

# The Cluster Service Details – 31 Queen St Melbourne

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## 1. Overview

This document will provide all of the specific information you need to know about the services offered at The Cluster at 31 Queen Street in Melbourne (Floors 17, 20 and 21 inclusive).

All prices represented in this document are EXCLUSIVE of GST.

All pricing and figures are accurate as per the date this document is published, future Service Specifics documents will supersede this document and their rates and conditions will apply to all new and renewing services defined in this document.

Please refer to the Terms and Conditions provided by The Cluster as part of your Membership for full details.

## 2. Services

### A. Club

**Who does this suit?** Clients looking for a space every now and then but are happy to pay by the hour and make the most of the breakout spaces, amenities and services offered by The Cluster on a casual basis.

- **Terms:** 3 Month Minimum- 1 Month notice for cancellation
- **Price:** \$45 per month
- **Payment:** Monthly

#### Benefits:

- This plan gives you easy access to The Cluster's space, with the ability to enter the space on any day to Hot Desk, paying for what you use at the discounted Member Price.
  - Discounted serviced meeting rooms
  - Exclusive event invitations sent out to Our Members
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### B. Day Pass

**Who does this suit?** Clients looking for a space every now and then but are happy to pay by the hour and make the most of the breakout spaces, amenities and services offered by The Cluster on a casual basis.

- **Term:** No Term
- **Price:**
  - **Member Price (If you have an active Club Service or Membership):**  
\$40 for a full day, otherwise \$7 per hour.
  - **Non-Member Price:**  
\$50 for a full day, otherwise \$10 per hour.
- **Payment:** Upfront

#### Benefits:

- Standard Coworking Benefits
  - "Choose Your Own Desk" – work from any Flexi desk in the space
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### C. Casual Host Desk Membership (previously Flexi 1)

**Who does this suit?** A client who wants to have access to Our Unserviced Meeting rooms and discounts to Our other services in the space, rather than just hotdesking. This is a good "step up" from the Hot Desk service or a Virtual Member looking to use the space for meetings as part of their work week, without committing full-time.

- **Terms:** 3 Month Minimum- 1 Month notice for cancellation
- **Payment:** Monthly

- **Times allowed on site:** 8:30am – 5:30pm Monday to Friday (Friday serviced to 5pm)

**Access Included:** 1 day per week or 35 hours per month, additional hours charged at the “Over Flexi Allocation” rate (\$5 per hour)

**Access Cards:** No Access Cards are offered as part of this service

**Price Monthly:** \$195

**Benefits:**

- Full Coworking Benefits
  - “Choose Your Own Desk” – work from any Flexi desk in the space
  - Includes one Virtual Address Service per Company
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D. Part-Time Hot Desk Membership (previously Flexi 3)

**Who does this suit?** a Client who is looking for something more permanent than the club option as they want to be here at max 3 times a week. This option offers the Client more benefits and access.

- **Terms:** 3 Month Minimum- 1 Month notice for cancellation
- **Payment:** Monthly
- **Times allowed on site:** 8:30am – 5:30pm Monday to Friday (Friday serviced to 5pm)

**Access Included:** 3 days per week or 105 hours per month, additional hours charged at the “Over Flexi Allocation” rate (\$5 per hour)

**Access Cards:** No Access Cards are offered as part of this service

**Service Sharing:** This service may be shared between (2) of Your Employees that have been Registered For Use for this Service.

**Price Monthly:** \$495

**Benefits:**

- Full Coworking Benefits
- “Choose Your Own Desk” – work from any Flexi desk in the space
- Includes one Virtual Address Service per Company

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#### E. Full-Time Hot Desk Membership (Previously Flexi 5)

**Who does this suit?** members who are wanting to use the space with no limitations. This plan contains an unlimited amount of hours and 24/7 access, so there is no limitations at all on how much you use the space.

**Terms:** 3 Month Minimum- 1 Month notice for cancellation

**Payment:** Monthly

**Times allowed on site:** 24/7 Access, Access outside of Service Hours (8:30am – 5:30pm Monday to Friday) requires an Access Card.

