

# Terms of Use & Booking Terms

Offices Today — Holbrook House, 3/48–50 Sugar Road, Maroochydore QLD 4558

Last updated: 12 July 2026

## 1. About These Terms

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This website is operated by DG Property Rentals Pty Ltd (ABN 42 636 730 446) trading as Offices Today Sunshine Coast (referred to in these Terms as "Offices Today", "we", "us", "our"), at Holbrook House, 3/48–50 Sugar Road, Maroochydore QLD 4558. By using this site, submitting a Request, or making a booking, you agree to these Terms.

These Terms apply to everyone who uses the site or the space: day pass and hot desk users, boardroom bookers, and private office and dedicated desk tenants. Private office and dedicated desk tenants are also bound by a separate signed Licence Agreement, which takes precedence over these Terms where the two conflict.

## 2. Enquiries and Licences

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Private office and dedicated desk listings are an invitation to enquire, not an offer. Submitting a Request does not create a licence to occupy any space. Any private office or dedicated desk arrangement is subject to a separate written Licence Agreement and our acceptance of your Application & Booking Intake Form, including satisfactory identification.

A coworking or office arrangement at Offices Today is a licence to use the space, not a lease. You do not receive exclusive possession of the building, and access is granted subject to these Terms, the Licence Agreement (if applicable) and the House Rules.

## 3. Identification Requirements

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To protect the security of our building and the comfort of our other tenants, we require valid government-issued photo identification from everyone before granting access to any part of the premises — including a single day pass or hot desk booking, not only private office and dedicated desk tenants.

- **Accepted ID:** current Australian driver's licence, passport, or government-issued proof-of-age card. Overseas visitors may provide a passport.
- **When:** ID is provided as part of your Request (see clause 4) and verified by us before any access credential (smart lock code, app access or key) is issued.
- **Why:** this lets us personally review who is entering the building before they do, assists in the event of an incident or dispute, and helps prevent access credentials being shared with people who haven't agreed to our Terms and House Rules.
- **How it's handled:** see our Privacy Policy for what we collect, why, and how long we keep it. We do not use your ID for any purpose beyond access security and, if applicable, parking administration.

## 4. Requests, Approval & Bookings

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We personally review every first-time booking at Offices Today — a private office, a dedicated desk, a single hot desk day pass, or a boardroom session — before it is confirmed or paid for. This protects our tenants and keeps the building comfortable for everyone using it.

How it works

- **1. Submit a Request:** complete the Application & Booking Intake Form with your details, ID, and what you'd like to book.
- **2. We review it:** we aim to respond within 24 hours (1 business day). You are not charged at this stage.

- **3. We approve or decline:** if approved, we'll send a secure payment link for day pass/hot desk/boardroom bookings, or your Licence Agreement for private offices and dedicated desks. A booking or licence is only confirmed once payment is received (or the Licence Agreement is signed).
- **4. You become a Verified Guest:** see clause 5 — once approved, you don't need to repeat this process for future bookings.

Prices shown on this site are in Australian dollars and exclude GST unless stated; GST is applied at checkout. Payments are processed by our third-party payment provider, Stripe; we do not store full card details. Private office and dedicated desk fees are billed weekly or monthly in advance, as agreed in your Licence Agreement.

## 5. Verified Guest Status

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Once we've approved your first Request and sighted your ID, we mark your account as a Verified Guest. This means:

- Future hot desk, day pass and boardroom bookings can be made and paid for instantly through our online booking system, without submitting a new Request or waiting for approval each time.
- You may still be asked to provide updated ID if your document has expired or you haven't visited in some time.
- Existing private office and dedicated desk Licensees (and their registered occupants under the Licence Agreement) are automatically treated as Verified Guests for booking any other space at Offices Today, such as The Clubhouse or The Fairway.
- We may suspend or withdraw Verified Guest status at any time for a breach of these Terms or the House Rules, in which case future bookings will again require an approved Request.

## 6. Cancellations and Changes

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### Day passes, hot desks and boardroom bookings

A Request that we do not approve is not a confirmed booking, and no payment is taken — there is nothing to cancel. Once a booking is confirmed (approved and paid, or booked instantly as a Verified Guest), you may cancel or reschedule free of charge up to 24 hours before the booked start time. Cancellations or no-shows inside that 24-hour window are non-refundable.

### Private offices and dedicated desks

These are governed by the notice and early-exit terms in your Licence Agreement (in summary: 1 month's written notice to end a month-to-month arrangement, or to end an arrangement after its Initial Term; early exit within a fixed Initial Term also requires 1 month's written notice and payment for that notice period). See clause 9 below and your Licence Agreement for full detail.

## 7. Access and Conduct

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Access is via 24/7 smart-lock entry, activated only after your Request is approved and ID verified under clause 3. You agree to comply with the House Rules and to use the spaces respectfully, safely and lawfully. We may suspend or revoke access for a breach of these Terms, the Licence Agreement or the House Rules, including after a warning and reasonable opportunity to remedy the issue where the breach is not serious or urgent.

## 8. Availability

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Availability shown online is indicative and reflects our booking system in real time, but is not guaranteed until your Request is approved and your booking confirmed by payment (day passes, hot desks, boardroom) or your Licence Agreement is signed (private offices, dedicated desks).

## 9. Private Office & Dedicated Desk Licences

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- Terms: 3, 6 or 12 months, with 5% savings on 6-month terms and 10% savings on 12-month terms.

- No bond or security deposit is required.
- Notice to end: 1 month's written notice, whether ending a month-to-month arrangement or exiting early within a fixed Initial Term (fees remain payable for the notice period). After the Initial Term, the licence continues month-to-month unless renewed or ended with 1 month's notice.
- **Insurance:** Offices Today holds public liability insurance covering the premises, common areas and shared facilities. This doesn't cover a tenant's own business activities, equipment, or liability to their own clients or staff — we recommend, but don't require, that private office and dedicated desk tenants hold their own public liability insurance. See your Licence Agreement, clause 8.
- Pricing includes electricity, high-speed Wi-Fi and individual air-conditioning control.
- Basement parking (\$50/wk +GST) and digital signage (\$50/wk +GST) are optional add-ons, subject to availability and the vehicle/branding information requested at application.

## 10. Use of Address

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Private office tenants may use the Holbrook House address for trading and mail purposes. If you wish to use the address as your ASIC registered office or ABN address, you must request our written consent in your Application form — this is not automatically included and may be withdrawn if your licence ends.

## 11. Liability

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Offices Today holds public liability insurance covering the premises, common areas and shared facilities for all users of the space — day pass, hot desk, boardroom, private office and dedicated desk users alike. This cover does not extend to your own business activities, equipment, or liability to your own clients or staff. If this is a risk in your work, we recommend — but do not require — that you hold your own public liability insurance and any other cover appropriate to your business.

To the extent permitted by law, we are not liable for indirect or consequential loss. Nothing in these Terms excludes rights you have under the Australian Consumer Law that cannot be excluded. See your Licence Agreement for the mutual liability and indemnity terms that apply to private office and dedicated desk tenants.

## 12. Governing Law

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These Terms are governed by the laws of Queensland, Australia.

## 13. Contact

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Questions about these Terms: [hello@officestoday.com.au](mailto:hello@officestoday.com.au) or 0418 500 062. You can also reach us through the enquiry form on this site.