

business and technology centre (**btc**)

Virtual Office Services

Company Name:	
Contact Name:	
Private Address:	
Post Code:	
Contact Number(s):	
Email Address:	
Website Address:	
Nature of Business:	
Where did you hear about our services:	

Services Available

Post Box - Standard	£25.00 p/m
Post Forwarding - Standard	£27.50 p/m
Post Box Plus	£35.00 p/m
Fax Package	£5.00 p/m
Message Taking (Non Tenant)	£45.00 p/m
Message Taking ( <b>btc</b> Tenant)	£35.00 p/m
Call Forwarding (Former Tenants)	£25.00 p/m plus monthly call charges

Deposits and installation fee may be applicable, please see over the page for further details.

*Note - The figures quoted are all subject to VAT. Terms and conditions apply.*

## Post Box - Standard

Letters will be distributed Monday to Friday into a locked post box displaying your Company name. Collection of the post is your responsibility and can be collected anytime during **btc** working hours (Monday to Friday 8.30am to 5pm). The building is closed bank holidays and over the Christmas and New Year period.

- Payment of £25.00 (plus vat) payable in advance for the first month
- Refundable deposit of £60.00
- Total amount to pay to set up service £90.00

Future payments of £30.00 (incl. vat) are to be paid monthly by direct debit.

*We can accept small parcels (no larger than a box of A4 paper) at a cost of £5.00 per parcel. Alternatively we offer a Post Box Plus service detailed below.*

## Post Forwarding

Please provide the **btc** with plenty of sticky labels, pre-addressed with your alternative address. Post will be forwarded to your alternative address when possible the same day it is received. If post is being re-directed to an address out of Stevenage then additional postage may be required and invoiced for accordingly.

- Payment of £27.50 (plus vat) payable in advance for the first month
- Refundable deposit of £66.00
- Total amount to pay to set up service £99.00

Future payments of £33.00 (incl. vat) are to be paid monthly by direct debit.

## Post Box - Plus

Letters will be distributed Monday to Friday into a locked post box displaying your Company name. Collection of the post is your responsibility and can be collected anytime during **btc** working hours (Monday to Friday 8.30am to 5pm). The building is closed bank holidays and over the Christmas and New Year period.

We can accept small parcels in your absence but no larger than the equivalent of a box of A4 paper. They **MUST** be collected within 24 hours of delivery.

- Payment of £35.00 (plus vat) payable in advance for the first month
- Refundable deposit of £84.00
- Total amount to pay to set up service £126.00

Future payments of £42.00 (incl. vat) are to be paid monthly by direct debit.

## Fax Package

If you need a fax number to advertise then you can use the **btc** number. With this package, you can send and receive unlimited faxes within the UK for a fixed price per month. Bring your fax to the **btc** reception during **btc** office hours (Monday to Friday 8.30am to 5pm) and they will fax your document on your behalf. We will advise accordingly if any faxes are received for your company for you to collect.

- Payment of £5.00 (plus vat) payable in advance for the first month
- Refundable deposit of £12.00

- Total amount to pay to set up service £18.00

Future payments of £6.00 (incl. vat) are to be paid monthly by direct debit

### Message Taking Service (Non Tenant)

A Stevenage (01438) telephone number will be allocated to your Company and all calls received will be answered in your Company name by the **btc** receptionist. Callers will be advised that no-one is available to take their call and then invited to be put through to your own personal voice mailbox to leave their message. If you have an email address then you will also receive an email of the message. It is your responsibility to call into the mailbox to collect your messages if you do not have access to email. Outside of the **btc** opening hours (Monday to Friday 8.30am to 5pm) anyone calling your number will automatically go through to your voicemail box to enable them to leave a message.

- Payment of £45.00 (plus vat) payable in advance for the first month
- Refundable deposit of £108.00
- Telephone line set up fee (including voicemail and email) £100.00 (plus vat)
- Total amount to pay to set up service £282.00

Future payments of £54.00 (incl. vat) are to be paid monthly by direct debit.

