

INBOUND SPECIAL PROMO RATE 25/26



Between
TOUR OPERATOR
and

THE STAR ENTERTAINMENT QLD LIMITED TRADING AS
THE STAR GOLD COAST (“The Star Gold Coast”)

Valid from 1st November 2025 until 31st August 2026

THE STAR GRAND GOLD COAST			
PROMO RATES:	Room Type (Single/Twin/Double)	Room only Nightly Rate	BBT Nightly Rate
	Superior Deluxe Room	\$200	\$250

THE STAR RESIDENCES GOLD COAST			
PROMO RATES:	Room Type	Room only (Non-service Rate) Min 2 nights	BBT Nightly Rate (Non-service Rate) Min 2 nights
	1 Bedroom Apartment	\$200	\$260

BOOKINGS FOR ROOMS 10-24 ROOMS PER ROOM PER NIGHT

PLEASE CONTACT:

THE STAR RESERVATIONS TEAM

Ph: 1800 074 344

E: reservationsgc@star.com.au

BOOKINGS FOR ROOMS 25 + ROOMS PER ROOM PER NIGHT

PLEASE CONTACT:

TIFFANY CALLAGHAN – SALES MANAGER

Ph: +61 (0) 407 001 481

E: TIFFANY.CALLAGHAN@STAR.COM.AU

PLEASE NOTE THE FOLLOWING TERMS AND CONDITIONS APPLY TO THE SPECIAL PROMO RATES ABOVE:

- Special promo rate applies to minimum 10 rooms per night
- The above offer are NETT Rates
- Bookings available from Sunday to Friday nights only
- Bookings are subject to availability and to black-out dates as per listed in this document
- Saturday night bookings will be reviewed on a case-by-case basis. Surcharges will apply
- Valid from 1st November 2025 to 31st August 2026

ADDITIONAL TERMS AND CONDITIONS

INCLUSION:	Room only rates are inclusive of accommodation only.				
	Bed & Breakfast rates (BBT) are inclusive of accommodation with breakfast in our Restaurant for a maximum of two (2) people per room.				
ROOM CONFIGURATION:	Hotel	Room Type	Bedding	Room Size	Max Capacity
	The Star Grand Gold Coast	Superior Deluxe King	1 King Bed	32.5 sqm	2A / 2A+1C
		Superior Deluxe Twin	2 Doubles	32.5 sqm	2A / 2A+2C
	The Star Residences Gold Coast	1 Bedroom Apartment	1 Queen	58sqm	2 guests
TRIPLE SHARE & ROLLAWAY BED:	Additional triple share cost is \$50.00 net room only per room per night /\$75.00 nett BBT per room per night Additional rollaway bed cost is \$50.00 per night (only applicable to particular room types at The Star Gold Coast)				
PORTERAGE	The Star Grand - A portorage fee of \$6.50 per room (with a maximum of 2 pieces per room) applies for all group arrivals of 5 or more rooms, and must be advised in writing a minimum of ten (10) days prior to the groups arrival to allow sufficient staffing levels. The Star Residences – not available				
CHECK IN / CHECK OUT & PRE - REGISTRATION:	Check in time is 1500. All guests arriving before 1500 will be accommodated as rooms become available. Our Concierge can arrange to store luggage for those guests arriving early when rooms are unavailable. Access to rooms prior to 1500 is only guaranteed if room(s) are pre-registered - this means paying for the previous nights' accommodation. Check out time is before 1100, with late check out subject to hotel availability. The Star Residences - Reception hours are 0600 to 2300 and after hours check in (after 2300) is at The Star Grand Reception.				
CANCELLATION AND NO SHOW POLICY:	GROUP BOOKINGS OF 10 - 25 ROOMS PER NIGHT				
	One (1) night's charge will be applicable for every room cancelled within 14 days of the guest's arrival date, or in the event that a booking does not materialise/show without prior "written" notice to the The Star Gold Coast Reservations Department.				
	GROUP BOOKINGS OF +25 ROOMS PER NIGHT				
	Period	Permitted Room Release	Cancellation Fees		
	90+ days prior to scheduled check-in date.	10% of the accommodation block may be released without incurring a cancellation fee.	A cancellation fee equivalent to one night's accommodation will be charged for every room released over 10% of the accommodation block (fee to be calculated on the room rate of the room released).		
	Between 89 and 60 days prior to scheduled check-in date.	10% of the unreleased accommodation block as at the commencement of this period may be released without incurring a cancellation fee	A cancellation fee equivalent to one night's accommodation will be charged for every room released over 10% of the unreleased accommodation block as at the commencement of this period (fee to be calculated on the room rate of the room released).		

