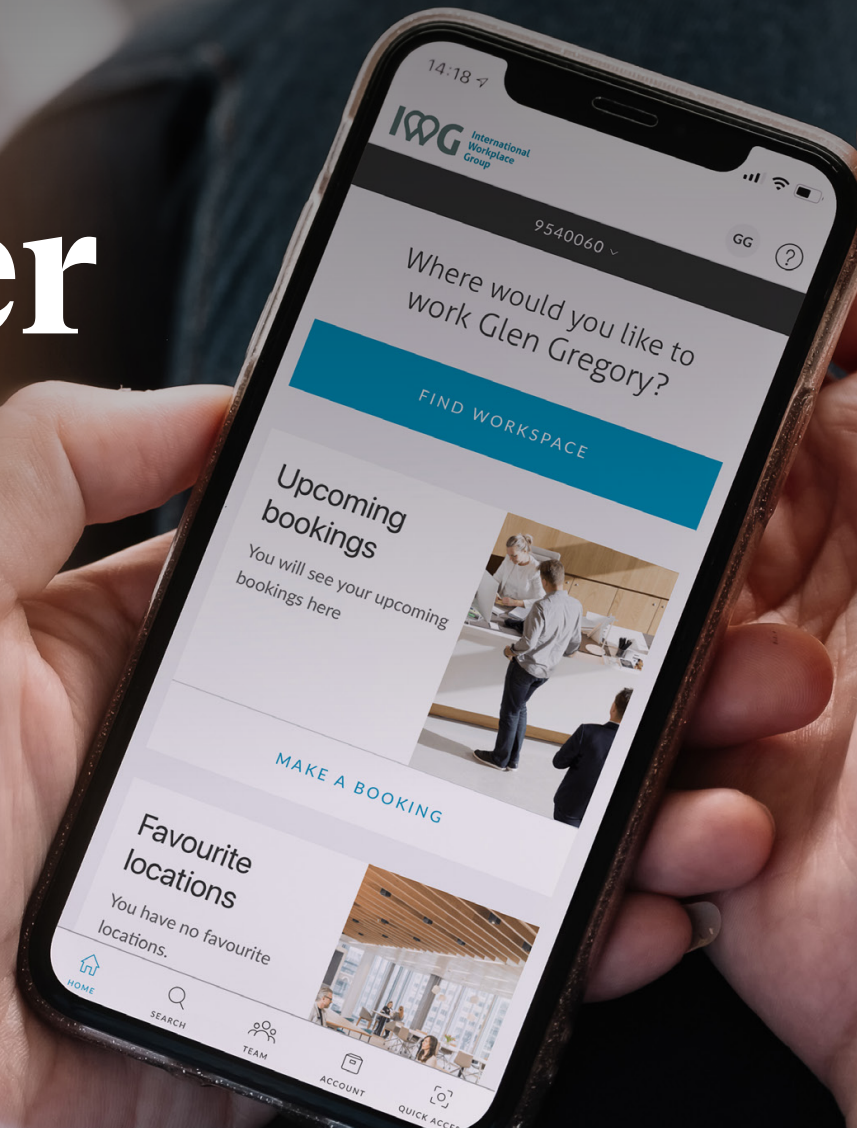


Our Customer App



IWG

Regus • SPACES. HQ Signature

Downloading the app

Once you receive confirmation your membership has been activated, you are ready to access your account.

