



# CONFERRING & EVENTS GUIDE

## OAKS CYPRESS LAKES RESORT





# Welcome to Oaks Cypress Lakes Resort.

## START PLANNING YOUR NEXT EVENT WITH OAKS.

So close to Sydney yet truly a world away, the Hunter Valley is the birthplace of Australian wine. With over 150 premium wine producers in the region, they hold a very special place in the world's wine industry. Oaks Cypress Lakes Resort is proud to have been a part of this historic wine region from the beginning.

A leisurely two-hour drive from Sydney or one hour from Newcastle Airport, the resort is located in the heart of the Hunter Valley region, showcasing world-class wineries, boutique breweries, and gourmet local produce.

Oaks Cypress Lakes Resort's idyllic natural setting is complemented by a world class conference facility that can host any event - from a small corporate retreat, meeting or networking event to a major brand launch, gala or conference. Providing a breathtaking backdrop for your next event, our venue environment is conducive to active delegate participation that includes; natural light, healthy food options, access to private breakout space, a myriad of on-site leisure activities and an extensive range of venue facilities.

The 25 acre Oaks Cypress Lakes resort offers premium facilities including a Golf & Country Club, restaurants, bars, pools, tennis courts and a range of well appointed on-site accommodation options. The thoughtfully appointed one, two and three-bedroom villas are set against a stunning backdrop of the rolling golf greens, vineyards and the spectacular Brokenback Mountain Range. The resort allows guests access to a variety of leisure activities including hot air balloon rides, world class golfing, gourmet cooking classes, spa retreats and of course local wineries and restaurants. Nearby Elysia Wellness Retreat can also offer spa treatments, wellness workshops, and team activities including yoga or Tai Chi.

We have 26 unique event spaces with the capacity to host 10 through to over 3500 delegates. Each are flexible in design with setups available to meet your requirements, with each boasting natural light, open space and spectacular views over the property, through to bespoke marquee builds on our expansive resort grounds. Our tailored event menu's are designed by our locally renowned Executive Chef is paired perfectly to the best wines in the region. Our Executive Chef is available to consult with you and design a creative menu that caters to your specific requirements.

The impeccable Oaks hospitality will ensure every detail of your event is planned and executed successfully, to ensure your event is filled with impactful experiences.

# MEETINGS & EVENTS *Made Easy*



## LIVE BOOKING TOOL

Make instant bookings with our live booking tool. Browse floor plans and order food & beverage, AV, theming with just a few clicks.



## LEADING REGIONAL PARTNER

As a leading regional events partner, Oaks boasts 10+ versatile and unique conferencing and events facilities throughout Australia & New Zealand. Across picturesque settings, the locations lend themselves to suit intimate cocktail parties, engaging delegate events or extravagant gala dinners.



## ACCOMMODATION OPTIONS

Our diverse range of flexible accommodation is what sets us apart. With spacious hotel rooms, 1,2 and 3 bedroom suites and villas across various locations, your guests will feel at home throughout their stay, with a comfortable space to retreat.



## CUSTOMER EXPERIENCE

We pride ourselves on our exceptional service and experienced onsite events team, who will assist you every step of the way to ensure your event is memorable for all the right reasons.



## Join Oaks DISCOVERY and start being rewarded

DISCOVERY benefits are available on group stays, including business travel, events and conferencing.

Oaks DISCOVERY loyalty program rewards the individual corporate traveller, whether you are travelling as a delegate, or planning an event, Oaks DISCOVERY now allows your guests to accrue DISCOVERY Dollars on eligible spend to redeem on future travel. Become a member today to start earning rewards and enjoying benefits straight away.



Scan to sign up today.

