



CONFERENCING & EVENTS GUIDE

OAKS TOWNSVILLE METROPOLE HOTEL



Experiences

Welcome to Oaks Townsville Metropole Hotel.

START PLANNING YOUR NEXT EVENT WITH OAKS.

Centrally located in Townsville, Oaks Townsville Metropole Hotel is situated on Palmer Street and is in walking distance to the CBD and ferry terminals offering transfers direct to Magnetic Island. Oaks Townsville Metropole Hotel is perfectly located on the main restaurant strip, perfect for socialising with your delegates prior or post conference. Oaks Townsville Metropole Hotel offers contemporary, spacious and well-appointed studios with kitchenette and laundry facilities. Our City Scope Apartments provide your delegates with amazing views of the city, ocean and even Magnetic Island while our Mount Stuart Apartments feature the majestic Mount Stuart in the skyline.

The historic Metropole Hotel building houses our restaurant as well as hosting a bar and gaming lounge. Spoilt for choice, Oaks Townsville Metropole Hotel offers you four unique event spaces ensuring you will find the ideal venue for your upcoming event from small day functions and meeting through to large events or weddings.

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

- Townsville CBD - 1.2km
- The Strand - 1km
- Castle Hill Lookout - 1.7km
- Townsville Airport - 9km
- Townsville Palmetum - 11km
- Billabong Sanctuary - 18km
- Magnetic Island - by ferry

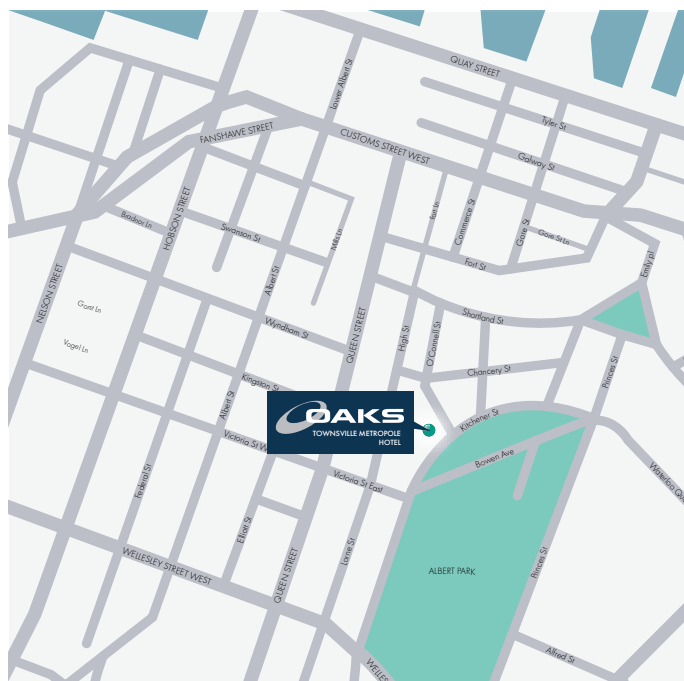
HOTEL FEATURES

- Gymnasium
- Pool
- Tour booking facilities
- Free car parking
- Conference and meeting facilities
- Onsite restaurant

ROOM FEATURES

- Air conditioning
- Kitchenette facilities
- Laundry facilities
- TV/DVD
- WiFi inclusive
- Balcony

Oaks Townsville Metropole Hotel
has all the facilities required
to make your next event a success.



Conference Rooms and Capacities.

TOTAL FUNCTION ROOMS: 4

FUNCTION CAPACITY: 200

ACCOMMODATION ROOMS: 104

ACCOMMODATION CAPACITY: 94

TAKE A 3D VENUE TOUR

CLICK HERE

With four multi-purpose conference rooms, the versatile facilities at Oaks Townsville Metropole Hotel offers complete flexibility for any conference, meeting or event. The functions spaces also open up to an outdoor water view terrace balcony overlooking the marina, which is a great option for a breakout space for morning or afternoon tea or a post event cocktail hour.

