

The Media Centre Front Desk

A Media Centre Front Desk package gives you the advantage of a professional telephone answering service and/or the use of a mailing address without being physically based at The Media Centre. You can have up to two company names on your mail box at any one time.

BENEFITS OF BECOMING A FRONT DESK CLIENT:

As a front desk client you will:

- Receive a discount on conference room hire
- Be invited to all Media Centre Networking Events and Media Centre Breakfast Club Events.
- Have the opportunity to have your company name displayed in the reception area, for all visitors and clients of The Media Centre to see. This facility is available to all Front Desk clients at a one-off cost of only £15 + VAT

THE PACKAGES

To suit your individual needs we offer four levels of service:

- The Lemon Package £25 per month
- The Amber Package £55 per month
- The Vermillion Package £75 per month
- The Terracotta Package £100 per month (+ Call Charges)
- The Chocolate Package £110 per month (+ Call Charges)

THE LEMON PACKAGE

Our Lemon package enables clients to utilise The Media Centre address for all incoming mail. Each client has a designated pigeon hole in reception where mail will be held for collection or can be redirected as per the client's wishes.

The Media Centre can also accept faxes on your behalf and redirect them to you on receipt. (Media Centre fax charges apply)

Outgoing redirected post will be sent at normal Royal Mail rates with a 15% handling fee. Charges apply for any envelopes used in accordance with the redirection.

Total Cost: £25 per month (exclusive of VAT)

THE AMBER PACKAGE

Our reception team will answer calls in your company name. It includes a voicemail facility which can be accessed twenty four hours a day.

Telephone messages taken by our reception team can be relayed via the following methods.

- Email Message – Sent directly to your nominated e-mail address.

This package includes the relay of a maximum of 60 messages per month via e-mail.

Total Cost: £55 per month (exclusive of VAT)

THE VERMILLION PACKAGE

This package combines both the Lemon and Amber packages to enable you to make full use of all The Media Centre facilities without being based here.

Total Cost: £75 per month (exclusive of VAT)

THE TERRACOTTA PACKAGE

The customer service team will handle all calls to your business line.

All calls are answered in your company name and transferred to the appropriate person stating the caller's name. If you would not want to take this call, or are un-contactable, the team will offer the caller the option to leave a short message, transfer them to voicemail or, with your permission, offer the caller the relevant person's mobile number.

Telephone messages taken by our reception team can be relayed via the following methods.

- Email Message - Sent directly to your nominated e-mail address.

This package includes the relay of a maximum of 60 messages per month via e-mail.

Total Cost: £100 per month (exclusive of VAT) + call charges

THE CHOCOLATE PACKAGE

This package combines both the Lemon and Terracotta packages to enable you to make full use of all The Media Centre facilities without being based here.

Total Cost: £110 per month (exclusive of VAT) + call charges

ADDITIONAL CHARGES

Message Relay

- Telephone Messages: All telephone messages will be charged at £1.50 per message.

Envelopes

- A5 Envelopes = 10p
- A4 Envelopes = 12p
- Gussett Envelopes – 20p

Faxes

- Received faxes = 40p per page
- Outgoing faxes to the UK = 40p first page, 20p for each following page
- Outgoing faxes outside the UK = £2.50 first page, £1.00 for each following page

BECOMING A MEDIA CENTRE FRONT DESK CLIENT

If you are interested in taking a Front Desk service with The Media Centre or would like more information please see the following page or alternatively contact our Customer Service team at:

Tel: 0870 990 5000

E-mail: info@mcnetwork.co.uk

IMPORTANT INFORMATION

Whilst The Media Centre is happy to provide a business address for your company, we are unable to act as the registered business address. The registered business address must be the address at which your accounts information is held and available for immediate viewing should anyone request this.

Please note that when applying for a Front Desk Package, our Customer Service Team will require seeing:

- An original form of photo identification
(This could be a passport, driving license, proof of age card)
- Proof of address
(This could be in the form of a utility bill or bank statement)

Please note that without seeing these forms of identification The Media Centre will be unable to provide you with a Front Desk Service.

FRONT DESK APPLICATION FORM

Please circle the package you require

LEMON	AMBER	VERMILLION	TERRACOTTA	CHOCOLATE
£25.00 (exc VAT) Mail service only	£55.00 (exc VAT) Superior telephone service only	£75.00 (exc VAT) Combined mail and superior telephone service	£100 (exc VAT) Superior telephone answering service	£110 (exc VAT) Combined mail & superior telephone answering service

A deposit of two months service charge is required when commencing a front desk package.
Please note: If this deposit is paid by cheque, the service will not commence until this has cleared.

