

CANADA HOUSE

Business Centre

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Hampshire BH25 6UD
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WELCOME TO

CANADA HOUSE BUSINESS CENTRE

A GUIDE TO SERVICES AND SUPPORT

Part of The General Estates Company Limited
Registered Office: Hotspur House, Hythe, Southampton, SO45 6AU
Registered No: 67465 VAT Reg.No. 188 4002 58

CANADA HOUSE BUSINESS CENTRE

This booklet has been designed to help answer some initial questions concerning the services at Canada House Business Centre.

The Benefits and Details of Services

Canada House rates are comprehensive and include:

- **Full Furnishings**
- **Rates, Lighting, Heating and Electricity**
- **Reception Area and Receptionist Services**
- **(For telephone answering services please see the Service Rate Sheet)**
- **Fully Serviced Kitchen**
- **Milk is provided**
- **Lockable Kitchen Cupboard, if available**
- **Maintenance and Cleaning**
- **24 hour Access Policy**
- **Maintenance of our Telephones and Furnishings**
- **Your Company Name Displayed in Reception**
- **Meeting Room Facilities**
- **Free Car Parking Space, if available**

RECEPTION

The Reception area is open from 8.30am - 5pm Monday to Friday

Please check at Reception for any messages. It is most important that you let Reception know of your movements and any special instructions so that your callers may be dealt with professionally on your behalf.

POST

Post is sorted every morning in Reception and can be collected from Reception. If you are away for the day it will be placed in your room.

You may deposit your outgoing mail in Reception by 4.30pm to ensure collection by Royal Mail.

A franking machine facility is available and the charges are listed on the Service Rates Sheet.

SECRETARIAL SERVICES

If you require secretarial services please contact Reception. Prices are indicated on the attached Service Sheet.

FAX

This is located in the Reception area; charges are indicated on the Service Sheet.

TELEPHONES (when using Canada House's own line)

Canada House uses the British Telecom Meridian Norstar digital system. A private line installed through our switchboard enables your calls to be answered in your Company name. A small charge is made for your private line - please see our Service Rates Sheet.

PHOTOCOPYING

There is a communal photocopier situated on the ground floor; A three digit code is allocated to each company should they wish to use it. Prices are indicated on the attached Service Sheet.

MEETING ROOM

The Meeting Room can be booked for meetings and can be available on an hourly, half day or full day basis; please contact reception to arrange bookings. Prices are indicated on the attached Service Sheet

OFFICE / BUILDING CLEANING

This is carried out after 5.30pm Monday to Friday. Your office will be carefully dusted, vacuumed and the waste paper bin emptied. No office equipment will be touched, but to allow your office to be cleaned effectively, please ensure that your desks are left clear of papers and documents. Should you have any complaints or queries regarding the cleaning of your office please contact Reception.

OFFICE HEATING

The heating system is electric.

OFFICE SAFETY

The fire alarm will be tested at regular intervals. No action is needed when you hear this bell and we do try to warn you in advance. Please note the nearest fire exit from your suite and, should there ever be the need to evacuate the building, our meeting point will be the public seat at the junction of Caird Avenue on the grass verge opposite this building.

INSURANCE

We are often asked by companies at Canada House about insurance to cover office contents etc. We do not insure **your** property in the Offices and you should have public liability to cover visitors within **your** office. You are recommended to take professional advice.

Please help us meet our insurance conditions by locking all office doors and windows before leaving each evening and please ensure that the side door is not left unlocked. Never admit a stranger into the building, even if it causes offence.

ACCESS

Canada House Business Centre operates a 24 hour access policy.

Entry to Canada House out of normal hours is by use of our electronic Entry Cards. Run the card (black stripe) through the electronic system, which is situated at the side of the front Reception entrance door.

Cards are allocated to you at the commencement of your Tenancy.

Please note that the gates at the front of the building are closed and locked by the last person to leave the building. Please ensure that you have a gate padlock key if you need access to the building outside office hours.

We also have a security alarm system within the building and a 4-digit individual code is given to each company working at Canada House.

CAR PARKING

Allocated car parking is available to Canada House residents only (subject to availability). If you are expecting a visitor, please ask them to park in one of the two visitors' spaces in the main car park or ask at Reception.

KITCHEN

Cupboards are available in the kitchen for your own use and a key will be issued.

Milk is provided on a daily basis.

MAINTENANCE

A maintenance book is held in Reception in which any defects may be listed for attention.

CANADA HOUSE BUSINESS CENTRE

THE EXECUTIVE SERVICE

INTRODUCTION

Our Executive Service represents excellent value for money and is ideal for those who do not require a full time office, but need a prestigious business address. Your daily business demands will be handled in a professional manner. You can make savings in both time and money. Everything you require is on site including secretarial services, photocopying and faxing, leaving you free to run the business!

The basic cost is outlined on our Service Rates Sheet.

INCLUDED IN THE BASIC COST:-

BUSINESS ADDRESS: Canada House Business Centre is a prestigious building with luxury offices - you can benefit from this by using our address for your business communications and give that vital first impression to your clients. All mail will be sent to Canada House for your collection or for forwarding.

We do not provide a telephone answering service in connection with the Executive Service but you may use our Postal Franking Facilities.

RECEPTIONIST FACILITIES: Our Reception is operated from 8.30am to 5pm Monday to Friday. Any personal callers will be greeted and messages taken on your behalf.

We cannot accommodate companies engaged in promotional ventures where a very high level of mail is expected. The service must not be used as **the sole point of contact for personal matters**, such as your Bank, Inland Revenue, Utility Companies etc.

PLEASE [CONTACT US](#) FOR EXECUTIVE SERVICE RATES
AND OFFICE SERVICE RATES

OFFICES:

DEPOSITS AND PAYMENT - GIVING NOTICE

Payment for Offices: Monthly in advance, by Standing Order, on the 1st business day of each month.

Payment of invoices may be made at Reception. Please make cheques payable to 'The General Estates Co Ltd'.

A deposit based on two months' rental is required at the time of signing the Licence.

Service Charges: (including Business Office services) are invoiced monthly in arrears and payment is due within seven days of invoice.

Cheques must be drawn on a UK bank. Transfer of funds from abroad must be net of all foreign and UK bank charges.

Giving Notice: Two months notice, in writing, is required prior to termination for all services. (Please refer to full Terms and Conditions on the Licence Agreement).