# Our Hotel and Facilities.

Our dedicated events team can assist with a range of services including:

- Onsite accommodation requirements
- Pre and post function events
- Customised menu and beverage package options
- Event theming
- Audio visual support
- Team building events
- Wellness meetings
- Hybrid meetings

## PROXIMITY INFORMATION

- Sydney Airport - 185km
- Newcastle Airport - 70km
- Hunter Valley Gardens - 1.9km
- Balloon Aloft Hunter Valley - 5km
- Hunter Vineyard Tours - 5.9km
- Hunter Valley Zoo - 8.6km
- Township of Cessnock - 12km
- Hunter Valley Horse Riding and Adventures - 19km

## HOTEL FEATURES

- 24 hour reception
- 18-hole championship golf course and Golf Driving Range
- Two on-site restaurants and bars - Oak & Vine and Cypress Lakes Bistro & Bar
- Conference and event facilities
- Three outdoor swimming pools
- Jacuzzi and gymnasium
- Elysia Wellness Retreat & Spa (nearby)

## ROOM FEATURES

- 2 and 3 bedroom villas with fully equipped kitchen
- 1 bedroom apartments with kitchenette
- Tea and coffee making facilities
- Spacious lounge and dining area
- Private balcony
- Air conditioning
- TV



# Cypress Lakes Golf & Country Club.

Cypress Lakes Golf & Country Club is a picturesque, 18-hole championship golf course ranked among the best Hunter Valley golf courses and proudly ranked as Australia's Best Golf Hotel, thanks to its pristine fairways, manicured greens and unique layout. Unveiled in 1992, Cypress Lakes was designed by Steve Smyers of Florida. From the black championship markers, the layout is a length of 6,467m par 72, but reduces to 5,520m from the men's white tees with the ladies facing a distance of 5,216m.

Each tee and green offers stunning panoramic views of the Hunter Valley's famous vineyards and the surrounding Brokenback Mountain Range. This Championship layout boasts dramatic fairways shapes and elevation changes, 60 strategically located bunkers and generous greens that are in superb condition year round. Significant golf course infrastructure investment by Oaks Hotels, Resorts & Suites is quickly catapulting Cypress Lakes to the top 100 of the must play resort destinations in Oceania.

Cypress Lakes is a stunning public golf course open to all offering daily rounds through to full annual membership.



# ELYSIA

## WELLNESS RETREAT

HUNTER VALLEY



Our all-inclusive health and wellness programs have been developed to motivate change and give you the tools you need for lasting results.

Located just mere moments away from Cypress Lakes Resort, Elysia Wellness Retreat is a place for you to take time to reset your mind and body, and gain a wealth of knowledge to create a healthier, happier and more motivated you. Perfect for your next management retreat or if you're after a wellness and wellbeing programme to add onto your next event. We offer carefully tailored experiences to meet a great range of personal situations or goals. Whether you're in need of peaceful sleep, detox from the hum of work emails and app notifications, nutrition advice, energising activities and fitness, weight management or relaxing meditation for refocusing and clarity – Elysia Wellness Retreat will help you create a life changing journey of wellbeing tailored to your needs.

The day spa is a haven of rest and restorative practices and sits in the centre of the property. With a range of treatments, therapies and facilities on offer, the Day Spa and Wellness Centre at Elysia provides an exceptional spa experience. Take time for yourself to experience relaxing treatments, or new restorative therapies, all provided at our wellness centre, conveniently located at the retreat, providing easy access for both day visitors, retreat program guests or corporate group programmes.



