

— MONAT Global

MONATions United 2021

FAQ

FAQ are Subject to change

September 2020

M O N A T[®]

Q: WHERE IS MONATions UNITED 2021 BEING HELD?

A: MONATions United 2021 is being held at State Farm Arena and the Georgia World Congress Center, Atlanta, GA.

Q: WHEN IS MONATions UNITED 2021?

A: The conference will take place on 8th – 12th September, 2021. Please visit [MONATions.com](https://www.monations.com) to see the full event agenda.

Q: WHAT IS THE PRICE OF REGISTRATION?

A: Space is limited. The cost for MONATions United 2021 will be \$249 USD + taxes and fees per person and for new registrants only.

Q: HOW DO I REGISTER FOR MONATions UNITED 2021?

A: Visit our site: [MONATions.com](https://www.monations.com).

Q: WHAT IS INCLUDED IN THE REGISTRATION FEE?

A: Your registration fee includes admission to “MPA Live!” on Thursday and General Sessions on Friday and Saturday.

Q: WHO CAN ATTEND MONATions UNITED 2021?

A: All attendees must be paid registrants with a badge to enter all sessions. Minimum age requirements by event type are as follows:

- General Sessions, 9:00 a.m. to 5:00 p.m. on Thursday, Friday, and Saturday: 12 years or older by the event date
- Evening Events, TBA: 21 years or older on the event date

Q: I REGISTERED FOR MONATions United 2020 AND “ROLLED OVER” MY REGISTRATION TO 2021, WHAT ELSE DO I NEED TO DO?

A: If your request to “roll over” a MONATions United 2020 registration was made prior to July 31, 2020, a confirmation e-mail for MONATions United 2021 will be sent to the same e-mail address.

Q: DOES MY REGISTRATION INCLUDE HOTEL, AIRFARE, OR MEALS?

A: No. Hotel accommodations and airfare must be booked and paid for on one’s own and are not covered in the registration fee. Discounted lodging information is available on [MONATions.com](https://www.monations.com).

Q: IF I HAVE PURCHASED MY INDIVIDUAL TICKETS WHAT IS THE REFUND POLICY FOR 2021?

A:

- Refunds are permitted through 04:00 a.m. BST, 23rd July 2021 less a 10% processing fee, when utilising the automated Registration Cancellation option of our website.
- Refunds will only be returned to the credit card used to purchase the registration fee. MoMoney cards and other pre-paid debit cards are not able to receive refund credits. If such card was used to register, MONAT is under no obligation to return funds by alternate method.
- Please note that individual are non-transferable.

Q: CAN I BRING MY CHILD?

A:

- Nursing infants 24 months or younger may attend with their registered parent at no additional cost. However, nursing mothers and infants may be asked to relocate to the on-site suite provided, should their infants impact other attendees’ ability to hear the event without disruption.
- Attendees 25 months – 12 years of age are welcome to participate in the MONATions 2020 childcare programme for a nominal fee. Details on this programme will be provided closer to the event date.
- Attendees must be at least 12 years of age to attend all training and general sessions. Regardless of age,

other than nursing infants, all attendees must be fully paid registrants with a badge to enter sessions. There is no refund or reduced registration fee to compensate those from 12 to 20 years of age for access restrictions to evening events.

Q: CAN MY SPOUSE OR GUEST ATTEND?

A: Certainly! Spouses should register separately to receive a badge. Spouse or guest attendance is not included with Market Partner registrations at MONATions United. Your Market Partner ID cannot be used to register your spouse or guest.

Q: CAN I JUST ATTEND THE EVENING EVENTS?

A: No. Attendance is limited to fully registered badge holders only. Attendance cannot be purchased separately. Attendees must be at least 21 years of age on the event date. No partial refunds will be provided to those under 21.