



# Bowser Business Hub - FAQ

## ROOM QUERIES

### What types of meeting rooms are there?

Bowser Business Hub offers three types of workspaces to suit different needs:

- ¬ Hot Desks – 8 flexible desks ideal for casual or short-term use.
- ¬ Private Offices – 2 enclosed offices, each accommodating up to 2 people, perfect for focused work or small teams.
- ¬ Boardroom – A professional meeting space that seats up to 10 people, great for presentations or team meetings.

### Are the workspaces clearly labelled?

Yes, each Hot Desk is numbered from 1 to 8 for easy identification. The Private Offices and Boardroom are also clearly labelled on their respective doors.

### How will I know which workspace I have booked?

When you make a booking via the platform, you'll select your preferred workspace from the floorplan. Once your booking is complete, you'll receive a confirmation that clearly states which workspace has been allocated to you.

### What are the booking costs?

- ¬ Hot Desks \$20 per Hour / \$85 per Day
- ¬ Private Office Suites \$40 per Hour / \$135 per Day
- ¬ Boardroom \$75 per Hour / \$200 per Day

### Do you have any sit/stand desks?

There are two higher desks within the Hot Desk Space (1000mm). These are provided with stools, but you are welcome to choose to stand at them.

### Can I bring guests?

A Hot Desk booking does not allow for any guests. The Private Space allows for up to 2 people, and the Boardroom can accommodate up to 10 people.

### I require ergonomic seating, do you provide this?

Each desk is equipped with a wheeled office chair with armrests. However, please note these chairs are not certified ergonomic seating.

**Are there any breakout spaces available?**

The Hub includes three designated working spaces—Hot Desks, Private Offices, and a Boardroom. All spaces must be booked in advance and are not available for casual or breakout use without a booking.

**What Are The Hours Of Operation?**

The Bowser Business Hub is open 8am – 7pm, 7 days a week.

**Can I book the entire space for a conference?**

Yes, if the spaces are not already booked, you can reserve as many as you need for your conference.

## BOOKING QUERIES

### **How does someone make a booking in store?**

During the initial launch of the Bowser Business Hub, all bookings must be made in-store. Simply speak to our friendly staff at the counter to arrange and pay for your booking.

Once the Bowser Business App launches, all bookings will be made through the app platform.

### **How does someone make a booking via the Bowser Business app?**

Simply scan the QR code with your phone to download our Business HUB app, where you can easily make your booking.

### **Can we make a recurring booking or are there membership options?**

Currently, The Hub operates on an hourly rate. If you'd like to set up a membership or recurring booking, please contact us at [bowserhubeuroa@bowserbean.com.au](mailto:bowserhubeuroa@bowserbean.com.au), and our admin team will be happy to assist you.

### **I no longer need my booking. What do I Do?**

Customers can cancel their booking with 12 hours' notice without incurring a cancellation fee. Cancellations made within 12 hours of the booking will be subject to a 100% cancellation fee. To offset this, we may offer a credit to rebook with us, subject to confirmation.

### **Who do I contact if I have a question or issue with my booking?**

Customers can contact Admin at Head Office by calling 03 5441 0600, extension 105, or by emailing [bowserhubeuroa@bowserbean.com.au](mailto:bowserhubeuroa@bowserbean.com.au).

### **What are the booking allotments?**

You can select your working hub space based on what is available at the time of booking.

### **Can I come to have a look at the space before I book?**

You can view photos of the Bowser Business Hub on our website. If you'd like to see the space in person, this depends on team availability at the time of your visit. Our friendly Bowser Bean crew may ask you to wait briefly or return at a designated time when a staff member is available to show you through.

### **What happens if the app QR code doesn't work?**

The Bowser Bean site crew will assist with basic troubleshooting. If further support is needed, the issue will be escalated to the appropriate team member for resolution.

## TECHNOLOGY, IT & WIFI

### **What AV and media facilities are available?**

The Boardroom includes a TV with HDMI connectivity, allowing you to easily connect your laptop for presentations, video calls, or media playback.

### **Are phone or video conferencing facilities available?**

Yes, the Boardroom is equipped to support online video conferencing. You can connect your laptop to the boardroom TV via HDMI for presentations or virtual meetings. Please ensure you bring your own device and conferencing software.

### **Is there onsite IT support?**

The Bowser Bean site crew will assist with basic troubleshooting during your booking. If the issue cannot be resolved on-site, it will be escalated to the necessary person to further support.

### **How often is the AV, media equipment, and cords checked?**

Our Bowser Bean team conducts a full check of all AV equipment, media systems, and cords at the end of each day with bookings to ensure everything is in working order for the next guests.

### **Who is responsible for any issues of the AV, Media Equipment?**

The Bowser Bean site crew will assist with basic troubleshooting during your booking. If the issue cannot be resolved on-site, it will be logged through the Daily Grind system and escalated to necessary person to further support.

