



Frequently asked questions

We're confident you'll find our Business Centre at Ednaston Park the perfect new home for your business. But we also understand you'll have questions before you make the move.

Below are some of the questions we tend to get asked by prospective tenants. If you still can't find what you're looking for, please contact us and we'll be delighted to help you.

About the location

1. Where are you located?

Located on the A52, between Derby and Ashbourne – we're close to the city, but close to the countryside too. The below list shows how long it might take you to drive to surrounding towns, cities and transport links:

- 10 minutes to the market town of Ashbourne.
- 20 minutes to Derby city centre.
- 20 minutes to the Peak District.
- 30 minutes to Burton upon Trent.
- 40 minutes to East Midlands Airport.
- 40 minutes to Lichfield, Staffordshire.
- 45 minutes to Stoke-on-Trent.
- Less than an hour to Birmingham Airport.
- Around one hour to Nottingham and Leicester.

As you can see, if you do business in the Midlands, we're a perfect central hub to base your business from.

2. What are the closest transport links?

Located on the A52, between Derby and Ashbourne – we're 20 minutes from Derby train station and 40 minutes from East Midlands Airport. The M6, M1, A50, A38 and A6 are also within easy reach.

3. What's nearby to shop, sleep, eat, and entertain?

If you need to buy something, take your clients out for dinner, or find a bed for one of your employees – Ednaston Park is perfectly located within easy reach of lots of local amenities.

The nearest post office is in Brailsford, which is the neighbouring village.

The pretty Derbyshire market town of Ashbourne is only 10 minutes' drive. Serving a population of nearly 9,000 people, it's peppered with lots of shops, supermarkets, cafes, restaurants, bars, and hotels – both chains and independents.

If you enjoy running or walking – Carsington Reservoir, Dovedale, and Thorpe Cloud are only 15-20 minutes' drive.

Or, if golf is your sport of choice, visitors are welcome at the stunningly beautiful Brailsford Golf Club which is a stone's throw away.

Don't forget to ask our reception team for their own personal recommendations.

4. Which other companies are onsite at Ednaston Park?

There's a community of like-minded professionals who base themselves at Ednaston Park. A full list of our tenants can be found here [<insert hyperlink to page>](#).

5. Is there any opportunity to network with other tenants?

Yes, informally we encourage tenants to get to know each other in the communal spaces like the kitchens, business lounge, and gardens.

More formally, we're in the throes of planning a networking session the first Tuesday of each month.

We're also members of the Business Biscotti networking group that meet at Yeldersley Hall the second Thursday of each month.

However, if you have any ideas or would like to help get the community together, do let our reception team know.

About Offices To Let

1. How many offices do you have?

We have 31 fully furnished offices that range in size from a 54 square foot room with one desk – right up to a 526 square foot room with ten desks – meaning you only pay for what you need.

2. Are they fully furnished?

Yes, all of our offices are fully furnished, including: chairs, desks, carpets, pedestals, storage units, and window blinds.

Your office will be furnished to match the number of people it's designed to accommodate. For example, a four-person office will have four desks, four under desk pedestals, and four chairs.

Contemporary and stylish, they're all designed carefully to facilitate a productive working environment.

3. Can I bring my own furniture?

Yes, you can also bring your own furniture and storage if you'd like to. And we're happy to remove some of the supplied furniture to make way for yours.

Please don't bring in more desks than your office is design to accommodate. For example, if your office caters for four people, no more than four desks are allowed.

4. How much do your offices cost?

Our offices range from £250 per month, right up to £1,400 per month – depending on your size requirements.

We have 31 fully furnished offices that range in size from a 54 square foot room with one desk – right up to a 526 square foot room with ten desks – meaning you only pay for what you need.

5. What's included in the cost?

Your 12-month lease is paid monthly and your rent covers just about everything, including:

- Your fully furnished office
- Individual office signage
- The professional cleaning of your office and our communal spaces
- General waste removal and recycling
- Free car parking with an abundance of spaces
- Access 0700 - 2200 every day
- Security including: key fob entry, intercoms, alarms, and vehicle barrier entry

- Fire alarms – including the testing and maintenance of them
- A professional reception team to look after you and your clients from 0845 to 1700 Monday to Friday
- An Ednaston Park telephone number (individual telephone numbers and handsets available at an additional cost)
- Incoming mail and delivery handling services
- The use of two meeting rooms – for up to two hours in each room, per month
- Access to clean and beautiful communal areas, including the stunning grounds and gardens
- Immaculate toilet and kitchen facilities including free tea, coffee, milk and sugar
- Access to local caterers
- A 30 minutes IT induction to set you up – should you need help with technology
- High speed internet access
- Advertising on our website and on our digital display in reception
- Your utility services (gas, water, and electricity)
- Building maintenance and servicing – covering insurance and service charges
- An onsite landlord and handyman who take very good care of the site and its tenants!

