

# VIRTUAL OFFICE SERVICES INFORMATION

A Media Centre Virtual Office service gives you the advantage of a professional telephone answering service and/or the use of a mailing address without being physically based at The Media Centre.

Connect clients are able to take advantages of a 20% discount on the monthly price if they choose to take a Virtual Office service in addition to their Connect package.

We offer three levels of service to suit your businesses individual needs:

## Post

The 'Post' service provides you with a dedicated mailbox for which mail can be received for up to two company names using The Media Centre address as your correspondence address. All received mail can be held for your collection or forwarded to you on a weekly or daily basis.\*

Please note we are unable to provide this address as your registered office address.

We are also able to receive faxes on your behalf and hold these for your collection or forward them to your chosen number.\*\*

£25 per month / Connect Clients £20 per month (prices exclusive of VAT)

## Phone

The 'Phone' service provides a dedicated Huddersfield telephone line that is forwarded to The Media Centre Reception who will answer calls in your company name and take a message which will then be forwarded to you. Messages can be relayed via email or SMS text message and the package includes a relay of up to 60 messages per month.\*\*\*

£55 per month / Connect Clients £44 per month (prices exclusive of VAT)

## Post & Phone

This package combines both the 'Post' and 'Phone' services to enable you to make full use of all The Media Centre facilities without being based here.

£75 per month / Connect Clients £60 per month (prices exclusive of VAT)

## Additional Services

Should the services noted below be utilised in addition with your virtual office service, the charges below will apply and will be added to your monthly invoice.

### Faxing

Received Faxes	Free of charge
Outgoing Faxes to UK	40p 1 <sup>st</sup> page, 20p each following page

### Envelopes

DL Envelope	6p
C5 Envelope	10p
C4 Envelope	12p
B4 Envelope	20p
Gussett Envelope	35p

\*Forwarded mail is grouped into one envelope for cost efficiency and mailed at Royal Mail franking rates with a 15% handling fee. Envelope charges apply.

\*\*The Media Centre fax charges apply.

## Benefits of Virtual Office Service:

In addition to your package, as a Virtual Office client, you can receive a wide range of benefits including:

- Discounts on conference room hire.
- An entry on The Media Centre Directory which all Media Centre clients have access to
- Invitations to all networking events, such as Breakfast Banter and Open Coffee
- Access to a range of support services and events
- The opportunity to have your company name displayed in the reception area, for all visitors and clients of The Media Centre to see. (This facility is available to all Virtual Office clients at a one-off cost of only £15 + VAT)
- 10 hours per month, free use of 'Connect' – The Media Centre's shared workspace area

## Becoming a Virtual Office Client

If you would like to take a Virtual Office service with The Media Centre, please complete the attached application pack and return it to us at The Media Centre reception.

Please note that when submitting your application we must by law request a copy of two original forms of identification be shown and copied to be held on file.

The identification that is required is:

- An original form of photo identification, or Certificate of Incorporation if applying under a company name
  - Acceptable photo ID
  - Passport
  - Driving License
  - National Identity Card
  - HM Forces ID Card
  - Current student card
- Proof of address, if the company is a Ltd company this has to be in the name of the company
  - Utility bill
  - TV License
  - Pay Slip
  - P45/P60 statement
  - Proof of accommodation (Mortgage Statement, Rent Book)

If you sending you application through the post, please enclose the original forms of ID listed above, we will take a copy of these and return the originals back to you as soon as possible.

We also ask that a deposit of 2 months service charge + VAT is paid upon receipt of the application. This can be paid by cash, cheque, credit/debit card or BACS transfer.

If you would like further information regarding our Virtual Office services or any other Media Centre service please give us a call on 01484 483000 and we will be happy to help. Alternatively you can contact us at [info@the-media-centre.co.uk](mailto:info@the-media-centre.co.uk) and we will get in touch with you upon receipt of you email.

## Important Information

Whilst The Media Centre is happy to provide a business correspondence address for your company, we are unable to act as the registered business address. The registered business address must be the address at which your accounts information is held and available for immediate viewing should anyone request this.

# VIRTUAL OFFICE SERVICES APPLICATION FORM

Please indicate below the service that you would like:

Post (mail service only)	£25 per month + VAT deposit)	(£60.00)	<input type="checkbox"/>
Phone (telephone service only)	£55 per month + VAT deposit)	(£132.00)	<input type="checkbox"/>
Post & Phone (Combined mail & superior telephone service)	£75 per month + VAT deposit)	(£180.00)	<input type="checkbox"/>

## For Office Use Only

A two month deposit + VAT is required when commencing a Virtual Office service

Deposit Received  Copy of photo ID taken  Copy of proof of address taken

Taken by: ..... Signed: ..... Date: .....