# Conference Rooms and Capacities.

TOTAL FUNCTION ROOMS: 25

FUNCTION CAPACITY: 888

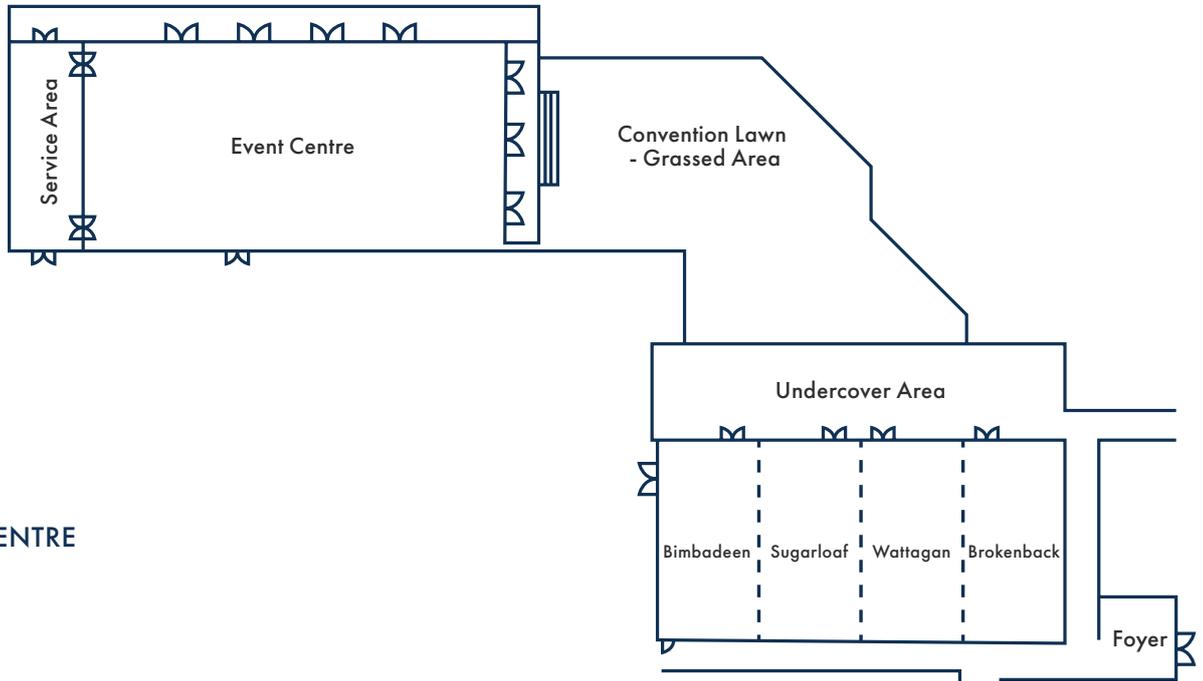
ACCOMMODATION ROOMS: 154

ACCOMMODATION CAPACITY: 427

Room	Dimensions	Room Size (m <sup>2</sup> )	Theatre	Classroom	Boardroom	U-Shape	Cabaret	Seated dining	Cocktail
The Convention Centre	28m x 13m x 4m	364	416	216	-	-	224	240	500
Brokenback	7m x 13m x 4m	91	104	54	33	30	56	60	100
Wattagan	7m x 13m x 4m	91	104	54	33	30	56	60	100
Sugarloaf	7m x 13m x 4m	91	104	54	33	30	56	60	100
Bimbadeen	7m x 13m x 4m	91	104	54	33	30	56	60	100
Brokenback & Wattagan	14m x 13m x 4m	182	208	108	-	42	112	120	200
Wattagan & Sugarloaf	14m x 13m x 4m	182	208	108	-	42	112	120	200
Sugarloaf & Bimbadeen	14m x 13m x 4m	182	208	108	-	42	112	120	200
Brokenback, Wattagan & Sugarloaf	21m x 13m x 4m	273	312	162	-	-	168	180	300
Wattagan, Sugarloaf & Bimbadeen	21m x 13m x 4m	273	312	162	-	-	168	180	300
Venusta Centre	30m x 14.5m	435	504	297	-	-	248	310	500
Koda	7m x 10m x 3.5m	70	50	36	18	18	40	50	100
Kanuka	10.5m x 11m x 3.5m	115	112	69	24	27	64	80	170
Cassine	7m x 8.5m x 3.5m	59	70	36	24	24	32	40	-
Lacebark	9.5m x 5m x 3.5m	47	63	30	24	21	24	30	-
Senna	7.5m x 7.5m x 3.5m	56	44	36	18	18	24	30	-
Koda & Kanuka	16.5m x 10.5m x 3.5m	173	216	96	44	51	96	120	270
Cypress Lakeside Marquee	40m x 20m	800	672	-	-	-	424	530	800
Member's Lounge	10.2m x 9.9m	100	70	-	20	24	40	60-72	80
Conference Lawn	-	-	-	-	-	-	-	250	400
Bistro Lawn	-	-	-	-	-	-	-	100	150
Restaurant	-	-	-	-	-	-	-	80	120
Cypress Bistro	-	-	-	-	-	-	-	100	-
<p>The Range 30,000 m<sup>2</sup>, 250m x 120m, Max Pax Capacity 3500 Great for outdoor concerts, events and festivals</p>									

