



**bedford**  
**i-lab**

Tenants  
Services

## Services

This booklet outlines the current services that we are able to offer to you and the preferential costs/deals available. Please book through Reception – ext 4568.

You will receive a monthly bill for the services used with VAT charged at the current rate.

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## Meeting Rooms

Bedford i-Lab has 4 bookable rooms suitable for business meetings, training and presentations and can be arranged to suit your needs in terms of furniture layout and AV.

Meeting rooms are primarily for tenant use. We will permit bookings for non-tenants, at our discretion, which may include relevant business seminars etc, however a premium rental rate will usually apply.

**\*\*Please note the following apply for all rooms and any booking made is deemed to have been done so in full knowledge of the following \*\***

- Bookings need to include time (min ½ hour) where a *change* to and from default layout is necessary.
- Bookings can be made in ½ hourly blocks, minimum booking 1 hour.
- We will issue a key fob at time of your booking. Day bookings, where requested, will have fob issued the end of the preceding day (5.00pm) for return the day following the booking (9.00am).
- Each booking will cease when the fob is returned (and we've confirmed the room is left how it was found, with any AV and lights switched off), or at the end of the booked period whichever is the later.
- Any rooms cancelled within 48 hours of due date/start time will be charged at full cost.
- Responsibility for safe maintenance of the furniture, equipment and decor within the space booked lies with person/business booking the space even if the equipment is not specifically booked/used. Any damage caused during a booking will be recharged in full.
- Discretion to accept, amend or cancel a booking remains with i-lab management at all times.

## Drinks & Catering

There are bar areas on each floor with breakout space, beverage machines and chilled water dispensers. These are free of charge at all times.

Sandwich platters, drinks and crisps/fruit etc can be arranged through Reception and added to your monthly Admin Services bill or you can arrange your own direct with other suppliers. All options need to be on a fully catered in and catered out basis (including clearing up) and be handled within your booked space.



**S-Meeting** – is our largest meeting room and found on second floor. It will usually be laid out to 12 person Boardroom but will accommodate up to 35 people in theatre style or up to 16 Boardroom, or other combinations to suit.

Charges:       £ 20 per hour  
                  £ 120 per day (6hrs and over)

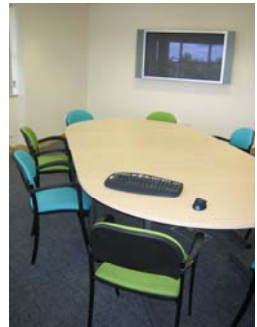
(Charge is room only but includes flipchart)



**F-Meeting 1** – is a large meeting room on the first floor laid out in Boardroom style but can be changed to meet your needs.

Charges:       £ 20 per hour (room only)  
                  £120 per day (room only)

(Charge is room only but includes flipchart and standard whiteboard use)



Bookings of S-1 and F-1 made within 24 hours of requirement attract a 25% discount. Weekend bookings are a minimum of 2 days.

**F-Meeting 2** – is located on the first floor and is a smaller, informal meeting room for approx 4 people. £10 per hour.

**G-Meeting** – is located on the ground floor and is a smaller meeting room for up to 5 people. £10 per hour.

## Audio Visual

We have a variety of AV equipment and peripherals available to tenants:

### **63" Plasma Display System**



These are permanent, Bluetooth controlled fixtures in both F-Meeting 1 & S-Meeting – designed to enable you to deliver high-quality, professional presentations (sound and vision). The screen also acts as a monitor to its linked computer enabling internet access/browsing and interactive work (Microsoft Office).

Charge: **£10 per hour (minimum – period of booking; maximum £50)**

### **Video conferencing**

This is available in F-Meeting 1 & S-Meeting. The video conferencing unit is a Polycom VSX7000 and hiring of the unit includes camera, codec, subwoofer, remote and desk mic. and utilises the Plasma screens.



*If you are making the conference call we require 3 working days notice.*

Charge: **£50 per hour (+ call costs and room hire)**

### **Hp xp8010 digital projector & screen**



These are portable and available for use in any meeting room or office. The projector comes with a remote that also doubles as a laser pointer.

Charge to Tenants: **£10 per hour (minimum – period of booking)**

### **Panasonic Panaboard - Printable Whiteboard**

This is available in F-Meeting 1, use of just the whiteboard is included in the room rental, but we can enable the printable option:

Charge to Tenants: **£5**



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### Room Cleaning

Our approved contract cleaners can provide this for you and we have negotiated the following charges. Please talk to Reception 4568. The basic cleaning schedule comprises:

#### Basic Daily

Empty bins & replace liners  
Dust window sills & skirting  
Vacuum all carpets.  
Clean glass in/out of entrance doors

#### Basic Once Monthly

Clean interior windows

### Additional Cleaning

Dust & polish desks (wipe clean dependant on surface)  
Dust cabinets & other work surfaces  
Sanitize telephones – once monthly  
Dust computer systems with anti-static cleaner – once monthly



Charges – per visit:

| Office Space* | Cleaning   | Five times Weekly | Twice Weekly | Once Weekly |
|---------------|------------|-------------------|--------------|-------------|
| 2 person      | Basic      | £ 4.00            | £ 4.50       | £ 5.00      |
|               | Additional | £ 1.25            | £ 1.50       | £ 1.75      |
| 3 person      | Basic      | £ 5.75            | £ 6.50       | £ 7.00      |
|               | Additional | £ 1.50            | £ 1.75       | £ 2.25      |
| 5 person      | Basic      | £ 7.50            | £ 8.50       | £ 9.00      |
|               | Additional | £ 1.75            | £ 2.25       | £ 2.75      |
| 10 person     | Basic      | £ 13.50           | £ 14.50      | £ 16.50     |
|               | Additional | £ 3.50            | £ 4.50       | £ 5.50      |
| 20 person     | Basic      | £ 22.00           | £ 27.50      | £ 31.00     |
|               | Additional | £ 7.00            | £ 9.00       | £ 10.00     |

\* denotes type of room not actual occupation.