6. What's not included in the cost?

Telephones and business rates are not included in your rent.

We offer a telephone system where you can subscribe to a telephone number and handset for £25 + VAT per month, this includes all UK calls* and excludes international and premium rate calls (*fair use policy applies).

7. Do I need to take out my own building insurance?

No, it's included in your rent.

8. How quickly can I move in?

You can enjoy becoming one of our tenants in as little as two to three weeks. But, in the past we've managed to move clients in more quickly when there's been a need to.

9. How long is the lease agreement for?

You sign a 12-month lease but it's fully flexible meaning you can give us 4 weeks' notice at any time during that 12-month period.

This is because we understand your business could grow or change at any time.

10. What's the process to get moved in?

Once you've decided which office you'd like to rent and when you'd like the tenancy to start, the process is pretty straightforward:

- a) You sign a simple declaration, to accept that the tenancy does not include security of tenure (in other words, you can't stay on after the lease expires).
- b) You read and sign your lease.
- c) You provide proof of identity, such as a utility bill and copy of a passport – in line with money laundering regulations.
- d) You complete a health and safety induction on, or before you move in. This is done verbally and you're issued with a paper copy which you're asked to sign.
- e) You sign a Schedule of Condition to confirm the condition of your office at the start of your lease.

11. How much notice do I have to give you if things change?

Only 4 weeks' notice is required and you can serve that at any time during your 12-month term.

This is because we understand your business could grow or change at any time.

12. Can I stay on after my lease expires?

Leading up to the end of your tenancy, we'll invite you to discuss what your future plans are. If you'd like to stay on, you simply follow the same steps involved in your original tenancy.

If you're ending your time with us, you'll need to leave on the date that's stated on your lease.

13. What if I move in and then realise my office isn't the right size for my needs?

If after you've moved in, you decide you need a bigger or smaller office, we'll do our best to make that happen for you – at any time during your lease period. It all depends on what other office space is available at that time.

14. How safe will my office be?

Each office is fitted with an intruder alarm which you can activate/deactivate yourself – when you arrive and leave.

The whole building is secured each night, and there's CCTV both internally and externally.

The business centre and individual offices are accessed via a key fob system. Visitors are required to use the intercom to access the reception and sign in and out.

There's also a vehicle barrier at the main driveway entrance which is in operation outside of office hours.

15. Can I put a sign outside to say my business is located here?

No, sorry – that would usually involve planning permission for signs to go up on the estate. However, we'll advertise your business logo on our digital display in our reception area and on our website.

16. What hours can I use my office?

You'll have access to your office between 0700 and 2200 each day, including weekends. And what's more, our Business Centre reception team will be available between 0845 and 1700 Monday to Friday, to help with things like greeting your guests and dealing with any incoming mail for you.

17. Will you meet and greet my visitors?

Yes of course, between the hours of 0845 and 1700, our professional reception team will be there to greet your visitors, sign them in, let you know they're here, and make them a drink if they'd like one.

18. How will I receive my post?

The reception team will personally deliver it to your office each day.

19. If I'm not there, will you take parcels for me?

If you're out and about doing business and a parcel arrives but you're not around to sign for it, our reception team will accept it on your behalf – as long as it arrives when they're open between 0845 and 1700 Monday to Friday.

20. Can I arrange for parcels to be collected from reception?

Yes of course, as long as it's between 0845 and 1700 Monday to Friday.

21. Will you clean my office?

Yes of course – except your desks. Your office will be professionally cleaned – at least once a month.

We'll empty your bins, clean the windowsills, dado rails, and skirting boards, plus Hoover the floor.

22. How well is the site maintained?

When you visit Ednaston Park, you'll be blown away by its beauty and elegance. Our modern offices are cloaked in period charm – and we work hard to keep them looking stunning for you and your clients.

The entire site is well looked after both internally and externally. It's regularly cleaned and maintained to an extremely high standard.

