



Below is a list of frequently asked questions and answers we have had from our clients regarding what to expect from our virtual office packages and current company procedures.

SETTING UP

If I am setting up a limited company, do I take a virtual office first or set up the company first?

You can sign up with Orega for a virtual office first under your name as a sole trader, then once your service is live we recommend signing up at companies house. After your company is registered simply provide us the documents from companies' house and we'll change the name to receive mail for.

How long does it take to setup?

We can have everything up and running within a few days. It does depend on how quickly we receive your documentation back.

What documents are required?

Please find more information [here](#).

COVID-19 PROCEDURES

With Coronavirus, I don't feel safe coming to a centre to show my documents, what can I do?

Processes have changed with regards to collecting documentation. Orega can receive your documents via email and then our team will arrange video calls with each of the directors of the company to verify the documents and true likeness of the individual. We may still require you to come in in person post-lockdown.

DISCOUNTS AND COSTS

How much is an Orega virtual office?

Orega has three virtual office packages available, including MyOrega Mail, MyOrega Business Address and MyOrega Office Pro. For more information, please see our [virtual office pricing guide](#).

Your competitors are offering discounts. What can you offer?

We would love to accommodate your business so please give us a call to discuss what we can offer.

What are the charges to forward mail?

We collect your mail and if you want you can collect it from the centre for free. Alternatively, if you want it forwarded on to another address, you simply advise us how often you would like that done - weekly, fortnightly, monthly. There is a cost with mail forwarding of Royal Mail: cost + £20 handling fee + VAT. This will be charged to your account.

BUSINESS LOUNGES

How often and for how long can I use the business lounge?

If your package allows business lounge access, you can use the business lounge at any of our centres, for up to 3 hours per day during standard business hours Mon – Fri 8.30am – 6pm for yourself and up to 2 guests.

Are refreshments included or charged at your business lounges?

Tea, coffee and filtered water are all included with your business lounge access.



MEETING ROOMS?

Can I book a private meeting room?

You have access to book meeting rooms at any of our locations nationwide. There is a cost, depending on the Virtual Office package you choose, but feel free to go to our website or give us a call at 0800 977 8000 to find the most suitable room for you and your guests.

CONTRACTS AND PAYMENTS

If I paid an upfront annual payment, why do I still need to fill out a direct debit form?

There are still other services which could be charged for – postal forwarding, call forwarding, meeting room hire etc. We keep your direct debit in place for these potential charges.

What happens to my service after I finish my contract term?

Your service moves to a 30 day rolling contract where you can cancel with only 30 days' notice.

How do I cancel my virtual office agreement?

Once you have completed your initial term, simply email us at cs@orega.com advising you would like to cancel in 30 days' time.

SERVICES AND SUPPORT

What happens if one of my clients comes into a centre looking for my company?

Our friendly reception staff will attend to your client. We will sit them down and call your company to find out if you were expecting a visitor. If yes, we will advise them you are on your way. If not, we will take down all their details and what their visit was about and email you so you may follow up with them.

How many calls will Orega take for my company every month?

As part of the calls package we take up to 500 incoming calls every month and divert them accordingly.

Are there any additional costs with Orega call packages?

When Orega divert calls to another number for you, there is a charge of BT standard business rates which will be added to your account.

If your question is not listed, please contact us at hello@orega.com or call our friendly sales team at 0800 977 8000.