However, if you have requirements outside those listed please let us know and we'll be happy to arrange a quotation.

## Reprographics

The items marked with an \* are produced off site for us. If you would like to use those services please discuss with Reception. Please be aware that the time frame for completion will depend on the specific work required.

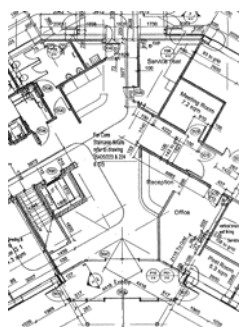
### Photocopying / Printing (Per Copy – minimum printing order £3.00)

|                  |   |             |   |     |
|------------------|---|-------------|---|-----|
| A4 Black & White | - | single side | - | 6p  |
|                  | - | double side | - | 8p  |
| A4 Colour        | - | single side | - | 12p |
|                  | - | double side | - | 19p |
| A3 Black & White | - | single side | - | 10p |
|                  | - | double side | - | 12p |
| A3 Colour        | - | single side | - | 20p |
|                  | - | double side | - | 37p |



We will aim to complete most normal photocopying/printing runs while you wait. However if you require bulk photocopying/printing please talk to Reception ext 4568 who will be able to confirm whether we will be able to complete the work or whether it will need to be sent off site as described earlier.

### \* Posters / Plans (per copy)



|                  |   |             |   |        |
|------------------|---|-------------|---|--------|
| A2 Black & White | - | Matt Paper  | - | £2.50  |
| A2 Colour Poster | - | Matt Paper  | - | £3.50  |
|                  | - | Gloss Paper | - | £7.50  |
| A1 Black & White | - | Matt Paper  | - | £3.50  |
| A1 Colour Poster | - | Matt Paper  | - | £5.50  |
|                  | - | Gloss Paper | - | £9.50  |
| Ao Black & White | - | Matt Paper  | - | £5.50  |
| Ao Colour Poster | - | Matt Paper  | - | £10.50 |
|                  | - | Gloss Paper | - | £17.50 |

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### \* Business Cards

Please supply an e-mail or disc with proposed design:

£35 layout charge  
15p per A4 print (10 cards to each A4 250g card)

Samples can be supplied free of charge



### \* Comb Binding (including plastic cover – minimum order - £3.00)



|      |   |       |
|------|---|-------|
| 6mm  | - | 30p   |
| 8mm  | - | 35p   |
| 10mm | - | 40p   |
| 12mm | - | 55p   |
| 16mm | - | 65p   |
| 20mm | - | 75p   |
| 25mm | - | 85p   |
| 38mm | - | 95p   |
| 50mm | - | £1.05 |

### \* Laminating (minimum order - £3.00)

|                  |   |     |
|------------------|---|-----|
| Credit Card size | - | 15p |
| A5               | - | 20p |
| A4               | - | 30p |
| A3               | - | 55p |



### Shredding



We are able to offer an off-site, confidential shredding service via Bedford Borough Council. Please ensure that any items for shredding are with Reception by 09.30 and are as flat as possible as screwed up paper is very difficult to shred.

Charge to Tenants: £4.00 per 5kg or part thereof (which equates to approx 2 reams of paper)

## Postal Services



### Incoming

Royal Mail deliveries are normally received first thing each day but can be at any time during the morning. Items are date stamped and sorted into individual tenancies and a broadcast undertaken on the phone system to advise you they are ready for collection at Reception.

We will also be able to sign for letter/parcel deliveries made during the day and advise you personally of their receipt. These should be collected as soon as possible; a trolley is available to borrow in case of need.

All the above services are included in your Tenancy costs.

### Outgoing

We are able to open you a Postal account where all your outgoing post is weighed/measured under current rules and professionally franked including the Bedford i-lab logo. This includes Recorded and Special Delivery items, parcels and International Post. The cost is standard franked mail rates (less than normal postage) + 10% and is billed under your "Additional Services" arrangement to give up to 60 days credit.

We can frank and post mail up to 17.00 Monday to Friday although Recorded, Special Delivery items and parcels need to be at Reception by 15.00 for processing and collection.

In case of need, a standard, stamped-items post box is adjacent to the building (by the lake) with a collection at 18.30.

We can also arrange courier services to meet your needs. Please enquire at Reception.

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### Faxes

The i-Lab fax number is 01234 83 i L a b (834522). Reception can handle incoming and outgoing faxes for you. The cost of this service is:

|                        |   |       |
|------------------------|---|-------|
| Incoming (per page)    | - | 40p   |
| Outgoing (per page) UK | - | 50p   |
| Europe                 | - | 75p   |
| USA/Canada             | - | £1.50 |
| Other                  | - | £2.00 |



*“These services are under regular review. If you would like to see a particular business service organised by i-lab which would be of benefit to the majority and where we can leverage an attractive arrangement or deal, please let any of the i-lab team know!”*

Shaun Armstrong, Centre Manager



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