

## 20 HANOVER SQUARE

### FACILITIES & SERVICES LIST

#### Office Hours

- The site is accessible 24 hours a day, 365 days a year.
- The administration team and reception staff are available Monday to Friday 8.30am – 6.00pm.

#### Keys and Access Smart Cards

Two keys are provided per office one access card for entry and movement within site is provided per workstation.

- Additional or replacement keys - £10.00
- Additional or replacement access cards - £10.00

#### Postal Services

Post handling is included in the Business Services Package. In order for the post to be franked and posted the same day the post needs to be left inside the "Outgoing Mail" container located at reception no later than 4.00pm. Please note, franking in excess of 50 pieces of mail per company will be regarded as a mail-shot and is subject to an administration fee.

#### Courier Services

As part of your Business Services Package, courier services are available onsite. If required please hand your package over to the reception staff who will arrange for courier collection and delivery. \*Please note that once Avanta hand any items over to the courier company, all responsibility for these items are also handed over.

#### Telephone Handsets

All Avanta clients receive a Cisco 7960 black and white handset as part of their business services package. A colour handset is available at a monthly cost of £5.00 per person.

Telephone programming work can be provided to set up additional features on the handsets such as; hunt groups, pick up groups and call forwarding. More information can be found on our IT and Telecoms price list or from your Centre Manager.

Call recording and outbound CLI are also available, please speak to your centre team for more information.

#### Handyman Services

Hanover Square has the use of a handyman service on a weekly basis. For clients wishing to hire the handyman, the rate is £40 per hour (minimum charge 15 minutes) subject to availability.

## IT Support Services

Avanta uses an in-house IT support service. Whether you need it for as little as 30 minutes or all day to assist with a large project, you'll be able to take advantage of the team's extensive IT knowledge and expertise. With the ability to help you remotely, or in-person, our IT team will be able to help you with everything from setting up a firewall to basic email troubleshooting problems - no request is too big or too small. Prices start from just £25 for 30 minutes.

In addition, we also provide a FREE consultation service where our IT technicians are happy to discuss any issues you may have. For further information please contact the Administration team or contact our IT support team on 0800 505 4202 or email [it-support@avanta.co.uk](mailto:support@avanta.co.uk)

## Administration Services

Centre staff are available to carry out a range of administration support services which include:

- Filing
- Document preparation
- Database preparation, mail shots, e-mail campaigns
- Binding and laminating (plus materials)

All services are at a cost of £30.00 per hour (minimum 15 minutes)

## Faxes

Clients are welcome to use the Hanover Square fax machine, located in reception.

### Incoming faxes:

- 10p per page for external clients
- No charge for internal clients

### Outgoing faxes:

- 30p per page UK and national
- 50p per page international

## Photocopying/Printing

The first 2000 black & white copies/prints are included as part of the Business Service Package for internal clients, thereafter and for external clients the following rate applies:

### Black & White

A4 copies/prints            10p per copy (1 – 200 copies)  
   8p per copy (200+ copies)

A3 copies/prints            14p per copy (1 – 200 copies)  
   10p per copy (200+ copies)

### Colour

A4 copies/prints            55p per copy (1 – 200 copies)  
   50p per copy (200+ copies)

A3 copies/prints            80p per copy (1 – 200 copies)  
   70p per copy (200+ copies)

## Binding and Laminating

Binding 1 – 20 pages	£1.50 per document
Binding 21 – 40 pages	£2.00 per document
Binding 41 + pages	£2.50 per document
Laminating	£1.50 per page

## Meeting Rooms and Board Rooms

There is only one meeting room available at Hanover Square however the meeting rooms at Regent Street (Oxford Circus) will also be available for Hanover Square clients although these will only be accessible in working hours.

### 20 Hanover Square

• 8 person meeting room	£46.00	£163.00	£288.00
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### 271 Regent Street

• 5 person meeting room	£31.00	£108.00	£192.00
• 8 person meeting room	£46.00	£163.00	£288.00
• 10 person meeting room	£56.00	£199.00	£352.00
• 12 person meeting room	£66.00	£245.00	£416.00
• 18 person meeting room	£120.00	£432.00	£768.00

**Note: Meeting rooms will be charged for the first half hour, thereafter in 15 minute blocks.**

- Tea or filter coffee with biscuits £2.50 per serving
- 750ml bottle of still/sparkling water £2.50 each
- Orange Juice 1L £2.75

**Day Delegate Packages available at £59 per person (full day) or £39 per person (half day) – minimum of 6 delegates and subject to dedicated room availability and include lunch and two servings of tea, coffee & biscuits.**

### Cancellation Charges

#### INTERNAL CLIENTS

- |   |      |
|---|------|
| • Between 24-48 (business) hours notice | 50%  |
| • Less than 24 (business) hours notice  | 100% |

#### EXTERNAL CLIENTS

- |                             |      |
|-----------------------------|------|
| • 7 days or more            | 0%   |
| • Between 3 – 6 days        | 50%  |
| • Less than 48 hours notice | 100% |

## Conference Calls

### National/international

- |                |        |
|----------------|--------|
| • Per hour     | £5.00  |
| • Per half day | £15.00 |
| • Per day      | £25.00 |

## Catering

Avanta Hanover Square is able to provide a full range of beverages, breakfasts, lunches and general corporate catering for your day to day business needs.

## Audio Visual Presentation Equipment

The following equipment is included within your room hire:

- White boards
- One flip chart
- Plasma Screen
- Projector

**There is a full range of other equipment for hire at neighbouring Avanta centres as and when required, including the following:**

	<b>Hour</b>	<b>Half Day</b>	<b>Full Day</b>
• Plasma screens	FREE	FREE	FREE
• LCD projector	£15	£15	£15
• Video-conferencing (Regent St)	£25		

All audio visual presentation equipment is to be booked in advance. For the latest range of equipment and rental prices please visit [www.avanta.co.uk](http://www.avanta.co.uk) ('Equipment & Catering' under the 'Meeting Rooms' tab).

We can now supply a range of AV equipment if and when you need it, including laptops, Camcorders, PA sound equipment, role play equipment (TV/video combi, camcorder with tripod and mic) and much more. Please contact [info@avanta.co.uk](mailto:info@avanta.co.uk) for more information.

## Additional Furniture and Sundries

For any additional office furniture or equipment please contact your Business Centre Manager. Avanta has key partnerships with suppliers in order to provide you with the latest range of products to choose from.

**\*\* All prices quoted exclude VAT**