

Road to Success

FAQ for Market Partners in Canada

FAQ are subject to change

EVENT QUESTIONS

Q: WHERE WILL THE ROAD TO SUCCESS 2022 EVENT TAKE PLACE?

A: Road to Success 2022 will take place at the Shaw Centre in Ottawa, Ontario.

Q: WHAT ARE THE EVENT DATES FOR ROAD TO SUCCESS 2022?

A: Road to Success 2022 will take place June 3 – 4, 2022.

Q: WHAT IS THE COST OF REGISTRATION FOR ROAD TO SUCCESS 2022?

A: The cost per attendee for Road to Success 2022 is \$99 CAD, plus applicable taxes.

Q: HOW DO I REGISTER FOR ROAD TO SUCCESS 2022?

A: As a Market Partner and above you can register through an email that was sent early January 2022, or on the event web page at <https://monatglobal.com/ca/road-to-success-2022/>.

Q. WHAT DOES THE REGISTRATION FEE FOR ROAD TO SUCCESS 2022 INCLUDE?

A: The registration fee for Road to Success 2022 includes a full day of training, including renowned guest speakers and an Awards evening.

Q: WHO CAN ATTEND ROAD TO SUCCESS 2022?

A: All Global Market Partners and above are eligible to register for Road to Success 2022, however recognition and incentives are only applicable to Canadian Market Partners.

Q: CAN I BRING A GUEST TO THE ROAD TO SUCCESS 2022 EVENT?

A: Yes. You may bring a non-Market Partner guest; however, the guest must also register and pay the \$99 CAD Early Bird registration fee, or \$129 CAD regular registration fee to attend.

INCENTIVE QUESTIONS

Q: WHAT IS THE QUALIFICATION PERIOD FOR THE ROAD TO SUCCESS 2022 CELEBRATE YOU! INCENTIVE?

A: December 1, 2021, through April 30, 2022 at 11:59 p.m. Eastern.

Q: WHAT IS THE CELEBRATE YOU INCENTIVE?

A:

It is time to Celebrate You!

ROAD TO SUCCESS CELEBRATE YOU! INCENTIVE

December 1, 2021- April 30, 2022

ACHIEVE THE FOLLOWING PV:

MMP-MB:	MMB+:	Award:
6,000-11,999	10,000-17,499	Cocktail reception
12,000-17,999	17,500-24,999	Cocktail reception + 1-night hotel stay (Friday, June 3)
18,000+	25,000+	Cocktail reception + 2-night hotel stay (Friday, June 3 and Saturday, June 4)

*1000 PV max of your Personal Sales. PV is Cumulative from December 1, 2021 – April 30, 2022.

Q: CAN I LOSE AN EARNED INCENTIVE IF I DON'T MAINTAIN MMP RANK?

A: Market Partners who achieve the incentive at the career rank of MMP and complete the PV requirements will not lose their eligibility to earn the incentive.

Q: WHAT IS PV?

A: Personal Volume (PV): An assigned value associated with products. PV is the sum of your personally purchased products, as well as products purchased by your personally sponsored Retail and VIP Customers.

Q: DO NEWLY ENROLLED MARKET PARTNERS' PV COUNT?

A: Only PV from a newly enrolled Market Partners Product Pack will count toward your PV. After the Product Pack, any PV the new Market Partner accumulates counts towards the new Market Partners PV for qualification.

Q: DO I HAVE TO ATTEND ROAD TO SUCCESS TO BE ELIGIBLE FOR AN AWARD?

A: Yes. Registration for and attendance at Road to Success is required to claim your Award. The registration deadline for Celebrate You! incentive earners is Sunday, May 15 at 11:59 p.m. EDT.

Q: CAN I TAKE A CASH REWARD INSTEAD OF ATTENDING THE RECEPTION OR FOR THE HOTEL NIGHT(S)?

A: No. We will not be substituting a cash reward for the hotel night or the reception.

Q: WHAT IF I AM UNABLE TO MAKE IT, DO I STILL GET THE FREE HOTEL NIGHT(S) AT SOME OTHER TIME?

A: No. The hotel night(s) must be used for one of the surrounding program nights. (Example: Friday – Saturday or Saturday – Sunday.)

Q: MAY I BRING MY SPOUSE/PARTNER TO THE COCKTAIL RECEPTION?

