

As a way to provide essential support to those affected by bushfires which continue to threaten civilians and their homes across Australia, Oaks Hotels, Resorts & Suites has announced that selected properties nationwide will offer complimentary rooms for up to seven days for those who have lost their homes

The offer is redeemable from now until the end of June 2020. Terms and Conditions apply.

# QUESTIONS AND ANSWERS

## Oaks Hotels, Resorts & Suites – Bushfire Support Offer Q&A Document

### **Q: Who qualifies for the offer?**

**A:** Any Australian resident over the age of eighteen (18) years old;

1. who can produce a valid letter on official letterhead from their insurance company, fire or police to clearly prove their house has been wholly or substantially impacted by the October 2019 - January 2020 fires which specifically impacted all Australian states;
2. evidence their connection with the impacted property (by way of drivers licence, rates notice or other documentation showing the property address); and
3. who can evidence that their home requires rebuild or substantial refurbishment in order to be fit for occupation.

### **Q: How are bookings made?**

**A:** Eligible Recipients can make a booking by contacting Oaks Hotels, Resorts & Suites Australian office directly on 1800 954 518. The number will be manned between 9am and 5pm AEST, Monday to Friday.

### **Q: What kind of accommodation do Eligible Recipients qualify for?**

**A:** Eligible Recipients will be accommodated in a room type necessary to accommodate the Eligible Recipient/s and their immediate family (spouse, partner and/or children).

### **Q: Can the seven days be split or only taken as one consecutive block?**

**A:** The offer can only be taken by Eligible Recipients as one consecutive block.

### **Q: When does the offer end?**

**A:** The offer has commenced and will conclude on June 30, 2020.

### **Q: How long will it take for applications to be processed?**

**A:** Dependent on receiving all relevant documentation, Oaks Hotels, Resort & Suites will process the claim within 24 hours.

### **Q: Where are the Oaks properties located and how many of them are in Australia?**

**A:** Oaks Hotels, Resorts & Suites properties are located nationwide (up to 53 properties in Australia). For more information on the properties visit [www.oakshotels.com/en](http://www.oakshotels.com/en)

**Q: What if displaced families need to stay longer? Is there a rate that applies?**

**A:** If displaced families decide to stay for a longer period of time at a certain property, Oaks Hotels, Resorts & Suites can provide a quote for the best available rates.

**Q: Does this offer apply for New South Wales victims only?**

**A:** The offer is valid for individuals and families impacted by the October 2019 - January 2020 fires across all Australian states.

**Q: Why are Oaks Hotels, Resorts & Suites' properties viable as "Home Away from Home"?**

**A:** Oaks Hotels, Resorts & Suites provide guests with comfortable and essential amenities and facilities including fully equipped kitchenettes, fitness centres, high-speed wireless internet and laundry facilities, to ensure they feel at home. Guests can also order their Coles groceries to their rooms, so they can prepare their meals at ease and in privacy.

**Q: Which Oaks Hotels, Resorts and Suites properties are participating?**

**A: Queensland:** Oaks Brisbane Aurora Suites, Oaks Brisbane Casino Tower Suites, Oaks Brisbane Charlotte Suites, Oaks Brisbane Felix Suites, Oaks Brisbane Lexicon Suites, Oaks Brisbane Margaret Suites, Oaks Brisbane Woolloongabba Suites, Oaks Brisbane Mews Suites, Oaks Brisbane Festival Suites, Oaks Ipswich Aspire Suites, Oaks Townsville Metropole Hotel, Oaks Moranbah Suites, Oaks Gladstone Grand Hotel, Oaks Sunshine Coast Seaforth Resort, Oaks Sunshine Coast Oasis Resort, Oaks Port Douglas Resort.

**NSW:** Oaks Sydney Goldsbrough Suites, Oaks Sydney Hyde Park Suites, Oaks Sydney Castlereagh Suites, Oaks Nelson Bay Lure Suites, Oaks The Entrance Waterfront Suites.

**VIC:** Oaks Melbourne on Collins Hotel, Oaks Melbourne on Market Hotel, Oaks Melbourne Lonsdale Suites, Oaks Melbourne on William Suites, Oaks Melbourne South Yarra Suites, Oaks Melbourne Southbank Suites.

**SA:** Oaks Adelaide Embassy Suites, Oaks Adelaide Horizons Suites, Oaks Glenelg Liberty Suites

**Q: Can my pet/s also be accommodated?**

**A:** The Offer does not permit any pets or animals of any kind to enter or reside within Oaks properties, so alternate care would need to be arranged by Eligible Recipients.

**Q: Where can I view further terms and conditions?**

**A:** Full terms and conditions are available [here](#):

**BACKGROUND INFORMATION OAKS HOTELS, RESORT & SUITES' BUSHFIRE SUPPORT:**

As a way to provide essential support to victims affected by bushfires which continue to threaten civilians and their homes across Australia, Oaks Hotels, Resorts & Suites has announced that selected properties nationwide will offer complimentary rooms for up to seven days. The offer is redeemable from now until the end of June 2020.

## BACKGROUND INFORMATION OAKS HOTELS, RESORT & SUITES

An industry leader in modern residential-style accommodations, Oaks Hotels, Resorts & Suites provide a home away from home for both savvy corporate travellers and leisure tourists alike. Maintaining consistently high standards of amenities and services across the board, each Oaks property prides itself on connecting the visitor to the spirit of its locale. Exemplified by quality and affordability, Oaks welcomes guests to an ever-expanding group of more than 60 properties in Australia, New Zealand, the United Arab Emirates, India, Qatar, and Lebanon. Oaks Hotels, Resorts & Suites is a member of the Global Hotel Alliance (GHA), the world's largest alliance of independent hotel brands.

[www.Oakshotels.com](http://www.Oakshotels.com) | [Facebook](#) | Instagram [@Oaks\\_Hotels](#) #OaksHotels | [YouTube](#)

### For media enquiries, please contact:

Lucy Gallagher

Associate Director – Hatching Communications

E: [lucy@hchq.com.au](mailto:lucy@hchq.com.au)

P: [+61 \(3\) 9429 5251](tel:+61394295251)

M: [+61 \(0\) 488 558 331](tel:+610488558331)

Chloe Hamilton

Account Manager – Hatching Communications

E: [chloe@hchq.com.au](mailto:chloe@hchq.com.au)

P: [+61 \(3\) 9429 5251](tel:+61394295251)

M: [+61 \(0\) 499 199 344](tel:+610499199344)