



**Business Centre Services – 2012.1**

Business services you can activate easily and take advantage of just when you need them. Professional support that can be tailored to meet your specific business needs. Price on Application (POA) - when we have a full understanding of exactly what you require we'll provide you with a detailed proposal in line with your objective and budget. Please email [clientsupport@thequadrantbusinesscentre.co.uk](mailto:clientsupport@thequadrantbusinesscentre.co.uk) with your enquiry and we'll contact you immediately to discuss.

We look forward to working with you.

**ACCOUNTANCY SERVICES**

Chartered Accountants, Registered Auditors & Business Advisors.  
Initial free 30 minute consultation.

Free

- Bookkeeping/VAT Returns
- Tax Planning
- Monthly Management Accounts/Business Coaching
- Cash Flow Forecasts & Business Plans
- Company/Sole Trader Accounts
- Company Tax Returns/Personal Self-Assessment Tax Returns

POA

**AUDIO VISUAL EQUIPMENT HIRE**

- Flipchart, Paper & Pens
- Laptop
- Projector
- Screen
- TV/DVD
- Whiteboard & Pens

Per Day

£15.00  
£74.00  
£63.00  
£ 8.00  
£32.00  
£12.00

**BUSINESS DEVELOPMENT**

Work with consultants and mentors who can assist you to realise and achieve your personal and business objectives.

POA

**BUSINESS INSURANCE**

Comprehensive business insurance cover. POA

**BUSINESS STATIONERY**Company letterhead, business cards and any other marketing literature. POA  
Full service from concept, copywriting, design and finished print.**CAR PARKING**Onsite designated parking From £60.00 per month  
CV1 parking permit for city centre parking £260.00 per quarter  
Visitor Onsite. Subject to reservation and availability First 3 hours free  
(\*Not applicable to meeting room guests) Thereafter £1.00 hour\***CHAUFFEUR DRIVEN CAR HIRE**

Taxi and private luxury car and driver hire. POA

**CREDIT CONTROL SERVICES**

Too busy to follow up your debtors? We can do this on your behalf. POA

**FOOD & BEVERAGES**Please see separate **“The Quadrant Business Centre Catering Selection”**  
for full menu selection.

## By the Pot

Tray - Pot of fresh Tea with complimentary wrapped Biscuits	£5.00
Tray - Pot of filtered Coffee with complimentary wrapped Biscuits	£5.00
Refill Pot of Tea or Coffee with fresh milk	£3.00
Additional wrapped Biscuits	£0.50

## By the Cup

	<u>Small</u>	<u>Large</u>
Tea with complimentary wrapped Biscuits	£1.75	£1.95
Coffee with complimentary wrapped Biscuits	£2.15	£2.55
Green & Black Organic Hot Chocolate with complimentary wrapped Biscuits	N/A	£2.25
Fruit/Herbal Tea with complimentary wrapped Biscuits	N/A	£1.95
Tea with wrapped Flapjack	N/A	£2.45
Coffee with wrapped Flapjack	N/A	£3.05
Tea with wrapped Muffin	N/A	£2.65
Coffee with wrapped Muffin	N/A	£3.25

## Chilled Cold Drinks

Bottled Still Spring Water 330ml	£1.00
Jug of chilled Orange or Apple Juice	£3.00
Jug of chilled Orange or Lemon Squash	£1.50
Jug of Chilled Filter Water with Lemon delivered to your office	£0.75

Fresh Seasonal Fruit Basket	From £ 6.00
Morning Pastries & Muffins	From £ 3.25 per head
Lunch	From £ 6.00 per head
Seasonal Fare	From £ 3.25 per head
Afternoon Cake Platter/Fruit Platter	From £ 1.85 per head
Cheese Platter	From £ 2.75 per head
Dessert Platter	From £ 2.50 per head

Milk Delivery – place a regular order or just when needed. £0.75p per pint

**FRESH FLOWERS**

Arranged and delivered to your office. From £8.00

**FURNITURE HIRE**

Additional furniture requirements outside the parameters of the office licence fee.

- Desk	£25.00 per month
- Executive Chair	£10.00 per month
- Filing Cabinet	£10.00 per month
- Meeting Table	£25.00 per month
- Visitor Chair	£ 5.00 per month

**HEALTH & SAFETY SERVICES**

Professional support to ensure your business complies with health and safety legislation such as Employee Awareness Training/Risk Assessments/First Aid. POA

**Portable Appliance Testing**

Electrical appliance testing. £5.00 per item

**Private Health Care**

Benefit from corporate rates to include dental and world-wide travel insurance. POA

**HOT DESK SERVICES**

By the workstation by the hour. Whenever you need temporary additional desk space or just some quiet time away from the hub of your own office. Includes internet connection. £9.99 per hour + any call charges

**HOTEL ACCOMMODATION**

Corporate rates offered by local hotels. From £77.00 per night  
The Ramada Hotel – quote ‘The Quadrant Coventry’.