**Access Included:** Unlimited Hours access for 1 Employee.

**Access Cards:** (2) Access Cards are available.

**Service Sharing:** This service may NOT be shared between any employees

**Price Monthly:** \$695

**Benefits:**

- Full Coworking Benefits
- “Choose Your own desk” – work from any Flexi desk in the space
- Expanded access limits
- Additional employees allowed on account
- Includes one Virtual Address Service per Company

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#### F. Permanent Desk

**Who does this suit?** this suits a member who is wanting to use the space permanently. This service includes a dedicated desk allocation to Your company, which you will be able to work from consistently each day, as well as containing additional lockage storage for Your belongings.

**Terms:** 3 Month Minimum- 1 Month notice for cancellation

**Payment:** Monthly

**Times allowed on site:** 24/7 Access. Access outside of Service Hours (8:30am – 5:30pm Monday to Friday) requires an Access Card.

**Access Included:** unlimited hours

**Access Cards:** (3) Access Cards are available, to be shared with a maximum of (3) Employees at any given time

**Service Sharing:** This service may be shared between (2) of Your Employees that have been Registered For Use for this Service.

**Price Monthly:** \$850, additional \$40 per month for window desks

**Benefits:**

- Full Coworking Benefits
  - “Your own desk” – a desk dedicated to you each day
  - Increased desk storage – Permanent Desks have more storage, with a lockable cabinet.
  - Access to the space on weekends
  - Includes one Virtual Address Service per Company
  - 2 hours of free serviced meeting room usage each month (excluding boardrooms)
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#### G. Virtual Membership Basic

*This service is included with most membership services for no additional cost, but it can also be purchased as a stand-alone service.*

**Who does this suit?** A Client that is looking for a professional address to be shown on their website with all business mail to be directed to The Cluster.

**Terms:** 3 Month Minimum - 1 Month notice for cancellation

**Price Monthly:** \$65

**Payment:** Monthly

**Benefits:**

- Use of CBD business address
- Mail is collected by reception, stored for pickup.

**Additional Information:** Please see the general Terms and Conditions for the full scope of The Cluster’s mail obligations, size limits and exclusions

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#### H. Virtual Membership PLUS

*This service is an upgrade to the standard Virtual Address Service.*

**Who does this suit?** A Client that is looking for a professional address to be shown on their website with all business mail to be directed to The Cluster, they also require a mail forwarding service.

**Terms:** 3 Month Minimum - 1 Month notice for cancellation

**Price Monthly:** \$130

**Payment:** Monthly

**Benefits:**

- Use of CBD business address
- Mail is forwarded to Your mailing address or held for pickup as requested.
- OR instead of forwarding Mail, we can Scan & Email post instead.

**Additional Information:** Please see the general Terms and Conditions for the full scope of The Cluster's mail obligations, size limits and exclusions

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I. Telephony Basic  
(business number service)

**Who does this suit?** A client who would like a professional phone number for their business, to upgrade from simply using their mobile phone, or to enjoy the benefits of using Our VoIP service with configurable rules and dial-plans.

**Terms:** 3 Month Minimum - 1 Month notice for cancellation

**Price Monthly:** \$35

**Payment:** Monthly

**Telephony Conditions:** Extra Telephony Rules apply, please see them below in this Agreement

**Benefits:**

- Business Phone Number (all Australian area codes are available)
  - Professionally recorded voicemail prompt message
  - Calls can be diverted to a mobile/landline
  - Voicemail to Email, allowing Your voicemail messages to be recorded and sent to Your email inbox.
  - Set Your business hours and customisable dial-plan rules to manage Your incoming calls.
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## J. Telephony Plus (reception answering service)

*This service includes all of the benefits of the standard Business Number service.*

**Who does this suit?** A customer looking for call diversion to an answering service that is run by 5+ receptionists. The receptionist is able to transfer calls to you and also encourage clients to leave a voicemail. We do not take messages at the Cluster.

