



## Virtual Office Membership - FAQ

### Request for Membership

#### What happens after I submit my details?

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 membership.

[Watch this video for more information.](#)

#### When will my address be ready?

Once your information and payment is confirmed, Hub Australia will send you a welcome email with your active confirmed address. Please use the full address at all times.

#### 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 when I sign up?

Your ABN and the registered mailing address of your business.

#### Why do you need my ID?

We may require photo identification to verify members. For the physical collection of mail, you may be asked to show photo ID, as mail will only be provided to the account holder.

#### Can multiple people be added to my membership for the purpose of forwarding mail or collecting?

Yes. Each Virtual Office membership is set up with a main user (the member) and up to two additional people (nominees) within the business who can have mail forwarded or can collect in person. If mail arrives addressed to the business or other team members, this will be forwarded to the main user.

#### What does the main user membership provide?

Only the main user will be recognised as a Hub Member, allowing access to our member portal, benefits, exclusive events, and the ability to book other services at member rates.

#### Can the additional members become Hub members too?

Of course! This can be done by purchasing any of our memberships – our [Connect](#) membership provides great value.

#### Can I add more than two mail forwarding recipients to my membership?

Yes – please notify your Clubhouse Team of this change. Adding an additional mail forwarding recipient (in addition to the main user and two other people) will incur a one-time administrative fee of \$30 + GST each.



## 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.

### Can my mail be forwarded to a person other than myself?

Yes, you can request in writing that your mail be forwarded to another person.

### Forwarding fees

All mail forward pricing are estimates that may vary depending on destination and carrier. Forwarding to regional areas may vary also, and prices may change without notice. For full information, please see [Terms and Conditions](#).

<b>Mail Forward: 500g (approx 3-4 letters):</b>	Sydney to another capital city: <b>\$8 - \$12</b> Melbourne to another capital city: <b>\$9.50 - \$12</b> Brisbane to another capital city: <b>\$9.50 - \$12</b> Adelaide to another capital city: <b>\$10 - 12</b> Melbourne metro to Melbourne metro - <b>\$8 - \$9</b> Sydney metro to Sydney metro - <b>\$8 - \$9</b> Brisbane metro to Brisbane metro - <b>\$8-\$9</b> Adelaide metro to Adelaide metro - <b>\$8-\$9</b>
<b>Mail Forward: 1kg (approx 5-10 letters):</b>	Sydney to another capital city: <b>\$10.50 - \$13</b> Melbourne to another capital city: <b>\$10.50 - \$13</b> Brisbane to another capital city: <b>\$10.50 - \$13</b> Adelaide to another capital city: <b>\$11-13</b> Melbourne metro to Melbourne metro - <b>\$8 - \$9</b> Sydney metro - Sydney metro - <b>\$8 - \$9</b> Brisbane metro to Brisbane metro - <b>\$8-\$9</b> Adelaide metro to Adelaide metro - <b>\$8-\$9</b>
<b>Mail Forward Admin Fee</b>	\$3 per forwarding



<b>Ad Hoc Mail Forward Admin Fee</b>	\$3 per item, upon request
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**What if I receive a parcel?**

Parcels will also 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?**

To provide visibility and reassurance. We register all mail received and provide direct tracking details through a courier.

**Can I track my mail?**

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

**How do I amend my forwarding address?**

Please email [hello@hubaustralia](mailto:hello@hubaustralia) with your request and we 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), not a PO Box.

**Can my mail be forwarded overseas?**

We do not offer international forwarding at this stage.

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

Australia Post does 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 physically collecting your mail.

Whilst observing all current COVID-19 restrictions in your state, you can visit your nominated location to collect your mail weekdays between 9 am - 5 pm (excluding public holidays), and are required to show identification on arrival.



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

<b>Parcel Storage Fee</b>	Free for 7 days, then \$5 per parcel per day.
<b>Non-Collection Fees</b>	If mail isn't collected within two weeks, it will be forwarded at your cost. You will be charged the Carrier Costs and the Mail Forward Admin Fee.

### **Can someone collect my mail on my behalf?**

Only in extenuating circumstances – please email [hello@hubaustralia.com](mailto: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. For visits that extend beyond 2 hours, we require Virtual Office members and guests (including additional mail nominees) 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?**

A membership with Hub Australia offers you access to our interstate locations with reduced-rate day passes. This means you can work from 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. The main user receives a discounted rate (and can purchase day passes for teammates), but non-members must pay full price.

## **Cancellation**

### **How do I cancel?**

This agreement will renew monthly unless terminated. To cancel your Virtual Office membership, please provide notice in writing in accordance with the Terms and Conditions to [hello@hubaustralia.com](mailto:hello@hubaustralia.com) or to your nominated home clubhouse.



Once we receive your written request, your agreement will end on the last day of the following month, for example: a request received on the 10th of November will terminate on the 31st of December.

**What happens once I cancel?**

A 30-day grace period is provided 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.