**HOUSEKEEPING SERVICES**

Additional housekeeping/cleaning requirements outside the parameters of the office licence fee (minimum charge one hour). £15.00 per hour

**IT EQUIPMENT & SERVICES**

Purchase of personal computers, laptops, mobile phones and peripherals. POA

One-off or on-going IT Consultancy and Support. POA

**Desktop Support**

Standard office support for Microsoft Windows or similar, sustaining an operational desktop environment covering standard applications. £35.00 per desktop per month

**Internet Connection**

Wi-Fi 24 Hour Access Voucher. £ 8.00

Standard – Single Wall Outlet Set Up £10.00  
Monthly Fee £25.00

Managed Leased Internet Router Network Office Package (Includes Private LAN, max 4 ports as standard)

Regular Use  
Cabling provided by client Set Up £40.00  
Monthly Fee £35.00

Structured Cabling (built in) Set Up £40.00  
Monthly Fee £40.00

Add wireless to either of the above options Set Up £19.00  
Monthly Fee £ 2.00

Heavy Use\*  
Cabling provided by client Set Up £40.00  
(\*Subject to requirement survey) Monthly Fee £40.00

Structured Cabling (built in) Set Up £40.00  
Monthly Fee £50.00

Add wireless to either of the above options Set Up £39.00  
Monthly Fee £ 5.00

Move of Office and Managed Equipment/Relocation\*

\*Extensive discounts can be applied when moving a similar setup within the Business Centre

Upgrade 4 Outlets to 10 with additional switch subject to regular/heavy use as above	Set Up Monthly Fee	£ 5.00 £ 9.00
Larger switches		POA
Upgrade to high-end router and firewalls.		POA
SMTP Outbound Email Service Account *	Set Up Monthly Fee	£39.00 Free
(*Fair usage limit applies no bulk mailings without separate quotation and authorisation)		
Port Forwarding	Set Up Monthly Fee	£20.00 + £5.00 per port £10.00
Fixed IP Address	Set Up	£35.00
First Address	Monthly Fee	£15.00
Each Additional Address	Monthly Fee	£10.00
<b>Network Patch Leads</b>		
Use to connect computers, hubs, switches or routers. Short cables 0.5m/1m to connect equipment.		£19.00
5m Cable		£35.00
10m Cable		£45.00
Longer Lengths		POA
<b>Other Internet Services</b>		
Domain name registration with inclusive mailboxes and free forwarding of email and web address. CO.UK/.EU/.COM/.NET/.ORG/.BIZ/.INFO/.ME/.TEL/.TV/.IT No charge incurred for transferring in or out of our remit.		From £40.00 per 2 years
Web Hosting		From £80.00 per annum
SSL Certificates for secure e-Commerce		POA
Security & Specialist Internet Consultancy		POA

<b><u>Disposal of Equipment</u></b>	Per item	£5.00 per item
<b><u>Data Destruction Service</u></b>	Fixed price plus 1p per gigabyte	£18.00 fixed price
<b><u>KEYS</u></b>	Additional key for office. Additional key for Front Door of Manor Court/Rear Door(s) No.3.	£9.00 per key £20.00 per key + refundable £50.00 deposit
<b><u>LANGUAGE SERVICES</u></b>	Translation (and transcreation) into and out of all world languages with interpreters specialising in all business industry sectors.	POA
<b><u>MAIL SERVICES</u></b>		
<b>Courier</b>	Time sensitive items requiring careful delivery to any world-wide destination immediately arranged.	POA
<b>Evening Royal Mail Collection Pre-stamped/Pre-franked</b>	Service charge for pre stamped/pre franked mail left at Reception for collection. Covers Royal Mail Collection charge (note this charge is included within mail handling fee for franking service users.)	6p per envelope
<b>Outgoing Royal Mail Post Franking Service</b>	Weighing and franking of mail. Daily collection at 5.00pm. - 1 <sup>st</sup> Class/2 <sup>nd</sup> Class - Special Delivery/Registered *Rates are based on cheaper franked mail rates and not stamp prices.	Franked* postal rates + 23% Mail Handling Fee
<b>Promote Your Business</b>	Your company logo imprint on all your franked mail - set up charge only.	£155.00
<b><u>MAINTENANCE SERVICES</u></b>	Service requests outside the parameters of the office licence fee. (To include hanging of dry wipe boards/notice boards.)	£20.00 per hour + cost of any materials
<b><u>MEETING SERVICES</u></b>	Meeting Solutions from 2 to 45 delegates. Please see separate “ <b>Meeting Solutions Information Sheet</b> ” for full details.	
	Maximum Room Capacity	
<b>The Express Meeting Room -</b>	2 Delegates Meeting Style	
<b>The Seminar Room -</b>	6 Delegates Meeting Style	
<b>The Meeting Room -</b>	12 Delegates Meeting Style	
<b>The Boardroom -</b>	15 Delegates Horseshoe Style/20 Delegates Meeting Style 26 Delegates Cabaret Style/45 Delegates Theatre Style	

