

## URBANEST REFER A FRIEND PROMOTION

10/11/2019 – 30/6/2020

### Terms and Conditions

1. In these terms and conditions:
  - a. the **Promoter** means **Urbanest Pty Limited**;
  - b. the **referrer** means Urbanest resident who refers their friend to Urbanest; and
  - c. the **referral** means the friend who is referred to Urbanest by the referrer.
2. A person can only participate in this promotion as a **referrer**, if they are:
  - a. a current resident of an Urbanest property in Australia; or
  - b. have a confirmed booking at an Urbanest property in Australia.
3. A person can only participate in this promotion as a **referral**, if they are a new customer who is:
  - a. not a current resident of an Urbanest property in Australia; and
  - b. does not have an existing booking (whether confirmed or unconfirmed) at an Urbanest property in Australia.
4. The promotion is **not open to employees, agents, booking platforms, contractors** (and their immediate families) of the Promoter, the Promoter's related bodies corporate or any third parties associated with this promotion.
5. Tenancy takeovers are not eligible for this offer.
6. The promotion commences at 9:00am (AEDT) on **10/11/2019** and closes at 5:00pm (AEDT) on **30/06/2020 (Promotional Period)**.
7. The **referrer** must refer their friend to Urbanest via the Refer a Friend Campaign Page <http://urbanest.com.au/refer-a-friend/>
8. By submitting any personal information on the Refer a Friend Campaign Page, the **referrer**:
  - a. agrees to be contacted by the Urbanest team; and
  - b. confirms they have asked their friend if they were interested in the promotion and their friend has consented to receiving information about the promotion.
9. By participating in the promotion, the **referrer** and **referral** will each be eligible to receive the following **rent credits**:
  - a. a once-off \$200 rent credit, if the **referral** books a room for a continuous term of 11 calendar months or more (226 – 365 days); and
  - b. a once-off \$100 rent credit, if the referral books a room for a continuous term of 5

to 10 calendar months (91 – 225 days).

10. For the **referrer** and **referral** to make a valid claim for the rent credits referred to in paragraph 9 above, the **referral** must, during the Promotional Period
  - a. apply for the promotion via the Refer a Friend application page <http://www.urbanest.com.au/somuchtoshare>;
  - b. make a booking at an Urbanest property in Australia at the standard rack rate during the Promotional Period;
  - c. present evidence of the Refer a Friend application at the time of booking; and
  - d. pay the bond applicable to their booking during the Promotional Period.
11. Rewards will not be paid to the **referrer** if the referrer moves out of the Urbanest property prior to their referred friend checking into the property.
12. If the conditions in paragraphs 10 and 11 above are met, the rent credit will automatically be applied to both the **referrer** and the **referral** accounts 6 weeks after the **referral** has checked into the property, unless the Promoter requires further information from the **referrer** and/or **referral**. If the Promoter does require further information before applying the rent credits, it will make reasonable efforts to get in touch with the **referrer** and/or **referral** using the contact details provided. The Promoter will take no responsibility for incorrect or illegible details written on the voucher or flyer which results in being unable to contact a **referrer** or **referral** to confirm the rent credit.
13. A **referrer** can refer as many friends as they like under this promotion and be eligible to receive multiple rent credits under paragraph 9 above.
14. Each **referral** is only eligible to receive a single rent credit under paragraph 9 above.
15. Nothing precludes a **referral** from participating in the promotion separately as a **referrer**.
16. All other terms and conditions including Urbanest House Rules apply during the stay.
17. This offer cannot be used in conjunction with any other promotional offer and is non-exchangeable.
18. The Promoter reserves the right to cancel or amend the promotion and these terms and conditions without notice. Any changes to the promotion will be notified to participants as soon as possible by the Promoter.
19. This offer is subject to availability of rooms during the Promotion Period. The Promoter cannot guarantee availability of rooms, including availability of rooms at a particular Urbanest property, during or after the Promotion Period.
20. The Promoter collects personal information (as defined in the Privacy Act 1988 (Cth)) about referrers and referrals for the purposes of conducting the promotion, facilitating bookings at

its properties and, where eligible, granting rent credits. The Promoter's privacy policy (available at <http://urbanest.com.au/legal>) sets out the way that the Promoter handles personal information, how participants can seek access to or correct any personal information the Promoter holds about them, how to complain about a privacy breach by the Promoter and how the Promoter will deal with a privacy complaint.

21. The Promoter may communicate or advertise this promotion using Facebook, Twitter, Instagram or other social media platforms. This promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook, Twitter, Instagram or any other social media platform. Each participant agrees to release Facebook, Twitter, Instagram or any other social media platform from any liability arising in any way from their participation in the promotion.
22. Costs associated with accessing this promotion online are the responsibility of the participant, and may vary depending on the Internet service provider used.
23. The Promoter, its associated agencies and companies excludes all liability (including negligence) except for any liability that cannot be excluded by law (including any applicable Consumer Guarantee under the Australian Consumer Law), for any direct or indirect injury, loss and/or damage arising in any way out of the promotion. This includes, but is not limited to: (i) technical malfunctions, delays or failures, including those resulting from accessing any materials related to this promotion and any incorrect, inaccurate or incomplete information communicated in the course of, or in connection with, this promotion as a result of any technical malfunctions, delays or failures; (ii) theft, unauthorised access or third party interference; and/or (iii) lost, damaged or illegible entries or prize claims.
24. If this promotion is not capable of running as planned for any reason, including but not limited to war, terrorism, state of emergency or disaster (including natural disaster), infection by computer virus, bugs, tampering, unauthorised intervention, technical failures or anything which corrupts or affects the administration, security, fairness, integrity or proper conduct of this promotion, the Promoter reserves the right, in its sole discretion, to cancel, terminate, modify or suspend the promotion and/or, if necessary, to provide an alternative prize to the same value as the original prize, subject to any written directions made under applicable State or Territory legislation.
25. The conduct of the promotion and these Terms and Conditions are governed by the laws of New South Wales. By entering this promotion, you submit to the exclusive jurisdiction of the courts of New South Wales.

**Promoter:** Urbanest Pty Limited (ABN 94 128 382 310), Level 22, 68 Pitt St, Sydney NSW 2000.

Telephone: (02) 9229 1800.