

# Leadership 2026 AUNZ

## Frequently Asked Questions (FAQs)

### GENERAL

#### What is dōTERRA® AUNZ 2026 Leadership?

Leadership 2026 is a two-day event for Elite leaders and above, designed to give you an action plan on how to grow a profitable, purpose-driven business that works around your life, empowering you with financial freedom and flexibility. Through expert-led training sessions and interactive learning with top leaders, you'll gain practical tools to understand and leverage every part of the dōTERRA selling system, from compensation structure to strategic planning and storytelling.

#### 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.*

*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 BCEC has a lost and found. Please ask the BCEC staff on ground level for assistance if required. Any found items will be handed to the venue's Lost and Found.*

#### Will the event have wheelchair access?

*Yes, wheelchair access is available. Please acknowledge this in your registration if wheelchair access is required.*

#### Parking & Transportation

*Please refer to the BCEC website for more information - <https://bcec.com.au/visit/car-parking/>*

### REGISTRATION

#### When is registration open?

Registration will be open on **Friday 27<sup>th</sup> and Saturday 28<sup>th</sup> February from 7:30am – 11:00am on the Boulevard level of BCEC.**

If attendees are arriving after 11am, you can either receive a name badge the following day or please have a friend or fellow wellness advocate pick it up for you.

### TICKETS

#### 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*After you have purchased a ticket, you will receive a confirmation email from Eventbrite and have funds withdrawn from your bank account. If you are still unsure, please contact [eventsaunz@doterra.com](mailto:eventsaunz@doterra.com)*

### **How do I see my tickets within the Eventbrite app?**

To view your purchased tickets within the Eventbrite app or webpage, sign up or log in to the Eventbrite app / webpage with the *same email used to purchase your ticket(s)* and go to "Tickets".

If you would like to add these tickets to your apple or google wallet. Please see below instructions.

#### **Adding to Apple Wallet (iOS):**

Once you've located your ticket, look for an option to "Add to Apple Wallet". Follow the on-screen instructions to add the ticket to your wallet.

#### **Adding to Google Wallet (Android):**

Once you've located your ticket, look for an option to "Add to Google Wallet". Follow the on-screen instructions to add the ticket to your wallet.

### **Alternatively, you can save your ticket(s) directly to your phone:**

Eventbrite App - click on "Tickets", then download your ticket(s) and save to the location of your choice.

Confirmation email - Click on "Go to My Tickets" then download your ticket(s) and save to the location of your choice.

You can also save your ticket(s) by simply by taking a screenshot of the ticket QR code. This allows you to access your ticket even if you don't have an internet connection.

Any queries or concerns, please email [eventsaunz@doterra.com](mailto:eventsaunz@doterra.com) for assistance.

### **Do I need to be a Wellness Advocate to attend this event?**

*dōTERRA AUNZ 2026 Leadership is a business event designed for Wellness Advocates who are Leaders and Business builders.*

### **What are the qualifications to attend Leadership 2026?**

The dōTERRA AUNZ Leadership 2026 is a business training event and is open to all Wellness Advocates who have achieved **Pin Rank of Elite or above**.

*Diamond and above leaders can attend Diamond Day if they have a Pin Rank of Diamond or above and hold a valid dōTERRA AUNZ 2026 Leadership ticket.*

### **Can I purchase a ticket for one day of Leadership only, as I can attend only one day?**

*No, single day tickets are not available, your Leadership ticket entitles you to attend on Friday 27<sup>th</sup> and Saturday 28<sup>th</sup> February 2026 of the event, however you are welcome to attend for a single day.*

### **Can I purchase multiple tickets?**

*Yes, and each ticket must be registered in the name of each individual attending the event, including within the 5 pack of tickets.*

**Can I buy a ticket when I get to Leadership?**

*No, tickets must be purchased in advance via the website. dōTERRA AUNZ Leadership 2026 tickets will be open until the day of the event, while tickets last.*

**What is the last day I can purchase a Leadership ticket?**

*Ticket sales for dōTERRA AUNZ Leadership 2026 will be open until the event, while tickets last.*

**What is the last date for name changes?**

*All Transfers and Ticket details including attendee names and ranks must be updated before **Friday 20th February 2026 at 11:59pm** in order to receive a printed name badge when you register onsite at Leadership. Changes made after this date may require on site name badge printing, which could delay your registration process.*

**Do you have a waitlist?**

*No, there are no waitlists for Leadership tickets.*

**Is lunch included with my ticket?**

*No, lunch is not provided. You can find many cafes and restaurants surrounding the BCEC.*

**Will I receive a confirmation when I purchase my ticket?**

*Yes, you will receive a confirmation email from Eventbrite after your Leadership ticket is purchased. If you do not receive a confirmation email within 48 hours, please contact [eventsaunz@doterra.com](mailto:eventsaunz@doterra.com) We recommend you check the email address entered at the time of ticket purchase to ensure it is spelt correctly, and you know which email the confirmation will be sent to.*

