

Oaks Hotels, Resorts & Suites – Bushfire Support Offer Terms & Conditions

Oaks Hotels & Resorts Limited ACN 113 972 366 and its related entities (collectively referred to as "Minor Hotels") are offering Australian bushfire victims a temporary 'Home Away from Home' as a gesture of Minor Hotels' commitment to assist during this national period of crisis.

The terms and conditions governing Minor Hotels' Bushfire Support Offer are as follows:-

1. The following persons are eligible to apply for support under Minor Hotels' 'Bushfire Support Offer' ("Offer"):-
 - a. Any Australian resident over the age of eighteen (18) years old;
 - b. who can produce a valid letter on official letterhead from their insurance company, fire or police to clearly prove their primary place of residence has been wholly or substantially impacted by the October 2019 - January 2020 fires which impacted all Australian states;
 - c. who can evidence their connection with the impacted property (by way of drivers licence, rates notice or other documentation showing the property address); and
 - d. who can evidence that their home requires rebuild or substantial refurbishment in order to be fit for occupation.

(“Eligibility Requirements”)

2. Any person who satisfies the Eligibility Requirements will be deemed an 'Eligible Recipient' entitled to seven (7) nights free accommodation across any Australian property of Minor Hotels (<https://www.oakshotels.com/en>) subject to blockout periods which will be notified upon enquiry.
3. Eligible Recipients are entitled to apply for the Offer on one (1) occasion only (for clarity, 7x nights accommodation for one family unit will be offered, not 7x nights accommodation for each Eligible Recipient within the one family unit).
4. Eligible Recipients are entitled to apply for this Offer and will be required to follow the proper process as detailed in the Minor Hotels Bushfire Support Offer 'Q&A Document' (as may be varied from time to time at the discretion of Minor Hotels).
5. The Offer is strictly limited to the room type necessary to accommodate the Eligible Recipient/s and their immediate family (spouse, partner and/or children) and does not extend any further to friends or family who are not themselves Eligible Recipients.
6. The Offer is strictly limited to the following properties with set allocations available at each upon enquiry:-

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 Gateway Suites, Oaks Townsville Metropole Hotel, Oaks Mackay Carlyle Suites, Oaks Moranbah Suites, Oaks Gladstone Grand Hotel, Oaks Sunshine Coast Seaforth Resort, Oaks Sunshine Coast Oasis Resort.

NSW: Oaks Sydney Goldsbrough Suites, Oaks Sydney Hyde Park Suites, Oaks Sydney Trafalgar 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, Oaks Glenelg Plaza Pier Suites.

7. The Offer is open for Eligible Recipients to apply on and from 18 November 2019 for stays up until 30 June 2020, subject to availability and blockout periods as notified by Minor Hotels upon application or enquiry. Minor Hotels reserves its right to vary the blockout periods as it deems necessary.
8. The Offer unfortunately does not permit any pets or animals of any kind to enter or reside within our properties, so alternate care would need to be arranged by Eligible Recipients.
9. The Bushfire Support Offer must be taken as one consecutive seven night block and is not transferable or redeemable for cash.
10. This Offer is not connected in any way with an Eligible Recipient's insurance claim for any loss or damage associated with the bushfires. By applying for accommodation under this Offer you agree to release, discharge and indemnify Minor Hotels and its related entities from and against all and any loss, damage, claim, action, injury, death or otherwise that you may incur as a consequence of accepting the Offer.
11. By applying for accommodation under the Offer, you agree that your personal information will be used in accordance with our Privacy Policy (<https://www.oakshotels.com/en/privacy>) and that your stay at our property will be governed by our standard terms and conditions of stay (<https://www.oakshotels.com/en/terms-and-conditions>).
12. This Offer is subject to modification, amendment or withdrawal at the complete discretion of Minor Hotels without further notice. Please ensure you regularly check these terms and conditions to ensure you are familiar with them and to ascertain any updates, amendments or withdrawals that may occur throughout the period of the Offer.