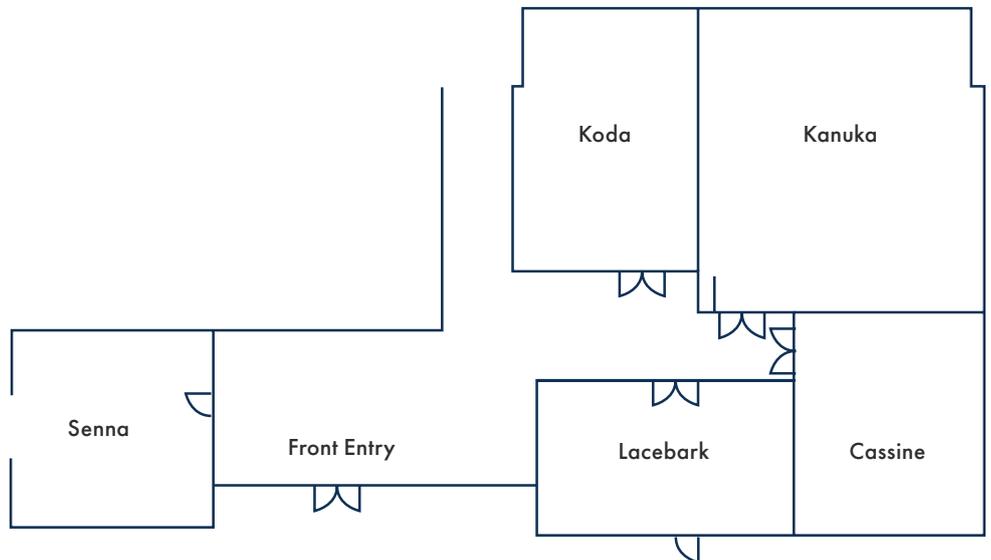
# Venue Floor Plans.

VENUSTA  
CENTRE  
GROUND LEVEL

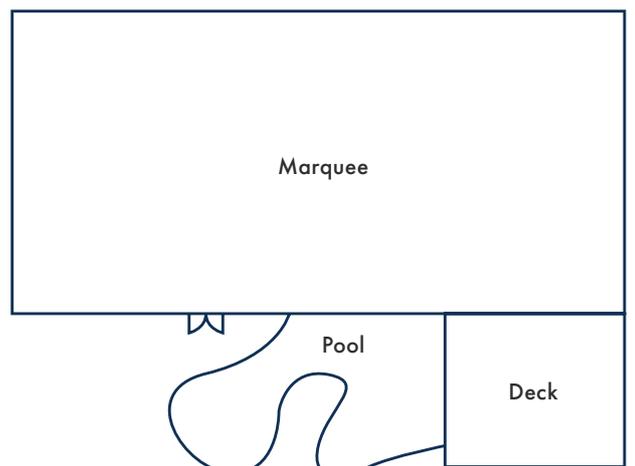


CONVENTION CENTRE  
GROUND LEVEL

YELLOW WOOD CENTRE  
LEVEL 1



CYPRESS LAKESIDE  
MARQUEE



Floor plans are a guideline only and not to scale.

# Signature Event Experiences.

Centrally located in Pokolbin, and surrounded by century old vineyards in Australia's premier and oldest wine region, there is no better place in Australia to completely immerse and indulge your delegates in a unique and experiential environment. At Oaks Cypress Lakes Resort you can expect that the fine art of presenting our range of signature experiences has been crafted and perfected by years of experience. Our on-site events professionals will provide you and your team with the expert support you need!

Some of our signature event experiences include:

- Our world renowned championship golf course is regularly rated highly by top professionals and provides a stunning backdrop to any event. Oaks Cypress Lakes Resort is the only property located in the Valley that provides minimal restrictions to the use of our golf course as a feature accent to complement your event.
- Our signature Hot Air Balloon, allows delegates to experience the Hunter Valley with a new perspective. Tethered to the front of the resort, it offers 360 degree vistas and provides a unique opportunity to create a wow factor like no other.
- With a heritage steeped in European viticulture, our unique winter 'Burning of the Vines' experience is a stunning, if not literal, expression that will help to evoke a sense of accomplishment and renewal. In a homage to the century old tradition, vine cuttings are ritualistically burnt in a fire pit to symbolise growth and renewal. Presenting a fantastic opportunity to round out any corporate event.



