

# GETTING STARTED

A great day at work, everyday

Our company has partnered with IWG to provide on-demand access to the world's largest business network with thousands of locations in over 120 countries.

**Welcome to the new  
world of work.**

**IWG**

The Global  
Workspace  
Leader

# IWG MEMBERSHIP PLAN

## How will this benefit me?

By leveraging your IWG Membership, you will get on-demand access to Private Offices, Meeting Rooms, Coworking spaces and Business Lounges.

Search and book professional workspaces on the go, all at the touch of a button, through the IWG App.



### Key benefits of using IWG's Membership Plan:

- Expand your mobility options by working closer to home, colleagues, and customers
- Find locations and book workspace 'on the go' using the IWG App
- Increase productivity and get more done in a professional environment where you need it, when you need it
- Secure business-grade Internet and Wi-Fi
- Staffed reception to greet guests
- Communal kitchen with the option to add on tea and coffee
- Access to a printer, scanner and photocopier

# CHOOSE YOUR WORKSPACE SOLUTIONS



## Private offices

Private office space, fully-equipped with everything you need

Bookable hourly or daily

## Coworking

Desk space whenever you need it on a first come, first served basis

Bookable hourly or daily



## Meeting Rooms

Fully furnished with phone, Internet, A/V equipment, white board, etc

Bookable hourly or daily



## Business Lounge

Access to a shared environment where you can make a quick call or do a few hours work

No booking required



\*Advanced booking suggested for Private Offices, Coworking and Meeting Rooms to ensure availability; Business Lounges are not booked in advance.

# GETTING STARTED

## Registration

# 1

You will receive an email from IWG (Enterprise.Support@iwgplc.com) confirming your membership activation and instructions to register



iwg: hybrid wo



IWG: Hybrid  
Book flexible wo

# 2

Once your membership is activated, download the IWG app ([App Store](#) or [Google Play](#)) or access [IWG online](#)

# 3

Click on 'Register' and follow the steps to complete your registration

- Ensure all of your contact details are entered so centre teams can contact you
- You will receive an email confirming your online registration



# 4

Begin using the IWG network!

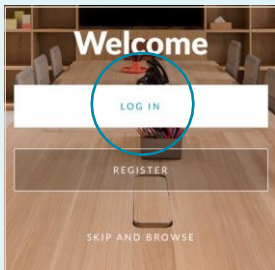
- Book Day Offices, Coworking and Meeting Rooms
- Business Lounge: No reservation needed



# DIGITAL MEMBERSHIP CARD

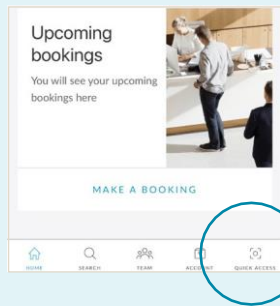
## Access your digital Membership card and confirm your access

1



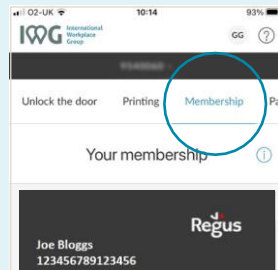
Log in via the IWG app (App Store or Google Play) or IWG online

2



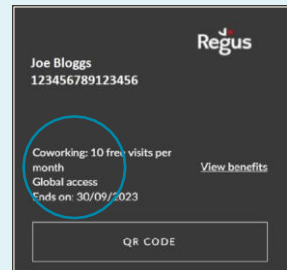
Click 'Quick access'

