

# Virtual Offices

# Allia Future Business Centre in Peterborough



By becoming a Virtual Office tenant, you help us to support impact ventures across Peterborough.



## Allia Future Business Centres support growing local businesses and charities to thrive and grow



Cambridgeshire Deaf Association (CDA) are a charity that focuses on the wellbeing of deaf people. They are a membership organisation, meaning members around Cambridgeshire and Peterborough get a say in what CDA does. CDA were regular co-workers at our Peterborough centre and now commonly use our booths to host weekly meetings.

By becoming a Virtual Office tenant with Allia, you help us to continue supporting impact ventures like CDA.



**Become a Virtual Office tenant and get a registered business address, mail handling and other perks**

## **Virtual Starter - £120/year +VAT**

- Registered address
- Access to free business support programmes\*

## **Virtual Plus - £30/month +VAT**

- Registered address
- Mail handling
- 20% off meeting room hire
- Access to free business support programmes\*
- Access times: 9am – 5pm Mon – Fri

## **Virtual Extra - £65/month +VAT**

- Registered address
- Mail handling
- Dedicated answering service\*
- 4 hrs free meeting room hire p/m
- Access to free business support programmes\*
- Access times: 9am – 5pm Mon – Fri

\*Please contact the centre team for more information.



## Primary Contact Details:

<b>Title</b>		<b>Full name</b>	
<b>Date of Birth</b>		<b>Mobile</b>	
<b>Home Address</b>			
<b>Home Address 2</b> <small>Please complete this box if you have lived at your current address for less than 3 years</small>			

\*Required for AML checks only

## Organisation Details:

<b>Organisation Name</b>		<b>Reg No.</b>	
<b>Address</b>			
<b>Postcode</b>		<b>Email</b>	
<b>Phone</b>		<b>Website</b>	

## Other Trading Names:

Please note other trading names will be charged at £5.00 per name per month.

<b>Name 1</b>		<b>Name 3</b>	
<b>Name 2</b>		<b>Name 4</b>	



## Services Required:

Please note that all quoted prices are excluding VAT. Please refer to brochure and tick appropriate box:

**Starter - £120 p/y**

**Plus - £30 p/m**

**Extra - £65 p/m**

<b>Start date of services</b>	
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## Special instructions for deliveries of post, fax and parcel handling:

**Send Daily<sup>1</sup>    Send Weekly<sup>1</sup>    I will collect**

<b>Post</b>
<b>Parcel Handling<sup>2</sup></b>

<p>1 - Postal will be charged in addition to the standard fee.  2 - For daily and weekly basis only small parcels will be forwarded. A small parcel can weigh up to 2kg and have the following maximum dimensions: 45cm x 35cm x 16cm (height, width, depth)  3 - 100 minutes of free local and national calls each month</p>
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## Special instructions for passing on telephone messages:

### Plus Service & Extra Service:

<b>Email</b> Email messages to a specified email address	
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### Call handling:

#### Plus Service only

<b>Number</b> Calls are to be answered by the Receptionists and then transferred to a designated number.	
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#### Extra Service only

<b>Number</b> Divert all calls to a specified number <sup>3</sup>	
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**Or**

<b>Number</b> Calls are to be answered by the Receptionists with your Company Name and then transferred to a designated number.	
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## Supplemental Information Required:

<p>A brief outline of the nature of your business, company brochure/history or any publicity information</p>	
<p>Names of the Directors / Partners / Shareholders of the business</p>	
<p>To comply with legislation we need to know the names of the beneficial owners of the business ie those individuals who own or control more than 25% of shares or voting rights in the business.</p>	
<p>Number of employees in your company</p>	
<p>Date on which your company was incorporated</p>	
<p>The origin of your business, i.e.: spin-out from an existing business, an entirely new business, etc.</p>	
<p>Reason for wanting to use this Service</p>	
<p>How you discovered this service</p>	



## Don't hear it from us, hear from our current Virtual Office tenants

*"We've had a virtual office at Allia for two years. It has everything a small business like ours needs. The quality & flexibility of the working environment is fantastic for any normal working day – with café & meeting space. The key thing is the impression given to visiting clients; it allows us to punch above our weight! The friendly, efficient management & staff makes it feel like our own office. This makes sense for us on a long-term basis."*

