



Business addresses, registered addresses
and telephone answering services
at The Media Centre
YOUR BUDGET YOUR WAY YOUR CHOICE

Our Virtual Office packages offer the advantage of a business address and professional call answering at a fraction of the cost of an office, with monthly and annual payment options for flexibility that suits you.

We offer 2 packages along with a Registered Address package which can be taken in addition, making our Virtual Office packages suitable for startups, home workers and remote businesses.

	Post	Post & Phone	Registered Office Address
Monthly price (exc VAT)	£27.50	£82.50	£33.00 (per annum)
Dedicated mailbox	✓	✓	-
Business correspondence address	✓	✓	-
Registered address	-	-	✓
Mail forwarding options*	✓	✓	-
Option to have signage in reception*	✓	✓	Required
A Huddersfield telephone number	-	✓	-
Call answering - up to 60 calls per month	-	✓	-
Option to bolt on additional calls*	-	✓	-
Message relay (via email or SMS)	-	✓	-
Voicemail box with remote access	-	✓	-
One month notice period	✓	✓	-
Deposit (2 months service charge plus VAT)	£66.00	£198.00	-

* Additional charges apply

Pay annually for your package and save money:

Pay for your Virtual Office Post / Post & Phone package annually and make a saving on your Virtual Office:

	Post	Post & Phone
Annual price (exc VAT)	£300.00	£900.00
Annual price with VAT	£360.00	£1080.00

Direct Debit: Please note that a direct debit will be required to be held on file for the monthly invoicing of any additional services taken during your packages e.g. meeting room hire, postage for mail forwarding, refreshments etc.

Notice period / auto renewal: When paying annually, you are committing to a 12-month agreement with no notice period. The package will auto renew and bill annually in month 12, unless written notice to cease is submitted prior to the end of each 12-month term

Deposit: When paying annually, the deposit of 2 months service charge (at the pay monthly price) still applies as security against the monthly payments for any added services taken.



Added Value Services

Benefits of a Virtual Office package at The Media Centre:

When you take a Virtual Office package at The Media Centre, you join our community of businesses and have access to a range of added value services, including:



A discount of 50% on price of room hire for all meeting room spaces at The Media Centre, Monday to Friday, 8.30am to 5pm (prices from £14.00 per hour)

A discount of 20% on any meeting room refreshments ordered for your meeting from our refreshments



Up to 4 hours visitor parking for 1 guest when you book a meeting room at The Media Centre during the period of hire (pre-booking and permit collection required)

1 day's free desk hire, Monday to Friday, 8.30am to 5pm, per calendar month for 1 person in our Flex hot desk area (pre-booking with reception recommended)



A 50% discount on further Flex hot desk hire, Monday to Friday, 8.30am to 5pm (prices from £5.00 per day / £17.50 per week)

Access to our client break out area, Monday to Friday 8.30am to 4.30pm, ideal for short informal 1 to 1 meetings, or an informal hot desk.



Invitations to all social, networking and knowledge sharing events hosted by The Media Centre

The opportunity to have your business name displayed alongside other businesses in The Media Centre Reception



These added value benefits are provided during business hours Monday to Friday 8.30am to 5pm, (unless a time is otherwise stated) and are subject to availability.

The Media Centre reserves the right to amend / withdraw these offers at any time



VO Packages The Details

Dedicated mailbox / business correspondence address

When taking a Virtual Office package, you will receive a dedicated mailbox for your business and the use of The Media Centre address (preceded by your business name) as a business correspondence address. Mail received will be held at reception for your collection or can be forwarded (see 'Mail forwarding' below).

Registered Office Address

This service can be taken by businesses who are registered with Companies House. It can be taken only in addition to a Post or a Post & Phone package for an annual fee of £30.00 + VAT.

The annual fee is non refundable should you wish to cease the service prior to 12 months use being completed. Should you cease your Virtual Office package the Registered Office service would also cease.

It is a requirement that signage showing the business name is displayed to the public at the registered address. (see 'signage' below).

Signage

As a Virtual Office client, you can choose to have your business name displayed in The Media Centre reception. Signage is charged at £15.00+ VAT per sign and will be ordered as requested in your application pack and is billed at the time of application.

Collection of mail

To ensure mail is passed to the correct persons only, we require a photograph of each authorised person to be submitted for identification purposes. Mail will not be passed on to anyone not named or identified to receive it.