# Bespoke Culinary Experiences.

When you are in Australia's premier and oldest wine region, you can expect that the art of presenting gourmet experiences has been perfected by years of experience. Here is where your taste buds will be tantalised by over 150 wineries and cellar doors, numerous cheese factories and olive grove farms and a sumptuous selection of restaurants set in the lush vineyards of the Hunter Valley region. Should you wish to include a gourmet excursion in your event programme's activities, our well-connected events team will be able to coordinate the details for you.

At Oaks Cypress Lakes Resort, our highly experienced and passionate Executive Chef, proudly features local produce throughout event menus. Over the years, we have built a strong reputation for consistently creating tantalising cuisine; whether it be a paddock to plate dégustation, a chef-guided food trail or an extravagant market-stall cocktail reception.

The resort features 2 gourmet restaurants and bars.

## OAK & VINE RESTAURANT

The bespoke menu has been designed by our locally renowned Chef, focussing on a stunning fusion of modern Sri Lankan flavours prepared with traditional French techniques all of which is paired perfectly to the best wines in the region. A 'smart dining' experience where one can enjoy a sense of place and an evening quintessentially Hunter Valley.

## CYPRESS LAKES BISTRO & BAR

Casual dining and a social bar where golf members, resort guests and shire locals celebrate long afternoons simply enjoying time with family and good friends. Head to the bar and relax in the earthy, timbered decor and enjoy one of the many different whiskeys from around the world, plus exotic cocktails and delicious gins.

## ELYSIA WELLNESS RETREAT - THE RESTAURANT

As leaders in the health and wellness industry the Restaurant at Elysia Wellness Retreat led by our Executive Chef delivers incredible nutritional, balanced and healthy paddock to plate dining experiences. Showcasing delicious, health focused meals with a leaning towards educating guests and delegates on how to appreciate food to benefit your wellbeing.



# Day Delegate Packages.

## HALF DAY DELEGATE PACKAGE (MINIMUM 20 PAX OR ROOM HIRE FEE APPLIES)

### Package includes:

- Continuous tea and coffee
- Morning or afternoon tea with freshly brewed tea and coffee
- Choice of 2 lunch menu options
- Venue hire
- AV package
- White board, flip chart, pads, pens, mints and chilled water
- Wi-Fi inclusive

## FULL DAY DELEGATE PACKAGE (MINIMUM 20 PAX OR ROOM HIRE FEE APPLIES)

### Package includes:

- Continuous tea and coffee
- Morning and afternoon tea with freshly brewed tea and coffee
- Choice of 2 lunch menu options
- Venue hire
- AV package
- White board, flip chart, pads, pens, mints and chilled water
- Wi-Fi inclusive



# Accommodation Options.

Oaks Cypress Lakes Resort features a range of one, two and three bedroom, Standard and Premier villas featuring kitchens, spacious living areas and private balconies allowing freedom for independent travellers to design their own ways to stay. The full-service resort provides 24 hour reception, casual dining options, elegant dining, a variety of swimming pools, tennis courts and a Golf Pro Shop. Terraced into the natural bushland surroundings is the villa accommodation, providing guests with extraordinary views over the golf course fairways, Brokenback Mountain Range and the resort's own vineyards. If you are lucky, guests can be treated to a morning visit from the resident kangaroos, kookaburras and koalas in the private accommodation setting.

**Our range of spacious apartment style accommodation includes;**

- One Bedroom Villa
- One Bedroom Premier Villa
- One Bedroom suite
- One Bed Panorama Wellness suite
- Two Bedroom Suite
- Two Bedroom Villa
- Two Bedroom Premier Villa
- Two Bed Panorama Wellness Suite
- Three Bedroom Villa
- Three Bedroom Premier Villa
- Three Bed Panorama Wellness suite



# Preferred Partners.

There is no better approach to solving challenges than the famous saying "two heads are better than one." That's why at Oaks we rely on the expertise of our preferred partners:

## AUDIO VISUAL

Avisual Productions are event production specialists. They are able to bring your event to life, enabling your capabilities. Their technical directors can manage your event for you from start to finish. Through their in-house hotel services, special events division or integration specialists, they will connect you with your audiences.