Richard Uglow, Enrichyou



**Did you know that there have been some changes to the UK laws regarding registered business addresses?**

**The new rule states that companies now need an 'appropriate address' as their registered office at all times. This means PO Boxes are no longer feasible to use.**

**If you are currently using a PO Box as your registered address, then this will need to be changed as soon as possible.**

**Browse through our range of Virtual Office packages and see the benefits you can receive.**



## THE CONTRACT

1.1. Your Contract is with us, Allia Ltd, registered under the Co-operative and Community Benefit Societies Act 2014 (No. 28861R) and recognised by HMRC as a charity (XR29468).

1.2. In these terms, "Services" means all services detailed in Section 2 of the application form that you have selected to be provided by us to you and as defined below. "Working Day" means a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business. "Agreement" includes these Terms and Conditions, your signed application form and any operating rules, policies, price schedules or other referenced supplemental documents that may be published from time to time.

1.3. A legally binding Contract is only formed between you and us when we accept and confirm in writing your signed application form. No Contract shall be binding on us and no Contract shall be formed unless and until we do so. We reserve the right to exercise discretion and refuse any virtual office request

1.4. By entering into a Contract with us, you accept responsibility for paying all charges due to us under the contract.

## 2.TERMS OF USE

2.1. The use of the Services constitutes your agreement to the terms and conditions stated in the Agreement. Each person that uses the Services, or that enters into a contract, in writing or online, on behalf of its employer or other third party, represents that such person is authorised to accept these terms on its employer's or the third party's behalf.

2.2. You agree that as part of our due diligence, we will conduct anti-money laundering checks through Equifax or similar reputable 3rd party provider.

2.3. You agree that the Services will be used only as provided in such terms and conditions for legitimate business purposes. In the case of any violation of these terms, we reserve the right to seek all remedies available by law and in equity for such violations.

## 3.TERMS OF AGREEMENT

3.1. This Agreement will commence on the Start Date shown on the application form and will continue until the End Date. Unless properly terminated, as per clause 12.2, the Contract will automatically be renewed and extended for successive periods of one calendar month or the term for which you initially paid (each a "Renewal Term") until terminated, as provided in the Agreement, by either us or you.

3.2. You may terminate Services upon expiration of the Initial Term or any Renewal Term by giving written notice of termination one month prior to the end of the existing Term. No prorated refunds shall apply and you are still liable for any and all overage charges incurred during the final term of the agreement. Your written notice to terminate the Agreement must be sent by email address to your centre reception:

reception@futurebusinesscentre.co.uk (Cambridge) reception@fbcpeterborough.co.uk (Peterborough)  
reception@eastlondon.futurebusinesscentre.co.uk (East London)

3.3. Written notice from us to terminate the Agreement shall be sent by either email to your email address, or by first class mail to your last known address on record. Upon termination of the Agreement for whatever reason, it is your responsibility to notify all parties of your change of address and/or communications services and, if appropriate, arrange a redirect service for any subsequent mail. Subsequent mail received at the virtual office location will be returned to sender if applicable and all communication services will terminate at that point. Any special agreement to extend the mail forwarding service beyond the cancellation date will be at our sole discretion including the cost of that service if it is to be provided.

## 4.THE SERVICE

4.1. We have the right to modify or discontinue all or part of the service, temporarily or permanently, with or without notice to you, and are not obligated to support or update the Service. The amended Terms shall be effective immediately after they are posted on our website, futurebusinesscentre.co.uk.

4.2. We are entitled to contract or appoint an agent in respect of any element of the Services. You acknowledge and agree that we will not be liable to you or any third party in the event that we exercise our right to modify or discontinue all or part of the Service.

## 5.PAYMENTS AND CHARGES

5.1. By electing to purchase the Services, you warrant that all information you submit is true, valid and accurate.

5.2. Commencement of the services will be dependent on having received the following:

5.2.1. A completed application form

5.2.2. Two acceptable forms of identification including one photographic ID and a proof of address for each director or partner.