Mail forwarding

Received mail can be forwarded daily or weekly to an address of your choosing. All forwarded mail is packaged in one bundle for cost efficiency and sent via Royal Mail. Packaging costs & Royal Mail franking charges (with a 15% administration fee) apply. One off forwarding can be arranged via our Customer Service Team

A Huddersfield telephone number

When taking the Post & Phone package, you will be issued with a Huddersfield telephone number. This number forwards directly to our reception (8.30am to 5pm Monday to Friday) allowing us to answer up to 60 calls per month in your business name with the offer to take a message. Messages can be relayed by email or text message.

You can choose to give this number out as your main telephone line (your calls will come directly to The Media Centre) or if you have an existing number, you can forward your number to your dedicated Huddersfield number whenever you wish for our team to answer your calls.

Voicemail box

Your telephone line has its own voicemail box, which you can log into remotely to record an outgoing message and retrieve calls. Calls received outside of core answering hours will ring through to your voicemail box.

Additional Calls

Call answering packages include the receipt of up to 60 calls per month. If call volume in a calendar month exceeds this, we will contact you to discuss the following options for the service for the remainder of the month:

1. Adding a call bundle of up to 10 calls is £7.50. Unused calls cannot be refunded or rolled over.
2. Choose not to forward your calls to your allocated Media Centre number for the remainder of the month.
3. Forward all calls directly to you for the remainder of the month. Additional call charges will be added to your monthly invoice. (The average rate for forwarded calls is 4p per minute, local and national landline numbers and 13p per minute for mobiles.)
4. Forward calls to your voicemail box where messages can be retrieved via remote access

Invoicing: Pay Monthly:

All services will be invoiced by direct debit. The monthly invoice will be issued by email within the first 10 days of each month and will be drawn from your bank account on the 24th of each month (or the next working day if the 24th is a weekend / Bank Holiday).

Invoicing: Pay Annually:

Your first 12-month payment will be taken prior to your service commencing and your package will auto renew annually unless written notice is received from the service holder prior to the annual renewal date. The renewal invoice for this will be issued to you in month 12 to be taken by direct debit.

A direct debit will be required to be held on file for the invoicing of any additional services you may choose to add to your package e.g. meeting room hire, postage for mail forwarding, refreshments etc and this will be drawn as per the terms above (see 'Invoicing: Pay Monthly').

Deposits:

A deposit of 2 months service charge plus VAT will be requested at the time of application. This deposit will be held for the duration of your service and returned to you following the cease of service when all accounts have been finalised.

Notice periods:

Pay Monthly service users may give 1 months written notice by email to cease or downgrade their services.

Service users paying annually are in a fixed term 12-month contract period with no notice period which will autorenew annually. If you do not wish for the service to renew, this will need to be confirmed in writing by email prior to the renewal date.

Documents of identification

A document of photo ID and a document of address ID will be required for the director / owner of the business apply for service and must be submitted in person by the Owner / Director as named on the application (where this is not possible, please see 'Certifying Documents' below)

Valid forms of Photo ID include: a passport, a driving licence, a HM forces card or a student card

Valid forms of address ID include:

- Gas / Electric / Water bill
- A bank or mortgage statement
- A TV Licence
- A pay slip/P45/P60 statement
- An insurance certificate
- Business Rates / Council Tax bill

Certifying Documents

Where it is not possible for the Director / Owner to attend in person to submit their documents of identification, we are happy to accept the documents by email or passed to us by a representative **if** they are certified

A certified document is a copy of an original and **must** have the following information written on it by the person certifying:

'Certified to be a true copy of the original seen by me' with their name, occupation, email address, signature, and the date of signing

Documents can be certified by professional persons or someone well respected in your community such as:

- A bank official
- A councilor
- A dentist
- A building society official
- A minister of religion
- A chartered accountant
- A solicitor or notary
- A teacher or lecturer
- The Post Office (charges may apply)

Taking a package:

We are unable to begin your package until the following have been received:

- A completed application form signed by the named director, the owner, or all partners
- A document of valid photo identification for the named director or the owner *
- A document of address identification (dated within 3 months) for the named director or the owner
- An original (wet ink signature) completed Direct Debit mandate (emailed / printed copies cannot be accepted)
- A deposit payment of 2 months service charge plus VAT or, if paying annually, the annual payment plus VAT (+ any annual charges for a Registered Office service if this is taken)

Please note:

1. Submission of the Virtual Office Application Form, does not guarantee acceptance at The Media Centre.
2. Information received is treated with the strictest confidence and is not disclosed outside of The Media Centre
3. If you wish this information to be returned to you in the event of an unsuccessful application, please confirm this with our Customer Service Team
4. Acceptance of application is subject to satisfactory checks (including financial).