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CANCELLATION AND NO SHOW POLICY:	Between 89 and 60 days prior to scheduled check-in date.	10% of the unreleased accommodation block as at the commencement of this period may be released without incurring a cancellation fee.	A cancellation fee equivalent to one night's accommodation will be charged for every room released over 10% of the unreleased accommodation block as at the commencement of this period (fee to be calculated on the room rate of the room released).
	Less than 30 days of the scheduled check-in date	Nil	All rooms released/cancelled and "no shows" will incur a 100% cancellation fee equivalent to the number of room nights cancelled multiplied by the applicable accommodation rate
ROOMING LIST POLICY:	Final rooming list is required thirty (30) days prior to the arrival date or earlier. At this time, all guest rooms not being utilised will be subject to cancellation and released for resale.		
	Children up to 12 years of age inclusive, stay free of charge when sharing a room with their parents utilising existing bedding. Children 13 years or over are considered adults and will be subject to the additional person charge. Infant 0-4 years inclusive Child 5-12 years inclusive Adult 13 years or above Cots are provided on a complimentary basis upon request (limited to one per room).		
THE STAR GRAND GOLD COAST POLICIES	The Agent must ensure that any client/guest who book a room at The Star Gold Coast via the Agent (or any distributor of the Agent) is made aware of the following policies of, and information in respect of, The Star Gold Coast prior to the client/guest making the booking: Party Policy: <i>The Star Gold Coast wants to make a guest's an enjoyable one and as a consideration for other guests, The Star Gold Coast has a no party policy. The Hotel appreciates the guests' understanding in not causing any disturbances to other guests during their stay. Please note that all visiting guest must vacate the room by 11pm.</i> CHECK IN AND CHECK OUT POLICY: <i>As per the 'CHECK IN / CHECK OUT & PRE – REGISTRATION' section of this document.</i> SECURITY: <i>As per the 'Surety Section' of this document.</i> CREDIT CARDS: <i>Credit card fees as per the 'Payment' section of this document. This will also apply to any items charged back to your room account (such as restaurant).</i> SMOKING POLICY: <i>For the comfort of guests, rooms are designated as non-smoking. Smoking in a non-smoking room will result in a RECOVERY FEE.</i> PARKING: <i>Car park availability is not guaranteed and is not part of a hotel booking.</i> FAMILY & CHILD POLICY: <i>Children under the age of 18 must be accompanied by an adult at all times. Additional terms as per the CHILDREN POLICY section of this document</i> SURVEILLANCE AND FACIAL RECOGNITION TECHNOLOGY: <i>The Star Gold Coast uses CCTV, mobile device tracking and facial recognition technologies– see The Star's Privacy Policy for further information (https://www.starentertainmentgroup.com.au/privacy-policy).</i> REDEVELOPMENT: <i>As per the 'Redevelopment' section of this document.</i> CANCELLATION BY GUEST: <i>As per the terms of this document.</i> PAYMENT: <i>As per the terms of this document.</i> CANCELLATION BY THE STAR: <i>The Star Gold Coast has the right to cancel and/or amend bookings by providing the client with notice at least 30 days prior to their stay date. For stays arriving from 1 February 2025, your allotted apartment at The Star Residences may be located in either Tower 1 or Tower 2, Broadbeach Island.</i>		

