

VIRTUAL OFFICE

Mail Handling Policy

01 About this policy

This document sets out how Work.Life handles mail for Virtual Office members — what we accept, how we notify you, how long we hold items, and what happens if collection is missed or charges apply.

By using a Work.Life Virtual Office address, you agree to the terms set out in this policy. If you have any questions, your Membership Manager is always the best first point of contact.

02 Your plan

Work.Life offers three Virtual Office tiers across our London and Regional locations. Pricing is per month:

Location	Virtual Address		Virtual Office		Virtual Office Hybrid	
Prime London (Soho & Fitzrovia)	£49 / month	£529/year (10% off)	£75 / month	£810/year (10% off)	£99 / month	£1069/year (10% off)
London (Rest of London)	£35 / month	£378/year (10% off)	£59 / month	£637/year (10% off)	£79 / month	£853/year (10% off)
Regional (Manchester & Reading)	£29 / month	£313/year (10% off)	£49 / month	£529/year (10% off)	£69 / month	£745/year (10% off)

What's included

- Virtual Address — a registered business address you can use for Companies House and correspondence, with mail receipt and holding.
- Virtual Office — all of the above, plus mail scanning and £20 monthly workspace access credit towards meeting rooms and coworking day passes.
- Virtual Office Hybrid — all of the above, plus £50 monthly workspace access credit towards meeting rooms and coworking day passes.

We do not offer mail forwarding under any plan. Mail must be collected in person or via an authorised collector.

03 Eligibility

To sign up for a Work.Life Virtual Office, you must have:

- A UK-registered company with a valid Companies House registration number
- A UK-registered bank account for direct debit

As part of the sign-up process, we carry out an identity and Anti-Money Laundering (AML) check on the account holder and any Ultimate Beneficial Owners. This is a regulatory requirement and is standard practice for virtual office providers. The cost of this check is collected upon signing up and is non-refundable.

Your address will not be confirmed for use until these checks are successfully completed and your direct debit is in place.

04 What we accept

We accept letters and correspondence only. We are not able to accept parcels or packages of any size, due to storage limitations at our locations.

Item Type	Accepted	Notes
Standard letters and envelopes	Yes	All plans
Recorded or signed-for letters	Yes	We sign on your behalf and notify you the same day
International mail	Yes	Standard handling applies
Parcels and packages (any size)	No	We cannot accept parcels. A £10 charge applies if one is delivered to us
Bulk or pallet deliveries	No	Please do not arrange deliveries of this type to your Work.Life address
Perishables or food items	No	Not accepted under any circumstances

If a parcel or package is delivered to us on your behalf, a £10 charge will be applied to your account and we'll notify you straight away. Please make sure senders are aware of this policy. Repeated deliveries of packages may result in a review of your membership.

05 How we notify you

We'll notify you as soon as your mail arrives via the Work.Life portal. Notifications are sent automatically when your mail is logged.

For recorded or signed-for deliveries, a member of our team will sign on your behalf and let you know the same day.

If you've purchased a plan which includes scanning, you will also be able to view the contents of your mail within the portal.

Please collect your mail as promptly as you can. Items held beyond 30 days will incur a storage charge - see Section 7 for details.

06 Collecting your mail

Who can collect

Mail can be collected by you or by any Ultimate Beneficiary Owner. You're responsible for keeping this list up to date within the membership portal.

We're not able to release mail to anyone not listed on your account, regardless of the reason given. If you need to authorise a one-off collection by someone not on your list, please contact your Membership Manager in advance with written confirmation.

To ensure there's always a dedicated member of staff available to help, mail collection will take place during two daily time slots: 11:00–11:30am and 3:00–3:30pm.

What to bring

When collecting, you or your nominated recipient will need to give your name and company name. For high-value or sensitive items, we may ask for photo ID.

Once handed over, the item will be marked as collected on your account.

07 Charges

The following charges may apply to your account. All charges are added to your next invoice automatically.

Situation	Charge	When it applies
Package or parcel received	£10 per item	Applied immediately. You'll be notified with full details
Mail scanning (on request)	£2 per item	Only applies to Virtual Address
Mail held beyond 30 days	£2 per item, per week	Starts from day 31.
Uncollected mail after 3 reminders	£5 admin fee	Applied before we begin the disposal process

If you have a question about a charge on your account, please speak to your Membership Manager in the first instance.

08 Missed payments & suspension

If a payment is missed, here's what happens:

Stage	Trigger	What happens
Day 1–7	Payment missed	You'll receive an automated reminder
Day 8–14	No response to reminder	Your Membership Manager will be in touch directly
Day 15+	Still unresolved	Service suspended — mail held, address use paused

Stage	Trigger	What happens
Day 30+	Account remains unpaid	Account terminated — disposal process begins

During a suspension, we'll continue to receive and log your mail, but we won't release items until your account is back in good standing. If your account is terminated, the disposal process will begin for any held mail.

09 Mail disposal

We take the secure handling of your mail seriously. If we need to dispose of any held items, here's how we do it:

Situation	How we handle it	When
Mail uncollected on an active account	Secure shredding or packaging recycled	After 60 days
Mail after account termination	Secure shredding after we attempt to notify you	14 days after termination notice
Sensitive documents (passports, legal etc)	Cross-cut shredded — never recycled	Same day if we're unable to hold

We will always try to notify you before disposing of any mail. If you are concerned about held items, please contact your Membership Manager.

10 Suspicious or damaged items

If we receive anything that appears suspicious, damaged, or unusual, we will not open it. We will contact you and, where necessary, follow our compliance procedures. In serious cases this may result in a review of your account. Please ensure that anyone sending mail to your Work.Life address is aware of our policies.

11 Changes to this policy

We review this policy regularly and may update it from time to time. We'll let you know of any material changes. The most up-to-date version is always available from your Membership Manager or at work.life.

Got a question?

Check out FAQs and raise a request if you can't find the answer within the members portal, or speak to your Membership Manager.

[We're always happy to help.](#)