

THE HELIER RETIREMENT LIMBO OFFER – OCTOBER 2025

TERMS AND CONDITIONS

These terms and conditions ("**Terms**") apply to the travel gift card, fees waiver and moving packaging promotion ("**Promotion**"). By entering the Promotion and/or applying for an occupation right agreement ("**ORA**") to enter into this Promotion, you are deemed to accept these Terms.

1. The Promotion is for:

- a. a gift card for \$20,000 from House of Travel ("**Travel Gift Card**");
- b. a furniture moving package valued at up to \$5,000 ("**Moving Package**"); and
- c. a waiver of the Village Tariff and Hospitality Charge for 12 months.

2. The Promotion is open to new residents applying for an ORA for a selected independent living unit at The Helier ("**Eligible Unit**").

3. To qualify:

- a. you must submit an application between 1 October 2025 and 14 December 2025 (inclusive) for the occupation of an Eligible Unit;
- b. we must accept the application; and
- c. you must sign and settle an ORA for the Eligible Unit (including paying the Occupation Licence Payment in full) within four months of the application date.

4. As the Promotion requires entry into and settlement of an ORA, our usual resident criteria apply.

TRAVEL GIFT CARD

5. We will give you the Travel Gift Card promptly after the later of the date that you have paid your Occupation Licence Payment in full and the expiry of the 90 day period from the Commencement Date.

6. *The Travel Gift Card is subject to House of Travel's terms and conditions, including any expiry dates or restrictions on use, which may be viewed at www.houseoftravel.co.nz/hot-info/house-of-travel-gift-card (see Gift Card Terms & Conditions).*

7. *We accept no responsibility for the booking, use, or redemption of the Travel Gift Card, including travel availability, cancellations, or changes and give no warranty or representation as to the services provided by House of Travel.*

8. We are not liable for any loss or damage to property or for any injury, illness or death, or for any damages or claims whatsoever arising from your use of the Travel Gift Card.

9. *Any costs above the value of the Travel Gift Card are the responsibility of the voucher holder.*

NO WEEKLY FEES FOR 12 MONTHS

10. Your Village Tariff and Hospitality Charge will be waived for a period of 12 months from the Commencement Date of your ORA.

11. The amounts of the Village Tariff and Hospitality Charge are those specified in your application.

12. Following the expiry of the 12 Month period you must commence paying your Village Tariff and Hospitality Charge.

MOVING PACKAGE

13. We will pay the cost of furniture moving services from Smart Express or Sort My House, valued at up to \$5,000.00 to assist you with your move into your independent living unit. If either of these providers is not available or not available in your area, instead we will pay \$5,000 to you by an adjustment of the amount you are required to pay us to settle the Occupation Licence Payment in full.

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14. If you wish to purchase services that cost more than \$5,000 you will be responsible for the cost of them to the extent that they exceed \$5,000. You are directly responsible for the cost of any additional services you choose to purchase.

15. Your use of the services is at your own risk, Oceania is not responsible for any loss or damage caused by the service provider.

CANCELLATION

16. If you cancel your ORA in accordance with clause 15 (Your Cooling Off Right) or clause 19 (Your 90 Day Right Place Guarantee) of your ORA you will be required to reimburse us for the cost of the moving services we paid for and for the Village Tariff and Hospitality Charges that we waived.

17. We will be entitled to deduct money you are liable to pay us under clause 16 from any payment we are due to make to you following cancellation of your ORA.

GENERAL

18. This offer is not available to existing residents of The Helier.

19. We reserve the right to amend these Terms and/or extend, suspend or terminate the Promotion at any time.

20. Unless otherwise stated or agreed by us, the Promotion cannot be used in connection with any other discount, offer or promotion.

21. To avoid doubt, the Promotion does not apply to care suites or any care related accommodation.

22. The Travel Gift Card and Moving Package are not transferrable and cannot be exchanged for cash.

23. Only one Travel Gift Card and one Moving Package per independent living unit is available.

24. Our Privacy Policy (available at <https://oceaniahealthcare.co.nz/privacy-policy/>) shall apply to any personal information you submit to us in connection with the Promotion and is incorporated into these Terms.

25. Definitions:

a. Capitalised words and phrases which are not defined in these Terms have the meaning given to them in the ORA for The Helier and is available on the Retirement Villages Register or on request.

b. *References to “House of Travel” means House of Travel Limited (company number 520180).*

c. References to “we”, “us”, “our” or “Oceania” means Oceania Village Company Limited of Level 26, 188 Quay Street, Auckland 1010.