

Frequently Asked Questions

When are the Serviced Office opening hours?

The *Serviced Office* hours are between 8a.m and 6p.m., Monday to Friday. Extended opening hours are possible till 8p.m Monday to Friday at a prior request and at a supplementary cost.

Do you open over the weekend opening?

The *Serviced Offices* can be opened at weekends at a prior request and at a supplementary cost.

What if I need an extra person to work with me?

There is a surcharge of 10% of the cost of the office space per extra person in each office.

What if I need extra furniture?

There is a surcharge of 10% of the cost of the office space for extra furniture provided for the *Serviced Office*.

What is inclusive in the services paid for?

A *Serviced Office* client will have a fully furnished office; access to the lounge with DSTV, Newspapers, Journals and Magazines, the dry kitchen, the internet access, intercom , on-site security, cleaning services

A Virtual Office Client has full reception facilities, business address, dedicated phone-number, message receiving and keeping facilities

How am I billed for my 'pay-as-you-use' usages?

Every office is billed on the last working day of the week i.e. on Friday for the week's usages.

When do I pay?

Any invoice or bill presented are to be paid within five (5) working days.

What about Third party services e.g. courier/airline/car/p.a. services?

These are third party services that are arranged with our alliance partners to provide certain requested services which we procure and arrange on behalf of the client at an administrative cost.

Is there a deposit policy? And how much is it?

The Deposit paid is a 10% refundable charge on the rent. This deposit must always be intact or it will breach the contract between the client and BOSS.

Do I pay VAT?

There is a 5% VAT charge on all services provided, as stipulated by law.

What happens if I damage something?

If anything is damaged or broken by an occupant, it will be replaced at a cost by the occupant or deducted from the deposit paid. Reasonable wear and tear are however permissible with usage over time and damaged equipment shall be replaced by BOSS.

What if i want to use the office just for a day?

Flexible plans that are not amongst out plans on offer, can be arranged for our existing clients upon request and availability.

Can I pay by instalments?

Offices are booked and payments are made in advance. Usages within the office operate on a pay as you go system. Third party services are as per arrangement with the service provider.



Are all the offices the same size?

No they are not. The floor plans can be found on our website, www.boss-offices.com.

Do the prices differ?

Prices are fixed as to time usage. The actual office unit is at the choice of client and subject to availability.

How do I book for a Serviced Office, Virtual Office, meeting room, or services?

Just call any of the numbers advertised on our site and we shall be happy to help you with your booking.