5.2.3. A signed Direct Debit form

5.2.4. Three month's payment in advance

5.3. You agree to pay by direct debit on the 28th day of each month including any additional costs incurred for postage, telephone and/or other services provided during the preceding calendar month. You understand that the first Direct Debit payment will be adjusted to take into account the three-month advance payment made at the time of application in order to be aligned with future Direct Debit payments on the 28th day of each month.

5.4. You agree to promptly notify us of any changes to your contact or bank account details as disclosed in the application form. If, for any reason, a Direct Debit is not signed then you agree to make an initial, upfront payment of at least six months. You will be invoiced for any subsequent period (which will be of the same duration), one month ahead of the expiry of the final month.

5.5. Any payment received after the due date may incur a £25 plus VAT late payment fee. If payment for your account is not received by the due date, you agree to pay all amounts due, including late payment fees. For any substantially overdue debt, we may employ the services of an external 3rd party collection agency that will pursue arrears payments on our behalf. Any collection fees incurred by us, will be applied to the initial arrears amount including any remaining contract balance. You agree to pay us and interest of 8% per annum above the prevailing Bank of England base rate on all amounts owing from the due date for payment until the receipt of cleared funds.

5.6. We reserve the right, on account of failure to pay your account by the due date, to retain any correspondence or telephone messages intended for you and terminate this agreement without notice. Such rights are in addition to and not in lieu of any other legal rights or remedies available to us.

## 6.MAIL FORWARDING

6.1. We will provide you with a postal address for the receipt, temporary holding and forwarding of letters delivered by Royal Mail or any statutory or other body authorised from time to time by law to operate a mail delivery service (Postal Service):

6.1.1. Multiple company names and/or trading names cannot be applied to a single mail forwarding account unless specified. If one company has multiple trading names, and it is expected that post will arrive for more than one trading name, each extra trading name will be charged at a rate of £4.99 + VAT per month. The post will not be forwarded for trading names that have not been registered with us and paid for.

6.1.2. You will receive a postal address service for the receipt of pre-paid mail delivered by Royal Mail or any statutory or other body authorised from time to time by law to operate a mail delivery service. You may not use the postal address as your registered office address unless you have indicated this service on your Application Form. This service is charged in addition to the Virtual Office package.

6.1.3. Letters will be accepted, stored temporarily and forwarded on a daily, weekly basis, fortnightly or monthly basis, or collected by yourself or an authorised person depending on your special instructions given when you sign up for our services and subsequently update the redirection frequency.



6.1.4. Letters must be addressed to you, and we reserve the right to return or to dispose of correspondence not clearly addressed to you. If you are launching a mass mail shot or large-scale advertising campaigns where you believe that a large volume of calls or mail is to be expected, you are required to call and give us at least 4 days notice so that we ensure that we are in a position to handle such level of post. Failure to notify us of this may result in us being unable to handle your post.

6.1.5. We can accept for collection/ forwarding, standard sized packages, and for forwarding up to medium-sized parcels to a maximum of 2kg, although we reserve the right to hold/refuse or return any package at your expense if we consider our address is being used for fraudulent activity. We also reserve the right to open any items before collection or forwarding that may be suspected of containing dangerous or illegal objects / substances.

6.2. The Postal Service is subject to our "fair use" policy. Under this policy, if at any time, at our sole discretion, your use exceeds the level of use reasonably expected from someone using this service for individual use then we reserve the right to terminate or suspend the service without prior notice provided that we will attempt to confirm such termination or suspension by subsequent notice. In such event we will attempt to contact you in an effort to agree on a reasonable usage charge that will permit you to continue your use of this service.

6.3. We may, in our absolute discretion refuse to accept delivery of an item for any reason, including, without limitation, that there is no or insufficient pre-paid postage; or any payment is outstanding; or if it appears to us that delivery of the said item is in breach of any of these Terms and Condition; or if you are using the postal service for the delivery of unusually large items of mail or an unreasonable volume of items of mail; or if the service is being used for the storage or delivery of items of value; or if the items are not addressed properly – without your name.