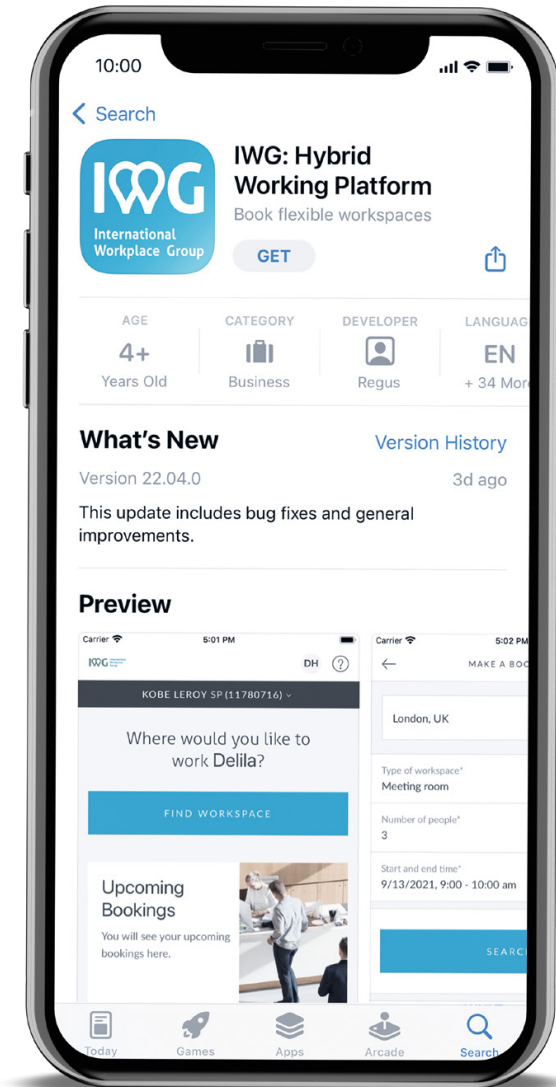
Already registered?

Skip the steps below and continue logging in as usual.



You can download the app from [iTunes](#) or [Google Play](#)

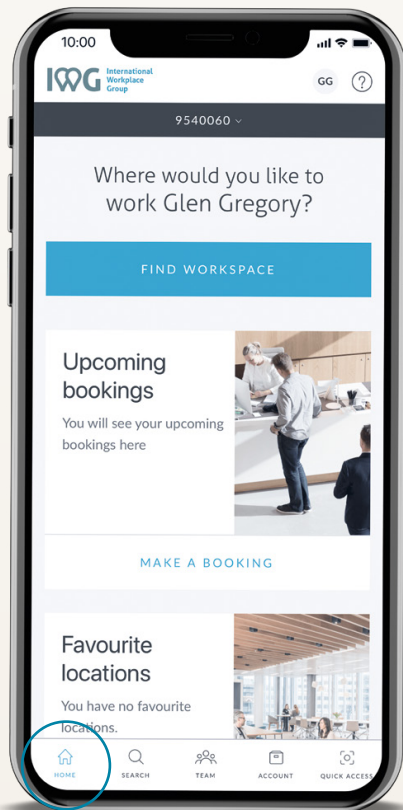
1. Download the app and click on 'Register'
2. Please register using the same email address used to activate your membership
3. Click the box to accept our terms and follow the screen prompts
4. The app will prompt you for a verification code, which will be emailed to you
5. Enter your verification, confirm your profile details and then set your password