## TEAM BUILDING

Create energy and motivate your employees with corporate team building activities from Pinnacle Team Events. Pinnacle Team Events offers a completely mobile service designed to ensure the success of your next conference, team day, training session or company celebration - wherever it may be. Pinnacle has a unique approach to corporate team building activities: "We don't do group hugs". All programs are designed to be entertaining, engaging and rewarding.



## PHOTOGRAPHY

A unique collective of exceptional photographic talent with a 20+ year history of immortalising events across Australia that has won them an enviable blue-chip client list.



## THEMING

This Space creates remarkable brand and event experiences through event management and execution, event styling, digital design, graphics, and 3D technology. Their diverse team at This Space has delivered local and internationally recognised events for over 15 years. Focusing on innovation, creativity and effective communication, This Space brings brands and events to life. With their combined experience, they have managed and executed over 1000 events, have worked with a range of budgets from \$10,000 to \$1M, and are known for engaging, immersive and award-winning events.



## MARQUEE EVENTS

Nordic Tipis (or Katas) & Sail Cloth Sperry Tents are perfect for all occasions including corporate incentives, entertainment, conferencing, brand activations, gala events or any outdoor celebrations

Samikata events love to inspire all things unique and alternative with an obsessive attention to detail. The friendly team will help you plan, discover new trends, find stunning locations, suggest decorative ideas, inspirations, provide advice & support from first inquiry until we pack up from your event.







# HYBRID MEETING *Experiences*

Connect, engage and interact with your audience with Oaks Hotels, Resorts & Suites hybrid meeting experiences.

Leveraging off our regional portfolio of conferencing and event venue's, our hybrid meeting experiences allow for flexible hub-and-spoke set up. Connect regionally or globally without compromising on the total number of delegates from your event with our enhanced hybrid solutions delivered in a safe environment.

Our solutions allow for adjustable seating configurations, experienced technical set-up, high-definition streaming and dedicated WiFi connection to provide seamless versatility only Oaks can offer for your next event.

# Mindful Meetings

## NEW WELLNESS DELEGATE PACKAGES

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Introducing Mindful Meetings. Presented in partnership with Elysia Wellness Retreat, the new wellness delegate packages have been designed to integrate health and wellbeing experiences into your itinerary.

### FULL DAY PACKAGE INCLUDES

- Inspired space & tools for collaboration
- Bottled mineral water, refreshing mints & trail mix
  - Healthy wellness menu
  - Timeout sessions & exercise balls\*
  - Local area walking maps\*
- Room hire Wifi inclusive for event facilitator

### ADDITIONAL UPGRADE:

- Add a custom wellness experience to your event itinerary
  - Workshop experiences are presented by Elysia Wellness Retreat
- Workshops can be done virtually to suit event needs



# Minor Hotels

## Your Global Events Partner.

One of the most exciting benefits of hosting your conference or event with Oaks Hotels, Resorts and Suites is that you get access to our amazing network of brands within the Minor Hotel Group.

Minor Hotels is an international hotel owner, trusted operator and investor currently with more than 520 hotels in operation across 6 continents.

Minor Hotels passionately explores new possibilities in hospitality with a diverse portfolio of properties designed intelligently to appeal to different kinds of travellers. Through 8 brands; Anantara, AVANI, Oaks, NH Hotels, NH Collection, nhow Hotels, Elewana and Tivoli properties, Minor Hotels operates in 52 countries across Asia Pacific, the Middle East, Africa, the Indian Ocean, Europe and South America.

Whether you are considering an overseas conference, meeting, event or incentive trip, Minor Hotels offers a myriad of solutions to fit every budget and requirement. Head to [minorhotels.com](http://minorhotels.com) to explore the world of amazing opportunities for your next event.



