

### **Virtual Office Service**

The ideal package for start up businesses, those working from home or those in the early stages of development. Our Virtual Office Service gives you the ability to portray a professional image without the cost of renting office space. We offer two packages:

#### Standard Package

- Hold mail for collection or forward your mail on to you at the cost of postage.
- Accept parcels and packages on your behalf.
- Company name on building directory signage.
- Free link to your company website.

£40.00 per month (excl VAT)

#### Premium Package

In addition to the Standard package.

- A telephone number exclusive to your company.
- Calls transferred/diverted to a number of your choice, or to your voicemail (at cost).
- Voicemail that can be accessed remotely 24 hours a day.

From £62.00 per month (excl VAT) dependent on telephone service package. There is a one-off payment of £125 (excl VAT) for setting up the telephone service.

Telephone services offered with this package are provided by our partner Switch and are billed separately.

Meeting rooms are also available to hire at a discounted rate (see attached).

Please note the notice period for our virtual office service is three months by either party.

All communications whether by letter, email or telephone will be treated in confidence by Moulsham Mill.

### Application for a Virtual Office at Moulsham Mill

Name

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Address

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Telephone No.

Mobile No.

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Email Address

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Company Name

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Description of Business

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Mail to be: ☐ Forwarded ☐ 1<sup>st</sup> Class ☐ 2<sup>nd</sup> Class **OR** ☐ Collected

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Address mail to be forwarded to

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Intended start date

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Would you like a listing on the internal building directory? ☐ Yes ☐ No

If Yes, please specify how you would like your name displayed.

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Would you like an entry on our website? ☐ Yes ☐ No

Do you have a logo? ☐ Yes ☐ No

Please specify how you would like your name listed, and include a contact number or email address. Please also email a logo if you have one.

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I wish to apply for the ☐ Standard package ☐ Premium package

I attach a Direct Debit instruction duly completed and will transfer a deposit as required. I will settle invoices for postage, telephone calls etc in the month in which they are received via direct debit.

I confirm that I will comply with the terms and conditions.

Signed

Date

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## 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:

Moulsham Mill  
Parkway  
Chelmsford  
Essex  
CM2 7PX

Originators Identification Number

4	1	4	9	9	0
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Reference Number

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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

### Instruction to your Bank or Building Society

Please pay Moulsham Mill 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 Moulsham Mill 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 for some types of account



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 any changes to the amount, date or frequency of your Direct Debit Moulsham Mill will notify you 4 working days in advance of your account being debited or as otherwise agreed. If you request Moulsham Mill 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 Moulsham Mill 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 Moulsham Mill 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.

## **Terms and Conditions**

### **Services**

1. For the period of this Agreement Moulsham Mill will provide you with the following services at the Premises.

1.1 Receive mail addressed to you for collection or to be forwarded as requested to the address specified.

2. Mail and messages will be passed on between the hours of 9.00am and 5.00pm Monday to Friday (excluding bank holidays).

### **Payment**

3. For the period of this Agreement you will pay Moulsham Mill by direct debit the fee specified monthly in advance plus VAT.

4. You must pay to Moulsham Mill the deposit specified (which equates to 3 month's fee). This shall be returned to you on termination of this Agreement subject to the finalisation of your account.

### **Moulsham Mill's Rights and Responsibilities**

5. Moulsham Mill will use all reasonable endeavours to ensure accurate and expeditious handling of communications for you but no responsibility shall attach to Moulsham Mill or its staff or agents for any injuries, damage or loss howsoever arising or to whomsoever caused.

### **Your Rights and Responsibilities**

6. You shall be entitled to receive the services subject to these terms and conditions.

7. Your obligations are to pay the stipulated fee and the costs of all other services provided on the due dates and to perform all the obligations on the part of the service user contained in this Agreement.

8. Moulsham Mill shall not accept any items of an unreasonable size to store if they will not be collected within 24 hours.

9. Moulsham Mill in its absolute discretion shall be entitled to (i) return any mail, or destroy any messages not collected or forwarded in accordance with these terms and conditions and (ii) refuse to accept any quantity of items which the Provider considers unreasonable.

## **Duration and Termination**

10. This Agreement shall subsist from the Commencement Date specified and shall continue until determined by 3 month's notice by either party to the other or pursuant to clause 12 of this Agreement.

11. In the event of you being in breach of any of the conditions of this Agreement Moulsham Mill shall be entitled to terminate this Agreement immediately by sending written notice of termination to you.

## **General**

12. Any notice given by either party shall be in writing and shall be deemed sufficiently served (i) in the case of notice to Moulsham Mill to the Mill Office or such other address as shall have been notified by Moulsham Mill for the receipt of notices and (ii) in the case of notice to you at the address specified or such other address as shall have been notified by you to Moulsham Mill for the receipt of notices.