



# Starfest™ Vendor Registration Guide

This guide walks you through the Starfest online vendor registration process for all sponsorship levels.

<b>Registration URL</b>	<a href="https://nyaastarfest.ca/vendor">https://nyaastarfest.ca/vendor</a>
<b>Vendor Registration Opens</b>	April 21, 2026
<b>Questions?</b>	vendorcontact@nyaa.ca

## Before you start ...

Starfest offers several ways for vendors and sponsors to participate. Please review the [Starfest 2026 Vendor Information Package](#) and/or email the Starfest Vendor Co-ordinator [vendorcontact@nyaa.ca](mailto:vendorcontact@nyaa.ca) with questions.

## Step 1 - Contact Information

When you have decided on your sponsorship level and other details, navigate to <https://nyaastarfest.ca/vendor> in your web browser. The first screen collects your business and contact details.

### Required Information:

- **Company / Organization Name** — shown on badges and matched against any prior years' registrations
- **Contact First Name and Last Name** — primary point of contact who will be attending Starfest
- **Email** – the primary contact's email (confirmation and correspondence will be sent to this address)
- **Phone** — a contact number in case we need to reach the primary contact
- **Address** – address for primary contact including street address and country

Click **Next** to proceed to Step 2.

## Step 2 – Commercial Vendor / Sponsorship Selection

Now select (or confirm) your sponsorship type and provide preliminary information on your door prizes.

### Required information:

**Sponsorship options** - one of the following:

- **Commercial Vendor / Exhibitor** - the default category for vendors attending Starfest. There are three subcategories with limited availability.<sup>1</sup>
  - **Keynote Sponsor**
  - **Imaging Contest Sponsor**
  - **Featured Manufacturer**
- **Registration Kit Insert** – select if and only if you intend to send inserts (whether attending or not)
- **Door Prize Donation Only** - select if donating a door prize but not attending Starfest

**Door Prize Description** - preliminary description of door prize(s) to be donated; details to be confirmed with the Vendor Co-ordinator in follow-up communications.

Click **Next** to proceed to Step 3.

## Step 3 - Camping & Attendance

Now indicate if your company is attending in person and provides details on who, when, how.

<sup>1</sup> Starfest offers three special sponsorship types, by prior agreement with the Starfest Vendor Co-ordinator and or Imaging Contest Director. Online registration is still required for those vendors to capture details of attendees, dates, etc. and render payment.



## Required Information

- **Arrival & Departure Dates**
- **Not Attending** – check this if not attending in person but donating door prizes and or sending kit inserts
- **Additional Attendees** – up to 3 additional attendees from your company may attend Starfest
- **Camping / Day Entry Options** – indicate where you will be staying:
  - Vendor Tent Camping** Field camping in general tent camping area
  - Vendor Daily Entrance** Daytime access, staying at offsite accommodation overnight
  - Trailer - Partial Service** Trailer sites are capacity-managed; if sold out, a waitlist message appears
  - Trailer - Full Service** Trailer sites are capacity-managed; if sold out, a waitlist message appears

Click **Next** to proceed to Step 4.

## Step 4 - Review & Payment

**Review your order summary carefully.** The form displays:

- Your contact information
- All selected items with prices
- Applicable HST amount
- The total amount due in Canadian dollars

If everything looks correct, click Submit and Pay. You will be redirected to a secure Authorize.net payment page to complete your transaction.

If corrections are needed, use the Back button to return to the previous screen(s), make the correction(s), and then return to Review & Payment

We use Authorize.net for PCI Level 1 secure payment processing. **We do not store payment information.**

## After Payment

- You will be returned to a confirmation page with your reference number.
- A confirmation email is sent to the address you provided.
- Your registration status changes from Web Pending to Confirmed except when a Trailer site has been requested; in that case, registrations will only be Confirmed after processing and assignment of a site by the Registration team.
- Keep your 5 digit confirmation reference number (e.g. "18000") for your records.

## After Confirmation ...

Once your payment is confirmed, you will receive an email with a PDF attachment containing:

- Your confirmation reference number
- A summary of all items and charges
- Arrival and departure dates (if attending)
- Important site information and parking instructions

If you need to make changes after registering, please contact the Vendor Co-ordinator [vendorcontact@nyaa.ca](mailto:vendorcontact@nyaa.ca) with your confirmation reference number.

As in prior years, the Vendor Co-ordinator will be in contact with all registered vendors to make final arrangements for door prize delivery, presentation times, and other details as required.



## Frequently Asked Questions

**Q: How is my registration matched if I am a Keynote Sponsor, Featured Manufacturer, or Imaging Contest Sponsor?**

A: The system looks up the name entered in Step 1 in our sponsorship request list. If found, the appropriate sponsorship checkbox is enabled in Step 2. Check the box to confirm and register your sponsorship and the registration form automatically updates with appropriate information. If no match is found for your company name, the sponsorship options remain greyed out. Contact [vendorcontact@nyaa.ca](mailto:vendorcontact@nyaa.ca) if you believe this is an error.

**Q: If I'm filling out the form for my company but I'm not personally attending, whose name and email do I enter as Primary Contact?**

A: You should enter the name and email address of the primary company representative attending Starfest.

**Q: What if I want to supply registration kit inserts but I'm not attending?**

A: Select Registration Kit Insert in Step 2, then check "I will not be attending" in Step 3.

**Q: What payment methods are accepted?**

A: Online registration accepts Visa, Mastercard, American Express, and Discover through our secure Authorize.net payment page.

**Q: Can I get a refund if I cancel?**

A: Cancellation and refund policies are outlined in your confirmation email. Contact [vendorcontact@nyaa.ca](mailto:vendorcontact@nyaa.ca) to discuss your specific situation.

**Q: What if I only want to donate a door prize but I'm not attending Starfest?**

A: Select Door Prize Donation Only in Step 2, describe your donation, and submit (there is no fee). Follow-up with [vendorcontact@nyaa.ca](mailto:vendorcontact@nyaa.ca) to confirm details and delivery dates.

**Q: What do I do if I need to make a change after I register?**

A: Contact [vendorcontact@nyaa.ca](mailto:vendorcontact@nyaa.ca) with your confirmation reference number and the specific changes you need to make.

**Q: How many people are included in a vendor registration?**

A: Your registration includes up to 4 gate passes, including the primary contact.