Application Pack

Please indicate the service(s) required:

Post £27.50 per month (+ VAT) OR £300.00 per annum (+ VAT)

Post & Phone £82.50 per month (+ VAT) OR £990.00 per annum (+ VAT)

Registered Address services Available as an addition to the Post or Post & Phone Services only

Registered Address Service (First company name) £33.00 per annum (+ VAT) Advanced Payment

Important Information: Please read & sign

Anti-Money Laundering Regulations (AMLR) 2007 and 2017

Under the Anti Money Laundering Regulations (AMLR) 2007 and 2017 (as updated from time to time), we may be required to verify the identity of those we deal with. This may include checking against electronic and other databases (public or otherwise).

Data Protection Legalisation

We take our responsibilities with regards to data protection seriously. As such, we are committed to protecting your privacy and ensuring that adequate safeguards are in place to ensure compliance with applicable data protection legislation. All information provided to us by you will be held securely on our systems.

For the purposes of UK data protection law, the data controller under this agreement is Creative Media Centres Limited, The Media Centre, 7 Northumberland Street, Huddersfield, HD1 1RL. If you have any questions relating to the use of your personal data, you may contact us at info@themediacentre.org or by writing to us at our registered office and addressing your letter to the Data Controller.

The personal information supplied by you on this form may be recorded and processed by us for the following purposes:

- The provision of serviced and/or virtual offices and related services;
- To verify your identity; and
- To fight against crime, fraud, money laundering and terrorism.

The legal basis for processing your personal information in the ways described above will typically be (i) to fulfil our obligations under this agreement, (ii) for compliance with a legal obligation to which we are subject to or (iii) for our legitimate business interests except where such interests are overridden by your interests and fundamental rights.

In order to carry out the above we will from time to time disclose your data to the following:

- Anyone who you authorise us to disclose information to;
- Other group companies of ours and our trading partners;
- Other organisations instructed by us to make background checks and enquiries about you as part of our due diligence; and
- Any Government entity, regulatory authority or to any other person we reasonably think necessary for the purposes stated above.

We will hold your information for as long as is reasonably necessary for the purposes listed above or as is required under applicable local law after which it will be destroyed.

Under data protection legislation you have certain rights in relation to your personal information. You may:

- Check whether we hold information about you;
- Ask to see a copy of the information we hold about you;
- Under certain circumstances:
 - Ask us to rectify any inaccurate and/or complete any incomplete personal information we hold about you;
 - Ask us to stop processing your personal information; or
 - Ask us to provide certain of your personal information to you in a structured, commonly used and machine-readable format and have it transferred to another provider of the same or similar services.

If you wish to exercise any of the rights set out above, contact us at info@themediacentre.org or by writing to us at our registered office and addressing your letter to the Compliance Officer. We may charge an administration fee up to the legal maximum from time to time in force.

In addition to the rights set out above, you have the right to lodge a complaint with the applicable data protection supervisory authority (being the Information Commissioner's Office or superseding or replacement body)

I confirm that I have read and understood the information stated above and accept these terms of service with relation to the Anti-Money Laundering Regulations (AMLR) 2007 and 2017

Signed: Name: Date:

Terms and Conditions of Use: Please read and sign

I confirm I have received and read The Media Centre Virtual Office Services Terms and Conditions and agree to abide by these and that all details in the attached form are correct:

Signed: Name: Date:

Please note that we are unable to begin your package until the following have been received:

- A completed application form signed by the director, the owner, or all partners
- An original completed Direct Debit mandate
- A deposit payment of 2 months service charge plus VAT.
- A pre-payment of £30.00 + VAT per business name should the Registered Office service be requested.
- The original documents of identification relevant to your package submitted by the person named on the application (the director, owner or partners) or as a certified copy.

Preferred start date:	
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Business details:

Business name:

Current business address:

.....

Website:

Business telephone:

Company email:

Description of business activity:

.....

.....

Company status (*Ltd / Partnership / Sole Trader etc*):

Company Registration Number: (*If Ltd*).....

Registered address: (*If Ltd*)

.....

Package holders details: (*must be the details of a director / all partners / the owner*)

Name:

Job title:

Home address:

.....

Home telephone: Mobile telephone:

Email Address:

Alternative contact:

We appreciate that you may prefer not to be contacted with the day to day information regarding your package. If you would prefer to name an alternative contact please complete all details below for this person

Name: Mobile Telephone:

Job title:

Email Address:

Please note: *Should any changes to the service be requested that would have a financial impact we require that these are authorised in writing email by the director, a partner or the business owner.*

Reception Signage

As a Virtual Office client, you have the opportunity to have your company name(s) displayed in Reception. The cost of a sign in Reception is £15 + VAT (£18.00) per sign.

