

WORKSHOP17 & eBUCKS FAQs

1. Why must I register to use Workshop17's website?

To purchase credits on the Workshop17 platform a customer must be a registered Workshop17 user.

2. How do I register with Workshop17?

Registration is initiated via the Workshop17 website and completed when you are contacted by a Workshop17 consultant.

3. What is the difference between Stuff Credits and Space Credits?

Stuff Credits can be used like virtual cash to purchase from Workshop17's onsite cafes.

Space Credits can be used to book meeting rooms and boardrooms at any of their locations across SA, as well as for their Flexi Connect membership. These can both easily be self-managed and topped up via the member platform.

4. How can I use my eBucks at Workshop17?

Customers can use their eBucks to purchase Space and Stuff Credits as well as other goods and services from Workshop17, such as:

Memberships

Meeting Rooms

Auditoriums for events

Space Credits

Print Credits

Stuff Credits

W17 Operated Café purchases

Parking

Any other goods or services that the Partner may offer from time to time.

For online purchases, at the checkout screen on Workshop17's platform, eBucks customers are given the option to pay with their eBucks and will then be allowed to choose the eBucks account they will be purchasing from. When requested to do so, customers will need to type in their ID number and eBucks PIN in order for the transaction to be verified and completed.

When spending in-store, present your eBucks card when you pay for your invoice at the POS machine at Reception and enter your 4-digit eBucks PIN when asked for it.

5. Can I only use my eBucks to purchase online at Workshop17?

No, you can purchase credits online with your FNB/RMB Private Bank debit or credit card as well.

6. Can I purchase Space and Stuff Credits or other goods and services directly from the Workshop17 facilities?

Yes. The onsite team will generate an invoice which must be paid via the Workshop17 member platform or at Reception with your eBucks card or FNB/RMB Private Bank debit or credit card at the POS machine.

Please note: The V&A Waterfront Watershed location does not allow in-store payments using the eBucks card at a payment terminal.

7. What can I do if I don't have enough eBucks to purchase Workshop17 credits online?

You can part pay using your eBucks and qualifying FNB/RMB Private Bank card.

8. Can my employees use my eBucks to buy Workshop17 credits?

Only the Authorised Representatives with the required permissions on the eBucks Rewards for Business Account/s will be able to access the business eBucks account and purchase Space and Stuff Credits from Workshop17.

9. What happens if I cancel my Space Credits purchase?

Unfortunately, you will not be given a monetary refund. A purchase cannot be cancelled after payment has been made but it will first give you a quote which can be rejected.

On a booking, the credits will be returned to the member Space Credit wallet balance if the booking is cancelled 1 hour before the start of the booking. It will remain in the Space Credit wallet until the member needs to make another booking. These cannot be refunded but rather kept for a later booking.

10. Can I access all Workshop17 locations?

Yes, customers can enjoy access to all 7 Workshop17 locations in South Africa. Locations are as follows:

GAUTENG:

ROSEBANK | FIRESTATION
16 Baker Street,
Rosebank, Johannesburg

ROSEBANK | THE BANK
24 Cradock Avenue,
Rosebank, Johannesburg

SANDTON | WEST STREET
138 West Street,
Sandown, Sandton

WESTERN CAPE:

CAPE TOWN | KLOOF STREET
32 Kloof Street,
Gardens, Cape Town

CAPE TOWN | NEWLANDS CRICKET GROUND
3rd floor Snakepit Building,
Newlands Cricket Ground
146 Campground Road, Newlands

CAPE TOWN | WATERSHED – **online eBucks spend only**
Watershed, 17 Dock Road
V&A Waterfront, Cape Town

PAARL | TABAKHUIS
Cnr Tabak & Louws Street,
Southern Paarl

11. Do I have unlimited internet access?

As a Workshop17 member you have unlimited internet access when at any of the 7 Workshop17 facilities.

12. Is there an opportunity to meet and network with other members?

Collaboration is an extremely important aspect of Workshop17. All members have access to the Workshop17 member platform where they can connect with their fellow Workshop17 members nationally. Members are also invited to community and partner events regularly to further connect and network in person.

13. Does Workshop17 offer parking?

Yes, parking is available at an additional cost. Kindly enquire with the teams on site for more information.

14. Are my Space Credits transferable?

Space Credits may be transferred to another member, but cannot be swapped for other credits, such as for Stuff or Printing.

15. Will I have 24-hour access to Workshop17 facilities?

Workshop17 members have 24-hour access to the space depending on the membership option they choose. For any after hours meeting or event space bookings that require a team on site, there will be an additional staff overtime surcharge applied. Speak to the Event Coordinator for more information.

16. Does Workshop17 have generators?

Yes, all Workshop17 branches are equipped with generators, allowing customers an uninterrupted workday.

17. Who do I contact when I have a query?

If your query is about Workshop17's services, kindly contact each location directly, using the contact details published on their website under their Contact page.

Alternatively, if you have a query regarding eBucks, please call our contact centre on 087 320 3200.