Cameron Room

Suitable for both conferences and smaller private events this room has the ability to open up to the private bar, offering flexibility for an array of functions. The room has a balcony overlooking the marina allowing a flood of natural light into the room or blinds to pull down during presentations.

Tunbridge Room

Best suited to small to medium sized conferences or events this room has a balcony overlooking the marina allowing a flood of natural light into the room.

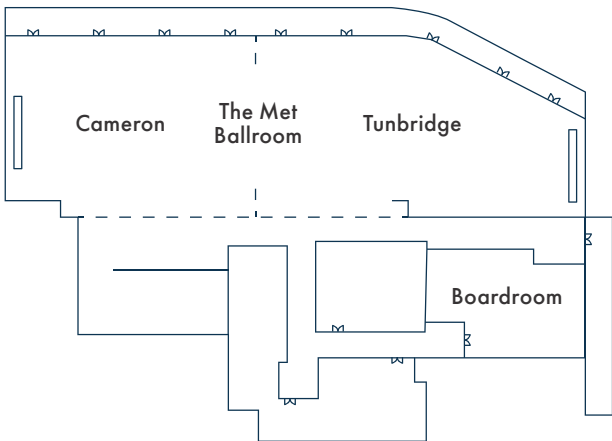
Boardroom

The Boardroom is perfect for an intimate meeting or small training session, offering plenty of natural light and a classroom sized whiteboard.

The Met Ballroom

The Met Ballroom, combines the Tunbridge and Cameron spaces into a large multi-purpose space, perfect for a larger conference or sit down banquet event. The water view terrace balcony wraps the length of the room with views of the marina and the built in bar with state of the art kitchen completes the room making it the perfect venue for weddings, corporate functions and special events such as birthday or engagement parties.

Venue	Sqm	Theater	Classroom	U-Shape	Banquet	Cabaret	Boardroom	Cocktail
Cameron	89	70	33	32	50	40	32	60
Tunbridge	92	80	50	36	80	48	44	80
Boardroom	26	-	-	-	-	-	12	-
The Met Ballroom	181	170	93	-	140	100	-	200



Day Delegate Packages.

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

Package includes:

- Room set up to your requirements
- Arrival tea and coffee
- Morning or afternoon tea
- Lunch
- Venue hire
- Projector screen, white board, flip chart, pads, pens, mints and chilled water
- Wi-Fi inclusive

*Does not include AV system

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

Package includes:

- Room set up to your requirements
- Arrival tea and coffee
- Morning and afternoon tea
- Lunch
- Venue hire
- Projector screen, white board, flip chart, pads, pens, mints and chilled water
- Wi-Fi inclusive

*Does not include AV system



Accommodation Options.



Studio Apartment

Modern, open-plan Studio apartments feature a kitchenette including microwave, refrigerator and dishwasher. Room includes laundry facilities, work desk, tea and coffee making facilities and amenities including gym and pool. This room caters to a maximum of 2 guests in total.



Mount Stuart Studio Apartment

Enjoy picturesque hinterland views in our Mount Stuart Studio apartments, which also feature a balcony, along with a kitchenette including microwave, refrigerator and dishwasher. Room includes laundry facilities, work desk, tea and coffee making facilities and amenities including gym and pool. This room caters to a maximum of 2 guests in total.



City Scape Studio Apartment

Take in the sights of both the city and marina in our City Scape Studio apartments, which also feature a balcony, along with a kitchenette including microwave, refrigerator and dishwasher. Room includes laundry facilities, work desk, tea and coffee making facilities and amenities including gym and pool. This room caters to a maximum of 2 guests in total.



2 Bedroom Dual Key Apartment

Two Bedroom Dual Key rooms offer extra space and feature separate ensuites, a kitchenette, balcony, lounge area and laundry facilities. This room caters to a maximum of 4 guests in total.

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.





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

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

Inspired by
ELYSIA
WELLNESS RETREAT
HUNTER VALLEY



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 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 TOWNSVILLE METROPOLE HOTEL

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Experiences