

131-151 GREAT TITCHFIELD STREET (MEDIA VILLAGE)

FACILITIES & SERVICES LIST

Office Hours

- This centre 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 and each customer is provided with one access card to which we require forms to be signed for security reasons.

For additional keys the charge will be £10.00. Replacement / lost access cards the charge will be £10.00 per item.

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

Additional Furniture and Sundries

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

Handyman Services

The Media Village has the use of a handyman service on an ad hoc basis. For clients wishing to hire the handyman, the rate is £40 per hour (minimum charge 30 minutes) subject to availability.

Postal Services

Post handling is included in the Business Services cost. In order for the post to be franked and posted the same day the post needs to be handed into reception no later than 4.30pm.

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

Postage for external or non Business Package subscribers will be subject to 20% handling fee.

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.

Courier Service

As part of your Business Service Package, Courier services are available onsite. If required please hand your package over to reception staff who will arrange for courier collection and delivery.

Please note that once Avanta (reception) hand any items over to the courier company, all responsibility for these items are also handed over.

Meeting Rooms and Board Rooms

Avanta	Per hour	Per half day (4 hours)	Per full day (8 hours)
2 person meeting room	£16	£56	£100
6 person meeting room	£26	£91	£160
10 person meeting room	£39	£139	£239
16 person meeting room	£70	£252	£447
24 person meeting room	£100	£360	£700

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 £49 per person (full day) or £35 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

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

EXTERNAL

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

Catering

The Media Village is able to provide a full range of beverages, breakfasts, lunches and general corporate catering for your day to day business needs upon request.

- Breakfast from £6.95 per person
- Lunches from £8.95 per person
- Still / sparkling water (1 litre bottle) £2.50 per bottle
- Juice (per jug) £3.00

Audio Visual Presentation Equipment

The following equipment is included within your room hire:

- White boards (not available in all rooms)
- One flip chart
- Notepads and pencils
- Cisco 7970 handset (charges apply)

There is a full range of other equipment for hire as and when required, including the following:

Equipment	Per Hour	Per Half Day (4 hours)	Full Day (8 hours)
LCD projector	£15.00	£15.00	£15.00
TV/DVD	POA	POA	POA
Video conferencing	- Price On Application -		

All of the above are bookable in advance.

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 visit www.avanta.co.uk for more information ('Equipment & Catering' under the 'Meeting Rooms' tab).

Secretarial and Administration

Centre staff 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)

All services are at a cost of £25.00 per hour (minimum 15 minutes)

Faxes

No charge for incoming faxes (internal clients)
10p per page (all other clients),

Outgoing faxes –
£0.50p per page national
£1.00 per page international

Photocopying

Black & White

A4 copies 10p per copy
A3 copies 14p per copy

Colour

A4 copies 55p per copy
A3 copies 80p per copy

Binding and Laminating

An administration charge will also be added to this service.

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

Laminating	A4	£1.50 per page
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**** All prices quoted exclude VAT**