### **What Wi-Fi capabilities are there, and how do they connect?**

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### **If I am connected to your Wi-Fi, is my data secure**

Yes, our network has 256 BIT encryption to secure your data.

### **Wi-Fi Troubleshooting?**

The Bowser Bean site crew will assist with basic troubleshooting during your booking. If the issue cannot be resolved on-site, it will be escalated to our IT department.

## AMMENITIES

### **Are tea and coffee facilities provided?**

While there are no dedicated tea and coffee facilities within the Hub itself, the Bowser Bean Café onsite offers a great range of food, drinks, and snacks. You're also welcome to bring your own refreshments—just note that alcohol is not permitted on the premises.

### **Is there access to drinking water?**

Yes, the Hub includes a kitchen equipped with glassware and clean tap water available for all guests to use.

### **Is there access to a photocopier, scanner, or printer?**

No, these services are not currently available within the Hub. We recommend arranging printing or scanning needs in advance.

### **Are stationery supplies like pens, paper, sticky notes, scissors, or tape provided?**

No, the Bowser Business Hub does not provide stationery supplies. Please bring any materials you may need for your booking.

### **What is provided in the kitchen?**

The kitchen is equipped with a mini fridge, glassware, plates, cutlery, a sink, and a bin for guest use.

### **Is there a place to store my lunchbox to keep it cool?**

Yes, the Bowser Business Hub has a kitchenette equipped with a mini fridge where you can store your lunchbox.

### **Is there parking onsite?**

Yes, Bowser Bean Euroa offers ample free parking on site for all guests.

### **Is there access to a whiteboard?**

No, whiteboard is not currently available within the Hub.

### **Do you offer locker or storage facilities?**

Unfortunately, we do not offer locker or storage facilities at this time.

### **Do you offer a mail/package handling service?**

No, we do not offer a mail or package handling service.

## HOUSEKEEPING & CLEANING

### **How Often Are The Kitchenette & Bathroom Facilities Cleaned?**

At the end of each day with bookings, the kitchenette and bathroom facilities receive a full clean — including dishes, fridge empty, toilets, bins, rubbish removal, and the shower.

### **How often do crew need to check the working space?**

The Bowser Bean crew complete a check of the working space at the end of each day that has bookings.

### **Who does the dishes and when?**

Guests are encouraged to wash any dishes they use during their booking using the dish liquid and cloth provided in the kitchenette. Any unwashed dishes will be cleaned by the Bowser Bean team at the end of each day.

## FOOD & BEVERAGES

### **How can I order food from Bowser Bean?**

Bowser Bean Café is located downstairs. You can place your order directly with our team at the counter.

### **Can bookings bring external food and drinks?**

The Bowser Bean Café provides ample food, drink and snack options. We would not deny external food or refreshments (alcohol not permitted).

### **Can there be alcohol onsite?**

No alcohol is to be consumed on the entire premises including The Hub.

### **Can I order catering?**

Yes, we offer a selection of sweet and savoury platters with a minimum of 24 hours' notice. To arrange catering, please email [bowserhubeuroa@bowserbean.com.au](mailto:bowserhubeuroa@bowserbean.com.au) to coordinate.

## PAYMENTS & REFUNDS

### What are the Payment Methods?

During the initial phase of the Bowser Business Hub, all bookings and payments are processed in-store through our POS system, with a receipt provided.

For app-based payments, customers can pay using card details or their phone wallet directly through the app.

### Can I get a refund?

No, customers are not eligible for a refund unless the booking is made invalid by Bowser Bean due to unforeseen circumstances, subject to confirmation.

## SAFETY & LEGAL

### Where is the evacuation point for the Bowser Business Hub?

The evacuation point is clearly marked on the emergency evacuation poster displayed within the Hub. Please take a moment to familiarise yourself with its location upon arrival.

### Is there a working smoke alarm and fire suppression equipment?

Yes, the Bowser Business Hub is equipped with fire extinguishers and smoke alarms.

### Are you insured? Do you have public liability insurance?

Yes, Bowser Bean is fully insured and holds Public Liability Insurance.

### Is there a security system in place, and does it record audio?

Yes, the Bowser Business Hub is equipped with security cameras in the Hot Desk area and general hallways to ensure the safety of all guests. While the cameras do not record audio, we recommend taking any personal or confidential phone calls in the mezzanine area for added privacy.

### What happens if I misplace the swiper tag?

Guests who lose or damage a swiper tag will incur a \$50 replacement fee.

### What is the process for reporting an incident?

Guests should notify the Bowser Bean team immediately if an incident occurs. Our staff will follow appropriate safety procedures based on the situation and log the incident through our internal system. You may be asked to provide your details if witness information is required.

## GENERAL

### Can I host an event?

You can select your working hub space based on what is available at the time of booking.

### Will someone greet my guests when they arrive?

No, but our friendly staff are always on-site downstairs and happy to assist as needed.

### Can I bring my dog to work?

Only service animals are allowed into The Hub; pets are not permitted.



**BOWSER BUSINESS**  
**HUB**