



## Virtual Tenancy Package

The Trident Business Centre Virtual Tenancy package provides a business address and mail collection service for virtual tenants via our Reception. The package starts from £30.00 **exc. VAT** per month. Payment will be taken via BACS transfer or a direct debit dependent on your package.

Our Virtual Tenancy Offer includes a post collection and holding service. Reception will receive your mail and hold it for you in a secure post box for collection between 8.30am and 5:30pm, Monday to Friday. Reception will also sign for and log any registered post sent for your business, and will hold signed-for post for **up to ten working days** in a secure collection area. We strongly encourage our virtual tenants to collect their post at least once per month if at all possible. Unfortunately, we are unable to accept packages on your behalf as part of this service.

3 Months	<ul style="list-style-type: none"><li>• £36 pcm</li><li>• Billed quarterly at £108</li></ul>	
6 Months	<ul style="list-style-type: none"><li>• £33 pcm</li><li>• Billed bi-annually at £198</li></ul>	
12 Months	<ul style="list-style-type: none"><li>• £33 pcm monthly Direct Debit OR</li><li>• Billed annually at £360</li></ul>	<p><b>Pay annually &amp; save 10% on a yearly contract!</b></p> <p><b>Save £72 vs a 3 month contract!</b></p>

All prices shown exclusive of VAT

Trident Business Centre offers meeting room, and as part of our package virtual tenants get a 10% discount for booking our meeting room.



Included	3 Month Contract	6 Month Contract	12 Month Contract
Use of Business Address	✓	✓	✓
Post Collection & Storage	✓	✓	✓
10% Meeting Room Discount	✓	✓	✓
2 Hours free meeting room use per month	✗	✓	✓
Monthly Payment Option	✗	✗	✓
Mail Forwarding	Coming Soon	Coming Soon	Coming Soon
* All Prices Shown <b>EXCLUSIVE</b> of VAT			

## Additional Services

We also offer a phone line diversion service, via **Smart Info**, which is a great addition to our virtual tenancy package.

This additional service is provided by our telephony provider. A business number is provided, and calls to this business number can be diverted to your nominated number (see tariff sheet for diversion costs). You can also connect your virtual extension to a mobile app and pay no forwarding charge.

This service can take up to 5 days to activate, and there is a one-month notice period required to terminate this service- please note that any agreement with Smart Info is separate from your virtual tenancy contract with Trident Business Centre, and **requires separate notice of cancellation**.

Clients also have the option of having the virtual desk phone at any location with broadband, (such as a home office) enabling your Trident number to ring. Phones start at £100, plus delivery for a business desk phone (see phone PDF). To find out more about the phone line diversion service please contact Smart Info on 0800 376 0200. This additional service will be set-up and billed directly by Smart Info. All communication regarding this service should be between yourself and Smart Info.

**If you wish to take up a Virtual Tenancy package, please complete and return the contract below.**

Once this form and your payment are received, your Virtual Tenancy service will be activated.

### Virtual Tenancy Contract Terms and Conditions

Subject to the customer (“the Customer”) observing the Terms and Conditions set out below, Trident Business Centre (“TBC”) agrees to provide a virtual service (“the Virtual Service”) to the Customer for the term (“the Term”) at the premises (“the Premises”) specified in the Virtual Tenancy Agreement (“the Agreement”) upon receipt of the payment (“the Payment”).

1. The Virtual Service provided by TBC will consist of the following services:
  - i. TBC will provide the Customer with a virtual address at the Premises for which the Customer will pay a Registration Fee of £10 excl. VAT.
  - ii. The Customer can collect mail from the reception desk during the Premises opening hours of 08.30 – 17.30.
  - iii. The Customer may use the Virtual Service address provided by TBC as the Registered Address at Companies House, provided that the Customer complies with Companies House requirements and pays an annual Registered Company Address Fee of £10 excl. VAT.
  - iv. TBC will receive on the Customer’s behalf all pre-paid mail addressed to the Customer and will store in the Customers allocated mailbox on reception
2. Payment for the Virtual Service (“the Payment”) is payable in full in advance. The Customer may terminate the Virtual Service at any time in writing. There will **be no refunds** for early termination by the Customer. The Virtual Service may not be transferred to any other personal or business name.
3. TBC may in its absolute discretion refuse to accept delivery of any item for any reason, including, without limitation, that
  - i. there is no or insufficient prepaid postage; or
  - ii. in TBC’s opinion, delivery of the item is in breach of Condition 7; or
  - iii. the Customer is using the Virtual Service for the delivery of parcels which are unable to fit into a letter box;
  - iv. any item received is addressed to an individual or business name not listed as a mailing name with the Agreement; or
  - v. the Virtual Service is being used for the storage or delivery of items of value.
4. If the Customer fails to make any Payment, any mail received after the expiry of the existing agreement may, at TBC’s absolute discretion, be retained for up to 30 days pending Payment. In this event a Late Payment Fee of £30 will be charged.
5. If the Customer uses the Virtual Service address within any advertising undertaken via third parties including the not limited to printed or online directories, search engine portals or on the Customer’s own or any other websites, Payment will be required to cover the entire advertising period for which the Virtual Service address is displayed.



