are considered to be inappropriate on Listed Buildings and in Conservation Areas, and their use will generally not be encouraged.

**3.27** In the interests of sustainability, businesses are encouraged to consider fixed hours of illumination for their premises, which may be controlled by a condition attached to an express consent to display an advertisement.

**3.28** In many cases illumination may only be required for businesses which have a late night use such as restaurants and pubs.

### **Key principles: Illumination of signs**

1. External illumination of fascia advertisements with swan neck, bulky or poorly positioned projecting spotlights is inappropriate, particularly on buildings in Conservation Areas and on Listed Buildings.
2. Illumination on hanging signs should be restricted to trough lights which should be incorporated into the bracket, or with discrete overhead lighting attached to the sign.
3. Neon lighting is unacceptable on Listed Buildings and its use will not be encouraged in Conservation Areas and other areas.
4. Fascia illumination where it is proposed must be carefully designed especially on Listed Buildings and in Conservation Areas.
5. Where the illumination of the fascia is proposed this should normally be restricted to external means such as discrete trough lighting or halo lighting of letters, and be restricted to the area of the lettering.
6. The level of illumination used to illuminate a sign or advertisement should not result in a loss of amenity to the occupiers of nearby residential properties.
7. Internally illuminated projecting / hanging box advertisements are unsightly and their use is inappropriate.
8. Halo lighting may be acceptable as a means of illuminating individual letters applied to runners where they are attached to stone or brickwork.

## **Corporate Image**

**3.29** Corporate signage may not always be acceptable in sensitive locations such as on or within the vicinity of Listed Buildings, or in Conservation Areas. Corporate colour schemes, styles and logos can have overbearing and obtrusive results in such locations. Whilst the importance of corporate image is acknowledged, it is considered that standard designs can be modified to respect the character and context of a building or its location.

### **Key design principles: Corporate image**

1. Owners and/or retailers shall be prepared to modify their corporate image to comply with the guidance contained in this document.



## 4 Business, Industrial and Retail Parks

**4.1** There are a number of business, industrial and retail parks throughout the district which are located away from the town centre and which require clear signage to ensure that they can be easily identified and located by users. The following guidance relates to the proposed signage in such locations. It is necessary to consider the cumulative impact of signage and advertisements, and how signage can be shared and/or co-ordinated to avoid unnecessary visual clutter.



**Figure 6.** An appropriate form of entrance signage showing the name and layout of an industrial estate

**4.2** In order to provide clear and identifiable signage the following guidelines should be followed:

### **Key design principles: Business, industrial and retail parks**

1. Signs located at the entrance to a business, industrial or retail park/estate should refer to the name of the park or estate only, and/or show a map of the park / estate. A sign with a map of the park / estate may indicate the occupier of each of the premises. The location of such a sign should be given careful consideration.
2. Individual signs at the entrance which advertise each of the individual premises will not normally be acceptable.
3. Entrance signs should not become a dominant feature in the street scene.
4. Separate directional signs to each of the individual premises will not be permitted.
5. The level of illumination should be appropriate to the times when the park /estate will be in use.

**4.3** The appropriate standards of advertisements and signage on individual premises will be covered by the general guidelines set out in Section 2.

**4.4** Some large retail premises such as supermarkets are set well back from a highway frontage but do not lie within a retail park and have their own vehicular access point direct from the highway. In such cases an entrance sign may be appropriate providing it does not create an intrusive feature in the street scene. Particular care is required when designing signage for supermarkets if they are located within a Conservation Area.



## Appendix 1 Saved Local Plan Policies Relating to Advertisements

The Saved Policies of the Mansfield District Local Plan (adopted November 1998) contains the following policies which must be taken into account when determining applications for advertisement consent:

### General

#### Saved Policy BE14

PLANNING PERMISSION WILL BE GRANTED FOR THE DEVELOPMENT OF, OR ALTERATIONS TO, SHOP FRONTS AND CONSENT GRANTED TO DISPLAY ADVERTISEMENTS ON SHOP FRONTS PROVIDED THAT THEY WOULD MEET ALL OF THE FOLLOWING CRITERIA:-

1. NOT HAVE A DETRIMENTAL EFFECT ON THE CHARACTER OR APPEARANCE OF THE BUILDING AND SURROUNDING AREA;
2. HAVE REGARD TO EXISTING ARCHITECTURAL AND DECORATIVE FEATURES;
3. HAVE REGARD TO THE SECURITY OF THE PROPERTY AND THE SURROUNDING AREA;
4. HAVE REGARD TO ACCESSIBILITY.

