

MONAT REUNION 2025

GOLD COAST, 4 – 6 NOVEMBER, 2025

FAQ for Market Partners in Australia and New Zealand

*FAQ are subject to change

March 1, 2025

Q: WHAT ARE THE DATES FOR REUNION 2025 GOLD COAST?

A: Reunion 2025 Gold Coast will take place from 4-6 November, 2025.

Q: WHO IS ELIGIBLE FOR REUNION 2025 GOLD COAST?

A: All Market Partners in Australia and New Zealand are eligible for Reunion 2025 Gold Coast.

Q: WHEN IS THE QUALIFICATION PERIOD?

A: The qualification period starts March 1st, 2025 at 4:00 p.m. AEDT | 6:00 p.m. NZDT and ends September 1st, 2025 at 1:59 p.m. AEST | 3:59 p.m. NZST.

Q: HOW DO I QUALIFY FOR REUNION 2025 GOLD COAST?

PV REQUIREMENT: MEET IN 5 OUT OF 6 MONTHS	
CAREER RANK:	CAREER RANK:
MP, MMP, AMB, and MB enrolled as of March 1, 2025	MMB and above enrolled as of March 1, 2025
TIER 1	
1,500 PV*	2,000 PV**
Award	Trip + Single Shared Room
TIER 2	
3,000 PV*	3,500 PV**
Award	Trip + Shared Apartment
TIER 3	
4,000 PV*	5,000 PV**
Award	Trip for 2 (second round-trip flight for spouse/non-MP adult guest must be same itinerary) + One Bedroom Suite
Enrolment Requirement (All Ranks, All Tiers)	

Enrol 5 or more New VIP Customers (with 100+ PV in total purchases) during the 6-month qualification period.

*Minimum 1,000 PV must be from customer purchases each month (VIP or Retail)

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Trip includes roundtrip, coach-class airfare, 2 night hotel accommodations, and admission to training day and reception.

All Market Partners must be paid-as MMP or above in August 2025 to qualify.

Q: HOW IS PERSONAL VOLUME CALCULATED?

A: Your Personal Volume is the sum of your personally purchased product PV, as well as the product PV purchased by your personally enrolled Retail and VIP Customers.

Q: WHAT HAPPENS IF I AM A CAREER RANK MANAGING MARKET PARTNER AS OF MARCH 1, 2025 AND IN APRIL I ADVANCE TO MANAGING MARKET BUILDER?

A: Since your qualification is based on your rank as of March 1, 2025, nothing changes; you must reach the required PV according to the rank with which you started the qualification, in this case MMP.

Q: WHAT HAPPENS IF I AM CAREER RANK MANAGING MARKET BUILDER (MMB) AS OF MARCH 1, 2025 AND IN APRIL I DEMOTE TO MANAGING MARKET PARTNER (MMP)?

A: Since your qualification is based on your rank as of March 1, 2025, you must reach the required PV according to the rank with which you started the qualification, in this case MMB.

Q: DOES THE NEW VIP HAVE TO PLACE AN INITIAL ORDER WITH 100 PV TO COUNT AS ONE OF THE 5 REQUIRED VIPs?

A: No. The PV will be accumulative throughout the qualification period.

Q: IF A NEW VIP RETURNS AN ITEM, WILL THAT COUNT AGAINST MY PV TOTAL?

A: Yes. The return amount will be deducted and count against the 100 PV requirement.

Q: IF A NEW VIP THAT ENROLLED AFTER MARCH 1, 2025 UPGRADES TO A MARKET PARTNER, WILL THEY COUNT AS PART OF MY REQUIRED 5 NEW VIPs?

A: Yes, they will count as one of your required 5 VIPs as long as they had at least 100 PV prior to upgrading.

Q: WHAT IS INCLUDED IN THE REUNION 2025 GOLD COAST TRIP?

A:

- Roundtrip, coach-class airline ticket to Coolangatta Airport from your nearest metro city airport.
- Transfers from Coolangatta Airport to The Langham hotel
- Two-night hotel accommodations (varying levels depending on tier)
- Travel inclusions for your spouse or non-MP guest (Tier 3 only)

Q: WHAT IS NOT INCLUDED IN THE TRIP?

A: The following items are not included:

- Meals
- Guest airfare or transfers
- Room service
- Additional meals not covered – breakfast included on Wednesday & Thursday morning.
- Incidental travel expenses
- Parking or transportation to originating airport
- Childcare/Sitters
- Baggage fees, change fees, premium, or assigned seating costs
- Costs associated with travel delays, missed connections, weather events, or other disruptions in travel, including but not limited to overnight lodging in the case of missed connections, cancelled flights, early departures, negligence, and/or personal circumstances
- Trip insurance

Q: WHAT IF I AM LOCATED CLOSE TO THE REUNION 2025 EVENT LOCATION?