6.4. If we refuse to accept an item from or for you, we will endeavour to inform you at your last known address of that decision but we shall not be responsible for any loss, damage or other consequences to the Customer or any third party.

6.5. The Postal Service is not to be used for the storage or delivery of items of value. We have no knowledge of the value of any item of mail and will not accept notification of value. Accordingly, our liability in respect of any loss of any kind whatsoever is limited to £2.00 for each claim and in aggregate shall not exceed the amount of the services charges payable by you per month in any Term.

6.6. We shall not in any event be liable for any indirect or consequential loss, including loss of profit, however it may arise, nor for liabilities, costs, claims, demands or expenses arising from any event including, but not limited to, any loss, damage, delay or miss delivery of postal items.

## 7. TELEPHONE SERVICE

7.1. Multiple company names and/or trading names cannot be applied to a single telephone answering service. Each account is allocated one telephone number which is answered in one company name. A separate account must be set up for each original company name and phone number.

7.2. We will, in accordance with the Virtual Plus or Virtual Extra package selected in the application form, provide you with, as appropriate, access to the communal number/dedicated telephone number(s), forward calls to a specified telephone number(s), answer calls, take and forward messages.

7.3. Any telephone numbers issued for use by us to you will remain our property and/or our appointed service provider. You will not attempt to sell or transfer (or attempt as much) any telephone number provided for your use.

7.4. We reserve the right to change any telephone number for any reason provided reasonable notice is given.

## 8. MEETING ROOM SERVICE

8.1. In accordance with the package selected on the application form you may, subject to availability, book any of our meeting rooms for hire. Catering is not included in any of the package offerings.

8.2. Any charges for room hire required in excess of your Virtual package will be subject to the charges set out in the Room Booking Form and will be provided in accordance with our Conference Package Terms and Conditions.

8.3. By using the Meeting Room Service, you agree to abide by such terms and conditions with us as may apply from time to time, the current version of which can be obtained by emailing your centre reception.

## 9. WARRANTY

9.1. You warrant that you will not use the Services for any unlawful, fraudulent or immoral or similar purposes or in connection with any business that is in breach of any applicable legislation (primary and subordinate), rules, regulations or orders of applicable authorities or in competition with the Services offered by us.

9.2. You will not during or after the term of this Agreement carry out any act or make any omission (whether in respect of use of the Address and/or any Number allocated to you under this Agreement or otherwise) that may damage the goodwill or reputation of the Address and/or the Number and/or our business or may bring the Address and/or the Number and/or our business into disrepute.

## 10. INDEMNITY

10.1. You agree to indemnify and keep us indemnified against all actions, claims, proceedings, costs, damages and expenses (including, without limitation, legal fees) arising out of the breach of any of the warranties contained in Clause 5.1 and Clause 9.

## 11. LIMITATION OF LIABILITY

11.1. You acknowledge and agree that we may use third parties to provide any or all of the Services. We will endeavour to maintain the availability of such Services as may be provided by, or dependant on, third parties, however, you acknowledge and agree that we cannot guarantee the continued availability of such Services and that, save as provided in Clause 11.5, we have no liability to you in respect of Services provided by third parties, including, without limitation, for any interruptions or delays in those Services.

11.2. Save as provided in Clause 11.5, in no event will we be liable to you for any indirect, special or consequential loss or damage arising out of or resulting from the performance or breach of this Agreement.

11.3. Save as provided in Clause 11.5, our liability arising out of or in connection with this Agreement, whether in contract, tort or otherwise, shall in no circumstances exceed the total amount actually received by us under this Agreement in the six months preceding the date such liability arose or, where the period from commencement of this Agreement to accrual of liability is less than six months, the total amount estimated due and payable by you in the first six months of this Agreement.

11.4. A party wishing to bring an action against the other party to this Agreement for breach of any of the terms it contains must do so within one year of the earliest of either:

11.4.1. the date of termination of this Agreement; or

11.4.2. the date of discovery of the breach.

11.5. Nothing in this Agreement shall be construed as limiting any party's liability for fraud or for death or personal injury caused by its negligence or the negligence of its employees, agents or sub-contractors.

