



1. When and where will the Nu START Meetings 2016 take place?

The meetings will take place as follow:

Country	City	Date	Venue
United Kingdom	London	16 January	Grosvenor House, A JW Marriott Hotel
Germany	Frankfurt	23 January	Radisson Blu Hotel Frankfurt
Czech Republic	Prague	27 January	Prague Congress Center
France	Paris	30 January	Hyatt Regency Paris Etoile
Russia	Moscow	30 January	Marriott Grand hotel
South Africa	Johannesburg	27 February	Vodadome

2. When can I register to attend the event?

Registration opened on Monday, 19 October, 2015 and will close one week before the event.

3. How can I register for a Nu START Meeting?

Go to www.nuskin.com

- People ->
- Events ->
- [Nu START Meetings 2016](#)
 - Scroll to the bottom of the page and choose the country of the meeting you wish to attend
 - Choose the number of tickets and follow the normal check out process

IMPORTANT – those who do not reside in the country of the event will need to empty their basket and add the provided address in the shipping address field during check out.

4. What information do I need in order to register for a Nu START Meeting?

You just need to have a Distributor ID in order to register.

5. I'm experiencing issues while trying to enter my delivery address, what do I do?

For those that do not reside in the country of the event, please enter the following information for the event location you are trying to go to.

Country	Name	Address	City	Post Code	Mobile
United Kingdom	Nu Start	Nu Start	London	A1 1AA	Own
Germany	Nu Start	Nu Start	Nu Start	12345	12345678
Czech Republic	Nu Start	Nu Start	Nu Start	1234	Own
France	Nu Start	Nu Start	Nu Start	12345	Own
Russia	Hy Craptr	Hy Craptr	Hy Craptr	123456	Own
South Africa	Nu Start	Nu Start	Nu Start	1234	+27123456789

***By own mobile, you should choose the correct prefix of your mobile number and enter it in the field

***For Russia, also add Region: Moscow Region/Moscow

***For South Africa, also add Suburb: "Nu Start" and Province: "Gauteng"

If you still cannot register, contact your local Customer Service and they will gladly help you register.

6. Can I still order additional tickets after I already registered and paid for a previous order?

Yes. After finalising a purchase, you can always repeat the ordering process to purchase additional tickets. Simply follow the same check out process again.



7. How many tickets can I order? How many people can I register under my account?

There are no limits on the number of tickets you can buy per ID.

8. Can I register guests (non-Distributors) under my account?

Yes. Registration is open to all. You can buy those tickets under your own Distributor ID number.

9. How can I pay for my tickets?

You can choose to pay for your ticket(s) by **VISA**, **MasterCard** or via **bank transfer**.

If you have chosen Wire as your payment method, the correct invoiced currency amount must come to our bank account. You will need to transfer the total and correct invoiced currency amount (the currency of the country of the event you are attending) to the Nu Skin bank account number listed on the order confirmation email **within 10 days** of the order placement.

10. When will I receive the invoice?

Shortly after your payment is processed, an invoice for the purchase will be emailed to you.

11. How do I receive my ticket(s)?

One week before the event, the ticket(s) will be emailed to you as an attachment. You will then need to print and bring it with you to the event.

Note that only one attachment per order number will be sent. This is however valid for as many tickets as you purchased on that one order. The amount of attendees per ticket will be stated there.

12. Will I be charged any shipping fees?

No. You should not add any products to your order when you purchase the ticket. Following this, you will not be charged any shipping fee.

13. If I am eligible for onsite recognition, what is important in terms of registration?

If you are eligible for onsite recognition, it is important that you have a ticket under your own Distributor ID.

14. Can a non-EMEA Distributor ID register to a Nu STARt Meeting?

Yes. A non-EMEA Distributor ID can be used to order tickets in the same way that an EMEA Distributor ID's can.

15. When I bought my tickets, I also added other products to the order and I've not received my package yet. What should I do?

If you do not reside in the country of the event and have used our recommended delivery address, the package will not be delivered. Contact your local Customer Service in order to make the necessary changes so you can get your products as soon as possible.

16. Which languages will be interpreted at the Nu STARt Meetings?

Country	City	Date	Supported languages onsite
United Kingdom	London	16 January	English
Germany	Frankfurt	23 January	English, German, Thai, Russian
Czech Republic	Prague	27 January	English, Czech, Hungarian
France	Paris	30 January	English, French, Chinese
Russia	Moscow	30 January	English, Russian
South Africa	Johannesburg	27 February	English



17. Do I pay for interpretation services?

No, this will be offered free of charge.

18. Can I cancel my registration?

No. You cannot cancel your registration as all purchases are final, non-refundable and non-exchangeable.

19. Can tickets be transferred?

Yes. The tickets are not individual and can be given to someone else.

Note that they will still be registered under the Distributor ID that the ticket was purchased under. For recognition, you will have to have a ticket under your own Distributor ID.

20. How do I enter the event?

You need to bring your ticket to the registration area. It contains a barcode, which will be scanned onsite. After which you'll receive your bracelet that will grant you access to the event hall.

If the emailed ticket is valid for several people, you can either come all at once or print the ticket in several copies if you are arriving at different times.

21. Can I buy tickets onsite?

Yes, if we do not sell out of seats, we will offer onsite purchase. To be certain you get a place, we recommend that you purchase your ticket online before the event.

22. I have a question and none of these FAQs help?

For any questions regarding the registration process and your tickets, contact your local Customer Service. For any questions regarding the content of the event and recognition, contact your Account Manager.