#### Saved Policy BE15

CONSENT FOR POSTER ADVERTISEMENT HOARDINGS WILL BE GRANTED PROVIDED THAT THEY WOULD MEET ALL OF THE FOLLOWING CRITERIA:-

1. NOT RESULT IN LOSS OF AMENITY;
2. NOT CREATE A TRAFFIC SAFETY HAZARD;
3. RELATE IN SCALE AND DESIGN TO THEIR SURROUNDINGS.

THE DISTRICT COUNCIL WILL NOT RENEW TEMPORARY PLANNING PERMISSIONS FOR ADVERTISEMENT HOARDINGS IF THEY DO NOT SATISFY ALL THE ABOVE REQUIREMENTS. POSTER ADVERTISEMENTS ARE NOT APPROPRIATE IN CONSERVATION AREAS.

**Listed Buildings** Any proposed advertisement on a Listed Building also requires Listed Building Consent.

**Saved Policy BE3**

LISTED BUILDING CONSENT AND/OR PLANNING PERMISSION WILL ONLY BE GRANTED FOR ALTERATIONS/ADDITIONS/CHANGES OF USE OF A LISTED BUILDING OR STRUCTURE WHERE THIS WOULD NOT ADVERSELY AFFECT ITS CHARACTER, ITS ARCHITECTURAL MERIT OR HISTORICAL INTEREST.



**This leaflet can be provided in a variety of formats if required. Please do not hesitate to contact us on 01623 463463 if you require interpretation of this form or need help reading it.**

#### Polish

W razie potrzeby możemy dostarczyć tę broszurę alfabetem Braille'a lub w powiększonym formacie. Jeżeli potrzebuje Pan(i) wyjaśnienia tego tekstu lub pomocy w przeczytaniu go, prosimy o skontaktowanie się z nami pod numerem 01623 463463.

#### Turkish

Bu broşür, talep edildiğinde, körler alfabeti (Braille) ya da büyük baskı formatında elde edilebilir. Bu formun çevirilmesini ya da okunmasında yardım isterseniz, lütfen 01623 463463 numaralı telefondan bizimle temasa geçmekten kaçınmayınız.

#### Cantonese (Chinese Traditional)

如果需要，我們可以提供這份傳單的盲文版本或大字印刷體版本。如果你要求翻譯或者需要幫助來閱讀這份表格，請別猶豫，致電 01623 463463 與我們聯係。

#### Latvian

Šī buklete ir pieejamā Braiļa vai palielinātajā drukā, ja tas ir nepieciešams. Ja jums nepieciešams šī bukleta tulkojums vai palīdzība tā lasīšanā, lūdzu, sazinieties ar mums pa tālruni – 01623 463463.

#### Russian

Этот буклет может быть напечатан шрифтом Брайля или более крупным шрифтом. Если вам необходима помощь с переводом или чтением этого буклета звоните по тел. 01623 463463.

#### Urdu

یہ لیف لیٹ، بوقتِ ضرورت، بریل یا بڑے پرنٹ میں بھی مہیا کیا جا سکتا ہے۔ اگر آپ کو اس فارم کا ترجمہ چاہئے ہو یا آپ کو اس کے پڑنے میں مدد چاہئے ہو تو برائے مہربانی ہم سے اس نمبر پر 01623 463463 رابطہ کرنے میں بالکل نہ ہچکچائے گا۔

#### Bengali

প্রয়োজন অনুযায়ী এই লীফলট ব্রইল অথবা বড় অক্ষরের আকার দেওয়া যাবে। এই ফর্মের অনুবাদ প্রয়োজন হলে অথবা এটা পড়তে সাহায্যের দরকার হলে 01623 463463 নাম্বার আমাদের সাথে যোগাযোগ করতে দ্বিধা করবেন না।

