



Virtual Office Membership - FAQ

Request for Membership

What happens after I leave my details in the form?

You'll receive an email asking you to sign up to our member portal and enter your credit card information in the [payment details section](#). This will confirm your Virtual Office membership.

When will my address be ready?

After the above, Hub Australia will send you a welcome email with your confirmed address. Please make sure you use the full address for all correspondence.

What can I use the address for?

You can use the address as a registered business address, for your website and online listings, and for business collateral.

What identification do you require?

A passport or driver's licence number.

Why do you need my ID?

We require photo identification to verify each member. For the physical collection of mail, you must bring the same ID used to sign up with, as mail will only be provided to the account holder.

Can multiple people in my business be added to my membership?

No. Each Virtual Office membership is limited to an individual for the receipt of mail. If another member of your business needs to receive mail, they will need to purchase a separate Virtual Office membership.

Mail Forwarding

How often will my mail be forwarded?

Our teams forward mail on a weekly basis. If you need an item delivered urgently, please contact us to arrange – fees may apply.

Forwarding fees

All non-admin pricing is an estimate that may vary pending destination and carrier. Please note: forwarding to regional areas may cost more, and prices may change without notice. For full information, please see T&C's.



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| Mail Forward: 500g (approx 3-4 letters): | Sydney to another capital city: \$8 - \$12 Melbourne to another capital city: \$9.50 - \$12 Melbourne metro to Melbourne metro - \$8 - \$9 Sydney metro to Sydney metro - \$8 - \$9 |
| Mail Forward: 1kg (approx 5-10 letters): | Sydney to another capital city: \$10.50 - \$13 Melbourne to another capital city: \$10.50 - \$13 Melbourne metro to Melbourne metro - \$8 - \$9 Sydney metro - Sydney metro - \$8 - \$9 |
| Mail Forward Admin Fee | \$3 per weekly forward (multiple items) |
| Ad Hoc Mail Forward Admin Fee | \$3 per item, upon request |

What if I receive a parcel?

Parcels will be forwarded, with costs determined by dimensions and weight.

What will you not forward/accept?

Hub Australia reserves the right to refuse delivery of excessively large, unreasonable, or unlawful mail or parcels at our discretion.

Why do you use couriers?

In order to provide you with visibility and reassurance, we register all mail received and use a courier to provide you with direct tracking.

Can I track my mail?

Yes. Once your items are allocated to a courier's collection, you will receive an email with all tracking information from the courier company.

Can I change my forwarding address?

Please email hello@hubaustralia with your request and a team member will be in touch.

Can my forwarding address be in a different state?

Your forwarding address can be anywhere in Australia but must be a physical address (residential or commercial).

Why can't I have my mail forwarded to a registered post office box?

Hub Australia uses courier services to forward mail. Currently, Australia Post will not allow courier deliveries to PO boxes.



Mail Collection

How do I collect my mail in person?

When registering for a Virtual Office membership, please indicate that you will be collecting your mail.

You can visit your nominated location to collect your mail weekdays between 9 am - 5 pm (excluding public holidays), and will be required to show identification on arrival.

Mail and parcels should be collected within 7 days – please refer to T&C's for more information.

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| Parcel Storage Fee | Free for 7 days, then \$5 per parcel per day. |
| Non-Collection Fee | If mail isn't collected within two weeks, it will be forwarded at your cost. |

Can someone collect my mail on my behalf?

Only in extenuating circumstances – please email hello@hubaustralia.com to arrange or discuss.

Visiting Hub

Can I visit a Hub Australia clubhouse?

If you would like to visit for a coffee at one of our locations with an in-house café, you're welcome to do so. To remain longer than 2 hours, we require Virtual Office members and guests to purchase a reduced-rate day pass via the member portal. Day passes also include limited meeting room access, with extra available for purchase.

Can I visit any location or just my nominated addresses?

Membership with Hub Australia offers you access to our interstate locations with reduced-rate day passes. This means you can work from any of our locations in Brisbane, Melbourne, Sydney, or Adelaide as you require.

Can I attend member events?

Some of our events, such as Hub Talks, are open to the public. You are more than welcome to register for and attend these events, but for member-exclusive events occurring in the space you will be required to purchase a day pass



Cancellation

How do I cancel?

This agreement shall automatically renew for successive one-month periods unless terminated. To cancel your Virtual Office membership, please provide 30 days' notice in writing to hello@hubaustralia.com or to your nominated clubhouse. Once you provide us with your written request to cancel, your agreement will end on the last day of the month following the month in which the cancellation request was sent to us.

What happens once I cancel?

We provide a 30-day grace period to allow you to update all address details, following which all mail will be returned to the sender.

All mail received during this period will be forwarded at an additional cost or made available for physical collection if requested. You will also be required to change your business address details if used on any registrations, listings, or assets.