

FREQUENTLY ASKED QUESTIONS - Alive Convention AUNZ 2025

General

Is there a dress code for Alive Convention?

Alive Convention is a business event; we would recommend smart-casual attire in which you feel comfortable. Please note that the venue is air-conditioned, and you may need a jacket when you are sitting still.

Does the event allow for children to attend?

Children aged 16+ are welcome to attend corporate events provided they are registered and have their own ticket. If you are bringing a nursing infant, a Parents Room will be made available where possible. We want to ensure all attendees are able to enjoy an environment of learning in each session. All venues are open to the public and we strongly suggest that children ***not be left unsupervised*** at the venue.

Is there a Lost and Found?

Yes! The Star venue staff will be able to direct you to its location. Any found items will be handed to The Star staff and placed in Lost and Found.

Will the event have wheelchair access?

Yes. Please let us know if you require wheelchair access.

Tickets and Registration

How can I see if I have purchased a ticket?

After you have purchased a ticket, you will receive a confirmation email from **Eventbrite** and had funds withdrawn from your bank account. If you are still unsure, please contact eventsaunz@doterra.com

Do I need to be a Wellness Advocate to attend, or can I be guest of a Wellness Advocate?

Alive Convention is an event designed for everyone with a passion for essential oils. We look forward to meeting you!

Can I purchase a ticket for one day of Alive Convention only, as I can attend only one day?

Your Alive Convention ticket entitles you to attend both days of Alive Convention. There are no pro-rata tickets available for purchase if you can attend only one of these days.

What is the last day I can purchase a Alive Convention ticket online?

Alive Convention and Gala tickets are not closing and will available right up until the event this year.

What if I have an extenuating circumstance and I can no longer attend Alive Convention eg, a death in the family, extreme ailments, or a catastrophic event?

Please contact eventsaunz@doterra.com for further assistance.

If tickets sell out can I be added to a waitlist?

Get out your Console oil - unfortunately there is no waitlist! We encourage you to purchase your tickets early to avoid disappointment.

Is lunch included with my ticket?

No, catering is not included with Alive Convention Tickets.

There are cafes and restaurants within short walking distance of The Star open to the public to purchase lunch, beverages and snacks.

Why do I need a name for each Alive Convention ticket purchase?

A name badge and lanyard is printed and provided for each Alive Convention attendee. This will be your all-access pass to Alive Convention 2025 and is required to be worn during event attendance, except for the dōTERRA Gala.

Products, Events and Attendance

What products are you launching?

SSSSSShhhhh. All will be revealed at Alive Convention 2025! Come along to be the first in the know!

Will there be dōTERRA product or merchandise for purchase?

Yes, we will have a selection of Alive Convention products, as well as a variety of limited-edition Alive Convention merchandise. No other products will be available for purchase or pick up during Alive Convention.

Credit card payments only – no cash or cheques will be accepted.

If I don't make it to Alive Convention, can I have any product or merchandise available at the venue be shipped to me?

Because we love seeing your faces, you must be in attendance at Alive Convention in order to receive or purchase any product or merchandise available at the event. You may want to bring an extra suitcase for your purchases!

Will the Alive Convention Kit be available for online purchase?

Yes! The Alive Convention Kit will be available for onsite and online purchase from 12pm Friday 25th July while stocks last.

Who will be speaking at Alive Convention?

Detailed information on the agenda, including any special guest or keynote speakers, will be available soon – check back for details.

Venue, dates, and speakers are subject to change without notice.