1 FETTER LANE

FACILITIES & SERVICES LIST

Office Hours

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

Keys and Access Smart Cards

Two keys are provided per office and each customer is provided with one access card. Additional keys and cards are charged at £10 each.

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

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

Fetter Lane has the use of a handyman service. For clients wishing to hire the handyman, the rate is £40 per hour (minimum charge 30 minutes) subject to availability.

IT Support Services

Delivered in association with **iHotdesk**, Avanta Fetter Lane now offer a pay as you go IT support service, giving you access to high quality technical support with fast response when you need it, whether this is remote or desk side in your office. IT equipment can also be purchased through the Avanta team. For further information please contact the administration team.

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 Fetter Lane 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

INTERNAL CLIENTS

	Per hour	Per half day	Per full day
• 4 person meeting room	£20.00	£80.00	£140.00
• 6 person meeting room	£30.00	£110.00	£195.00
• 8 person meeting room	£40.00	£140.00	£260.00
• 12 person meeting room	£60.00	£238.00	£438.00

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 are available at £49 per person (minimum of 6 delegates & subject to dedicated room availability) and include lunch and two servings of tea, coffee & biscuits.

Internal cancellation charges:

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

EXTERNAL CLIENTS

	Per hour	Per half day	Per full day
• 4 person meeting room	£25.00	£100.00	£175.00
• 6 person meeting room	£38.00	£138.00	£244.00
• 8 person meeting room	£50.00	£175.00	£325.00
• 12 person meeting room	£75.00	£297.00	£547.00

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 are available at £59 per person (minimum of 6 delegates and subject to dedicated room availability) and include lunch and two servings of tea, coffee & biscuits.

External cancellation charges:

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

Catering

Avanta Fetter Lane 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 Fetter Lane 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 ('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 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**

ICS Institute of Customer Service Member