- Silver Package – Full Day £29.00 per delegate
- Room Hire 9.00am–5.00pm
  - Buffet Lunch
  - Refreshments throughout the day
  - Delegate paper and pencils
  - Chilled filtered water
  - Cordials, boiled sweets and chocolates
  - Screen, whiteboard, flipcharts and pens & Stationery Toolbox

- Silver Package - Half Day £17.00 per delegate
- Room Hire 9.00am-12.30pm or 1.30pm-5.00pm
  - Refreshments throughout the day
  - Delegate paper and pencils
  - Chilled filtered water
  - Cordials, boiled sweets and chocolates
  - Screen, whiteboard, flipcharts and pens & Stationery Toolbox

- Gold Package – Full Day £35.00 per delegate
- The Silver Package and
- A selection of morning newspapers
  - Morning pastries and muffins served on arrival

- Platinum Package – Full Day £40.00 per delegate
- The Gold Package and
- A serving of afternoon cakes
  - A selection of seasonal fresh fruit

For further information and a proposal specific for your next event contact the Meeting Solutions Team - ask about our special Monthly Offers!

		Daily Hire Rates	
		Per Day	Per Hour
<b>Syndicate Rooms</b>	<b>The Express Meeting Room</b>	- £ 50.00	£ 8.00
	<b>The Seminar Room</b>	- £150.00	£25.00
	<b>The Meeting Room</b>	- £250.00	£40.00
	<b>The Boardroom</b>	- £350.00	£60.00

**Event Management**

The service includes the hosting of your meeting, registering of delegates, issuing of name badges, preparation of delegate day packs, photography services, minute taking and expert facilitation service.

POA

**NEWSPAPER DELIVERY**

Daily newspaper and periodicals delivered to your office.

Cost + £5.00 monthly delivery or £0.45 item

**PROCESSOR – MULTI FUNCTIONAL PHOTOCOPIER/FAX/SCAN/PRINT FROM DESKTOP SERVICE**

(Per page)

Black & White

A4

£0.10

A3

£0.15

Colour

£0.19

£0.25

Fax Incoming

£0.50

N/A

Fax Sending (UK)

£1.25

N/A

Fax Sending (Europe)

£2.50

N/A

Fax Sending (Rest of World)

£3.50

N/A

Print from your desktop\* Black & White

£0.10

£0.15

Colour

£0.19

£0.25

Scanning

£0.04

£0.04

\*Network your desktop allowing you to take advantage of the processor. Security coded so complete confidentiality assured.

Free

And if you haven't the time and want to work on more profitable tasks a personal copying service is available.

£4.99 per 15 minutes + copy charges

**SECRETARIAL SERVICES**

**Faxing** (per page)

Fax Incoming

£0.50

Outgoing (UK)

£1.25

Outgoing (Europe)

£2.50

Outgoing (Rest of World)

£3.50

**Laminating Services**

Immediate turn around on A4/A5 documents.

£ 1.00 per sheet

**Personal Assistant Services**

Full P.A. support to include dedicated answering of your calls and the management of them, letter writing, administrative assistance, concierge services, travel arrangements and meeting facilitation (minimum of 15 minutes).

£25.00 per hour

**Personal Shopping Service**

Delivery/collection of dry cleaning, gift purchasing and any personal shopping needs you have (minimum 30 minutes).

£17.00 per hour + cost

**Secretarial Support**

Copy typing, proof reading, mail shot collation, email administration and much more (minimum 15 minutes). £20.00 per hour

**Shredding**

Protect your business information with our confidential in-house shredding service. And for your peace of mind we will provide you with a signed confidentiality agreement before we collect. £ 5.00 per bag

**SIGNAGE**

Ensure your visitors find you and that your company stands out at the front of The Quadrant.

Front of No.3 signage board - one off sign writing fee	£55.00
Front of Manor Court signage board - one off sign writing fee	£55.00
Combined order placed for Front of No.3 and Manor Court	£80.00
Signage Removal	£15.00

**STATIONERY SUPPLIES**

Take advantage of our preferential rates on office supplies. Immediate delivery of products in stock or a quick 24 hour turn around on non stock items. For a quote on any item please email [clientsupport@thequadrant.co.uk](mailto:clientsupport@thequadrant.co.uk).