3

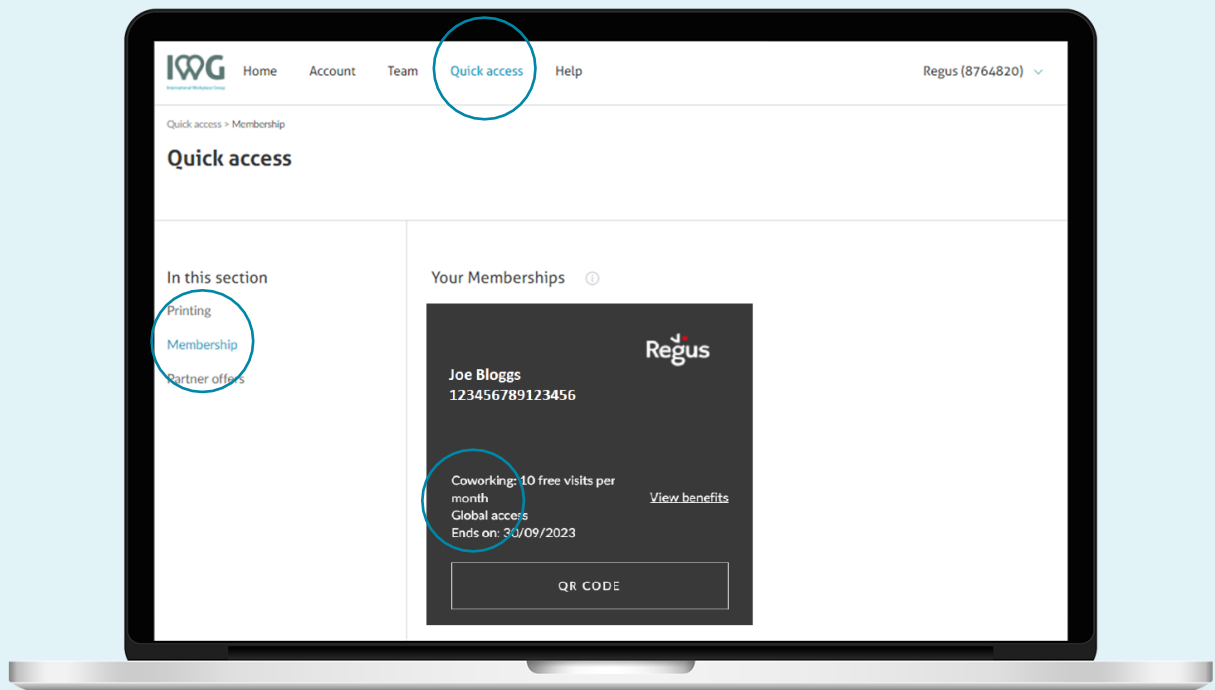


Then select 'Membership'

4



Refer to your type of access noted in your digital membership card



# CONTACT US FOR MORE SUPPORT

If you have any questions,  
please contact

[Enterprise.Support@iwgplc.com](mailto:Enterprise.Support@iwgplc.com)



# FAQ

## What is the Membership Plan?

The Membership Plan is a flexible workplace programme that gives you access to Private Offices, Coworking space, Meeting Rooms, and Business Lounges at over 3,300 locations worldwide.

## How do I locate a centre?

If you are on the move, you can download the IWG app for your smartphone. You can also find IWG locations on the web by accessing your Online Account.

## How will I know if my membership has been activated?

You will receive an email from IWG/Regus confirming your membership activation.

## How do I book space?

You can book online in your Online Account or by using the IWG app (App Store or Google Play).

## Is advanced booking required?

Business Lounges are not booked in advance, but we do advise reserving meeting rooms, co-working space to ensure availability.

## What if I haven't reserved?

We advise booking in advance where possible, however we will always try and accommodate your requirements if you haven't booked.

## How do I cancel or amend a reservation?

You may cancel existing reservations in your Online Account. Please make note of the cancellation policy, as charges may apply.

## How do I make use of Regus Business Lounges?

Simply show your identification and membership number at reception when you visit a location and you will be shown to the Business Lounge, where you can sit down and start working.

## What are the opening times for your centres?

Centers are generally open during standard business hours of 8:30am until 5:00 pm Monday to Friday, however some locations are open in line with local business customs. Before/after-hours access can be coordinated directly with the center team.

## Can an Enterprise Member bring a visitor?

Enterprise members may bring one visitor at any one time to the Co-Working area. This will require a separate booking as additional booking fees will apply. One guest is allowed in the Private Office free of charge. For 2+ guests, we recommend booking a meeting room.

## Can I bring a visitor into a Business Lounge?

Yes, an Enterprise Member may bring one visitor to the Business Lounge. A fee will be charged for the visitor. Only one Business Lounge visitor is allowed per visit. Ask at your local center for applicable charges.

## Do I always need to present my membership?

Yes. Your digital membership number is available in the IWG app.

## Can I lend my membership to someone else?

No, the membership is registered to you personally and therefore cannot be used by anyone else. A photo ID is required at check-in.

## What if I lose my registration email and I do not have access to the customer portal or the App?

You may contact the Enterprise Support team by email at [Enterprise.Support@iwgplc.com](mailto:Enterprise.Support@iwgplc.com).

## Do the centres have internet access?

All centres have business-grade internet access.

## Can I make phone calls?

Yes, phones are available in Meeting Rooms. Applicable call charges will be billed directly to your account.

## What other services are available in centres?

Centre teams will be happy to provide a list of all services. Some of the many services available include printing/scanning/copies, and administrative support.

## Can I park at a centre?

Parking availability will vary from centre to centre. You may find if parking is available at a specific centre in your Online Account or by calling the centre.

## Will I be asked to pay?

If your company is centrally invoiced, you will not be asked for payment. If your account is set up for Immediate Invoice, you will need to issue payment via credit card. You are responsible for ensuring your charges comply with your company's expense policy.

## What if I have other questions?

Email all queries to [Enterprise.Support@iwgplc.com](mailto:Enterprise.Support@iwgplc.com) and you will receive a response within 2-3 business days.

# 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
- Always refer to the latest cancellation policy in the Terms & Conditions link at the time of your booking