And what's more, we're lucky enough to have a handyman plus our landlord onsite – should anything need addressing or fixing.

23. What if I have a problem with my office or the site itself?

On the rare occasion that something's not right, please go to our reception team and they'll do everything they can to fix things for you.

The site is fully serviced, cleaned, and maintained regularly – but now and again things can go wrong.

However, we're lucky enough to have a handyman plus our landlord onsite – should anything need addressing or fixing.

24. Can I play music in my office?

Yes, as long as it's not too loud and it can't be heard by your fellow tenants or their visitors.

25. Can I bring my own coffee/tea making machines to my office?

No, sorry. But don't forget we supply free tea, coffee, milk, and sugar in the communal kitchens on the ground and first floor. Filter coffee and a selection of tea is also available in the business lounge which can be given to your visitors.

26. Can I bring in a mini fridge for my office?

No, sorry. But there is a large fridge in the communal kitchens on the ground and first floor for you to use.

27. Can I bring my dog to my office?

No, sorry – unless of course it's a guide or assistance dog.

About virtual offices

1. What is a virtual office?

A virtual office is a trading address for your business, or depending on your requirements, a place you'll only use occasionally – simply because you're on the road visiting clients or employees, or you're sometimes working from home.

It's highly flexible, giving you a business address, plus an office environment if you need one – without having to commit to the costs associated with renting or buying traditional office premises.

2. Why would I hire a virtual office?

There are many reasons why businesses opt for virtual offices.

They're simply perfect for busy professionals who are out and about travelling with work who only need the use a business site occasionally. Equally, they're a great choice for homeworkers who sometimes need to escape the distractions of home life. And of course, don't want to use their own home address for business use.

You get a prestigious trading address to put on your business stationary, plus if required – a stunning location to bring your clients or colleagues to – as and when the need arises, for meetings or one-to-one sessions.

And let's face it, a life on the road or working from home can often be a lonely business. That's why, now and again, it's nice for our tenants to be able to come to Ednaston Park, enjoy the facilities and mix with a community of like-minded professionals.

3. How much do your virtual offices cost?

Our virtual office packages cost between £35 and £70 + VAT per month, depending on your requirements – and you pay us in advance by the 1st of each month. A £99 deposit is also required.

As time goes by, if you decide to upgrade and take one of our Offices To Let, we will refund your last six months of monthly virtual office fees.

4. What's included in the cost?

Depending on which package you take, your monthly fee could include: an esteemed trading address for your business stationary, weekly mail forwarding services, access to stylish meeting and work spaces with unlimited Wi-Fi, beautiful communal gardens to enjoy, free parking, and access to our Business Centre reception team. And what's more, we'll advertise your business on our digital display in our reception area, and here on our website.

5. Can I use your address as my registered business address?

No, sorry. You can't use our address as the one you register with HMRC and Companies House. It's a trading address only that you get from us – to use on things like your business stationary.

6. How much notice do I have to give you if things change?

Only 4 weeks' notice is required. This is because we understand your business could grow or change at any time.

However, if you decide to upgrade and take one of our Offices To Let, we will refund your last six months of monthly virtual office fees.

About meeting rooms and breakout spaces

1. How many meeting rooms do you have?

We have one boardroom available to rent, called the Derbyshire. And a smaller room exclusively for our tenants to use, called the Brailsford.

2. How many people can your rooms accommodate?

Our Derbyshire boardroom can cater for up to 12 people, and our Brailsford meeting room can cater for up to 8 people.

3. What facilities are in the boardroom?

You get the following equipment in the Derbyshire boardroom:

- ClickShare wireless presentation and collaboration system
- Conference calling capabilities
- Guest Wi-Fi
- Whiteboards and flipcharts

4. If I'm a tenant, can I use the meeting rooms?

Yes, if you're in one of our Offices To Let, you can use our Derbyshire boardroom for up to two hours each month, plus our Brailsford meeting room for up to two hours each month – both are included in your monthly rental fee.

If you have a virtual office agreement with us, both packages B and C give you access to our Derbyshire boardroom for up to one hour each month, plus our Brailsford room for up to one hour each month – both come as part of your monthly package fee.

If you need a meeting room for longer than the allowance in your agreement, you get a 10% discount off meeting room charges.

5. How much are the meeting rooms to rent for external visitors?

Our Derbyshire boardroom is the only room we rent out to external visitors. It costs £25 per hour, or £60 for half a day, or £100 for a whole day.