**MINOR**  
HOTELS



# Book With Confidence.



Oaks is looking forward to hosting your next meeting or event and offering you and your guests the peace of mind that your health and safety has been looked after. Preventative measures to safeguard guests and team members will include:

- Socially distant seating arrangements for all meetings and conferences
- Individually sealed water bottles and glasses with covers
- Individual clickers and presentation material
- Physical distancing in bathrooms
- Meeting room sanitation after each event

Health and hygiene measures throughout the hotel focus on guests' wellbeing, with enhanced levels of sanitation.

They include:

- Easy access to health stations with hygiene gel and wipes
- Temperature screenings at entrances
- Regular and thorough cleaning with special attention on high-touch areas, using disinfectants approved by the Environmental Protection Agency and electrostatic spray technology for full coverage
- Guidance on physical distancing in elevators and other public areas
- Ongoing training to ensure that team members are fully updated on sanitation requirements



Oaks SureStay initiatives communicated to guest prior to check-in



Touchless service with reduced physical contact upon check-in, arrival and express check-out



Enhanced safety and cleanliness, hospital grade room servicing and increased frequency of cleaning in common areas and facilities



Digital menus with access to QR codes in food and beverage areas

# Event Terms and Conditions.

## CONFIRMATION

Confirmation of the booking by the client must be made in writing within 7 days of the tentative reservation. Otherwise the property reserves the right to cancel the booking and allocate the venue to another client. Any enquiries made within 7 days of the event date are required to be confirmed in writing within 24hrs of the enquiry and full prepayment is required for final confirmation.

## SECURITY DEPOSIT

A minimum deposit of \$500.00 or 10% of the total booking (whichever is greater) must be made at the time of confirmation to secure the venue and / or any accommodation booked.

## PAYMENT POLICY

Credit card authority form to be signed prior to the commencement of the event. Any payments not settled at the conclusion of the event will be charged to the credit card at the discretion of Oaks Hotels, Resorts & Suites.

## 15 DAY REVIEW

A guaranteed minimum number of guests for catering purposes who are attending the event are required fifteen working days prior to the event and the charges will be rendered accordingly. It is the responsibility of the client to contact Oaks Hotels, Resorts & Suites regarding final numbers fifteen working days prior to the event. Should a guaranteed number not be received, the initial quoted expected attendance will be taken as final.

## CANCELLATION POLICY

All functions cancelled at least 6 months prior to the function will be reimbursed in full. Functions cancelled less than 6 months prior will lose their deposit. Cancellations within 15 days of the function will incur full charges based the guaranteed minimum number of guests confirmed for catering and accommodation. Cancellations within 7 days will incur a 100% cancellation fee.

## CANCELLATIONS RELATING TO GOVERNMENT MANDATED SHUTDOWNS OF RESTRICTIONS

In the event of a Government Mandated shutdown or Government enforced restriction relating to COVID-19, where the shutdown or restriction includes days that match your event booking days and the shutdown or restriction would prevent your booking from proceeding, those affected days can be postponed without penalty. Postponed events must be rescheduled with a period of 24 months.

In the instance a refund is requested due to the inability to reschedule within the 2-year grace period, a written request needs to be submitted to Oaks Hotels Resorts & Suites for approval. The booking is then cancelled with revised rates issued.

If such cancellation is within 3-7 days, 50% of any food & beverage expenses accrued in preparation for your event arrival will be deducted from deposits received.

If such cancellation is within 0-3 days, 100% of any food & beverage expenses accrued in preparation of your event will become payable.

Cancellations Relating to COVID-19 but no government mandated shutdowns or restrictions

If your event is 31 calendar days or further out from the start date of your event and you request to cancel due to COVID-19 related reasons, and those reasons would prevent you holding your event at the booked venue, no charge will apply and your booking can be cancelled or postponed at no cost.

Where a cancellation or postponement is requested due to COVID-19 related reasons and those reasons would prevent you holding your event at

the booked venue, where the cancellation is 30 calendar days or less but more than 7 business days from the start of the event, MINOR Hotels reserves the right to recover any costs incurred due to the cancellation of this booking. If your booking is between 0-7 days from the start of your event, 100% of the full event charges are payable and will be required in full.