6. If any Payments or other sums are outstanding to TBC, TBC shall have a lien over all uncollected items until such Payments are duly made.
7. The Customer undertakes
  - i. not to use the Virtual Service for any purpose which in TBC's considered opinion may be deemed to be illegal or antisocial and if it does so it acknowledges that TBC may report the same to any relevant authority; and
  - ii. not to send or deliver or permit to be sent or delivered to the Premises any illegal, defamatory, obscene, dangerous or bulky object or material.
8. If the Customer is in breach of condition 8 of these Terms and Conditions, then TBC may terminate the virtual service with immediate effect. In this instance there will be no refund of the Payment.
9. The Customer authorises TBC and any of its representatives to sign at their discretion on the Customer's behalf for any deliveries addressed to the Customer's virtual address.
10. If the Customer fails to remove any item within one month of notice to that effect being given ("the Notice Date") then the Customer hereby authorises TBC in its absolute discretion, either to destroy such items or to return them either to the Notice Date without further notice at the Customer's expense.
11. The Customer may check by telephone or email to see if they have any mail. TBC is not obliged to open and read mail or relay sender details.
12. TBC shall not be liable for any indirect or consequential loss, including loss of profit, nor for any liabilities, costs, claims, demands or expenses arising from any event beyond its control including, but not limited to, any loss, damage, delay or misdelivery on the part of Royal Mail or any other carrier.
13. In order to activate the Virtual service the Customer is required to provide:
  - i. the full name, address and telephone number of all persons for whom mail is to be received or held; and
  - ii. the nature of business to be undertaken or reason for rental where rental is not for business purposes. A business can be defined as an activity involving the sale of goods and/or services; and
  - iii. two (2) original forms of identification, or suitably certified copies, for all persons for whom mail is to be received, held or forwarded, of a type approved by TBC, including a 'proof of identity' and a 'proof of address'. A full list is available upon request.

14. Additional names

- i. Holders of a Virtual Tenancy Contract are entitled to have up to two (2) names listed as recipients of mail.
- ii. For an extra one off fee of £10, the Customer is entitled to have up to ten (10) names listed as recipients of mail.

It is the responsibility of the Customer to notify TBC of any change in address or contact details, or any change to named recipients of mail in writing, during the period of the Virtual Service Agreement.

15. The customer acknowledges that this contract contains the whole of the terms agreed with TBC and that he/she was not induced to enter into this contract by any representation not included in this contract.

16. The terms of this contract shall not be varied save by written contract and any temporary permission of failure to take action in respect of a breach by the customer shall not vary the terms.

**Signed on behalf of the Customer:**

**Print Name:**

**Date:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signed on behalf of  
Trident Business Centre:**

**Print Name:**

**Date:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



### Virtual Tenancy Contract

A contract is made between **Trident Business Centre (TBC)** and \_\_\_\_\_  
(the Customer).

**Name:**

**Company Name:**

**Mobile no:**

**Email address:**

**Address (Home):**

TBC hereby grants the Customer permission to use the address of Trident Business Centre, detailed below, for the purpose of business registration and receiving mail. Mail will be stored securely in Reception for collection during the working hours of 8.30am to 5.30pm Monday to Friday, excluding public holidays.

**Trident Business Centre**

**89 Bickersteth Road**

**Tooting, London**

**SW17 9SH**

1. This contract shall commence on \_\_\_\_\_ 2017 and shall continue for \_\_\_\_ months and will be terminated by either the Customer or TBC giving **one month's notice** to the other in writing prior to the end of the contract. There will be no refunds for early termination by the Customer. TBC reserves the right to terminate the contract with immediate effect in the event of the customer failing to comply with the conditions of the licence; including payment of the fee in advance.
2. The fee for this service is **(Please tick one)**:
  - £108+ VAT payable up front by Direct Debit only for a 3 month service.
  - £198+ VAT payable up front by Direct Debit only for a 6 month service.
  - £360+ VAT payable up front by Direct Debit only for a 12 month service.

**The full payment is payable on the signing of this contract.**

**OR**

- £33+ VAT payable one month in advance via a monthly Direct Debit for a period of 12 months.
3. TBC reserves the right to refuse to accept a customer and to terminate or vary any service in writing at any time with or without cause, and shall not be liable for any loss arising from any failure to provide or perform such services.



#### 4. Customer's Obligations

- i) to pay in full all cost and expense including solicitor and court fees incurred by TBC in connection with the enforcement of any of the terms of this contract.
- ii) to pay VAT or similar or substituted tax due on any sum payable under this contract.

5. TBC shall not be responsible for any loss, damage or destruction to the customer's property or to the property of any such employees' agent or invitees or visitors unless otherwise provided by statute.

6. This service will only be provided for the person/company mentioned above. In the case of a limited company, TBC enters into this contract only at the request of the two persons who have signed the contract and both persons by their signatures agree that they will be jointly and severally liable for the performance by TBC of its obligations.

7. The customer acknowledges that this contract contains the whole of the terms agreed with TBC and that he/she was not induced to enter into this contract by any representation not included in this contract.

8. The terms of this contract shall not be varied save by written contract and any temporary permission of failure to take action in respect of a breach by the customer shall not vary the terms.

**Signed on behalf of the Customer:**

**Print Name:**

**Date:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signed on behalf of**

**Trident Business Centre:**

**Print Name:**

**Date:**

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