

FernBank

Business Centre

FernBank offers the opulence of a large nineteenth century house beautifully decorated in warm colours with a stunning entrance hall/reception and training/meeting room.

In addition to its grandeur and nostalgic appeal, FernBank is the perfect place for you to grow your business.

FernBank is situated in a quiet residential area close to the centre of Burnley, offering our tenants and guests a beautiful setting in which to work and do business. Built in 1895 by a wealthy corn merchant, the building has a feel of opulence, with many of the original features of the house still remaining, a grand entrance hall, high ceilings, intricate covings, chandeliers and large windows creating beautiful light, airy offices and meeting space.

Our team is dedicated to providing a luxurious environment coupled with all the facilities and professionalism you would expect from a professional Business Centre.

FernBank has its own car park, overflow parking and plenty of on street parking. Situated less than a mile from the M65 motorway and Burnley Manchester Road Train Station is only 10 minutes walk away, which now offers a direct link to Manchester, Blackpool and York.

FernBank has some small garden areas and seating has been provided for guests to sit outside in the summertime during breaks. The business Centre also backs on to Scott Park for those wishing to take a long lunch break during the warmer months.





Business Centre

Virtual offices

Questions & Answers

Do you offer reception services?

During the hours of 9am and 5pm, Monday to Friday (except bank holidays), we will greet people arriving at the centre for meetings etc. They will be asked to sign in and asked to take a seat whilst we let you know that you have a guest.

We can supply local telephone numbers which can divert to an answering machine with messages forwarded via email, diverted to a mobile or answered in your Company name for an additional fee.

What are the opening hours?

The business centre is open from 9 am to 5 pm weekdays. The training room is available for hire from 9 am until 4.30 pm. Mail can be collected from the secure mail lockers from 9am until 5 pm.

How will I get my mail?

Your mail will be collected daily and sorted into your dedicated pigeon hole. You will be given a key to your pigeon hole so that you can check it whenever you like.

Can I have parcels delivered?

We will take receipt of parcels during the opening hours stated above and hold them for you in a safe place. A card will be placed in your pigeon hole informing you that we have a parcel for you.

Can I use an office as and when needed?

We have a "day office" sometimes referred to as a "hot office" for clients who want to book office space as and when needed. It has high speed fibre broadband, a desk, a comfortable office chair, spare chair, mouse, keyboard and screen to plug your lap top into. A PC and printer with an allocation of paper is available upon request. Virtual office clients are offered a 10% discount on the day office. You can check availability and book the day office via fernbankoffices.co.uk. Discounts are available for longer bookings.

Can I use the training/meeting room?

People with virtual offices are given 10% off the normal room booking price. You can book via the meeting room via fernbankoffices.co.uk. You will need to put down a deposit in order to book it. You can check availability and book the meeting room via fernbankoffices.co.uk.

Does the Centre have internet access?

The building has WIFI that tenants and guests can access. We also offer secure wireless access points so you can keep data secure whilst working in the building.

Can anyone help with my IT?

Our primary tenant in the building and owner of Fern Bank business Centre is Bandicoot Limited. The Company has been providing IT support to small and medium sized businesses for over a decade. For more information see bandicoot.co.uk

Can I use the communal seating areas?

People using the training/meeting room may also use the sofa in the hall and the chairs and breakfast bar in the kitchen as "break out areas" however this is on the understanding that tenants and their guests have priority unless their agreement has been sought in advance.

Where can I park?

The car park has spaces for two guests at the back of the building. There is plenty of on street parking available locally. "Overflow" space may be available by arrangement.

Where will my visitors park?

If there is space in the car park at the back of the building when they arrive they will be welcome to park. There is plenty of on street parking available locally. "Overflow" space may be available by arrangement.

Is the building secure?

The building is fitted with CCTV cameras outside and PIR lights. All rooms and communal areas have alarm sensors connected to a sophisticated alarm system which will notify us if the alarm has been activated. Five mortice locks on tenants rooms provide additional security, and time for us and the police to respond if the alarm is triggered.

Is there disabled access?

We have a portable ramp for guests using a wheelchair. We have a wheelchair friendly toilet on the ground floor and extra wide doorways to the front door, training room and the ground floor office.

What about refreshments and catering?

There is a kettle provided in the kitchen if you wish to make your own arrangements or we can provide refreshments for you. We prefer to provide refreshments for larger bookings.

We can provide details of a good local sandwich shop or again, provide lunch and refreshments for larger bookings.

How much is it?

A **basic virtual office is £180 + VAT per year**, to be paid up front. This includes a postal address at the Business Centre, use of a mail locker and the parcel service.

The following **mutually exclusive, add on** services are priced as follows:

- | | |
|--|---|
| A. 01282 number diverted directly your mobile (your answer calls as if the client rang your mobile) | £120 per year plus call costs @ 7.8 ppm (pence per minute) |
| B. Emails notification when you have been left a voicemail (this is an email notification only so there are no call costs) | £120 per year |
| C. 01282 number accessed by a mobile app (the app allows you to call out or receive calls and you are charged for outgoing calls) | £240 per year plus outgoing call costs (1.4 ppm local and national. 7.8 ppm mobile, international from 3.5 ppm) |
| D. Telephone answering service in your Company name (our system recognises your 01282 number so we can answer as your Company) | £70 per month including your 01282 number (subject to a fair use of 60 calls per month) |

All prices are subject to VAT.