

93-95 HANOVER STREET

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

Delivered in association with **iHotdesk, Avanta Hanover Street, Edinburgh EH2 1DG** 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.

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

Avanta Hanover Street has the use of a handyman service on an adhoc 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 Service 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

Internal clients

	Per hour	Per half day (4 hours)	Per full day (8 hours)
• 10 person meeting room	£31.00	£112.00	£224.00

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

- Tea or filter coffee with biscuits £2.00 per serving / per person

Internal cancellation charges:

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

External clients

	Per hour	Per half day (4 hours)	Per full day (8 hours)
• 10 person meeting room	£39.00	£140.00	£280.00

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 / per person

Day delegate rate from £49.00 per person – (minimum of 6 delegates)

Included in our day delegate rates are – pastries on arrival, two servings tea, coffee, water, biscuits, along with lunch for you and your guests. A whiteboard, flip chart and pens will be available as well.

External cancellation charges:

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

Catering

Avanta Hanover Street 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) £2.75 per bottle
- Still / sparkling water (330 mls) £1.80 per bottle
- Juice (per jug) £3.00

Audio Visual Presentation Equipment

We can provide the following equipment if required free of charge

- Wall mounted white boards
- Wall mounted flip chart (additional free standing flip chart available £5.00)
- Conference telephone (charges apply)

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

	Hour	Half Day (4 hours)	Full Day (8 hours)
• Plasma	FREE	FREE	FREE
• LCD projector	£15.00	£15.00	£15.00

All these 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 contact info@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)
£0.10 per page (all other clients)

Outgoing faxes -
£0.50 per page national
£1.00 per page international

Photocopying

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 - 45p per copy (1 – 200 copies)
40p per copy (200+ copies)

A3 copies - 75p per copy (1 – 200 copies)
70p per copy (200+ copies)

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
	A3 £2.00 per page

Document Scanning

Black & White

A4 copies - 10p per page
A3 copies - 15p per page

Colour

A4 copies - 40p per page
A3 copies - 75p per page

**** All prices quoted exclude VAT**