

MONATions United 2021

FAQ FOR MARKET PARTNERS IN THE USA

FAQ are subject to change

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 in Atlanta, GA.

Q: WHEN IS MONATions UNITED 2021?

A: The conference will take place on September 8-12, 2021. Please visit [MONATions.com](https://www.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 limited.
- 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](https://www.monations.com).

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

A: Your registration fee includes admission to “MPA Live!” on Thursday, 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, on Thursday, Friday, and Saturday: 12 years or older by the event date
 - Evening Events, 21 years or older on the event date
- Please visit [MONATions.com](https://www.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](https://www.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. Evening event 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.

Q: DOES MY IN-PERSON REGISTRATION INCLUDE VIRTUAL STREAMING ACCESS AND ON-DEMAND REPLAY OF THE VIRTUAL STREAM?

A: No. Streaming access and on-demand replay of the MONATions 2021 virtual stream will only be available to MPs who register for the live stream. Live event registration holders may not register for the virtual event without cancelling their existing registration. Once your cancellation is complete, please visit www.monations.com to register for the virtual event. Remember to register before September 1, 2021, with your active Market Partner ID for access to MONATions-only new product promotions.

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.

*2019 Pre-Sale Registration Ticket holders will be permitted to transfer their registration by completing the transfer request form labeled “2019 Name Changes” on monations.com by July 30, 2021. 2019 Pre-Sale Registration Ticket holders must complete the transfer request form by entering the current registration holder's information and the transfer recipient's information, and accepting the terms. Please allow five (5) business days for requests to be validated and the transfer recipient to receive confirmation of registration.

* Only registered voucher codes are eligible

Q: CAN I REQUEST A REFUND?

A: Yes. 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. Please contact events@monatglobal.com

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 a maximum of only 2 device logins 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 Pack (Must be a Market Partner in good standing registered by September 1, 2021, for “I Want It All” pack. Products vary by market.)
- A seven-day, on-demand streaming extension, which will be made available approximately 24 hours after the event concludes