

LIMITLESS

Together we rise

NEW DATES!

ADELAIDE CONVENTION CENTRE | 25 - 26 JUNE, 2021

FREQUENTLY ASKED QUESTIONS

1. Why are we changing the date?

As a result of the current travel restrictions due to COVID-19, the initial dates of 19 – 20 March 2021 are no longer feasible for all our members across Australia and New Zealand to attend due to the uncertainty of some AU state borders re-opening and the possibility of our NZ members having to self-isolate after travelling to Australia. We want to ensure the new dates are all inclusive and allow for all our members across Australia and New Zealand to be able to attend.

2. Will my ticket be automatically transferred to the new date?

Yes. Your ticket will automatically be transferred to the new date. You will receive an email from Eventbrite with the updated details. If you have any concerns, please email corporateeventsau@youngliving.com.au

3. What is the venue doing to ensure the health and wellbeing of guests?

The Adelaide Convention Centre are continuing to actively monitor the situation regarding COVID-19 and are following the latest advice and guidelines issued by SA Health, the Australian Department of Health, and the World Health Organisation. They have a comprehensive COVID Safe plan in place, which has been approved by the South Australian Government and includes the dedicated measures below.



Physical distancing protocols, including guest traffic management and safe venue entry



Increased frequency and intensity of cleaning and disinfecting, with emphasis on high volume areas and touch points



Contact tracing protocols, and strongly advocate the use of the Australian Government's COVIDSafe app



COVID Safe venue signage and announcements



COVID Safe food and beverage service



Extensive, ongoing COVID Safe staff education & training



Cashless venue (contactless payments)



COVID Marshal in attendance at designated events

As an attendee of the venue, we ask that you please play your part and help be COVID Safe by practicing proper hand hygiene, adhering to physical distancing by maintaining 1.5m from others at all times; and staying home if you feel unwell.

*Information accurate as of 30 October 2020. Subject to change

4. Will there be face to face Registration?

Yes. Registration will still go ahead, however COVID safe measures will be in place to ensure the safety of all staff and attendees. Each attendee will receive a 29.56ml hand sanitizer and mask in their registration bag.

5. What Covid safe practices will be in place for the Main Session?

As per the guidelines issued by SA Health, the Australian Department of Health, and the World Health Organisation and the practices imposed by the Adelaide Convention Centre, Members will need to maintain the 1:2 sqm rule and therefore there will be an empty seat between guests with signage displaying where you can sit. The venue will have COVID Marshalls in attendance throughout the whole event to ensure this practice is adhered to.

6. Will there be a Product Expo?

Yes. The Product Expo will be available, however with a different format taking into consideration COVID Safe protocols. Members will need to register and select an allocated timeslot to enter the expo (further details to follow). Sampling of products will also be available with COVID Safe measures in place.

7. Will we still be able to order and pick up product at the event?

This is yet to be determined, however we do hope to be able to offer ordering and product pickup at the event, taking COVID safety measures into account.

8. How will catering be served?

Due to Government restrictions, there will be no communal food or beverage service available including buffets or water/beverage dispensers. Members will receive their food in individual lunchboxes with all dietary requirements met as per the information provided at the time of registering for the event.

All food and beverage are to be consumed seated.

9. Is the Fun Run still taking place on the Saturday morning?

No. Unfortunately, the Fun Run will not be proceeding.

10. I cannot make the new date; can I get a refund?

As per the Terms and Conditions this event does not offer a refund, however if you are no longer able to attend due to the date change, please email corporateeventsau@youngliving.com.au and this will be reviewed by Management on a case by case basis.

Young Living is not responsible for any travel related expenses for this event, as it is the responsibility of the member to have obtained travel insurance.

11. I am too scared to travel with COVID-19, can I get a refund?

If you have concerns travelling within the current COVID-19 climate, please email corporateeventsau@youngliving.com.au providing further details regarding your concerns and your request will be reviewed by Management on a case by case basis.

Young Living is not responsible for any travel related expenses for this event, as it is the responsibility of the member to have obtained travel insurance.

12. I am no longer able to attend Convention and would like to transfer my ticket to another member. What do I need to do?

To transfer your ticket to another member, please follow the instructions below:

1. Open the confirmation email you received when purchasing your Convention ticket.
2. Scroll down the email and click on "View and Manage".

Order Summary

Order #1506020067 - 28 October 2020

Lisa Green

1 x YL Convention 2021 (Regular Price)

[View and manage your order online](#)

Printable PDF tickets are attached to this email

This order is subject to Eventbrite [Terms of Service](#), [Privacy Policy](#) and [Cookie Policy](#).

3. Your ticket will open in Eventbrite as per the page below. To transfer your ticket to another member, click on "Edit" and enter the new attendees' details.

Order for Young Living Convention 2021

Free order no. 1506020067 on 27 October 2020
Event information: Friday, 19 March 2021 at 9:00 am -
Saturday, 20 March 2021 at 11:00 pm (ACDT)
Adelaide SA

[Print Tickets](#)

[Contact The Organiser](#)

Refund Policy:
No Refunds

YL Convention 2021 (Regular Price) [Edit](#)

Contact Information

First Name *
Lisa

Surname *
Green

Email *
ligreen@youngliving.com.au

Delivery Method
eTicket

[+ View complete attendee info](#)

4. Once you have changed all the details, click Save.

TERMS & CONDITIONS *

TERMS & CONDITIONS: *Final discounted price includes a processing charge of up to \$2. * If you are choosing the payment plan option see separate Terms & Conditions below. When payment is made your credit card statement will show a debit to 'EventBrite'. * Tickets are non-refundable. Multiple tickets may be purchased and transferred to guests before 31 January 2021. * Ticket price includes stage presentations, product expo, morning and/or afternoon tea and lunch; and a welcome bag. * Price excludes VIP Welcome Reception which is by invitation only and other activities and workshops. * Ticket price does not cover any transportation or accommodation expenses. * No discount will be given for partial event attendance. * Welcome bags will only be provided to members in attendance at the event and cannot be collected by others if you are unable to attend. * Failure to attend the event does not allow for the welcome bag to be shipped at a later date.

I agree to the above additional terms

[Save](#)

[Cancel](#)