THE STAR RESIDENCES POLICIES	If The Star Entertainment Letting Pty Ltd trading as The Star Residences (The Star Residences) is a party to this Agreement, the parties acknowledge and agree that: (a) The Star Residences is only a party to this Agreement for the purpose of confirming the rate for the accommodation block in apartments, which are managed by The Star Residences on Broadbeach Island (The Star Residences Accommodation); (b) any amount payable Agent to the Company that relates to The Star Residences Accommodation is for the purposes of securing a booking in relation to any of The Star Residences Accommodation, and bookings cannot be allocated to a specific room until check-in; (c) any amount paid to the Company by the Agent in respect of The Star Residences Accommodation is paid to the Company to secure a booking until the Customer has stayed in The Star Residences Accommodation. On departure, the Agent irrevocably directs the Company to pay the relevant amount to the trust account held by The Star Residences; and (d) the Company takes bookings for The Star Residences Accommodation and is not a licensed real estate agent or agent for The Star Residences. The rates for any accommodation blocks and terms of letting are set and approved by The Star Residences. The Company does not have the right to let any apartments in The Star Residences.
PAYMENT:	Payment of master accounts (Groups under 25 rooms & FIT) may be either: i. Full prepayment is required thirty (30) days to fourteen (14) days prior to arrival (FIT or GROUP), credit card or bank transfer in Australian dollars; or ii. A credit facility may be established at least thirty (30) days prior to groups arrival. Group 25 + rooms will be subject to a separate agreement. Approved credit arrangements require payment within thirty (30) days of date of invoice. All payments made using a credit card or debit card (when "credit" option is selected) attract a credit card surcharge of 0.8% for Mastercard, Visa and American Express. For groups requiring more than 26 rooms, a group contract will be issued separately. This contract will include a payment schedule.
REMITTANCE & COMMISSION	All monies received by the Agent for accommodation bookings are the property of The Star Grand Gold Coast and must be held by the Agent in trust for The Star Grand Gold Coast until satisfactorily accounted to The Star Grand Gold Coast and payment to The Star Grand Gold Coast made. The Agent must account to, and pay, the Gross Sell Rate to The Star Grand Gold Coast without any deduction or set-off (other than that permitted hereunder), which is due and payable pursuant to the terms under "Payment" below. Subject to the Agent: (a) receiving the Gross Sell Rate Price for the booking; and (b) successfully making the booking in the name of the guest pursuant to the terms of this Agreement, in consideration of the Agent acting as booking agent pursuant to the terms of this Agreement, The Star Gold Coast will pay the Agent the amount that is the difference between the Gross Sell Rate and the Nett Sell Rate (Commission). When the Agent remits the Gross Sell Rate to The Star Gold Coast for each booking made, the Agent may retain the Commission referable to that booking by set-off against the Gross Sell Rate remitted to The Star Gold Coast remitting only the Nett Sell Rate provided that, at the same time as retaining the Commission, the Agent issues to The Star Gold Coast a valid tax invoice for the purpose of the A New Tax System (Goods and Services Tax) Act 1999 . The Star Gold Coast will have no obligation to pay Commission other than by allowing the Agent to remit to The Star Gold Coast the Nett Sell Rate for any booking made. The Agent shall make refunds only in accordance with The Star Gold Coast's written instructions and only to the person authorised to receive the refund. (a) All amounts due The Star Gold Coast must be remitted in Australian dollars notwithstanding foreign exchange rate variations that may occur between collection of the original Gross Sell Rate and its remission to The Star Gold Coast. (b) The Agent is only entitled to the Commission under this document. The Agent is responsible for, and will make no claim against The Star Gold Coast in respect of, amounts in excess of the Commission, including payments to sub-agents, costs, taxes, duties, levies, fees and expenses in relation to the sale of bookings and payments to sub-agents. (c) The Star Gold Coast is not responsible for any shortfalls suffered by the Agent due to exchange rate issues (for example, exchange rate conversion risks). (d) If a legislative requirement requires the Agent to deduct withholding tax from a payment under this document such that The Star Gold Coast will not receive the full amount due, the Agent must: (i) only deduct the amount for the withholding tax. (ii) pay an amount equal to the amount of withholding tax deducted to the relevant authority in accordance with applicable law and give the original receipt to The Star Gold Coast and (iii) must gross up the payment to The Grand Gold Coast so that the net amount remitted is equal to the full amount of the payment had no remittance or deduction of withholding tax applied.

