

## **York Science Park Limited**

### **Virtual Office Service Terms and Conditions**

1. York Science Park Limited (YSPL) provides a Virtual Office Service. By purchasing the Virtual Office Service (VOS) 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 YSPL has the right to refuse administration of your VOS.
4. Organisations registering with YSPL are required to complete a Money Laundering form to comply with the Money Laundering Regulations 2017. This includes in person identity checks, which includes Photo identification and proof of address. We undertake checks with Companies House and Smart Search (soft search) as we deem appropriate. All ID checks are in person as per the google form.
5. All required paperwork must be submitted (this includes the Money Laundering Form and the Virtual Application Form), the Virtual Services Agreement signed and your deposit paid in full before your VOS will be activated.
6. A full address, including your business name is required for us to accept your mail (not applicable at the Guildhall).
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 VOS 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 will be asked to provide ID when collecting mail.
9. Mail will be sent to you as requested on your application form. *If you wish to amend this, please let us know by emailing [enquiries@yorksciencepark.co.uk](mailto:enquiries@yorksciencepark.co.uk).*
10. Any additional costs incurred that are not part of your VOS (such as meeting room charges), 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. Mail forward is not available from the Guildhall.
2. 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.
3. 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.
4. 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.

5. 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 VOS & 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 VOS 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 VOS automatically being "terminated" and any mail disposed of.

### **Notice, Cancellation & Data**

1. We require one month's notice (30 Calendar Days) to cancel your VOS. To cancel your agreement simply email us at [enquiries@yorksciencepark.co.uk](mailto:enquiries@yorksciencepark.co.uk) and inform us that you wish to cancel the agreement.
2. We reserve the right to give one month notice (30 Calendar Days) to cancel your VOS. This will be in writing by email.
3. 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.

### **Virtual Office Service at The Catalyst**

- Business Address
- Mail Forwarding
- Hot-desking - 4 days per month (subject to availability)
- Meeting Room Access - 5 hours per month (subject to availability)

### **Virtual Office Service at The Guildhall**

- Business Address
- Hot-desking - 4 days per month (subject to availability)
- Preferential rates on meeting rooms

### **Notes:**

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