



Experiences

Conferencing & Events

OAKS CYPRESS LAKES RESORT

WELCOME TO *Oaks Cypress Lakes Resort*

Thank you for considering Oaks Cypress Lakes Resort. At Oaks Hotels, Resorts & Suites we know that attention to detail makes all the difference in the success of your conference or event.

The success of any event is measured not by what's put into it but by what is taken away from it. Our dedicated Event Management team will take care of all the details so you can stay focused on the big picture.

Oaks Cypress Lakes Resort's idyllic natural setting is complemented by a world class conference facility that can host any event - from a small management retreat to a major brand launch, wedding, or special party. Choose from one of our unique venues or tour our resort to choose your own space.

Our unique facilities include:

- The Convention Centre, a state-of-the-art facility with 364m² of pillarless space
- The Venusta Centre with 435m² of pillarless space
- The Yellow Wood Centre, upper level which can be configured into five different meeting rooms to cater for 10 - 120 delegates
- The Cypress Lakeside Marquee with 800m² of pillarless space catering for up to 800 delegates
- Oak & Vine Restaurant, a smart dining venue exuding character and charm with high ceilings and spectacular views.



THANK YOU FOR CONSIDERING OAKS

Our testimonials are glowing, our staff are inspired and our property is iconic. Oaks Cypress Lakes Resort provides a breathtaking backdrop for your next conference, corporate retreat, or gala event.

Our venue environment is conducive to active delegate participation that includes; natural light, healthy food options, access to private space, a myriad of on-site activities and an extensive range of venue facilities supported by dedicated kitchens.

Our bespoke menu designed by our locally renowned Executive Chef is paired perfectly to the best wines in the region. Impeccable Oaks hospitality will ensure your event is truly successful. An extensive range of leisure activities will ensure that programmes are filled with impactful experiences.

We have 11 contemporary venues with the capacity to host 10 through to 550 delegates. Each are flexible in design to meet your requirements from small workshops to lavish gala dinners. Our Executive Chef is available to consult with you and design a creative menu that caters to your specific requirements.

You will have a dedicated Events Specialist on hand to assist with a range of conference services including:

- Accommodation requirements
- Pre and post conference functions/cocktail events
- Personalised menus and beverage package selections
- Event theming and decorations
- In-house audio visual support
- Business services and support
- Wireless broadband
- Off-site activities and adventure tours
- Private cellar door sites and tastings
- Cheese or chocolate factory tastings
- Team building facilitators
- Handmade markets
- Vineyard shuttle service
- Hot air balloon flights in our very own Oaks Cypress Lakes Resort branded balloon.



RESORT OVERVIEW

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.

The iconic 25 acre resort has recently enjoyed a multi-million dollar refurbishment reinvigorating our event and meeting facilities and breathing new life into our championship golf course, which is ranked among the top resort courses in Australia. The sprawling resort includes a Golf & Country Club, restaurants, bars, pools, tennis courts and a wide variety of self-contained accommodation options. The thoughtfully appointed one, two and three-bedroom villas are set against a stunning backdrop of the rolling golf greens and the spectacular Brokenback Mountain Range.

A leisurely two-hour drive from Sydney or a convenient hour drive from Newcastle Airport, the renowned Hunter Valley region is a showcase of world-class wineries, boutique breweries, and gourmet local produce. This incredible region offers an extensive range of adventure and leisure experiences including golf and horse riding through to gourmet cooking classes, wine master classes, and spa retreats. Why not take your event to new heights and incorporate our very own hot air balloon into your programme; perfect for VIP's and incentives!



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 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 group is quickly catapulting Cypress Lakes to the top of the must play resort destinations in Australia.



FUNCTION ROOMS

The Venusta Center

The Venusta Centre is suitable for large conference sessions or sizable dinner functions. With 435m² of pillarless space, this versatile venue is an ideal choice for indoor exhibitions, trade shows, car or product launches. The Venusta Centre flows out to an expansive outdoor terrace with excellent views of the resort's pristine manicured gardens.

The Convention Centre

The pillarless 364m² Convention Centre is a highly flexible and functional event venue. In its primary form, the Ballroom is an ideal space for up to 500 people that can also be divided into as many as six smaller rooms. It is very popular for breakout meetings and team building activities and features an option for outdoor dining. The Convention Centre's stylish foyer area can serve as a convenient registration area or a dedicated space for your event's organisers. It is easily accessible from both the main resort centre and all conference car parks and drop off areas.

The Yellow Wood Centre

Located directly above the Convention Centre, it boasts stunning views across the property. This is an ideal location for breakout rooms or mid-size groups, with up to six rooms catering for between 10 - 120 delegates.

Cypress Lakeside Marquee

Bordered by a stunning free form lagoon swimming pool on one side with Cypress Lakes and the golf greens on the other, this spectacular area is popular for gala dinners, alfresco luncheons, private breakfasts, cocktail functions, barbeque-style events or as a conference venue.