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BANK DETAILS / DIRECT DEBIT:	If making a direct credit payment please ensure that you send through a copy of the bank receipt together with the details of payment (Name, dates, group details) to Account Receivable: jgarec@star.com.au	
	Account Name	The Star Entertainment Qld Limited
	Bank	National Australia Bank Ltd
	Branch	308-322 Queen Street, Brisbane 4000 Australia
	BSB No:	084 004
	Account No:	71-571-9668
	ABN:	78 010 741 045
APPOINTMENT:	The Star Gold Coast has appointed the Agent as its agent to sell on behalf of The Star Gold Coast bookings for accommodation at The Star Gold Coast. In effect, the Agent's role will be to facilitate sales by The Star Gold Coast to guests. Subject to the terms of this contract, the Agent will make bookings for accommodation at The Star Gold Coast on behalf of guests by requesting a reservation of a room pursuant to The Star Gold Coast's designated channels for receiving such requests. The parties agree on a non-exclusive basis that the Agent is authorised to act on behalf of The Star Gold Coast only for the purposes set out in this contract.	
RELATIONSHIP OF THE PARTIES:	The Agent is an independent business operator. Other than expressly stated in this contract, neither party is to be considered or interpreted as being an authorised representative of the other party. The Agent's relationship with The Star Gold Coast is one of principal/agency. The Star Gold Coast is not in partnership with the Agent nor is the Agent involved in a joint venture with The Star Gold Coast. At all times, the Agent must identify itself as an agent, the selling and accepting bookings for rooms on behalf of The Star Grand Gold Coast, as the principal.	
THE STAR GOLD COAST'S OBLIGATIONS:	The Star Gold Coast reserves the right to stipulate the procedures for booking rooms, which may be updated in writing from time to time. The Agent acknowledges and agrees that The Star Gold Coast is not obligated to make available a minimum number of rooms to the Agent at any time. All allocations provided to the Agent will be at the complete discretion of The Star Gold Coast, subject to availability, and may be removed by The Star Gold Coast at any time	
AGENT'S GENERAL OBLIGATIONS:	The Agent must: (a) at its expense, diligently promote and market The Star Gold Coast; and the rooms to the reasonable satisfaction of The Star Gold Coast; (b) ensure that The Star Gold Coast's accommodation is sold pursuant to any terms, conditions and policies set by The Star Grand Gold Coast. (c) warrant that any information relevant to The Star Brisbane and the rooms required to be disclosed to the guest, is so disclosed; (d) comply with The Star Gold Coast 's directions in respect of whether or not to sell, and accept bookings for, the rooms to particular customers; (e) acknowledge and agree that it does not have the authority to set its own rates for the rooms supplied by The Star Gold Coast; (f) sell the bookings for the rooms at the Gross Sell Rate, and in accordance with any terms and conditions for guests required by, The Star Gold Coast from time to time; (g) charge, and, where applicable, collect from, the guests the Gross Sell Rate when a booking is made; (h) keep true, complete and accurate records of all room bookings sold; (i) represent The Star Gold Coast brand in a manner that does not bring The Star brand into disrepute and must not do anything that may damage the reputation of The Star Gold Coast, or the goodwill of The Star brand name. (j) direct all guest complaints and /or claims regarding the rooms, bookings, or other goods or services provided by The Star Gold Coast, without any delay to The Star Gold Coast. The Agent is not allowed to admit a claim on its merits or otherwise and must not accept liability in respect of the rooms, bookings, or other goods or services provided by The Star Gold Coast; (k) where there is a conflict, or potential conflict of interest, prefer the interests of The Star Gold Coast to its own; and (l) comply with this contract, and The Star Gold Coast's policies that form part of this contract, at all times.	

