

# SAUNDERS HOUSE – EALING

## 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](mailto: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

Saunders House 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 placed in the post box outside the admin office no later than 4.00pm.

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.

### 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.

### Telephone Handsets

All Avanta clients receive a Cisco 7960 black and white handset as part of their business services package. You also have the option to upgrade to a Cisco 7970 colour handset, which is an additional £5.00/month per person on top of your business services package.

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.

### Parking

Whilst we are fortunate to have parking facilities in busy Ealing, these spaces are limited and are available between the hours of 8am – 6pm.

A parking space costs £90 per month.

### Meeting Rooms and Board Rooms

Internal Clients	Per hour	Per half day (4 hours)	Per full day (8 hours)
Haven- 4 person meeting room	£15	£55	£120
Lammas - 8 person meeting room	£30	£115	£230
Walpole - 14 person meeting room	£40	£155	£310

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 - FREE
- Orange Juice 1L £2.75

**Day Delegate Packages available at £49 per person (full day) or £29 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%

## Catering

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

- Continental breakfast from £2.00 per person (please see catering menu for more information)
- Lunches from £9.20 per person
- Still / sparkling water (1 litre bottle) £2.50 per bottle
- Still / sparkling water (330 mls) £1.80 per bottle
- Juice (per jug) £2.75

## Audio Visual Presentation Equipment

The following equipment is included within your room hire:

- White boards
- One flip chart
- Conference telephone (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)
Plasma	FREE	FREE	FREE
LCD projector	£15.00	£15.00	£15.00
TV/DVD	-	-	£95.00
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](http://www.avanta.co.uk) for more information ('Equipment & Catering' below 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 £20.00 per hour (minimum 15 minutes)

## Faxes

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

Outgoing faxes –  
£0.30p per page national  
£0.50p per page international

## Photocopying

### Black & White

A4 copies            10p per copy  
A3 copies            15p 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
Laminating	A3	£2.00 per page

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