Unique spaces

Oaks Cypress Lakes Resort is also able to offer additional unique options to add variety to your event programme. Choose from one of our outstanding outdoor venues:

- The lawn at sunrise, sunset or anytime in between, is an immaculately maintained area. With the tranquil Cypress Lake as a backdrop there are endless event options limited only by your imagination. Our experienced Events team is on hand to brainstorm some creative ideas with you.
- The Green provides a memorable setting for exclusive group events. Be it a networking breakfast function or an elegant sunset cocktail, our golf greens offer a distinctive vantage point looking out over the championship course and our vineyards, framed by the Brokenback mountain range.



Room Type	Dimensions	m2	Theatre	Cabaret	Classroom	U-Shape	Boardroom	Banquet	Cocktail
The Convention Centre	28m x 13m x 4m	364	416	192	216	NA	NA	240	500
Brokenback	7m x 13m x 4m	91	104	56	54	30	33	60	100
Wattagan	7m x 13m x 4m	91	104	56	54	30	33	60	100
Sugarloaf	7m x 13m x 4m	91	104	56	54	30	33	60	100
Bimbadeen	7m x 13m x 4m	91	104	56	54	30	33	60	100
Brokenback/Wattagan	14m x 13m x 4m	182	208	112	108	42	NA	120	200
Wattagan/Sugarloaf	14m x 13m x 4m	182	208	112	108	42	NA	120	200
Sugarloaf/Bimbadeen	14m x 13m x 4m	182	208	112	108	42	NA	120	200
Brokenback/Wattagan/Sugarloaf	21m x 13m x 4m	273	312	168	162	NA	NA	180	300
Wattagan/Sugarloaf/Bimbadeen	21m x 13m x 4m	273	312	168	162	NA	NA	180	300
Half Brokenback	6.65m x 7m x 4m	45.5	40	16	24	18	18	20	NA
Venusta Centre	30m x 14.5m	435	504	248	297	NA	NA	310	500
Koda	7m x 10m x 3.5m	70	50	32	36	18	18	50	100
Kanuka	10.5m x 11m x 3.5m	115	112	64	69	27	24	80	170
Cassine	7m x 8.5m x 3.5m	59	70	32	36	24	24	40	NA
Lacebark	9.5m x 5m x 3.5m	47	63	24	30	21	24	30	NA
Senna	7.5m x 7.5m x 3.5m	56	44	24	36	18	18	30	NA
Koda/Kanuka	16.5m x 10.5m x 3.5m	173	216	96	96	51	44	120	270
Cypress Lakeside Marquee	40m x 20m	800	672	424	NA	NA	NA	530	800
Oak & Vine Lounge	10.2m x 9.9m	100	70	40	NA	24	20	60-72	80
Conference Lawn	NA	NA	NA	NA	NA	NA	NA	250	400
Bistro	NA	NA	NA	NA	NA	NA	NA	100	150
Oak & Vine Restaurant	NA	NA	NA	NA	NA	NA	NA	100	NA

Room capacities may vary due to potential restrictions. Please refer to www.oakshotels.com for latest capacity charts



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 gourmet experiences has been crafted and perfected by years of experience and complete dedication. Our on-site gourmands and 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 and dedication. Here is where your tastebuds 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 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 his 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 restaurants and bars at Oaks Cypress Lakes Resort also have the distinction of being standalone, gourmet destinations.

Oak & Vine

The bespoke menu has been designed by our locally renowned Executive Chef and 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. Or choose to 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.

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.



DELUXE ACCOMMODATION

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.

Room type	Bedding configurations	Spare beds allowed	Bathrooms	Max occupancy
One Bedroom Villa	1K	0	1	2
One Bedroom Premier Villa	1K	1	1	3
Two Bedroom Villa	2KB or 2KS or 1KB + 1KS	1	2	5
Two Bedroom Premier Villa	2KB or 2KS or 1KB + 1KS	1	2	5
Three Bedroom Villa	3KB or 3KS or 1KB + 2KS or 2KB + 1KS	1	2+ powder	7
Three Bedroom Premier Villa	1KB + 2KS or 2KB + 1KS	1	2+ powder	7



TERMS & 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 Cypress Lakes Resort.

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 Cypress Lakes Resort 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.

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 Cypress Lakes Resort. It is the responsibility of the client to contact Oaks Cypress Lakes Resort 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 Cypress Lakes Resort 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 Cypress Lakes Resort 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 Cypress Lakes Resort prior to the event.

DAMAGES

Clients are financially responsible for any damage sustained to Oaks Cypress Lakes Resort 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 Cypress Lakes Resort 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 Cypress Lakes Resort 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 Cypress Lakes Resort 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.

NOVEL CORONAVIRUS

What measures are being taken to ensure safety and hygiene during meetings and events?

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 being introduced 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
- Outdoor lunch and coffee break areas
- 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.

COVID19 Cancellation terms

We remain flexible and understanding of the situation.

Cancellation requests claimed to be due to restricted travel linked to the Novel Coronavirus will be treated on a case by case basis.

Cancellation requests from all countries as well as domestic groups will be considered

Deposits or pre-payments will be held as payment towards a future booking within 1 year of the originally booked check-in date for individuals, and within 2 years of the originally booked check-in date for groups.

If the cancellation request is unwilling or unable to rebook, or do not agree to these terms, they will be treated on a case by case basis to find a solution and we can be flexible on the re-booking period in order to secure a positive resolution.





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oakshotels.com