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AGENTS INDEMNITY:	Except to the extent caused by The Star Gold Coast, the Agent indemnifies The Star Gold Coast from and against all claims, debts, accounts, expenses, costs, liens, actions and proceedings of any nature whatsoever, whether known or unknown by the Agent, arising from, incidental to, or by virtue of: (a) any wilful, wrongful or negligent act or omission of the Agent; (b) any claims by its sub-agent arising from the Agent's act or omissions; or (c) any act or omission of its sub-agent.
SURETY:	Please note that the property requires full payment of room charge on arrival. Credit card details will be required as a guarantee for any incidental charges incurred during stay. Property may accept a \$200 cash deposit per night instead of a credit card as a guarantee for incidental charges. Please note that the property accepts credit card, cash or debit card for the final payment of the room. Kindly note that the pre-authorisations of \$100.00 on the credit card might hold funds for up to 30 business working days (depending on the issuing bank). Guests are required to show a photo identification and credit card upon check-in. Please note that all Special Requests are subject to availability and additional charges may apply. The client also has an obligation to ensure any guest information detailed in this agreement is passed onto guests prior to arrival on behalf of The Star Gold Coast.
CONFIDENTIALITY:	All rates, terms and conditions are strictly confidential and are not to be disclosed to any other person(s), company or association unless required by the law.
RATE DISTRIBUTION:	The rates provided to you can only be distributed through: - Your offline channels (such as printed brochures, fliers, leaflets, physical shop fronts, travel expositions etc); - Your B2C websites, provided the rates are included in a package reflecting the Agent brochure. - Onward distributors (affiliates or partners) whereby you provide the rates to those parties to sell B2C to the end customer, provided that when selling to the end customer the rates are included in a package; - Onward distributors (affiliates or partners) whereby you provide the rates to those parties to sell B2B through offline or online channels accessible only to travel trade professionals (and not the end customer), and where those travel trade professionals sell to the end customers provided that when selling to the end customer, the rates are included in package. If it is found that rates provided by The Star Gold Coast are being distributed by your other than through the channels set out above, The Star Gold Coast may immediately cease providing rates to you.
REDEVELOPMENT:	The Star Entertainment Group continues to invest in the property with even more dining and entertainment offerings being developed. During the transformation and associated building works, construction noise may occur between the hours of 7am and 5pm (Monday through Saturday). For further information please contact your Account Manager.
FORCE MAJEUR:	Neither party is liable to the other party for any defaults or delays in the performance of any of its obligations under this contract (other than the obligation to pay money) if such default or delay is a Force Majeure Event. Should a Force Majeure Event prevent a party from fulfilling its obligations (in whole or in part) under this agreement, either party may by written notice to the other party terminate this agreement. In the event of termination under this clause, all amounts paid by the Agent will be refunded and neither party has any claim against the other for such termination. For the purposes of this clause, "Force Majeure Event" means any event beyond the control of a party, including without limitation, strikes, labour disputes, accidents, governmental restrictions or regulations on travel, hotel operation, commodities or supplies, pandemics, acts of war, or acts of God.
GENERAL TERMS:	The Agent must comply with the Privacy Act 1988 (Cth) in respect of the collection, handling and disclosure of personal information. This agreement can only be amended by written agreement signed by both parties. Any provision of this agreement which is invalid in any jurisdiction is invalid in that jurisdiction to that extent, without invalidating or affecting the remaining provisions of this agreement or the validity of that provision in any other jurisdiction. This agreement may be executed in counterparts. All counterparts when taken together are to be taken to constitute one instrument. This agreement is governed by the Laws of Queensland and each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of Queensland.



BLACKOUT DATES

The following blackout dates apply to this special promo rates. (Additional dates may apply throughout the year)

THE STAR GRAND GOLD COAST			
Description	2025/2026 Dates (inclusive)		Special Event Request
Large Conference	08/11/25	08/11/25	NOT BOOKABLE
Large Conference	11/11/25	13/11/25	RATE ON REQUEST
Large Conference	04/12/25	07/12/25	NOT BOOKABLE
School Holidays, Christmas & Boxing Day	13/12/25	30/12/25	RATE ON REQUEST
New Years Eve	30/12/25	31/12/25	RATE ON REQUEST
New Years Day & PH	01/01/26	01/01/26	RATE ON REQUEST
Magic Millions & School Holidays	02/01/26	18/01/26	RATE ON REQUEST
Australia Day	23/01/26	26/01/26	RATE ON REQUEST
Large Conference	14/02/26	16/02/26	RATE ON REQUEST
Lunar New Year	17/02/26	22/02/26	RATE ON REQUEST
Large Conference	20/02/26	21/02/26	RATE ON REQUEST
Large Conference	11/03/26	11/03/26	RATE ON REQUEST
Large Conference	12/03/26	13/03/26	NOT BOOKABLE
Easter	03/04/26	06/04/26	RATE ON REQUEST
Large Conference	17/04/26	18/04/26	NOT BOOKABLE
Anzac Day	25/04/26	25/04/26	RATE ON REQUEST
Labour Day	01/05/26	04/05/26	RATE ON REQUEST
Large Conference	08/05/26	09/05/26	RATE ON REQUEST
Blues On Broadbeach	14/05/26	17/05/26	RATE ON REQUEST
Large Conference	12/05/26	15/05/26	RATE ON REQUEST
Large Conference	19/05/26	20/05/26	RATE ON REQUEST
GC Marathon	03/07/26	05/07/26	RATE ON REQUEST
Large Conference	11/07/26	13/07/26	NOT BOOKABLE
Large Conference	14/07/26	14/07/26	RATE ON REQUEST
Large Conference	27/07/26	29/07/26	RATE ON REQUEST
Ekka (Brisbane Show Day)	12/08/26	13/08/26	RATE ON REQUEST
Pacific Airshow Gold Coast	14/08/26	16/08/26	RATE ON REQUEST
Large Conference	16/08/26	19/08/26	RATE ON REQUEST
Large Conference	21/08/26	22/08/26	RATE ON REQUEST
Gold Coast Show Day (GC)	28/08/2025	30/08/2025	RATE ON REQUEST