## Company Details

Company Name: .....

2<sup>nd</sup> Company Name: (if required) .....

Description of Business Activity: .....

Company Registration Number: ..... Company Status: .....

## Contact Details

(Please list directors details if registered company)

Name: ..... Business Telephone: .....

Registered Office Address (if applicable): ..... Home Telephone: .....

..... Mobile Telephone: .....

..... Home Address: .....

..... Postcode: ..... Postcode: .....

Email Address: .....

## Signage

As a Virtual Office client you have the opportunity to have your company name displayed in the reception of The Media Centre at a one off cost of £15 + VAT (£18.00). (All signs are created in the same font to ensure the aesthetic of the current boards in reception and unfortunately logo's cannot be included.)

If you would like your company name to be displayed in the reception area please insert the name, as you wish it to be shown below (please use caps and lower case where required):

.....

**Post and Post & Phone Services**

**Mail Handling Procedures**

- Please hold my mail at The Media Centre reception for my collection  
Please list the names of those authorized to collect your mail from reception: .....
- Please redirect my mail to my home address on a daily basis
- Please redirect my mail to my home address on a daily basis  
Please redirect my mail to my:      Registered Address          Home Address          Other Address
- If you have requested 'other' address please note this address here: .....

**Fax Receipt & Forwarding**

- I would like to use the Media Centre's fax machine for receiving faxes.\*  
I am aware that all faxes for my company must be clearly labeled with the company name. Fax No: 01484 4831000
  - Please forward any received faxes to me at this number\*: .....
  - Please hold my faxes at reception for me to collect.
- \*Please note that standard fax charges apply*

**Phone and Post & Phone Services**

**Call Handling Procedures**

Our reception team will answer your calls in your company name and will explain that the person requested is unavailable at the present time and offer to take a message.  
This message will then be immediately relayed to you by your chosen option.

**Message Relay**

Please indicate which method of message relay you would like The Media Centre to use:

- Email  
Please note below the names and email addresses of all members of staff who may be receiving messages:  
Name: ..... email: .....  
Name: ..... email: .....  
Name: ..... email: .....  
Name: ..... email: .....
- SMS Text Message  
Please note below the names and mobile numbers of all members of staff who may be receiving messages:  
Name: ..... Mobile Number: .....  
Name: ..... Mobile Number: .....  
Name: ..... Mobile Number: .....  
Name: ..... Mobile Number: .....

**I confirm that I have been issued with and read The Media Centre Virtual Office terms & conditions of use and agree to abide by these:**

Signed: .....  
Print: .....

Date: .....

# NEW / EXISTING CLIENTS DATA PROTECTION FORM

According to the Data Protection Act 1998, we're required by law to obtain your 'informed consent' with regard to the information you are happy for us to pass on your behalf about your business and the services you provide. This document allows you to control what information is relayed by The Media Centre about your company so please can you take a moment to fill it in and return it to reception.

## Where will we use this information?

- The Media Centre external listings  
(Used by reception only in the event of an enquiry made by another Media Centre client or members of the public)
- The Media Centre Directory  
(The Directory is a feature of our website ([www.the-media-centre.co.uk/clients/](http://www.the-media-centre.co.uk/clients/)) which displays your company as a member of our community. You will receive details of how to log into the directory so you can also expand your entry)

(Please note: We will only pass on the information that you have specifically given us permission to pass on)

Please tick below if you are happy for these details to be listed on The Media Centre's external listings and The Media Centre Directory

## Company Details:

Company Name:		<input type="checkbox"/>
Company Web Site:		<input type="checkbox"/>
Company Email Address:		<input type="checkbox"/>
Business Telephone Number:		<input type="checkbox"/>
If you have taken telephony services from The Media Centre but haven't yet been allocated your telephone number, please leave the above box blank but place a tick in the box on the right if you would like it to be made available once it has been allocated.		
Business Fax Number:		<input type="checkbox"/>
If you have taken telephony services from The Media Centre but have not yet been allocated your fax number but would still like this to be available when allocated, please leave the box above blank but place a tick in the box on the right.		
If you would like to use The Media Centre's fax number 01484 483100 and are happy to give this out tick here: <input type="checkbox"/>		
Company Address:	Please complete this box only if you do not want the address of The Media Centre to be used	<input type="checkbox"/>
Company Description:		<input type="checkbox"/>

## Your Details:

Contact Name:		<input type="checkbox"/>
Job Title:		<input type="checkbox"/>
Email Address:		<input type="checkbox"/>

**Please note:** We are unable to add your company to the Directory on The Media Centre website without your permission to pass on your email address and/or the company's email address. (e.g. [info@yourcompany.com](mailto:info@yourcompany.com))

to use this information as shown.

