



Parallel House Portfolio	Per Month
Mail forwarding, including a designated head office address at Parallel House, and the use of our other premises at Fetcham Park (Fetcham) and Cams Hall (Fareham) as regional office addresses. Includes dedicated telephone answering and access to room hire at all centres	£275.00
Dedicated Telephone Answering Service	
Calls come in on a dedicated line and are answered using the client's company name; callers are either asked to leave a message on the voicemail or transferred to you at a number of your choice for you to answer (you will bear the cost of transferred calls). Our voicemail facility allows 24-7 access. In cases where a caller is trying to contact the client urgently, we will make every effort to contact them as soon as possible. We do not, unless instructed, give out other contact numbers to callers.	£170.00
Telephone Divert Service	
A single telephone number at your chosen centre will be on permanent divert to a number of your choice. Includes mail forwarding (you will bear the cost of forwarded calls, postage and envelopes)	£160.00
Mail Forwarding	
Use our prestigious address on your company stationery. Any mail received will be re-addressed and forwarded on the same day, or held for collection	£58.00 plus cost of postage and envelope
Mail forwarding does not include receipt of parcels. Small parcels can be received by prior arrangement	£5.50 per parcel
Optional Extra	
Additional voicemail boxes customised for individuals within your team	£25.00 one-off charge
Meeting Room Hire	
As a Virtual Office client you will benefit from preferential rates when hiring meeting rooms at Parallel House, Fetcham Park and Cams Hall with own login to online meeting room portal.	£POA
Terms	

All fees are invoiced quarterly and are due for payment in advance, by Direct Debit. A deposit of £100, or £200 for the Telephone & Portfolio services, refundable on departure, allows Virtual Office clients to use Parallel House's facilities such as telephones, photocopying, room hire services, the call transfer facility, postage, and envelopes. A monthly account in arrears will be submitted for services used and will be settled by Direct Debit. These services are offered for a minimum period of six months, after which notice must be given, in writing, before further quarterly invoices are raised. Notice should arrive no later than the last day of the second month in any quarter.

All prices are subject to VAT

VIRTUAL OFFICE

To use our service, please complete this form in full and return it with payment for the first quarter's fee + VAT, a deposit of £100 or £200 as appropriate, a completed Direct Debit mandate and other documents as requested.

Contact information for person booking service

Name:	Position:
Address:	
Telephone:	Postcode:
Mobile:	Email:

Invoice information

Attention of:	Position:
Business:	
Address:	
Telephone:	Postcode:
Mobile:	Email:
Company reg no.	VAT reg no.

If not supplying a company or VAT number please provide evidence of residence/ownership of the invoice address
e.g. copy of utility bill or bank statement.

Please provide the following Virtual Office services..... start date.....

- Parallel House Portfolio
- Dedicated Telephone Answering
- Telephone divert service to..... or send to voicemail/permanently divert to.....
- Mail forwarding to.....

VIRTUAL OFFICE BOOKING FORM

I understand that the following rules apply to the Virtual Office service:

- The service is for a minimum period of six months
- A Direct Debit mandate must be returned with this registration form
- Notice must be given in writing before renewal invoices are issued, i.e. by the last day of the second month in the quarter
- If our address is used on the web, social media or in directories, the service must continue until the directory is out of print or the website is amended. Google and social media profiles must be corrected on your day of departure. If a photograph of the property is to be used, only photographs authorised and supplied by Parallel House may be used. Copy accompanying the use of the photograph must be approved in advance by a company director before the use commences
- A deposit of £100, or £200 for the Telephone & Portfolio services, will be held by Parallel House and, when the service ceases, any outstanding balances will be deducted before the deposit is returned
- Cancellation periods for room reservations apply, as detailed on the current price list
- Parallel House reserves the right to refuse the service, without further discussion, should they consider there to be a conflict of interest or incompatibility with their own or existing clients' business
- If at any time Parallel House consider a Virtual Office client's business activity to be incompatible or inappropriate, they reserve the right to cease the services instantly. This decision is at Parallel House's sole discretion
- Parallel House may not be used as a registered office for any business, nor may you attach your company name to Google Maps or other similar directories

Payment:

The first quarter's fee, together with a deposit of £100 or £200, is to be paid by bank transfer or card payment and accompany this form with a completed Direct Debit form. All future payments will be settled by Direct Debit.

Services required:

Service	Quarterly or set-up fee (inc VAT)	Total
Parallel House Portfolio	£990.00	
Dedicated telephone answering service	£612.00	
Telephone divert service, including mail forwarding	£576.00	
Mail forwarding	£208.80 plus cost of postage & envelopes	
Additional voicemail box	£30.00	
Deposit – payable by all clients	Post Forwarding £100 Telephone answering & Portfolio £200	
Total fee for first quarter		

Signed..... Date.....

WILKY

GROUP



Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

The Wilky Group Ltd
Parallel House
32 London Road
Guildford
Surrey
GU1 2AB

Service user number

4	0	6	6	1	8
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Name(s) of account holder(s)

Reference

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Bank/building society account number

--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--	--

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Instruction to your bank or building society

Please pay The Wilky Group Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with The Wilky Group Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit The Wilky Group Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The Wilky Group Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by The Wilky Group Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when The Wilky Group Ltd asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



Let's speak

ABOUT YOUR BUSINESS

We're here to give you the space and support you need,
so please get in touch and tell us what we can do for you.



Telephone

+44 (0) 1483 230300



Email

info@parallel-business.co.uk



Address

Parallel House, 32 London Road,
Guildford GU1 2AB

PARALLEL
HOUSE



www.parallelhouse.co.uk

June 2023