

The Cluster Service Details – 31 Queen St Melbourne

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Contents

The Cluster Service Details – 31 Queen St Melbourne	1
Contents	1
1. Overview	1
2. Services	2
A. Club	2
B. Day Pass	2
C. Casual Host Desk Membership (previously Flexi 1)	2
D. Part-Time Hot Desk Membership (previously Flexi 3)	3
E. Full-Time Hot Desk Membership (Previously Flexi 5)	4
F. Team Flexi	4
G. Permanent Desk.....	5
H. Virtual Membership Basic.....	6
I. Virtual Membership PLUS.....	6
J. Telephony Basic (business number service)	7
K. Telephony Plus (reception answering service)	7
3. Coworking Benefits	9

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
-

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
-

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
-

F. Team Flexi

Who does this suit? Perfect for any team that wants flexible access to The Cluster's stunning workspace! Enjoy access to our workstations, meeting rooms, and more from 9am to 5pm - and pay only for what you use! We've created this membership to suit businesses who are returning to the city, but still unsure of just how often their team will be using the space.

Terms: *1 Month Minimum- 1 Month written notice for cancellation after the initial period.*

Payment: Monthly

Times allowed on site: 8:30am – 5:30pm Monday to Friday (Serviced 9:00am- 5:00pm)

Access Included: The access charge is paid at the beginning of each month, and any hotdesking or meeting room overages are invoiced at the end of the month based on your

usage. Access is charged at \$3.50 + GST per hour or you can prepay prior to each month at \$3 + GST per hour. Note prepaid hours are not refundable

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

Service Sharing: This service can be shared between you and your employees at a cost of \$45 + GST per month per employee

Price Monthly: \$45 + GST per month per company, and then \$45 + GST per month per employee *Hot-desking hours and meeting room charges are charged at end of month based on usage

Benefits:

- Full Coworking Benefits
- “Choose Your own desk” – work from any Flexi desk in the space
- Includes one Virtual Address Service per Company
- Hotdesking price of \$3.50 +GST per hour per person
- Hotdesking pre-paid hours at the price of \$3 +GST per hour per person
- 2 hours of complimentary nonserviced meeting room usage per person. Then \$25 + GST per hour.
- 2 hours of complimentary serviced meeting room per month (excluding boardrooms)

G. 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 written 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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H. 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 written 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

I. 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 written 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

J. 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 written 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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K. 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 written 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.