Key functionality

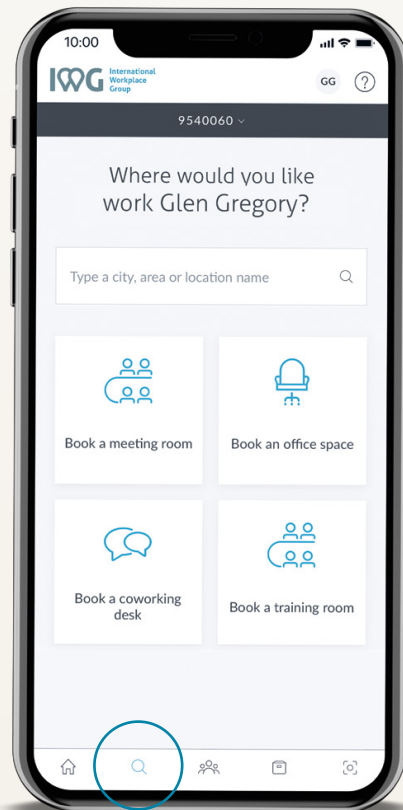
Home

Quick links to your latest bookings



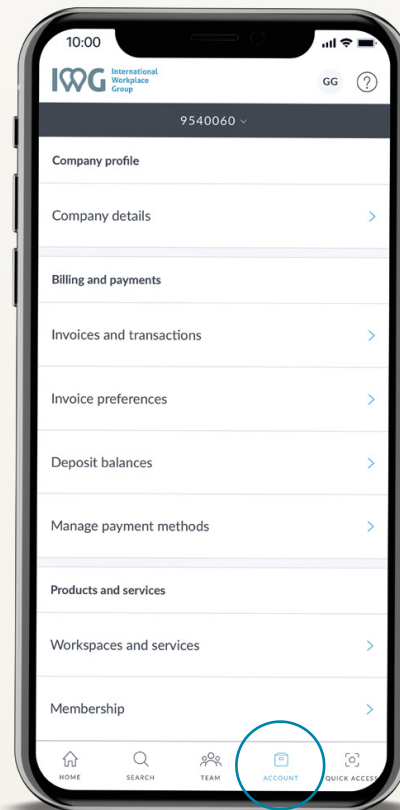
Search

Find a workspace and make a booking



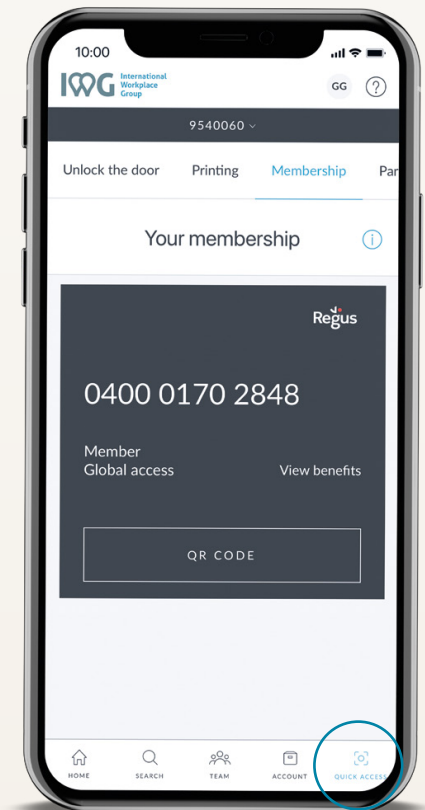
Account

View bookings and manage your account



Quick access

Your digital membership



Find your perfect place to work

1. From home page select 'Find workspace'
2. You can search by an address, city or landmark and then filter by room type
3. Select number of people, date, start and end time of your meeting and press 'search'
4. Choose your preferred option from search results and then press 'next'.
5. Follow the prompts on screen to complete your booking

Choosing a payment method

You have two options for payment:

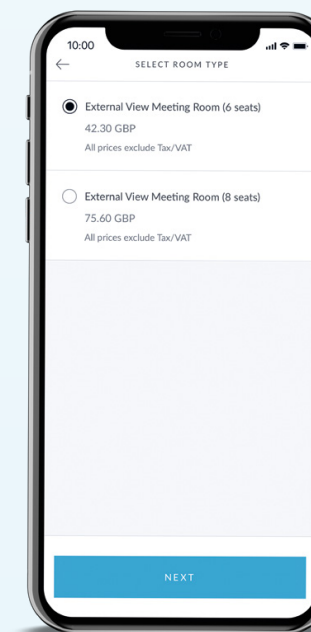
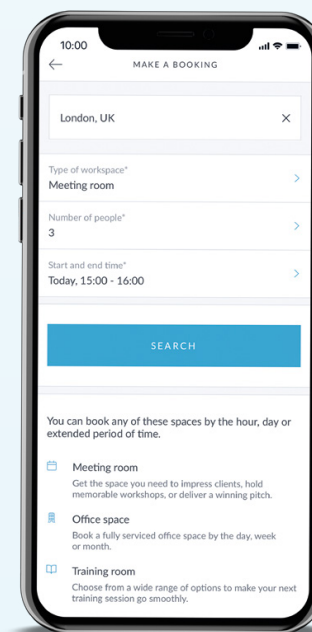
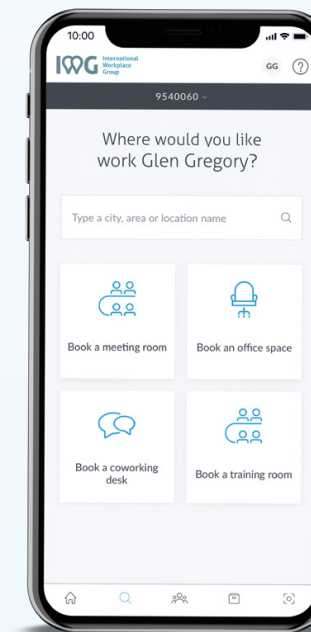
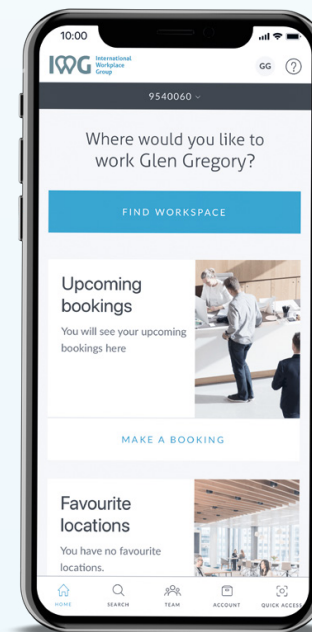
'Pay on Account'