A: Yes. You may bring a non-Market Partner spouse/partner to the Cocktail reception should you earn Tier 1, 2 or 3, however there is a fee of \$100 CAD for your guest that will be charged when you RSVP.

Q: MAY I GIVE/TRANSFER MY HOTEL ROOM(S) TO ANOTHER MARKET PARTNER WHO MAY BE TRAVELLING?

A: We will not be accepting any hotel room transfers. If you earn it, you must be the one on the reservation.

Q: CAN I RETURN OR TRANSFER MY TICKET TO ANOTHER MARKET PARTNER?

A: Registration Fees are non-refundable but may be transferred to another MONAT Market Partner should you not be able to attend. Please email canadaevents@monatglobal.com no later than Saturday, April 30, 2022 if you are transferring your ticket with your full name and Market Partner ID and the full name and Market Partner ID of who you are transferring the ticket to. There is no cash equivalent value if a Market Partner cannot or does not attend, whether by choice or personal circumstances. No amounts will be paid or refunded if a Market Partner decides not to attend or cannot attend Road to Success 2022.

Q: WHAT HAPPENS IF THE EVENT CANNOT TAKE PLACE DUE TO COVID-19 RESTRICTIONS OR ANY OTHER UNFORESEEN CIRCUMSTANCES?

A: Road to Success is a paid event. If for reasons out of our control we can not hold the event on the dates communicated or hold it in another format (ie. virtually), a full refund in the amount paid will be issued, or an option to transfer the fee to a future event date will be offered.

Q: DO I NEED TO BE COVID-19 VACCINATED TO ATTEND?

A: All provincial health restrictions and guidelines are in effect, and must be followed. Please check local and provincial COVID-19 regulations prior to travel to ensure you are meeting the necessary requirements. MONAT is NOT responsible for setting the guidelines.

ROAD TO SUCCESS SURVIVAL KIT QUESTIONS

Q: WHEN DOES THIS OFFER OCCUR?

A: Begins Monday, April 25 at 9:00 a.m. EDT and ends Friday, May 20 at 11:59 p.m. EDT.

Q: WHO IS ELIGIBLE FOR THIS OFFER?

A: All Market Partners that are registered for and attend the Road to Success event.

Q: WHAT IS THIS OFFER IN DETAIL?

A: Registered Market Partners can purchase up to two Road to Success Survival Kits for \$40 CAD each. There are two options to select from.

Road to Success Survival Kit – BE BALANCED™:

- Travel-size Refinish Control Hairspray
- Travel-size MONAT STUDIO ONE™ The Champ™ Conditioning Dry Shampoo
- Travel-size MONAT BLACK™ Shampoo + Conditioner
- Travel-size Replenish Masque
- Travel-size BE BALANCED™ Foamy Cleanser
- Travel-size BE BALANCED™ Lightweight Moisturizer
- Spoil Yourself Hand Cream

Road to Success Survival Kit – BE GENTLE™:

- Travel-size Refinish Control Hairspray
- Travel-size MONAT STUDIO ONE™ The Champ™ Conditioning Dry Shampoo
- Travel-size MONAT BLACK™ Shampoo + Conditioner
- Travel-size Replenish Masque
- Travel-size BE GENTLE™ Creamy Cleanser
- Travel-size BE GENTLE™ Nourishing Moisturizer
- Spoil Yourself Hand Cream

While supplies last. Limit of 2 per registrant.

Q: HOW CAN I PLACE AN ORDER?

A: All Market Partners that are registered for and attend the Road to Success event can purchase a Road to Success Survival Kit through the registration site <[here](#)>.

Q: HOW DO I RECEIVE MY ORDER?

A: The Road to Success Survival Kit will only be available for pick-up on site at Road to Success. Shipping of the Survival Kit will not be available.

Q: WHAT ARE THE PV AND CV FOR THIS OFFER?

A: The Road to Success Survival Kit will have a PV of 40 and a CV of 0.

Q: WHEN WILL THE PV BE AWARDED?

A: The PV will be added to MP accounts following the close of the promotional period.

Q: WILL REFUNDS BE OFFERED IF I AM UNABLE TO ATTEND ROAD TO SUCCESS?

A: The Road to Success Survival Kit is non-refundable. However, we encourage you to contact Customer Care to discuss your specific situation if one arises.