

## 23 AUSTIN FRIARS

### FACILITIES & SERVICES LIST

#### Office Hours

- 24 hours a day, 365 days a year.
- The administrative and reception team are available Monday to Friday 8.30am– 6pm (excluding bank holidays).

#### Keys and Access Smart Cards

Two keys are provided per office and each customer is provided with one access card. Thereafter, for additional or replacement keys or swipe cards the cost will be £10.00 per item.

#### Postal Services

Post handling is included in the Business Services Package. In order for 'same day' franking and posting, outgoing mail should be placed in your collection sack and left in your post box no later than 4pm.

Postage franked or stamped by the client will be subject to an administration fee for completion of recorded, special or registered post paperwork. 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 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

Austin Friars has the use of a handyman service. 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)

## Secretarial and Administration

The Reception team are available to carry out a range of administration support services. These include:

- General word processing
- Filing
- Document preparation
- Database preparation, mail shots, e-mail campaigns
- Binding and laminating (plus materials)
- Photocopying (free if within monthly limit- Business Services Package)
- Printing (free if within monthly limit- Business Services Package)

All services are at a cost of £35.00 per hour (minimum 15 minutes) and subject to availability.

## Faxes

Clients are welcome to use the Austin Friars Fax machine, located in the Admin Office.

### 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

The first 2000 black & white A4 copies 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

- 10p per copy (1 – 200 copies)
- 8p per copy (200+ copies)

#### A3 copies

- 14p per copy (1 – 200 copies)
- 10p per copy (200+ copies)

### Colour

#### A4 copies

- 55p per copy (1 – 200 copies)
- 50p per copy (200+ copies)

**A3 copies**

- 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**

	<b>Per hour</b>	<b>Per half day</b>	<b>Per full day</b>
• 6 person meeting room	£36.00	£152.00	£240.00
• 8 person meeting room	£46.00	£172.00	£288.00
• 12 person meeting room	£75.00	£280.00	£480.00
• 16 person meeting room	£120.00	£480.00	£840.00
• 20 person meeting room	£144.00	£560.00	£960.00

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

- 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 £65 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.**

**External cancellation charges:**

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

**Catering**

Avanta Austin Friars is able to provide a full range of beverages, breakfasts, lunches and general corporate catering for your day to day business needs. Please place orders with the 23 Austin Friars team.

## Audio Visual Presentation Equipment

The following equipment is included within your room hire:

- White boards
- One flip chart
- Conference telephone (charges apply)

A range of Audio visual equipment may be hired as and when required, including the following:

	Hourly	Half Day	Full Day
• Plasma screens	FREE	FREE	FREE
• LCD projector	£15.00	£15.00	£15.00
• TV / VCR	-	£45.00	£75.00
• Video-conferencing	£25.00	-	-

All audio visual presentation equipment hire is subject to availability and should 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 the Business Centre Manager. Avanta has key partnerships with all of its suppliers in order to provide you with the latest range of products at highly competitive prices.

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