- Charge centrally to your company account*

'Add a personal payment method'

- Click on initials in top right hand corner
- Scroll down and click 'Personal Payment methods'
- Follow the prompts to input your credit card details

* This option is only available if your company is centrally billed for all charges.



Managing your bookings

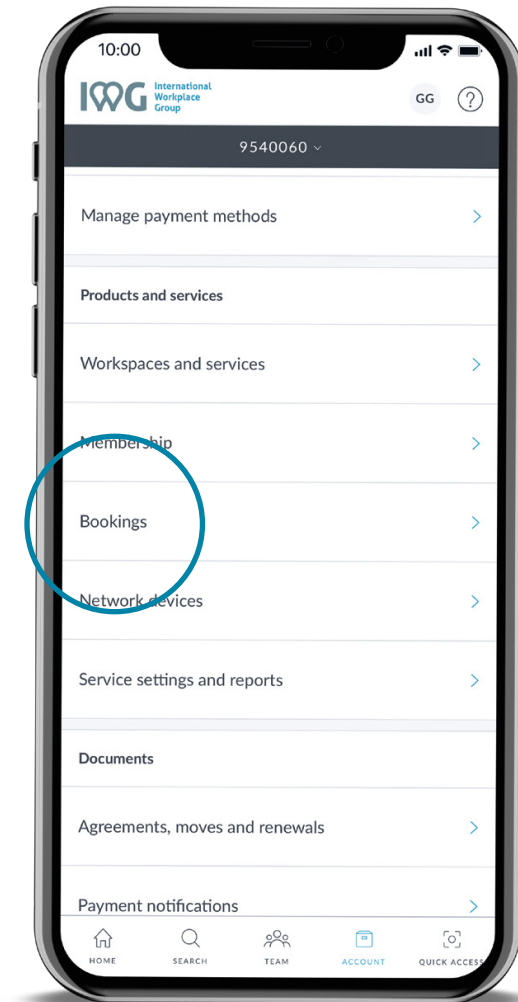
1. From home screen go to 'Account'
2. Scroll down and click on 'Bookings' and use 'Filter' to narrow down results
3. Select the booking you want to make changes to
4. Further down the page you will find the 'manage booking' section
5. Follow the on screen prompts to:
 - Rebook the same room
 - Add or edit food and beverage services
 - Amend booking to a different room, date and/or time
 - Cancel the booking

If you are cancelling a booking:

Our cancellation policy can be found in our [Terms and Conditions](#).

A link to these terms and conditions is also included in all booking confirmation emails.