Signed: .....

Date : .....

# VIRTUAL OFFICE SERVICES

## TERMS AND CONDITIONS OF USE

- 1 A completed application form with a deposit of 2 months service charge + VAT must be paid prior to the start of service.
- 2 Prior to the commencement of your Virtual Office service, The Media Centre is required by law to see and copy for file a form of photo identification and proof of address.
- 3 Users may revise the service level / cease the package at any time by giving The Media Centre no less than one calendar month notice .
- 4 Excluding designated Bank Holidays, the opening hours of The Media Centre reception are 08.30 – 17.30 Monday to Thursday and 08.30 – 16.30 Fridays.
- 5 The Media Centre will provide one mailbox and/or telephone line for a minimum period of one calendar month.
- 6 The Media Centre allows the User/s use of the specified telephone number and/or address only. The telephone answering services do not include the use of the Media Centre's main telephone number.
- 7 For post services, The Media Centre will provide one mailbox for the use of up to two company names. We reserve the right to refuse mail which is unclearly marked or does not include the company names specified on the mailbox.
- 8 We are unable to act as the registered office address with your Virtual Office service and can provide a correspondence address only.
- 9 Mail held in your mailbox can be collected from reception during reception opening hours. We reserve the right to ask for identification and refuse collection of held mail by a none specified person without prior arrangement.
- 10 All forwarded mail is charged at the current Royal Mail franking rate with an added 15% handling fee.
- 11 The Customer Service Team will sign for small parcels/packets and special/recorded delivery post addressed to the User/s unless otherwise instructed.
- 12 24 hours prior notice must be given for delivery of large parcels/packages. We reserve the right to refuse deliveries where prior notice has not been given and storage cannot be provided
- 13 We reserve the right to apply storage charges should the volume of mail received exceed the size of your mailbox.
- 14 Faxes received and sent through reception will be charged at standard fax rates and added to your monthly invoice.
- 15 The customer service team can receive calls for your business during centre opening hours only with all phone packages.
- 16 Short messages will be sent directly upon receipt to the specified email address / mobile telephone number. Media Centre Network Ltd reserves the right to make additional charges if the amount of information exceeds reasonable levels or exceeds the allocated quota.
- 17 The Media Centre reserves the right to upgrade an existing package should the User exceed the service limits stated.
- 18 User of Virtual office services must agree to utilise the facility in an honest and legal manner, and which does not compromise the reputation of The Media Centre. The Media Centre reserves the right to withdraw the service immediately, without prior warning if; it is believed that false information has been supplied by the user, the services are being used for illegal purposes or if the reputation of The Media Centre is compromised in any way.
- 19 The User/s must ensure that Media Centre Network Ltd is informed of any changes to the information given upon the application form within 14 days of these changes becoming effective.
- 20 Virtual Office Services are payable by monthly Direct Debit which must be completed prior to commencing the service.
- 21 The Media Centre will use reasonable skill and care in providing the specified services. Except as provided in these terms and conditions we expressly disclaim, to the extent permitted by law any further representations, warranties, conditions or other terms, express or implied, by statute, collaterally or otherwise, including but not limited to implied warranties, conditions or other terms of satisfactory quality, fitness for a particular purpose or reasonable care and skill. In particular we shall not be liable to you for any mistakes made in connection with the call answering and mailbox services. The Media Centre will not accept responsibility for any loss and or damage of mail/messages etc.
- 22 We may change or supplement these terms and conditions, including the charges. We will ensure that any such charges or supplements are made reasonably apparent to you at least 14 days in advance.
- 23 We are dedicated to providing you with high quality services. However in the unlikely event that you should have a complaint please contact [info@the-media-centre.co.uk](mailto:info@the-media-centre.co.uk) .



## Instruction to your Bank or Building Society to pay by Direct Debit

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

**Media Centre Network Ltd**  
**The Media Centre**  
**7 Northumberland Street**  
**Huddersfield**  
**HD1 1RL**

Name(s) of Account Holder(s)


Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Originator's Identification Number

6	7	5	1	5	3
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Reference Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Instruction to your Bank or Building Society**  
 Please pay Media Centre Network Limited 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 Media Centre Network Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Banks and Building Societies may not accept Direct Debit Instructions from some types of account DD12

This guarantee should be detached and retained by the Payer.

## The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are changes to the amount, date or frequency of your Direct Debit Media Centre Network Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Media Centre Network Ltd 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 Media Centre Network Limited 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 Media Centre Network Ltd 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.