

Virtual Office Packages



Company Name:	
Contact Name:	
Private Address:	
Contact Number(s):	
Email Address:	
Website Address:	
Nature of Business:	
How did you hear about us?	

Terms & Conditions

- a) Services will not commence until we have received the fully completed form(s) together with all payments, DD form and ID required.
- b) The btc address cannot be used as your registered address at Companies House unless you have purchased a registered office package. On vacating the btc you will be required to notify Companies House.
- c) Deposit payments can be made by cheque and should be made payable to 'Business and Technology Centre' or by BACS (bank transfer) to Sort Code 60-00-08 / Account number 39795713. All future payments will be by Direct Debit.
- 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 there will be no post/access to the mail box.
- 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) Mail Forwarding – Should a regular stock of pre-addressed sticky labels not be provided, the Business and Technology Centre will be unable to forward your post until labels are received.
- g) Should payments not be received on time the Business and Technology Centre has the right to cancel all services provided, giving 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.

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

Signed: _____

Date: _____

Print name: _____

Package: _____

Virtual Office Packages



business & technology centre
inspiring innovation



Package	Meeting room usage (5 hours p/m)	Calls answered in your company name	Calls diverted to alternative number	Business mailing address at the btc	Locked mailbox	Mail forwarded once p/w	Acceptance of small parcels (limited size)	Registered company address at the btc	Monthly cost + VAT	Deposit required inc VAT	Required (please tick)
Mailbox standard				✓	✓				£30.00	£72.00	
Mailbox forwarding*				✓	✓	✓			£35.00	£84.00	
Mailbox plus				✓	✓		✓		£40.00	£96.00	
Call answering**		✓	✓	✓					£50.00	£120.00	
Call forwarding			✓						£28.00	£67.00	
Full virtual	✓	✓	✓	✓	✓	✓	✓		£85.00	£204.00	
Registered address***								✓	£10.00	£24.00	
Registered & mailbox				✓	✓			✓	£40.00	£96.00	
Registered & mailbox forwarding*				✓		✓		✓	£45.00	£108.00	
Registered & mailbox plus				✓	✓		✓	✓	£50.00	£120.00	
Registered full virtual*	✓	✓	✓	✓	✓	✓	✓	✓	£105.00	£252.00	

Virtual Office Packages



Mailbox – Standard

Letters will be distributed Monday to Friday into a locked post box displaying your company name. Post can be collected anytime during btc working hours (Mon-Fri 8.30am – 5.00pm). The building is closed bank holidays and between Christmas and New Year. 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.

Mail Forwarding

You will be required to supply sticky labels, pre-addressed with your alternative address. The post will be forwarded to your alternative address twice a week. *You will be invoiced for postage charges accordingly.

Mailbox – Plus

All services as per the 'mailbox – standard' but we can also accept small parcels in your absence (no larger than the equivalent of a box of A4 paper) which will need to be collected within 24 hours of delivery.

Call Answering

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 invited to be put through to your own personal voice mailbox to leave their message, which you can then access to collect your messages. Outside of the btc opening hours (Mon-Fri 8.30am - 5.00pm) callers will automatically go through to your voicemail box. **A non-refundable set up fee of £100 + VAT applies. This service is also available for internal clients at the btc.

Call Forwarding (former clients ONLY)

If you vacate the btc, calls to your existing line can be diverted to your new number. You will be charged for calls accordingly.

Full Virtual

This includes 'mailbox – plus' and 'call answering' along with 5 hours meeting room usage per month. Parcels will not be forwarded but can be collected. This service is also available with a registered office



– optional post box **OR** mail forwarding available, please confirm which service you would like when signing up.

Registered Address

You may use the btc address as your registered address with Companies House but will not be able to receive mail.

All of the above packages are available in conjunction with this service.

***Registered office packages incur a one-off non-refundable signage fee of £15 including VAT.

Please note:

Two forms of identification are required to set up your virtual office, no more than three months old:

1. **Proof of address (i.e. personal utility bill or bank statement)**
2. **Copy of photographic ID (i.e. passport or driving license)**

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Please fill in the whole form using a ball point pen and send it to:

Wenta Innovation
Business and Technology Centre,
Bessemer Drive,
Stevenage,
Hertfordshire
SG1 2DX
Tel: 0845 078 0700
Fax: 0845 078 0701
www.btcstevenage.co.uk

Instruction to your bank or building society to pay by Direct Debit

Service user number

Grid containing service user number: 6 9 6 0 3 3

Name(s) of account holder(s)

Two empty lines for account holder name

Reference

Grid of 13 empty boxes for reference number

Bank/building society account number

Grid of 8 empty boxes for account number

Instruction to your bank or building society

Please pay the Business & Technology Centre Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Wenta Innovation t/a Business & Technology Centre and, if so, details will be passed electronically to my bank/building society.

Branch sort code

Grid of 6 empty boxes for branch sort code

Name and full postal address of your bank or building society

Form with fields for 'To: The Manager', 'Address', and 'Postcode'

Signature(s)

Line for signature

Date

Line for date

Banks and building societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the payer.

DD12

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
• If there are any changes to the amount, date or frequency of your Direct Debit The Business & Technology Centre will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Business & Technology Centre to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
• If an error is made in the payment of your Direct Debit, by Business & Technology Centre or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Business & Technology Centre asks you to
• You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.