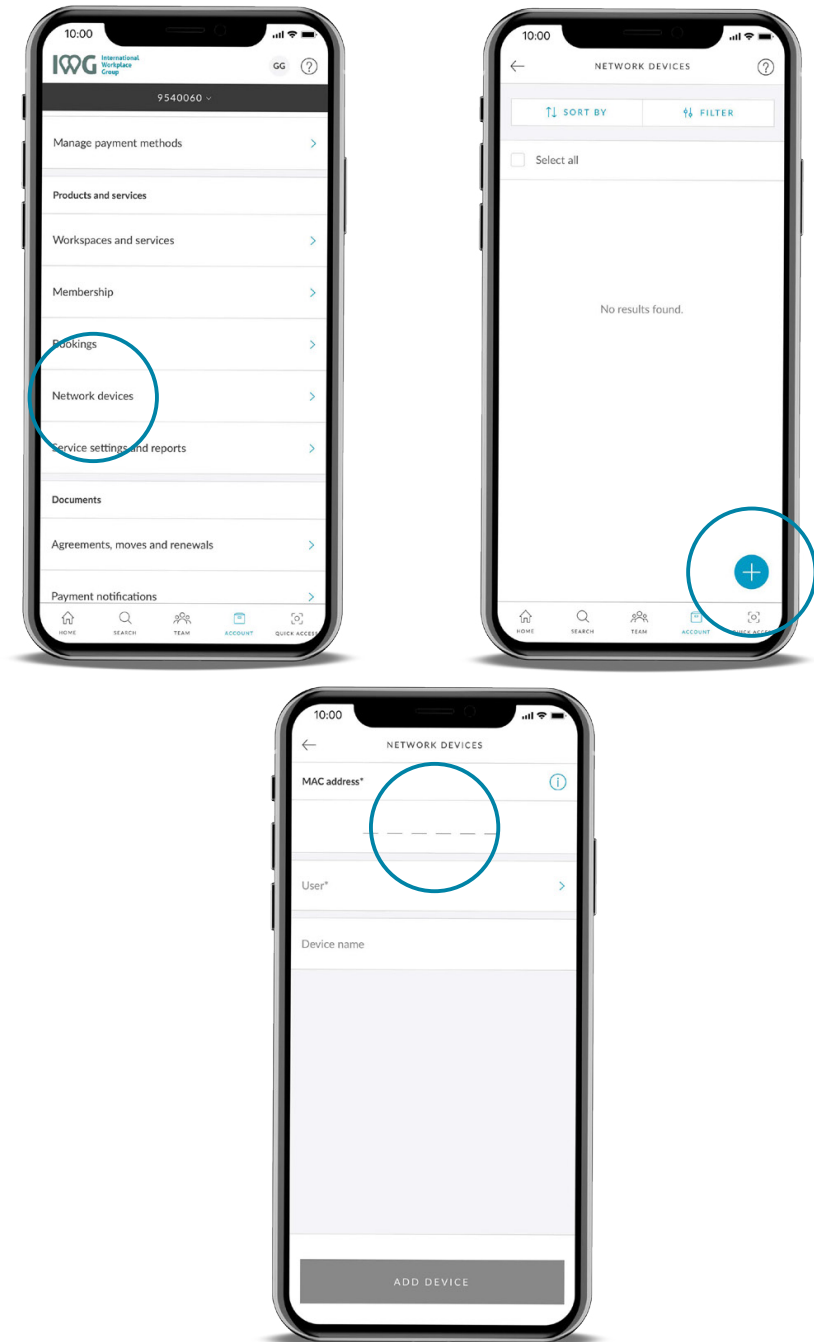
For your convenience, you will also find a copy of our current cancellation policy at the end of this guide




Registering your network devices

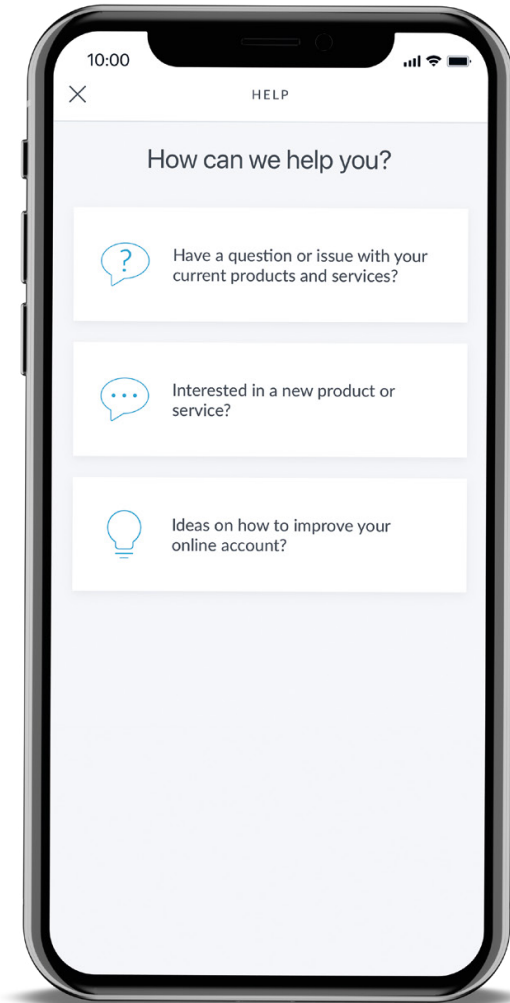
By completing this one-time registration, any device such as your laptop, tablet or smartphone will seamlessly connect to the internet in any of our locations without further authentication.

