

MONAT[®] GLOBAL MONATions United 2021

FAQ FOR MARKET PARTNERS IN THE USA

*FAQ are subject to change.

AQ: WHERE IS MONATions UNITED 2021 BEING HELD?

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

Q: WHEN IS MONATions UNITED 2021?

A: The conference will take place on September 8-12, 2021. Please visit MONATions.com to see the full event agenda.

Q: WHAT IS THE PRICE OF REGISTRATION?

A:

- The cost for MONATions United 2021 in-person registration is \$249 USD + taxes and fees per person for new registrants only. In-person tickets are Sold Out.
- Early-bird Virtual registration is available for \$55 USD June 1, 2021 – July 1, 2021.
- Regular Virtual registration is available for \$70 USD July 2, 2021 - September 11, 2021.

Q: HOW DO I REGISTER FOR MONATions UNITED 2021?

A: Visit our site: MONATions.com.

Q: WHAT IS INCLUDED IN THE IN-PERSON REGISTRATION FEE?

A: Your registration fee includes admission to “MPA Live!” on Thursday, and General Sessions on Friday and Saturday, and the Dream Bigger Spectacular Closing Party.

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
- Please visit MONATions.com to see the full event agenda.

Q: DOES MY IN-PERSON 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.

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 United 2021 childcare program for a nominal fee. Details on this program 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.
- Attendees with infants 24 months or younger may consider bringing ear protection, due to the volume of the event.

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.

INDIVIDUALLY PURCHASED TICKETS

Q: I REGISTERED FOR MONATions United 2020 AND COMPLETED THE FORM TO “ROLL OVER” MY ATTENDANCE TO 2021. WHAT ELSE SHOULD I DO?

A: Nothing! Your registration has already been carried forward to MONATions United 2021. A confirmation e-mail was sent to the address you used to register for MONATions United 2020. If you haven't received email confirmation, please contact events@monatglobal.com.

Q: I CANNOT ATTEND. CAN I TRANSFER MY REGISTRATION TO SOMEONE ELSE?

A: No. Registration transfers are not permitted. For everyone's safety, you can only access sessions with a badge obtained by providing valid proof of identity with a government-issued photo ID that includes the name under which you registered. Virtual tickets are non-transferable.

Q: CAN I REQUEST A REFUND?

A: Yes. Refunds for standard tickets only—not pre-sale—can be refunded if the request is made by July 30, 2021. A 10 percent processing fee will be retained by MONAT when the refund is made to the card originally used for the ticket purchase. Virtual tickets are non-refundable.

Q: IF I PURCHASED A VIRTUAL TICKET, CAN I UPGRADE TO AN IN-PERSON TICKET?

A: No transfers or upgrades will be permitted for virtual tickets.

Q: HOW DO I ACCESS THE VIRTUAL EVENT?

A: Virtual attendees will receive communication closer to the event on how to access the stream with the email address they used to register. Please note that only 2 device logins maximum will be allowed per registered e-mail.

Q: WHAT DOES THE VIRTUAL REGISTRATION FEE INCLUDE?

A: The registration fee includes:

- Access to the Elevate MONATions United 2021 live stream on the event days: September 9–12, 2021. This includes virtual access to all General Sessions, the Dream Bigger Spectacular Closing Event, behind-the-scenes footage, and exclusive interviews with presenters.
- Exclusive downloads
- Real time interaction with other attendees through the exclusive Event App
- Exclusive access to “I Want It All” MONATions-only product packages (limited to active Market Partners)
- A seven-day, on-demand streaming extension, which will be made available approximately 24 hours after the event concludes

Q: WILL MY VIRTUAL MONATIONS TICKET INCLUDE A STREAM IN MY LANGUAGE?

A: The event will be simultaneously translated to Spanish, French, Lithuanian, and Polish. It will also be captioned in English for registrants who are hearing impaired.