### Message Taking Service (btc Tenant)

If you need to go out to meetings but don't want your calls to go to voicemail then the message taking service would be an ideal facility for you. You would transfer your existing line to the **btc** reception during office hours and all calls received will be answered in your Company name. Callers can then leave a name and number which we can email across to you within an hour.

- Payment of £35.00 (plus vat) to cover the first month
- No deposit of required
- Total amount to pay to set up service £42.00

Payments of £42.00 (incl. vat) are to be paid monthly by direct debit.

If you wish us to pass an alternative contact number onto your caller, please let Reception know of such numbers and contact names.

Please note that if you wish this service to continue upon vacating the **btc** the Non Tenant prices will apply together with a fee to transfer your line from our internal to external switch of £88.13 (inc. vat) per line.

### Call Forwarding (Former Tenants ONLY)

If you are moving out of the **btc**, your existing line can be diverted to your new number.

Payment of £25.00 (plus vat) to cover the first month  
Refundable deposit of £100.00  
Please note that you will pick up the cost of the call that is redirected from the **btc** number to your other number  
Total amount to pay to set up service £130.00

Future payments of £30.00 (incl. VAT) plus call charges are to be paid monthly by direct debit.

*N.B. Deposits will be refunded approx 28 days after service has finished. Full refund is subject to the account being up to date and post box keys having been returned.*

Conditions of Service

- a) Services will not commence until we have received the fully completed form(s) together with all payments required.
- b) Under **NO** circumstances can the address be used as your registered address at Companies House.
- c) Payments can be made by cheque should be made payable to 'Business and Technology Centre' or by BACS (bank transfer) to Sort Code 60-00-08 / Account number 39795713.
- d) Services are available Monday to Friday between 8:30am and 5pm except for Bank Holidays. Due to the Management Office closing between Christmas and New Year postal there will be no post.
- e) Messaging Service - A minimum of 5 days notice is required to order the relevant lines required. If a request for lines has been signed for and then cancelled, charges for installation will still apply.
- f) Post Forwarding Standard - Should a regular stock of pre-addressed sticky labels not be provided, the Business and Technology Centre will continue to forward all post on to your alternative address, but will charge you the cost of the postage stamp and envelopes used to do so.
- g) Should payments not be received on time the Business and Technology Centre has the right to cancel all services provided, giving no less than one week's notice in writing. Telephone lines will be barred and any post received will be returned to the Post Office. Charges will be incurred for reinstating services.
- h) Business and Technology Centre accept no liability for consequential losses arising out of the system failure or interruption of services. This applies to all telephone and postal matters.
- i) One full calendar month's notice is required should you wish to terminate any of your services.

**Please circle the services that are required and ensure the necessary payment and paperwork is returned to us**

Post Box - Standard	YES / NO	£90.00 cheque / bacs
Post Forwarding	YES / NO	£99.00 cheque / bacs
Post Box - Plus	YES / NO	£126.00 cheque / bacs
Fax Package	YES / NO	£18.00 cheque / bacs
Message Taking Service (Non Tenant)	YES / NO	£282.00 cheque / bacs
Message Taking Service ( <b>btc</b> Tenant)	YES / NO	£42.00 cheque/ bacs
Message Taking & Post Box - Standard (Non Tenant)	YES / NO	£372.00 cheque/ bacs
Message Taking & Post Box - Plus (Non Tenant)	YES / NO	£408.00 cheque / bacs
Call Forwarding (Former Tenants)	YES / NO	£130.00 cheque / bacs

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name in print: \_\_\_\_\_

Please note that 2 forms of identification are required:

- 1: Copy of a personal utility bill
- 2: Copy of photographic ID, i.e. Passport, Driving Licence\*

\*If a driving licence then the green paper copy must also be supplied