## 12. TERMINATION

12.1. We may immediately terminate this Agreement at any time by notice in writing to you if:

12.1.1. we suspect that you are or may in the future use the Services in breach of the warranties set out in Clause 5.1 and Clause 9 above;

12.1.2. you are in material breach of any of your obligations under this Agreement which you have failed to remedy (if remediable) within 21 days of written notice requiring you to do so; or

12.1.3. you are or become unable to pay your debts as they fall due or suspend or threaten to suspend payment of your debts, if a trustee, administrator or other receiver or encumbrance is appointed or takes any steps with a view to taking possession of all or any part of your assets, you are or become insolvent or convene or propose to convene a meeting of your creditors or any steps are taken concerning your insolvency or any similar steps are taken in respect of your bankruptcy or insolvency.

12.2. Either party may terminate this Agreement on no less than 30 days notice in writing to the other for monthly accounts. Annual accounts and special offers are subject to a 12 month period of service. 12.3. Immediately upon termination of this Agreement for any reason:

12.3.1. we will cease to provide the Services to you within one month of the date of termination; and

12.3.2. you will cease all use of the Address and any Number allocated to you under this Agreement and will, at our sole option and discretion, either destroy or deliver to us all stationery, business cards, promotional and other materials in your possession bearing such Address and/or Number, remove all references to the Address and such Number including, without limitation, from your electronic mail and cease all marketing and promotional activities utilising our office services, address and number; and

12.3.3. you will immediately notify all your business contacts and if appropriate Companies House and any other regulatory authority of your change of address and number;

12.3.4. all mail held or received by us on your behalf on or after the date of termination will either be returned to the sender or for a period of up to 1 month be forwarded to you at a Fee to be notified by us at that time (provided you have notified us no less than 7 days prior to termination of your requirement for such forwarding).

12.4. Termination of this Agreement for whatever reason shall be without prejudice to any cause of action which has accrued to any party prior to expiry or termination.

## 13. DATA PROTECTION AND PRIVACY

13.1. We will store and process your data received from you under

this Agreement in accordance with the provisions and obligations imposed by the EU General Data Protection Regulation (GDPR). Allia requires this information to facilitate your application with us. We will not share your data with any external company, agency or individual other than to complete Antimoney Laundering checks (conducted through Equifax), or if we are required to do so by law. Your data will be held securely as per our IT Security Policy which can be found on our website [www.allia.org.uk/data-policy](http://www.allia.org.uk/data-policy). If we are required to disclose your data we will attempt to notify you of this as soon as it is reasonably practical to do so. Your full rights under GDPR can be found in our Privacy Policy at [www.allia.org.uk/privacy-policy](http://www.allia.org.uk/privacy-policy).

## 14. LINKS

14.1. The Service or related websites may provide links to other websites or resources. You agree that we shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused in connection with the use of or reliance on any such content, products or services available on such external sites or resources.

## 15. INTELLECTUAL PROPERTY RIGHTS

15.1. You acknowledge that all that content, including but not limited to policy information, text, software, music, sound, photographs, video, graphics, the arrangement of text and images, commercially produced information and any and all material contained on our website or through the Service is protected by copyright, trademarks, service marks, patents or other proprietary agreements and laws and that you are only permitted to use the content as expressly authorized by us. These terms do not transfer any right, title or interest in the Service, our websites or the content to you and you may not copy, reproduce, distribute or create derivative works from this content without express authorization by us.

15.2. You agree not to use or divulge to others any information designated by us as proprietary or confidential. Any unauthorized use of any content contained on our website or through the Service may violate copyright laws, trademark laws, the laws of privacy and publicity and communications regulations and statutes.

15.3. You may not use any of our trading names, the domain names which resolve to the Website or the address for any purposes save as expressly permitted by this Agreement.

15.4. We reserve the right to refuse to provide the Services to any person with a company or trading name which, in our absolute discretion, we consider to be confusingly similar to any name or trade mark used by us from time to time.

15.5. Except as specifically permitted in this Agreement, no portion Nothing in this Agreement is intended to or shall be deemed to transfer any Intellectual Property Rights in the Address or the Number to you. Any goodwill that may arise by virtue of your use of the Address and/or the Number shall vest in us automatically upon creation.

