

Harrogate Business Centre
Hammerain House

Virtual Office Services

An ideal solution for freelancers, start-ups and small businesses. All the benefits of a serviced office without the cost.

MAIL BOX SERVICE

Use the business address as your registered office and for your marketing material.

MAIL COLLECTION

Our reception will receive and sign for your mail. Your mail can either be forwarded or you can collect it from the centre. Mail forwarding is charged at Royal Mail rates plus a small handling fee. Urgent mail can be scanned and emailed.



MAILBOX SERVICE COST

£40.00 PER MONTH + VAT

TELEPHONE ANSWERING SERVICE

A Harrogate number is dedicated to your company so that we can answer in your company name. National numbers are available at additional cost.

INCOMING CALLS

We can answer calls and forward messages by email, transfer calls to you or divert to your mobile number*.

OUT OF HOURS

Calls can divert to your mobile or a personalised voicemail.



TELEPHONE ANSWERING COST

£40.00 PER MONTH + VAT

MAIL BOX & TELEPHONE ANSWERING

£75.00 PER MONTH + VAT

MEETING ROOM HIRE

As a virtual client you would have discounted meeting room at £15 per hour + VAT.

ADDITIONAL FEATURES AVAILABLE

VoIP Technology allows us to offer a range of virtual telephone numbers and a choice of call handling services tailored to your business.

STANDARD PACKAGE

We will dedicate an 01423 number for you to divert our lines to, or we can supply a number dedicated to your business.

Calls will ring to our reception during office hours and messages relayed to you by email.

Out of hours calls will be diverted to a voicemail and messages relayed as soon as we reopen.

ADDITIONAL FEATURES

A choice of Local & National phone numbers are available at additional cost.

An out of hours divert can be configured to a number of your choice. Calls will automatically divert to that number.

VIRTUAL RECEPTIONIST

Our Virtual Receptionist Service will present callers with a personalised menu of options to ensure that each call is routed to the relevant person or department quickly and efficiently.

Ideal for small businesses or large companies when call volumes are high.

You will have access to a secure client portal to give you control of where your calls direct to.

In line with Anti-Money Laundering Regulations it is necessary for us to store full details of your business together with the names and contact details of all Directors or anyone authorised to collect mail

Under the General Data Protection Regulation (GDPR) 2018 our Privacy Policy covers how we collect, use, disclose and store your information. A copy of our Policy is available on request or can be viewed on our website at <http://www.harrogatebusinesscentre.com/about-us/>

The service is subject to a 12 month rolling licence agreement setting out details of the service we will provide in return for payment of the licence fee. Payment of a 2 month net deposit is required and the monthly licence payable on the 1st of each month in advance.

To set the service up we will require

- A signed 12month rolling licence agreement
- Payment of a 2 month net deposit (fully refundable on termination)
- Bank details and completion of a standing order mandate
- Companies House Registration details
- (if this is not available the licence agreement will be in your personal name and address)
- Proof of ID, either driving licence or passport for all Directors
- Home utility bill

Your business is our business !

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