A small selection of our products include: POA

Paper 1 Box	5 reams
C4 Window Envelopes	250 box
C4 Non Window Envelopes	250 box
DL Window Envelopes	500 box
DL Non Window Envelopes	500 box
Post It Notes	12 pack large
Shorthand Pads	10 pack
Plastic Wallets	100 pack

**STORAGE & SECURITY**

**Storage**

Running out of storage space but don't want to upgrade to a larger office? Consider taking a flexible licence for a conveniently located secure storage unit in the business centre. £25.00 per month

Alternatively if you have a larger requirement our specialist storage partner located less than one mile away from No.3 can provide 24 hour access for storage of bulk stock, equipment, business filing and secure vehicle storage. POA

**Safe Facility**

Safe keeping of any valuable documents £ 5.00 per 24 hours

TELECOMS

<b>Direct Dial Incoming Lines</b>	Additional line direct to your office.	£20.00 per month
<b>Fax Line</b>	Set Up	£75.00
	Monthly Fee	£10.00
<b>Handset &amp; Voice Mail Service</b>	Additional handset & voice mail set up.	£15.00 per month
	Upgrade of handset from standard to LCD phone.	£10.00 per month
<b>Telephone Charges</b>	Dial '9' for an outside line. Monthly itemised billing.	Standard BT Business Rate
<b>Telephone Answering</b>	Incoming call traffic answered in your company name. From 8.50am to 5.32pm Monday to Friday. *We reserve the option to include a maximum number of calls within this service before applying a call surcharge.	£88.00 per month* £10.00 daily rate £ 3.00 per hour
<b>High Volume Recruitment Campaign Message Handling</b>	In addition to the standard answering service charge.	£0.25 per call handled
<b>Freephone &amp; Premium Numbers</b>	Also non geographical numbers available. Quick turnaround available.	POA
<b>Conference Call Set Up</b>	Quick set up and allocation of Host and Participant Access Codes.	£ 5.00 + call charges
<b>Reprogramming of Existing DDI Line/s.</b>	Call out engineering work due to change of instruction or office relocation etc.	£25.00 per call out
<b><u>TELEMARKETING SERVICES</u></b>	Professional telemarketing service to include database cleansing and appointment making.	POA
<b><u>VIRTUAL OFFICE SOLUTIONS</u></b>	World-wide through our network of alliance business centres virtual office facilities instantly set up.	POA
	Please see separate " <b>Virtual Office Solutions</b> " for full details.	
	Full proof of identity is required before a Virtual service can commence.	

Please note that we co-operate with law enforcement agencies including the Police, Trading Standards, HM Customs & Excise.

Virtual Option 1	Full Virtual Office - Personalised Telephone Answering - Use of Business Address - Use of House Fax Number Includes 25 hours per month Hot Desk Services And Meeting Room hire one day per month for up to 6 delegates	£199.00 per month
Virtual Option 2	Full Virtual Office Includes 2 hours per month Express Meeting Room hire	£150.00 per month
Virtual Option 3	Virtual Office - Personalised Telephone Answering - Use of Business Address	£119.00 per month
Virtual Option 4	Virtual Office - Use of 'Quadrant' House Telephone Number (maximum number of calls included within fee) - Use of Business Address	£ 89.00 per month
Virtual Option 5	Personalised Telephone Answering Only Incoming calls answered in your company name. From 8.50am to 5.32pm Monday to Friday. *We reserve the option to include a maximum number of calls within this service before applying a call surcharge.	£ 88.00 per month*
Virtual Option 6	Business Address Only	£ 49.00 per month
Virtual Option 7	House Fax Number Only	£ 34.00 per month
<b>Personal Voice Box - Virtual Office</b>	Gain access to your messages 24/7.	Set Up Monthly Fee
		£ 30.00 £ 15.00 per month
<b>Out of Hours Divert – Virtual Office</b>	To any alternative landline/mobile.	Set Up Monthly Fee
		£ 15.00 £ 5.00 per month

**OUTGOING SERVICES**

**Furniture/Space Planning/IT Consultancy  
Installation/Support/Packing & Storage  
Services/Telephony**

Onward services that our specialist partners can deliver providing a complete turnkey solution for your business.

POA

**OUR BUSINESS ADMINISTRATION CHARGES**

Request for additional copies of invoice/statements (discretionary charge to cover regular/multiple requests.)

£0.10 per copy

Surcharge for cancellation of standing order.

£15.00 per month

The Quadrant Business Centre,  
3 The Quadrant,  
Warwick Road,  
Coventry CV1 2DY

Telephone: 024 7624 3600  
Fax: 024 7624 3825

Email: [clientsupport@thequadrantbusinesscentre.co.uk](mailto:clientsupport@thequadrantbusinesscentre.co.uk)  
[www.thequadrantbusinesscentre.co.uk](http://www.thequadrantbusinesscentre.co.uk)



**Meeting Rooms**

**Offices**

**Virtual Offices**