A: All trip earners who are located within an hour from the Reunion 2025 event location are kindly asked to make their own way to the event. You will be reimbursed for your travel as per the rate listed below. Please note that parking fees may apply and will not be covered by MONAT.

Q: WHAT IF I WANT TO DRIVE TO THE REUNION 2025 EVENT LOCATION, WILL I BE COMPENSATED FOR THIS?

A: If you choose to drive yourself to the Reunion 2025 event location, MONAT will reimburse you \$0.85 AUD per kilometre driven, based off your home address in our system OR the cost your MONAT provided flight would have cost, whichever is more affordable.

Q: WHEN WILL I BE REIMBURSED FOR DRIVING MYSELF TO THE EVENT OR FOR UPGRADING MY OWN ROOM?

A: All reimbursements related to the Reunion 2025 trip will be processed in bulk once the trip is completed.

Q: I HAVE QUALIFIED, CAN I GO AHEAD AND BOOK MY OWN PREFERRED FLIGHT?

A: Congratulations on qualifying! Please **do not** book your own flight! Our MONAT specified travel agent will contact you to book your travel to ensure we get the best rate.

Q: THE ROOM I RECEIVED LOOKS A LITTLE DIFFERENT TO OTHER ACHIEVERS ROOMS WHO HAVE ACHIEVED THE SAME TIER AS ME, WHY IS THAT?

A: Due to the nature of the hotel and the large size of our group, we have a variety of hotel room types (including different views) under our room block. Where there are slight differences in hotel rooms allocated to achievers within the same tier achievement, cumulative PV may be used to determine the allocation of the room types.

Q: WHERE WILL THE ROOM I'M ALLOCATED TO BE LOCATED?

A: Due to the large size of our group, achievers accommodation may be spread across the Langham Hotel main tower and Langham Residences, both of which are located onsite.

Q: I'M A TIER 1 OR TIER 2 ACHIEVER. WILL I GET TO CHOOSE MY ROOMING PARTNER?

A: As part of your registration for this event, we will ask you to nominate preferred rooming partners. We will do our absolute best to accommodate your choices, but in some cases this may not always be possible. We recommend that both you and your preferred rooming partner list each other in your registration.

Q: I'M A NEW ZEALAND MARKET PARTNER - IS THERE A DIFFERENT TRIP FOR NEW ZEALAND?

A: No! In 2025 we are excited to be bringing our whole APAC MONAT Family together in one place! Reunion 2025 Achievers from New Zealand will also attend the Reunion 2025 trip on the Gold Coast.

Q: IF I EARN THE TRIP BUT CAN'T GO, CAN I RECEIVE A SUBSTITUTE REWARD OR ALLOW SOMEONE TO GO IN MY PLACE?

A: No. Only the trip earner may participate in this trip. No substitutions or cash equivalents will be awarded. MONAT reserves the right to adjust event dates at any time.

Q: MAY I BRING A GUEST?

A: Only Reunion 2025 Tier 3 qualifiers may bring their spouse or a non-Market Partner guest as part of their Tier reward. Airfare and accommodations for spouses/non-Market Partner guests is included for Tier 3 achievers. All guests must be 18 years of age or older at the time of travel and cannot be current Market Partners.

Tier 1 or 2 Achievers may bring a guest (spouse or non-Market Partner guest) at their own expense. Room upgrade fees will apply and be payable directly to the hotel at time of check-out. Upgrade fees will be confirmed via email by our travel agent. Please note this in the registration form and/or follow up via the email specified in the form and RSVP email.

Guests aged 18+ are able to attend the Dream Bigger ceremony by purchasing a ticket (nursing infants will be allowed and do not require a ticket). Details and pricing for this will be announced within a few weeks of the event dates.

Q: WHAT HAPPENS ONCE I QUALIFY? HOW DO I REGISTER?

A: Congratulations! We can't wait to celebrate with you on the Gold Coast. Once the qualification period ends (September 1st, 2025 at 1:59 p.m. AEST | 3:59 p.m. NZST) keep an eye out for a registration email from us with all the details we need to put you in contact with one of our travel agents!

Q: MAY I BRING MY CHILD?

A: Nursing infants 24 months or younger may attend with their registered parent. As Tier 1 and Tier 2 qualifiers receive a shared accommodation space, nursing mothers will be allocated a solo room. Other than nursing infants, attendees must be at least 18 years of age and registered with a badge to attend all any of the events.

If you will have a nursing infant at the time of the trip please notify our Events Team at eventsanz@monatglobal.com with the birthdate of your child at your earliest convenience so appropriate arrangements can be made.