

York Science Park Limited

Virtual Office Packages Terms and Conditions

1. York Science Park Limited provides a Virtual Office Service. By purchasing any of the Virtual Service Packages (VSP) offered by YSPL we have given you (the client) the right to use the address for a limited term.
2. The Client is not permitted to state to any third party they have a physical presence at any of the Company's Address(es), nor assert to any government authority that the Client(s) are a physical resident at the address.
3. Subject to the nature of your business York Science Park Limited has the right to refuse administration of your Virtual Service Package (VSP).
4. Organisations registering with York Science Park Ltd are required to complete a Money Laundering form to comply with the Money Laundering Regulations 2017. This includes ID check (proof of identity) and proof of address.
5. All required paperwork must be submitted (this includes the Money Laundering Form and the Virtual Licence Agreement), authorised and your deposit paid in full before your VSP will be activated.
6. A full address, including your business name is required for received mail and parcels.
7. Use of our Virtual Service allows you to register one company. Any additional company names will have to be set up as a separate VSP and will be subject to additional charges.
8. If you nominate someone else to collect your mail on your behalf, you must authorise this with YSPL in advance with the relevant person's name and photo ID. You/they may be asked to provide ID when collecting mail, unless recognised by staff.
9. Mail will be sent to you as requested on your application form and any additional costs incurred, that is not part of your VSP, will be invoiced to you retrospectively once a month. *Payment should be made within 5 working days of receipt of the invoice.*

Mail Forwarding

1. YSPL accepts no liability for mail that cannot be proven to have been delivered to the Address. Proof of postage shall not constitute proof of delivery.
2. We reserve the right to refuse delivery of and return to the sender (at the Client's sole cost) or to withhold from forwarding any mail items the Company deems too large for forwarding.
3. The Company reserves the right, at its absolute discretion, to withhold from forwarding and/or to pass to any relevant authority, including Trading Standards, the National Crime Agency, HM Revenue and Customs and the police, any mail delivered to you at the Address, without notice to you.
4. The Company reserves the right to dispose of any other unsolicited items received at the Address(es) which cannot be returned to sender via Royal Mail.

Payment for your VSP & Closure on Non-Payment Process

1. All standing orders should be set to be transferred on the 1st of every month. You will find our bank details on your deposit invoice.
2. Failure to pay on the 1st of the month each month will result in your VSP being put "On Hold" (your account will be frozen until payment is received). You will be unable to receive any of your services without restarting payments.
3. Any mailbox that is "On Hold" for longer than 2 months, without any alternative arrangements being made, will result in your VSP automatically being "terminated" and any mail disposed of.

Notice, Cancellation & Data

1. We require one months notice (30 Calendar Days) to cancel your VSP. To cancel your agreement simply email us at enquiries@yorksciencepark.co.uk and inform us that you wish to cancel the agreement.
2. Any data supplied by you will be processed in accordance with the Data Protection Act requirements and in supplying it you consent to YSPL processing the data for the purpose for which it is supplied. All personal information will be treated in the strictest confidence and will only be used by YSPL or disclosed to others for a purpose permitted by law.

VSP Specific Package Terms

Bronze

- Business Address
- Mail Forwarding

Silver

- Business Address
- Mail Forwarding
- Business call answering service

Gold

- Business Address
- Mail Forwarding
- Business call answering service
- PR Support
- Hot Desking - 4 days per month
- Meeting Room Access - 10 hours per month subject to availability

Notes:

- It is the client's responsibility to notify YSPL of any changes in address/telephone number or email address as soon as possible.