Deposit received Copy of ID taken Copy of proof of address taken

Taken By: Signed: Date:

Company Name:

Company Status (e.g. Partnership / Sole Trader / Private Company).....

Company Registration No

Description of Business Activity

.....

1. Contact Details (Main Contact)

Name: Tel:

Business Address (or Home if not applicable): Fax:

..... Mobile:

..... Email:

2. Registered Address (If different to main address)

Contact Name: Tel:

Address: Fax:

..... Email:

.....

LEMON, VERMILLION & CHOCOLATE PACKAGE

Mail Handling Procedures

Please hold my mail at The Media Centre reception for collection

Please list the names of those authorised to collect mail on your company's behalf.....

Please redirect my mail to my home address on a daily basis

Please redirect my mail to my home address on a weekly basis

Fax Receipt & Forwarding

I would like to use the Media Centres fax machine for receiving faxes. I am aware that all faxed intended for my company should be clearly labelled with the company name.

Would you like to be notified by email when a fax is received? Yes No

Would you like received faxes to be immediately redirected to you? Yes No

If yes please enter your fax number:

Please note: All faxes forwarded / unforwarded will be placed in your pigeon hole and will be treated as mail to be handled as per your mail handling choice above.

AMBER & VERMILLION PACKAGE

Telephone Handling Procedures

Our reception team will answer your calls in your company name e.g.

"Good Morning/Afternoon (company name), (name) speaking?"

We will then explain that the person requested is unavailable at the present time and offer to take a message. This message will then be immediately relayed to you by your chosen option.

Message Relay

Please indicate below your chosen method for messages to be forwarded to you

SMS Text Message
 Please enter the designated mobile telephone number:

Email
 Please enter the designated email address:

If you will be receiving calls for a number of members of staff on this line and would like their messages to be directed to them please enter their names and their mobile telephone numbers / email addresses below:

Name: Email:

Name: Email:

Name: Email:

TERRACOTTA PACKAGE

Telephone Handling Procedures

We will answer your calls in your company name; example "Good Morning/ Afternoon (name) speaking, how can I help?" We will ascertain the caller's identity and transfer the call to the relevant person.

Please identify below the details of all persons who calls will be received from on this line:

1. Name:.....Telephone / Extn Number:.....

Email Address:.....

Mobile Telephone Number:.....

Please pass on my messages by: Text Email I will collect my messages

Please tick the box if you would like us to pass on your mobile telephone number when you are away from your office.

2. Name:.....Telephone / Extn Number:.....

Email Address:.....

Mobile Telephone Number:.....

Please pass on my messages by: Text Email I will collect my messages

Please tick the box if you would like us to pass on your mobile telephone number when you are away from your office.

If there are additional persons please add these on a sheet of paper and attach to the form.

Signage

As a Front Desk client you have the opportunity to have your company name displayed in the reception area, for all visitors and clients of The Media Centre to see. This facility is available to all Front Desk clients at a one-off cost of only £15 + VAT

If you would like your company name to be displayed in the reception area please insert the name, as you wish it to be shown below (please enter in the exact typeface you wish for):

.....

I/We can confirm that we have been issued with Media Centre Front Desk Services Terms & Conditions of use and agree to abide by these Terms and Conditions

Signed Date

Signed Date

Media Centre Front Desk Services

TERMS & CONDITIONS OF USE

- 1 Media Centre Network Ltd (“The Media Centre”) will provide one mailbox and/or one telephone number for a single designated company or individual name for a minimum period of one calendar month.
- 2 For all services providing a mailbox, the designated company can be prefaced by no more than two specific users.
- 3 The Media Centre will allow “the User/s” use of the specified telephone number and/or address only. The business address and telephone answering service does not include the use of the Media Centre’s main telephone number. The address must be designated as follows – Your Company Name, The Media Centre, 7 Northumberland Street, Huddersfield, HD1 1RL.
- 4 All the information you supply to us on the relevant application form should be accurate, current and complete in all respects and you must agree to notify us immediately of any changes to this information. If we have reason to believe that you have supplied us with false information or you have failed to notify us of any changes then we reserve the right to terminate your account immediately.
- 5 The Media Centre fax number can only be used with the specific agreement of The Media Centre. Additional charges will be made for this service at our current rate.
- 6 The User/s will collect their post from the Media Centre’s main premises at The Media Centre, 7 Northumberland Street, Huddersfield, between the hours of 8.30am – 5.30pm Monday to Thursday (except designated Bank Holidays) and 8.30am – 4.30pm Fridays.
- 7 All forwarded mail is charged at the current Royal Mail rate with an added 15% handling fee.
- 8 Short messages will be sent directly to your mobile via SMS text Messaging, e-mailed, left on voice-mail (as required), or sent via fax (dependent on the type of package you have chosen). The Media Centre reserves the right to make additional charges if the amount of information exceeds reasonable levels or exceeds the allocated quota.
- 9 Messages will only be kept by The Media Centre for a period of one month only
- 10 The Media Centre will sign for small parcels/packets and registered/recorded delivery post addressed to the User/s unless otherwise instructed.
- 11 The Media Centre must be given 24 hours prior notice of the delivery of large parcels / packages (over 10 kg). The Media Centre reserve the right to refuse deliveries addressed to the User/s where prior notice has not been given.
- 12 The Lemon Package will cost £25.00 per month, The Amber Package will cost £55.00 per month, The Vermillion Package will cost £75.00 per month, The Terracotta Package will cost £100.00 per month and the Chocolate Package will cost £110 per month. All charges are exclusive of VAT
- 13 In the case of large deliveries (over 10 kg), if these are not collected within 24 hours of delivery then the User/s may be liable for a storage charge.
- 14 The User/s may revise the service level of their package at any time by giving The Media Centre no less than 30 days notice.