1. From home screen go to 'Account'
2. Scroll down and click on 'Network Devices'
3. Click on the '+' button
4. Input your devices MAC address
5. Click 'Add Device'



If you need any help

To access the 'Help' section on the app select this icon: 

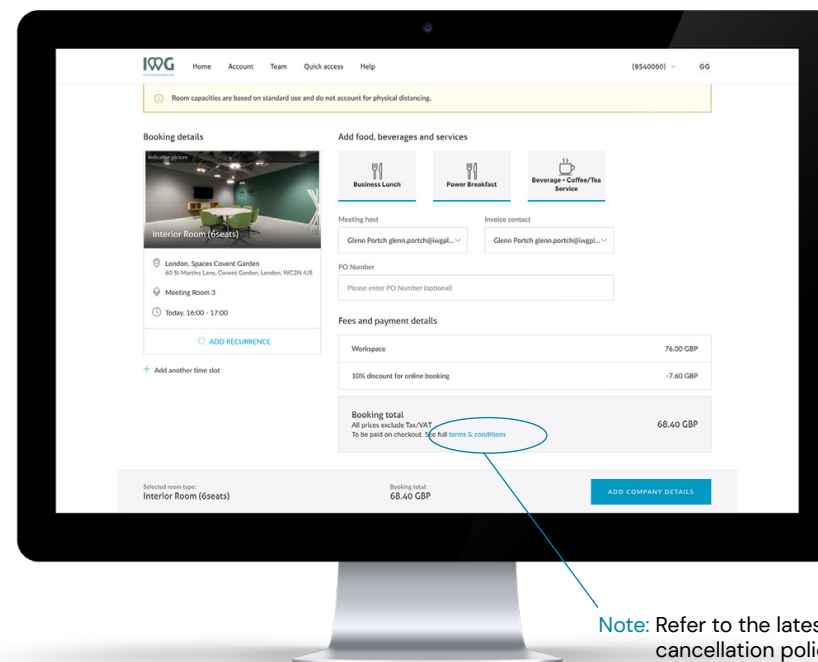


Our cancellation policy

The below rules apply to Meeting Room and all types of Day Office Bookings. The cancellation policy is based on two factors: (i) Size of the room (ii) Notice period given.

Number of seats	Refund policy
1 – 10 seats	Full refund if cancelled 10 or more business days in advance. 50% refund if cancelled 5–9 business days in advance. No refund/credits if less than 5 days
11 – 20 seats	Full refund if cancelled 20 or more business days in advance. 50% refund if cancelled 10–19 business days in advance. No refund/credits if less than 10 days
21+ seats	Full refund if cancelled 20 or more business days in advance. No refund/credits if less than 20 days

- If a booking is changed to a different day within the cancellation period, a change fee may apply. This fee varies by country and is available upon request
- For bookings cancelled within two hours of making them, no cancellation fee will apply, unless the booking is for the same day
- Any charges that the centre is charged for by third parties on the client's behalf will be charged to the client regardless of the above cancellation timelines
- If the booking is for multiple consecutive days, the cancellation policy applies to each individual day within the booking
- Number of days noted in the above table are business days based on the country and centre it was booked into



Note: Refer to the latest cancellation policy in the Terms & Conditions link at the time of your booking