**Terms:** 3 Month Minimum - 1 Month notice for cancellation

**Price Monthly:** \$110

**Payment:** Monthly

### **Telephony Conditions:**

- Call forwarding charges apply to calls that have been handled or forwarded through The Cluster: 30c/min to mobiles, 15c flat to landlines.

### **Limitations:**

- This Service includes answered 60 calls per month, with an extra \$2 per call charged thereafter.
- 5 Call Handling Instructions are included as part of this package, an extra \$10 per week will be charged if more than 5 instructions are requested for this Service.

### **Benefits:**

- Have Your calls answered by Our receptionist team Monday to Friday (9am to 5pm) during Serviced Hours for The Cluster's offices, which includes a standard 60 calls per month, with fees for higher rates of usage (See Telephony Conditions)
- Instruct The Cluster's reception team on how you would like Your calls handled; on which conditions you would like calls forwarded to certain staff members etc. 5 Instructions are included, extra instructions will incur an additional fee.
- Professionally recorded busy message and voicemail prompt message.
- Voicemail to Email, allowing Your voicemail messages to be recorded and sent to Your email inbox.
- Set Your business hours and customisable Dialplan rules to manage Your incoming calls.

### 3. Coworking Benefits

The coworking benefits for 31 Queen Street include the following:

#### Standard Coworking Benefits

These are the standard inclusions for anyone working from our coworking space.

- **Access to all breakout spaces:** full access to Our 'breakout spaces' when available, which includes Our business lounges, cafes and areas defined as such.
- **Unlimited Super-Fast Internet:** We offer 400 Mbit/s upload and download speeds to Our members at 31 Queen Street, delivered via WiFi or via ethernet upon request.
- **Free Coffee and snacks!** The Cluster provides free coffee and snacks to Our Members each day, with coffee machines available for open use, as well as snacks being provided to Members in the kitchen each day.
- **Private Phone Booths:** We offer access to Our private phone booths, designed to be discrete, enabling you to handle sensitive conversations away from the coworking space.
- **Green Energy:** The Cluster chooses to purchase GreenPower accredited electricity to ensure that Our coworking space is powered wholly by Renewable Energy Sources.
- **Barista made coffee and business lounge:** The Cluster has a Café on Level 20, Members have access to this exclusive space where they can purchase discounted coffee and other beverages to enjoy during the business day.
- **50 Free Prints!** We offer 50 free Black and White pages from Our printing system each month.
- **Secure Bike storage:** 31 Queen Street has secure bike storage – a building access card is required to access this service, please check to see what services include an access card.
- **Shower and change room facilities:** 31 Queen Street has a range of end of journey facilities available to Our Members, please contact reception for full details.
- **Networking Events:** The Cluster hosts many networking events throughout the year, from casual drinks to meet your neighbour lunches, to company pitch presentations, we do Our best to keep Our community buzzing with energy and opportunities to connect.
- **360 Degree Views of the city:** The Cluster is positioned remarkably overlooking Melbourne and the Yarra river, feel inspired and connected to the city each day you work from Our space.

- **Day Storage Facilities:** Travelling and need a place to put Your luggage for the day? The Cluster has you covered! Please talk to reception and we can securely hold onto Your luggage whilst you work for the day
- **Flexi Storage:** We provide storage spaces where you can put away Your items each day.

### **Full Coworking Benefits**

These benefits are enjoyed by those with a Flexi 1 or greater commitment:

- **Free usage of Un-Serviced meeting rooms:** enjoy the ability to freely book and use Our meeting rooms that are not serviced by reception. Please see Our House Rules document for Our fair usage policy. (2-hour maximum booking duration)
- **Discounted serviced meeting rooms:** roughly a 20% discount over the non-Member rates for meeting rooms (see Prices Brochure for full details)
- **Use of CBD Business Address:** you are entitled to use Our CBD Business Address for Your business.
- **Reception mail handling:** you are entitled to have Your business mail delivered and handled via The Cluster on Your behalf. Please see Our Terms and Conditions for full mail limitations and Our Virtual Services defined in this document for the full range of mail handling options available.