

Virtual Office Agreement

You can fill this form on your computer in Adobe Acrobat Reader®.; however, it must be printed, hand signed and returned to:
 Friar Gate Studios, Derby City Council, Ford Street, Derby DE1 1EE
Please use the TAB key to move between the fields.

This agreement is made between **Derby City Council** - Friar Gate Studios (also referred as 'the Council', 'FGS', 'Licensor', 'us', 'we' or 'our') and the **licensee** (also referred as 'you' or 'your') whose particulars are below.

1. Licensee

Name
 Company Name
 Address

Phone Number
 Fax Number
 Email

2. Agreement Period

Start Date
 End Date

3. Virtual Office Package

Red Sparkle Blue Sparkle Gold Sparkle
 (Please refer to page 2 of this document for definitions)

4. Fee

Monthly Fee £
 VAT £
 Total Fee £

5. Instructions

Mail Redirection (Only fill in if you do not want to collect your mail in person – please refer to page 2 for handling charges)

Address
 Every Day First Class
 Every Week Second Class
 First Class Recorded
 Second Class Recorded

Call Handling (Choose the method and fill in the relevant information – Blue and Gold Sparkle packages only)

Calls forwarded to another number Landline Mobile
 Phone messages passed on Email Phone

How you would prefer callers to be greeted and details of your company to help the operator respond to enquiries? (Gold Sparkle only)

6. Signatures (I read the conditions on page 2 and agree to pay Derby City Council (Friar Gate Studios) by direct debit on the first day of each calendar month, to subscribe to virtual office services.)

Signed (Licensee)

Signed (Licensor)

Print Name
 Dated

Print Name
 Dated

Virtual Office Agreement

7. Virtual Office Packages

Red Sparkle £25 + VAT a month

- The use of Friar Gate Studio's prestigious address as your registered company address and for incoming mail.
- Post can be collected from reception between normal working hours or be redirected.
- Outgoing redirected post (not including packages/special/recorded delivery) will be sent at normal Royal Mail rates plus a 10% handling fee.
- Free Wi-Fi in our cafébar. (n/a when conference is taking place)
- Use of meeting rooms first 3 times at no cost; all future bookings at a 25% discount.

Please note that Red Sparkle does not provide any call answering services. However, FGS staff will answer and forward the first 3 calls as a courtesy. This will allow you to assess your requirements and move on to a different package if necessary.

Blue Sparkle £50 + VAT a month

- The use of Friar Gate Studio's prestigious address as your registered company address and for incoming mail.
- Post can be collected from reception between normal working hours or be redirected.
- Outgoing redirected post (not including packages/special/recorded delivery) will be sent at normal Royal Mail rates plus a 10% handling fee.
- A dedicated landline number and voicemail box with external dial-in capabilities to access messages.
- The voicemail facility allows your clients to leave messages which you can access remotely, you are able to divert your dedicated number to your mobile so you don't miss any important calls.
- Option of a recorded professional voiceover for your out of office, away from the desk and bank holiday messages for a one off fee.
- Free Wi-Fi in our cafébar. (n/a when conference is taking place)
- Use of meeting rooms first 4 times at no cost; all future bookings at a 35% discount.

Gold Sparkle £75 + VAT a month

- The Gold sparkle is a combination of both the red and blue sparkles which enable the full use of the Friar Gate Studios Virtual Office facilities without being based there.
- In addition, this package also includes answering calls in your company name and emailing any messages received.
- Post can be collected from reception between normal working hours or be redirected.
- Outgoing redirected post (not including packages/special/recorded delivery) will be sent at normal Royal Mail rates plus a 10% handling fee.
- Option of a recorded professional voiceover for your out of office, away from the desk and bank holiday messages for a one off fee.
- Free Wi-Fi in our cafébar. (n/a when conference is taking place)
- Use of meeting rooms first 6 times at no cost; all future bookings at a 50% discount.
- Use of free visitor parking for clients when booking the meeting room.
- Promotion of your company on our website and digital screen in reception.
- Free 6 days access to a hotdesk PC with broadband.

All the above packages include

- Use of free visitor parking for clients when booking the meeting room.
- Promotion of your company on our website and digital screen in reception.
- Option to buy into bureau services, pay for what you use and when you use it, receive a monthly vat invoice for the services used.
- PIN numbers for the use of franking machine and photocopier.
- Free access to professional advice i.e. Intellectual Property specialists, Business Link, Accountants and Commercial solicitors.
- Priority to attend events organised by FGS and to participate in showcase events.

8. Conditions

8.1 Post can be collected between 9am and 4pm weekdays, not including Bank holidays or Christmas week.

8.2 Reception will be closed during Bank and Christmas holidays, Licensee's voicemail will be set to take messages and forwarded once reception re-opens.

8.3 The licensee will notify Friar Gate Studios if their mailing forwarding address or forwarding telephone number(s) change in writing within 7 working days.

8.4 The licensee will use Friar Gate Studios address for business use only.

8.5 The licensee must not bring Friar Gate Studios name into disrepute or use it for illegal/immoral purposes.

8.6 The licensee will abide by the conditions of the Building Occupancy document when accessing Friar Gate Studios.

8.7 Booking of meeting rooms and client parking facilities is arranged with Friar Gate Studio's reception and is on a first come first serve basis.

8.8 If the licence fee is unpaid for a period of 7 days the service(s) will be suspended. Service(s) will resume providing payment of arrears is received

within 48 hours. If the arrears are not cleared within this time frame then the service will be terminated.

8.9 The Centre Management staff at FGS will not tolerate abusive telephone customers. Calls from such customers will not be accepted and the licensee will be notified of any such incidents.

8.10 Either party can terminate this agreement by one month written notice.