## PAYMENT

Total payments to be settled 7 working days prior to the event coinciding with any adjustment to final numbers unless otherwise approved by Oaks Hotels, Resorts & Suites. It is the responsibility of the client to contact Oaks Hotels, Resorts & Suites regarding final numbers 7 working days prior to the event. Should a revised number not be received, the initial guaranteed attendance will be taken as final. Bookings made within 7 days of the event date, are required to make full prepayment of the event total as confirmation of their booking.

## GUARANTEE OF PAYMENT

The client signatory agrees with the Oaks Hotels, Resorts & Suites terms and conditions to be personally liable to pay all monies payable pursuant to this agreement.

## PRICES

All prices are current at time of quotation and are subject to revision prior to signing the contract. Furthermore, all prices quoted are inclusive of GST.

## ROOM RENTAL CHARGE

Meeting room rental charges are dependent on the time period required, the number of guests in attendance, the set up required and the overall catering requirements.

## COMMENCEMENT AND VACATING OF ROOMS

The client agrees to begin the function and vacate the designated meeting space at the scheduled times agreed upon. In the event that a meeting should go beyond the agreed finishing time and if the following client is inconvenienced, Oaks Hotels, Resorts & Suites reserves the right to charge whatever costs are reasonably incurred to ensure the smooth operation of that meeting/event.

## DISPLAYS AND SIGNAGE

Nothing is to be nailed, screwed, stapled, blue-tacked or adhered to any wall, ceiling, door or surface or part of the building. Any signage in the property's public areas must be approved by Oaks Hotels, Resorts & Suites prior to the event.

## DAMAGES

Clients are financially responsible for any damage sustained to Oaks Hotels, Resorts & Suites and its contents and property owned or in the care or custody of the property by the client, client's guests, invitees or other persons attending the event.

## RESPONSIBILITY

Oaks Hotels, Resorts & Suites will not accept any responsibility for damages or loss of merchandise left in the property or meeting area prior to, during or after the event. Clients should arrange their own insurance and/or security. All clients' goods must be removed from the property's premises as per arrangements made with Oaks Hotels, Resorts & Suites prior to the event.

## CURFEW TIMES

Noise levels for outdoor functions must be reduced at 8.00pm and must cease at 10.00pm.

# Accommodation Terms and Conditions.

## **LESS THAN 14 DAYS**

All cancellations and reductions made less than 14 days prior to the first guest arrival will be charged at 100% of all event charges including total room nights cancelled at the contracted rate.

## **WITHIN 15 - 30 DAYS**

All cancellations and reductions made prior to the first guest arrival will be charged 100% of the total room nights cancelled at the contracted rate.

## **WITHIN 31 – 60 DAYS**

30% of the total remaining group block may be cancelled without penalty. Any additional cancellations or reductions will incur 100% of the total room nights cancelled at the contracted rate.

## **WITHIN 61 – 90 DAYS**

30% of the total remaining group block may be cancelled without penalty. Any additional cancellations or reductions will incur 100% of the total room nights cancelled at the contracted rate.

## **MORE THAN 90 DAYS**

All or part of the accommodation contracted may be cancelled without penalty.

## **CHECK-IN AVAILABLE**

From 2.00pm. Earlier check-ins are subject to availability.

## **CHECK-OUT**

Check-out is 10.00am on the date of departure.

## **CLIENT RESPONSIBILITY**

By accepting the terms, conditions and agreements; the client acknowledges and warrants that it has informed all relevant persons involved in the event/function of the Oaks Hotels, Resorts & Suites terms and conditions.

## **LAWS/REGULATIONS**

At no time will the client commit any act or permit its employees, agents or invitees to commit any act that is illegal, noisome, and offensive or is in breach of the property's rules.

## **ENTIRE AGREEMENT**

Subject to amendments as specified in any subsequent Meeting Event Order form signed by both parties, the Meeting Event Order and these terms and conditions constitute the entire agreement of the parties and supersede all prior discussions, negotiations and agreements in relation to the event/function.







OAKS CYPRESS LAKES RESORT

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*Experiences*

