



## ● Air Conditioning

Your office suite is fully air conditioned and each unit is equipped with its own control. We recommend a temperature of 22°C all year round. We would be grateful if you could help us to conserve energy by switching off the unit if you open your windows

## ● Car Parking

**Bourne House (Whyteleafe):** There are no allocated spaces, however you must gain permission to leave a car overnight.

**Southbridge House, Rathbone House and Rathbone Square (Croydon):** Car Parking Spaces are limited and each space is allocated to a particular Office. Parking Permits are available from the council to park in the streets adjacent to the Centres. Please ask Reception for further information.

## ● Cleaning

Your office suite will be cleaned after every working day. Our cleaners endeavour to maintain a high standard; please help them by leaving work surfaces clear of papers and unnecessary clutter. Do ring reception if you have any special requests or comments.

## ● Deposits

Before occupation up to two months' Licence Fee is payable. Deposits are repayable less any outstanding accounts, after departure.

## ● Emergencies

Please only use these numbers for a real emergency:

**Bourne House:** Mark Cavanagh 07850 433743

**Croydon:** Roy Carter 07809 591623

## ● Fire Exits

Fire Exits are clearly marked; please ensure that you, your colleagues and any visitors know their location. Please refer to your Fire Action Plan located in your office for a location map and the instructions.

## ● Incentives...£ £ £

We would be delighted to credit your account with 1 month's Licence Fee charge if you successfully introduce a friend to any of our offices.

Call Reception for further details.

## ● Insurance

We insure the buildings and our property; you must arrange insurance for all your own equipment. We can put you in touch with Dexter Serviced Office's broker to help you arrange appropriate cover. Please call Reception for further details. Please note: Microwaves, toasters or any other fire hazardous items are not allowed within our offices. These facilities are provided within the cafe area.

## ● Disaster Recovery

In the event of the building not being able to operate Dexter House Ltd apply the following:

! All customers telephone calls at either centres will be forwarded to a telephone switchboard located at an alternative location.

! We will endeavor to relocate as many customers as possible within available offices at our other local Business Centre

! Any customers that we cannot accommodate, we will make every effort to relocate them within one of the British Business Centres Associate local centres

## ● Payments

Quarterly charges are due no later than the first day of the relevant period. Monthly charges are due as soon as the invoice is presented.

## ● Phone Instructions

Please refer to the Telephone guide available at [www.dextergroup.com/services/](http://www.dextergroup.com/services/)

## ● Post

Please give any post to reception by 3.30pm for posting that day.

## ● Prices

Please refer to the current licence fees available at [www.dexterservicedoffices.co.uk](http://www.dexterservicedoffices.co.uk)

## ● Property Maintenance

If experience any problems with your office suite, please ring a member of the facilities team.

Bourne House Mark Cavanagh 07850 433 743

Croydon Roy Carter 07809 591 623

## ● Reception & Switchboard

Our switchboard and reception is open from 9.00am to 5.30pm. Fax, copying, typing, postage and conference room services are available, please ask for further details.

## ● Security

Please ensure you lock your office when it is unoccupied. If you use the night entrance make sure that the door and gate are firmly closed behind you. All of your employees based within the Centre must have an access card. Please report lost or misplaced cards and keys immediately to reception.

## ● Showers

Full shower facilities are available in the first floor cloakrooms at Bourne House. Shower facilities are also available in Rathbone Square Car Park.

Complimentary towels are supplied.

## ● Smoking

We operate a no smoking, including e cigarettes, in our buildings; however there are designated places for smoking externally, please DO NOT smoke in front of any of the buildings.

## ● Storage Areas

Self contained storage areas are available; please call reception to check availability.

## ● Refreshments

Available within the Cafe area 24 hours a day. Complimentary tea and coffee is available all day. Complimentary toast is available between 8.30-10.30am each day and biscuits between 3.00-3.30pm each day.