6. What does that cost include?

The cost includes guest Wi-Fi, a whiteboard and flipcharts, conference calling and AV wireless presentation capability – plus tea, coffee, water and biscuits.

You also benefit from free parking, a reception team to meet and greet your clients or employees, and access to the beautiful gardens.

7. Do you offer catering for meetings?

Yes, to stop you and your guests from getting peckish, we can provide you with high-quality catering options in advance – where the food is picked, sourced, and prepared locally – at just £7.50 per head.

8. What services are onsite to help meetings run smoothly?

Our Business Centre reception team are onsite between 0845 and 1700 to help make sure you have a productive and worthwhile session.

From meeting and greeting your guests, to arranging catering – just let *our* people look after *your* people.

Onsite we have everything you need including: free car parking, guest Wi-Fi, communal grounds and breakout areas, immaculate toilet facilities, AV capability, and much more.

9. Are there any breakout spaces to take my guests to other than meeting rooms?

There's a stylish business lounge, plus the charming communal gardens if the weather's nice.

About our Business Centre facilities and services

1. What facilities do you have onsite?

From free parking, to mail handling – we can provide everything you need to run your business perfectly.

Our facilities and services include: free parking, a professional reception team, fully furnished offices, stylish meeting rooms, breakout areas, a business lounge, charming communal gardens, an immaculate kitchen and toilets, AV, Wi-Fi, mail handling, catering, whiteboards and flipcharts, and more.

Go to our Facilities page [<insert hyperlink>](#) page to see what we offer our tenants.

2. Is your site wheelchair friendly?

Yes, we have dedicated disabled car parking spaces, a ramp to accommodate wheelchairs, and we have a lift inside the building too.

3. What are your opening hours?

Our reception team are available between 0845 and 1700 Monday to Friday. But as a tenant, you can access our site between 0700 and 2200 every day.

4. How secure is the site?

Ednaston Park is a fully secure site, protected by key fob entry, intercoms, alarms, CCTV, and vehicle barrier entry – so your business is in the safest of hands.

5. Are there first aiders onsite?

Yes, our reception team are trained first aiders and are ready to help you the best way they can – should the worst happen.

6. Will I always be able to park?

Yes, we have ample free parking spaces for you and your visitors – and we've never had a tenant or visitor yet who hasn't managed to find a place to park their vehicle.

Tenants of our Offices To Let will have free car parking spaces as part of their lease agreement – and it will tell you how many you're entitled to. As a rule, if your office is for four people, you'll get the use of four car parking spaces.

None of the spaces are numbered and visitors park in a separate area.

7. Can you organise taxis for my visitors?

Yes of course. Ask the reception team and they'll sort it all out for you.

8. What about food and drink?

There's free tea, coffee, milk, and sugar in our communal kitchens and in the business lounge. But we don't have a canteen onsite.

To stop you and your guests from getting peckish, we can provide you with high-quality catering options in advance – where the food is picked, sourced and prepared locally – at just £7.50 per head.

If you want to head out, the pretty Derbyshire market town of Ashbourne is only 10 minutes' drive. Serving a population of nearly 9,000 people, it's peppered with lots of shops, supermarkets, cafes, restaurants, bars, and hotels – both chains and independents.

9. Where onsite can we eat our food?

You can eat in your office, the business lounge, the first-floor kitchen (it has a table), or the communal gardens.

About technology

1. Is Wi-Fi available?

Yes, Wi-Fi is available to all our tenants and meeting room guests.

2. What about phones and phone lines?

If you're a tenant, telephones and business rates are not included in your rent.

We offer a VOIP telephone system where you can subscribe to a telephone number and handset for £25 + VAT per month, this includes all UK calls* and excludes international and premium rate calls (*fair use policy applies).

There's no need bring in your own phone lines.

3. What if I need help with technology while setting up my office?

Within three months of moving your business into our Business Centre at Ednaston Park – you can take advantage of a free, 30-minute consultation with our IT partners Wytech Ltd.

They'll offer you help with any technical support you might need, including getting you up and running on the day you move in.

Over and above that, as a tenant you can access remote, technical help if and when you need it – at a discount.

4. What do I need to bring to connect to the internet?

Each office is set up on a private network and we strongly recommend that you connect your own PC's, laptops, and printers to the data ports we provide to guarantee a secure connection. All you'll need to bring is need ethernet cables, or we can provide them at a cost.