

GENERAL

What is dōTERRA® AUNZ 2024 Leadership Retreat?

dōTERRA AUNZ 2024 Leadership Retreat is an annual opportunity to hear from global thought leaders, connect with the community, culture and values of dōTERRA and take away key business strategy and product knowledge.

dōTERRA AUNZ Leadership Retreat 2024 is coming to sunny Brisbane. Learn the secrets to success with practical tools, tips, and guidance from the best in the business.

Is there a dress code for dōTERRA AUNZ 2024 Leadership Retreat?

Leadership 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. 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, at the venue. Ask Royal ICC venue staff for its location. 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 Royal ICC website for more details.

TICKETS

How can I see if I have purchased a ticket?

After you have purchased a ticket, you will receive a confirmation email and have funds withdrawn from your bank account.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 this event?

dōTERRA AUNZ 2024 Leadership Retreat is a business event designed for Wellness Advocates who are Leaders and Business builders.

What are the qualifications to attend Leadership Retreat 2023?

The dōTERRA AUNZ Leadership Retreat 2024 is a business training event and is open to all Wellness Advocates who have achieved the rank of Elite or above at least once between 1 Feb 2023 – 31 Jan 2024.

Diamond and above leaders can attend Diamond Day if they have a Pin Rank of Diamond or above and hold a valid dōTERRA AUNZ 2024 Leadership Retreat ticket.

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

No, single day tickets are not available, your Leadership Retreat ticket entitles you to attend on Friday 23rd and Saturday 24th February 2024 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 or you will need to make these changes prior to the closing date for transfers which is Friday 09th February 2024 at 11:59pm.

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

No, tickets must be purchased in advance via the website.

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

Ticket sales close on Friday 09th February 2024 at 11:59pm. AEDT unless sold out prior.

What is the last date for name changes?

All Transfers and Ticket details including attendee names and ranks must be updated before Friday 09th February 2024 at 11:59pm in order to receive a printed name badge when you register onsite at Leadership Retreat.

Do you have a waitlist?

No, there are no waitlists for Leadership Retreat tickets.

Is lunch included with my ticket?

No, lunch is not provided.

Will I receive a confirmation when I purchase my ticket?

*Yes, you will receive a confirmation email after your Leadership Retreat ticket is purchased. If you do not receive a confirmation email within 48 hours, please contact 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 for each Leadership Retreat ticket purchase?

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

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

Attendees can update ticket details prior to Friday 09th February 2024 at 11:59pm to avoid a processing fee. All transfers and ticket details including attendee names and ranks must be updated before Friday 09th February 2024 at 11:59pm.

Ticket transfers may attract a \$25 processing fee if performed by a dōTERRA corporate employee.

There will be no ticket transfers actioned by dōTERRA Corporate after Friday 09th February 2024 at 11:59pm.

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

Refunds can be requested until Friday 09th February 2024 at 11:59pm. After this date, no refund requests will be accepted.

Ticket refunds may attract a \$25 processing fee if performed by dōTERRA Corporate after Friday 09th February 2024 at 11:59pm.

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.

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 the bank to the new credit card associated to the linked bank account.

Will I receive a refund if the event is cancelled?

In the event that AUNZ Leadership Retreat 2024 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 variety of dōTERRA merchandise onsite. No other products will be available for purchase or pick up during Leadership Retreat. Payment options available are credit card only – no cash will be accepted.

If I don't make it to Leadership Retreat, 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 Retreat?

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?

Stay tuned for the official theme to be released very soon on our socials!

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 after you've danced your night away! We are unable to cater for all lifestyle choices, though we will do our best to provide vegetarian, vegan and gluten free options.

Is there an age limit for the Friday Night Party?

Yes. There are no facilities for babies or children. No children under 16 are allowed. Any child attending who meets the criteria must hold a valid Leadership Retreat 2024 ticket.