## 16.

TRADEMARKS 16.1. "Company Trademarks" means all names, marks, brands, logos, designs, trade dress and other designations the Company uses in connection with the Service or any other service. You acknowledge our rights in the Company Trademarks and agree that any and all use of the Company Trademarks by you shall ensure to the sole benefit of the Company.

## 17.

ASSIGNMENT AND GRANT OF THIRD PARTY RIGHTS 17.1. This Agreement is personal to you and may not be assigned or transferred in whole or in part without our prior consent in writing, which consent shall not be unreasonably withheld. It is agreed that it would be unreasonable to transfer this Agreement to any person, firm or company (or any third party) who is competing or might compete with our business.

17.2. We may assign, licence or sub-contract such of our rights and

## 18.

NOTICES AND CONSENT 18.1. Written notices from us to you shall be sent by either email to your email address, or by firstclass mail to your last known address on record.

18.2. Notices by conventional mail are to be sent to: Allia Ltd King's Hedges Road Cambridge CB4 2HY

## 19. GOVERNING LAW

The terms and conditions of this Agreement are governed by the law of England and Wales and the parties submit to the jurisdiction of the courts of England and Wales.



## Terms & Conditions

When your application has been agreed by our Centre Manager you will receive a letter requesting the following information which we need to comply with legislation. These and payment, must be presented in person.

- For an Individual opening an account - Proof of identification i.e. passport or photocard driving license.
- For a Limited Company - The Director opening the account must provide proof of identity i.e. passport or photocard driving license. In addition we need to see a copy of the company's Certificate of Incorporation.

If your company is domiciled outside the EU or you hold a non EU passport it will be necessary to arrange a meeting with the Managing Director.

We will store and process your data received from you under this Agreement in accordance with the provisions and obligations imposed by the EU General Data Protection Regulation (GDPR).

Allia FBC requires this information to facilitate your application with us. We will not share your data with any external company, agency or individual other than to complete Anti-money Laundering checks (conducted through Equifax), or if we are required to do so by law. Your data will be held securely as per our IT Security Policy which can be found on our website [www.allia.org.uk/data-policy](http://www.allia.org.uk/data-policy). If we are required to disclose your data we will attempt to notify you of this as soon as it is reasonably practical to do so.

Your full rights under GDPR can be found in our Privacy Policy at [www.allia.org.uk/privacy-policy](http://www.allia.org.uk/privacy-policy)

Allia will only contact you in relation to your booking with us. All information will be treated in total confidence.

If you wish to receive our email newsletter, please tick the box:

We will respond to your application within five working days. By submitting this application form you confirm that you have read and accepted our Terms and Conditions.

Please save this pdf and email it to our reception team to submit your form. [reception@fbcpeterborough.co.uk](mailto:reception@fbcpeterborough.co.uk)

You can also print this form and return it to us via post to: Allia Future Business Centre, London Road, Peterborough, PE2 8AN.



**FUTURE  
BUSINESS  
CENTRE**

# Available workspace



**Enquire about our available workspace at our Cambridge and Peterborough centres.**

Our centres are dedicated to supporting business grow through affordable & flexible workspace and business support in a friendly and collaborative environment.

Get in touch, we'd love to hear from you.



**Allia Future Business Centres offer flexible workspace and a vibrant community for small businesses that are creating change. Allia Impact runs free business support programmes and innovative funded projects. Together, they are dedicated to supporting businesses to thrive, grow and create jobs, so that they can make a positive impact on their community, as well as addressing social and environmental global changes.**

## Connect with us



INSTAGRAM  
[@WeAreAllia](#)



TWITTER  
[@WeAreAllia](#)



FACEBOOK  
[AlliaFutureBusinessCentre](#)



LINKEDIN  
[Allia](#)



WEBSITE  
[www.futurebusinesscentre.co.uk](http://www.futurebusinesscentre.co.uk)



EMAIL  
[reception@fbcpeterborough.co.uk](mailto:reception@fbcpeterborough.co.uk)



TELEPHONE  
01733 666 600



**If you want a professional look for your business, we've got you covered.**