- 15 The Media Centre reserves the right to upgrade an existing package should the User/s exceed the limits stated within their package.
- 16 The designated application form must be completed prior to commencement of the service.
- 17 Payment for each of the packages is by Direct Debit payable monthly, which must be completed prior to commencing the service.
- 18 Use of the mail box or telephone line is not transferable and must be used by the company and specified users as detailed on the designated Application Form.
- 19 The Media Centre reserves the right to refuse any mail that is not addressed to the company(ies) listed on your mail box. We ask that the company name is clearly marked by the sender.
- 20 The Media Centre will use reasonable skill and care in providing the specified services. Except as expressly provided in these terms and conditions we expressly disclaim, to the extent permitted by law any further representations, warranties, conditions or other terms, express or implied, by statute, collaterally or otherwise, including but not limited to implied warranties, conditions or other terms of satisfactory quality, fitness for a particular purpose or reasonable care and skill. In particular we shall not be liable to you for any mistakes made in connection with the call answering and mailbox services. The Media Centre will not accept responsibility for any loss and or damage of mail/messages etc.
- 21 We may change or supplement these terms and conditions from time-to-time, including the charges. We will ensure that any such charges or supplements are made reasonably apparent to you at least 14 days in advance.
- 22 User(s) purchasing these services must agree to utilise the facility in an honest and legal manner, and which does not compromise the reputation of The Media Centre. The Media Centre reserves the right to withdraw the service immediately, without prior warning if the services are being used for illegal purposes or if the reputation of The Media Centre is compromised in any way.
- 23 We are dedicated to providing you with high quality services. However in the unlikely event that you should have a complaint with regard to our services please contact info@the-media-centre.co.uk
- 24 You may terminate this Agreement at any time by giving us not less than 30 days advance notice in writing.
- 25 Notwithstanding any provision of these terms and conditions your statutory rights as a consumer are not affected.
- 26 A deposit of two months charges + VAT will be required prior to setting up this service.
- 27 By law The Media Centre is required to ask for a form of photo identification and proof of address by law. We will be unable to commence a package without seeing these forms of identification and taking a copy to hold on file.

Media Centre Network Limited

Data Protection Form

Due to the Data Protection Act 1998, we're required by law to obtain your 'informed consent' in order for us to keep your details on our database. This basically means you are in control of what information we hold about your company. By completing the form below you'll ensure this information is correct and let us know how we at The Media Centre can help to promote your company.

Company Name		
Contact Name		
Home Address		
Telephone Number		
Fax Number		
Web Address		
Email Address		
Company Description		

Please tick as appropriate:

I'm happy for you to keep this information on your database

Please include the following details in The Media Centres public listings and directories (electronic and hard copy)

Company Name	<input type="checkbox"/>	Contact Name	<input type="checkbox"/>
Business Address	<input type="checkbox"/>	Business Telephone Number	<input type="checkbox"/>
Company Description	<input type="checkbox"/>	Company Fax No.	<input type="checkbox"/>
Company Email Address	<input type="checkbox"/>	Company Website	<input type="checkbox"/>

FOR MEDIA CENTRE USE ONLY

Emergency Contact (in the event of a problem with your office – this information will not be given out)	(Name)	(Telephone)

Signed:

Date :

Please ensure that this form is returned to Reception at The Media Centre, 7 Northumberland Street, Huddersfield, HD1 1RL as soon as possible. If this form is not returned, we will not be able to pass any new of your new details onto any potential or existing customers trying to contact you.