Please note: If you are taking the Registered Office service, it is a requirement that signage is displayed in the reception area of the business premises

To order signage please insert the company name, as you wish it to be shown below
(please use caps and lower case where required - All signs are created in the same font to and logo's cannot be included)

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Invoice information:

Payment for Virtual Office packages is taken via Direct Debit.

Your monthly invoice will be issued to you in the first week of the month and payment will leave your account on the 24th (or the next working day if the 24th is a Saturday / Sunday / bank holiday) of the month

Please send me my invoices by: Email TMC mail box

If by email, please confirm the email address:

Mail handling procedures

Your mail choice of mail handling will apply to both company names where two have been specified

Please hold my mail at The Media Centre reception for my collection

(Please list the names of those authorised to collect your mail from reception):

1..... 2.....

3..... 4.....

Please redirect my mail to me: Daily *(required with Registered Office package)* Weekly

Please redirect my mail to the: Home address Registered address Other address

Where Home or Registered address are specified, the address supplied under the first company name will be applied

If you have requested 'Other Address' please note this address here:

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Call Handling Procedures - Phone and Post Service

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 SMS text message

Please note below the names and email addresses of all members of staff who may be receiving messages:

Name: email or mobile no:

(Please attach additional sheets of paper if necessary when listing recipients and your preferred method of receipt)



Data Protection Information

To comply with the Data Protection Act 2018 (GDPR) we're required by law to obtain your 'informed consent' with regard to information you are happy for us to share about your business.

Where is this information stored?

Reception: This information is stored in our directory which is accessible only by our team.

The Media Centre website: Where a directory is available on The Media Centre website, this information be used to add your business to the client listing. You may opt out of this listing if you wish as noted below in this form.

When would we share this information?

- If an enquiry is received from a visitor to the centre.
- If an enquiry is received from another Media Centre client.
- To add your business to the client listings on The Media Centre website.

Please complete the information you are happy for us to share:

We will share all information **exactly** as provided

Company name:	
Website:	
Telephone number:	
Email address:	
Address:	
Contact name:	
Contacts job title:	
Description of business activity:	

If you would like your business to be included in the client listings on The Media Centre website (where this is available), please check this box.

I confirm the information contained in this form is correct and I am happy for the Media Centre to use the information as described above.

Name: _____ Signature: _____

Date: _____



Terms & Conditions

General terms

1. This agreement is between Creative Media Centres Ltd (here after referred to as The Media Centre) and the business / owner / partner as named on the application pack.
2. Excluding designated Bank Holidays, the opening hours of The Media Centre reception are 08.30 – 17.00 Monday to Friday.
3. Virtual Office packages are not transferable between businesses.
4. Service(s) will not commence without receipt of the following:
 - A completed application form signed by the director, the owner, or all partners
 - An original completed Direct Debit mandate
 - A deposit payment of 2 months service charge plus VAT / the full annual service fee + VAT.
 - A pre-payment of £30.00 + VAT per business name should the Registered Office service be requested.
 - The original documents of identification relevant to your package submitted by the person named on the application (the director, owner or partners) or as a certified copy.
5. 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 or any other Creative Media Centres Limited owned telephone numbers.
6. The Media Centre reserves the right to upgrade an existing package should the User exceed the service limits stated.
7. Users 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.
8. The User/s must ensure The Media Centre is informed of any changes to the information given upon the application form within 14 days of these changes becoming effective.
9. 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.
10. 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.
11. The Media Centre may implement changes to service fees at any time with a months written notice, by email, to all service users
12. We are dedicated to providing you with high quality services. However, in the unlikely event that you should have a complaint please contact info@themediacentre.org

Post services

- For packages including the use of a mailbox, The Media Centre will provide 1 mail box and use of The Media Centre address as a business or correspondence address only, for a minimum period of one calendar month.
- We reserve the right to refuse mail which is unclearly marked or does not include the company name as specified on the mailbox.
- 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 by an unspecified person without prior arrangement.
- The Customer Service Team will sign for small parcels/packets and special/recorded delivery post addressed to the User/s unless otherwise instructed.
- Where mail is held for collection, it is the responsibility of the user to ensure that received mail is collected and responded to in a timely manner. We ask that mail is collected no less than every other calendar month.
- All forwarded mail is charged at the current Royal Mail franking rate with an added 15% handling fee.

- The Media Centre reserves the right to apply storage charges should the volume of mail or packages received exceed the size of your mailbox.
- 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.
- Any large items agreed to be received must be collected within 24 hours of delivery or The Media Centre reserves the right to apply storage charges. Large packages are packages that exceed the dimensions for small and medium parcels as exhibited by Royal Mail.