**Will I get a ticket in the mail?**

*No, a ticket will not be posted to you. When you receive a confirmation email that means we have your information, and you will need to provide your ticket either on your phone or printed out for onsite registration when you reach the venue.*

**Why do you need a name badge for each Leadership ticket purchase?**

*We print a name badge for each person attending Leadership and it becomes your pass that allows you access to all rooms and events.*

**TRANSFERS AND REFUNDS****Can I transfer my Leadership ticket?**

*Attendees can edit their tickets via Eventbrite at anytime.*

*There will be no ticket transfers actioned by dōTERRA Corporate after **Friday 20th February 2026**. Any tickets that attendees need assistance with for name changes will need to be completed onsite at the registration booth.*

**Can I request a refund of my Leadership ticket if I can no longer attend the event?**

*You can request refunds through the Eventbrite app or via emailing [eventsaunz@doterra.com](mailto:eventsaunz@doterra.com). Refunds can be requested up to 10 days before the event date. After this time, we're unable to process refunds, and tickets will be considered non-refundable.*

**Can I get a full refund in cash/EFT or to a different credit card, if I have purchased via a credit card?**

*Unfortunately, no, all refunds will be automatically processed directly back to the original card used at the time of ticket purchase.*

**I transferred my ticket to another person. Can you issue a refund to them instead of the original payment method?**

*Unfortunately, no, all refunds will be automatically processed directly back to the original card used at the time of ticket purchase.*

**How long will it take to receive a refund?**

*Refunds will be processed immediately. Please allow up to 14 business days for the funds to appear back in your account. Refund requests can be submitted by emailing [eventsaunz@doterra.com](mailto:eventsaunz@doterra.com) or via the Eventbrite app.*

**Can I receive a credit for my ticket to another dōTERRA Event?**

*Unfortunately, dōTERRA will not be issuing any credits for ticket purchases. All tickets will be refunded back to the original card used at the time of ticket purchase.*

**Can I still receive a refund if the original credit card used to purchase tickets is invalid (expired/cancelled)?**

*Yes, the refund will be returned by your bank to the new credit card associated to the linked bank account. If you require assistance with this, please call your banking institution.*

**Will I receive a refund if the event is cancelled?**

*In the event that dōTERRA AUNZ Leadership 2026 is cancelled, dōTERRA AUNZ will refund the amount paid for ticket(s) in full to the same payment method used at time of purchase. If the event is postponed or changed, ticket holders will be contacted with new event date and details.*

**MERCHANDISE**

**Will there be merchandise available for purchase?**

*Yes, we will have a small variety of dōTERRA merchandise onsite. No other products will be available for purchase or pick up during Leadership. Payment options available are credit card only – no cash will be accepted.*

**If I don't make it to Leadership, can I have any merchandise available at the venue shipped to me?**

*No, in order to receive any merchandise available at the event, you must be in attendance at the event.*

**Can I purchase merchandise for someone who is not attending Leadership?**

*You can purchase merchandise for others however, you are responsible for taking it home with you and delivering to the other person. A great excuse for a catch up!*

## **FRIDAY NIGHT PARTY**

### **What is the Friday Night Party dress code?**

The Friday Night Party theme is 'A Night to Shine'. So go all out and make an entrance!

Think bold metallics, shimmering fabrics, sequins that catch the light, or luxe details that sparkle from across the room. This is the night to celebrate your journey, your achievements, and your brilliance! Wear something that makes you feel confident, radiant, and completely fabulous. Whether you love a sleek statement look or a full-on glitter moment, choose an outfit that lights you up and lets your personality shine through. It's your time to shine!

### **What food options are available at the Friday Night Party?**

*Light refreshments will be made available at the Party. You may wish to have dinner before the event or after you've danced your night away! We will do our best to cater to all dietary requirements where possible.*

### **Is there an age limit for the Friday Night Party?**

*dōTERRA warmly welcomes families and children at our events. While we aim to create a family-friendly atmosphere, please note that parents and guardians **are fully responsible for their children at all times** throughout the event. We appreciate your understanding and cooperation in ensuring a safe and respectful environment for all attendees. Any child who meets the criteria is welcome to attend, provided their guardian holds a valid Leadership 2026 ticket and is ranked Elite or above.*

## **COMPETITION**

*When a Wellness Advocate refers someone who purchases a Leadership 2026 ticket by adding their name to the Eventbrite field the referrer goes into the draw to win an exclusive prize.*

### **Prize pool:**

**3<sup>rd</sup> Place** - Box of VMG+ and shaker

**2<sup>nd</sup> Place** - Box of VMG+ and shaker + Leadership 2026 Double Pass

**1<sup>st</sup> Place** - Box of VMG+ and shaker + Convention & Gala Double Pass

*Each successful referral = one entry into the prize draw, with no limit on the number of entries.*

*This competition **closes on Sunday 1<sup>st</sup> February at 11:59pm.***

*The prizes will be drawn approximately on the following day, Monday 2<sup>nd</sup> February. Winners will be notified by email and phone. In the case a winner cannot be contacted, the prize will be redrawn.*