Phone services

- For packages including the use of a telephone line, The Media Centre will provide 1 telephone line for a minimum period of one calendar month.
- The Media Centre reserves the right to make additional charges if the number of calls received exceeds 60 during 1 calendar month.
- The customer service team may receive calls for your business during centre opening hours only, with all phone packages. Calls which may not be answered during high call volume periods, or received out of hours will divert to a dedicated voicemail box.
- A dedicated voicemail box will be provided with all phone packages. This can be accessed remotely via the number provided by our Customer Service team.
- When set up, the pin code for the voicemail box will be issued as a default code by The Media Centre. We recommend that users change this code immediately. Please note that should a changed code be forgotten; The Media Centre will not be able to reprogram the code and will not have a record of your individually chosen pin code. In cases where a pin code is forgotten, the voicemailbox can be accessed only by deleting the existing box and all contents and creating a new voicemail box.
- It is the user's responsibility to record any outgoing message on the dedicated voicemail box
- The Media Centre will not monitor the voicemail box. It is the user's responsibility to monitor and maintain messages received to the voicemail box.

Deposit

- A security deposit of 2 months service charge + VAT will be held for the duration of the service and will be refunded at the end of the service when all accounts have been finalised.
- Where an there is an outstanding balance following the cease or termination of a service, the deposit will be applied to the payment of this.

Payment & invoicing

- Invoices for Virtual Office services are payable by Direct Debit. Monthly invoices will be issued within the first working week of the month via your chosen method and will be drawn from your bank account on the 24th (or next working day if this is a weekend or Bank Holiday) of each month.

Changes to / cease of service

- Pay monthly service users may revise the service level / cease the package at any time by giving no less than one calendar months' written notice.
- Users paying for their service annually are receiving a discounted rate for the commitment to 12 months of service and their service WILL auto renew annually. Should the User not wish to auto renew, written notice is required prior to the renewal date.
- If a User paying annually serves notice prior to the end on the 12 month term, no refund will be issued.
- Any notice being served on the Virtual Office packages must be served by the Director / Owner of the business as detailed on the application and must be submitted in writing by email to info@themediacentre.org

Terms and Conditions of the Registered Office Service

- The Registered Office service has an annual fee of £33.00. Should the service be ceased within 12 months no refund will be issued.
- The Registered Office service will automatically renew following each 12-month period and the annual charge be included in your monthly invoice. If you wish to cease use of the Registered Office service prior to the automatic renewal or at any other time, 1 month's written notice must be given.
- The Registered Office service can be only utilised for a business name in conjunction with a Virtual Office package offering a post service. Should the Virtual Office package be cancelled and post services not taken the Registered Office package will cease on the same date.
- The Media Centre address can be used as a registered business address **only** where the Registered Office service is taken. Where it is noted that a Virtual Office package user has confirmed The Media Centre as a registered address with Companies House but the Registered Office Service is not taken, The Media Centre will contact the User in writing to ask that a Registered Office service is taken in addition to the Virtual Office package or the registered address is changed within one calendar month. Should the registered address not be changed following the specified date, the Registered Office service will be applied at £33.00 per annum on the following monthly invoice.



For office use only

For Office Use Only: must be completed in full prior to service commencement

Service taken: Registered Office total: Annual payment:

Signage total: VO Deposit amount: Total payable:

- Registered office pre-payment = £39.60 inclusive of VAT
- Signage = £18.00 per sign inclusive of VAT
- VO deposit amount = Post £66.00 / Post & Phone = £198.00
- VO annual pre-payment amount = Post £366.00 / Post & Phone = £1188.00

Deposit / Annual payment & RO payment (if applicable) received Completed original DD Mandate received

Terms of the Anti-Money Laundering Regulations (AMLR) and the Data Protection Legalisation accepted and signed

Completed Data Protection Form received
If the client does not wish to give out any information, please ask them to sign and date the blank DP form

Signage paid for
If taking RO service, signage is compulsory for each company with a RO service

Photo ID received for all named persons for post collection (If package includes post receipt)

If A Limited company:

Proof of directors' address received & scanned

Photo ID for named director received, verified & scanned

If sole trader, partnership or other non-limited company:

Proof of address for owner / all partners received & scanned

Photo ID for owner / all partners received, verified & scanned

Identification documents notes:

- Originals of all documentation must be presented at reception for verification by The Media Centre Team. **Where a director, owner or partner cannot attend site, certified documents may be submitted by email or by proxy. Certified documents must contain all information as detailed in the Application pack or be certified by the Post Office.**
- The documents showing proof of address must be dated within the last 3 calendar months

Office use only form completed by:

Signature: Date: