



REUNION 2020 LAS VEGAS POSTPONEMENT

FAQs for Market Partners in the U.S. and Canada

FAQs are subject to change



MONAT Global

Q. HAVE NEW DATES BEEN DETERMINED FOR REUNION 2020 LAS VEGAS?

A: We are currently working to reschedule Reunion 2020 Las Vegas to June 15–18, 2020. We will share further details as soon as they are finalized.

Q. DO I NEED TO CANCEL MY REUNION 2020 OFFICIAL HOTEL RESERVATIONS?

A. No. The MONAT Events team will handle all arrangements with the hotel and advise on rebooking options as necessary.

Q. WHAT IF I BOOKED PRE/POST HOTEL NIGHTS?

A. If your pre/post event nights were reserved when registering for the event, they will be automatically cancelled. If they were booked separately, on your own or at a different hotel, please refer to the relevant hotel confirmation for instructions on how to cancel reservations made outside of the MONAT registration process.

Q. DO I NEED TO CHANGE MY FLIGHT RESERVATIONS?

A. No. If you are the event qualifier and your flights were booked through our partner agency, American Express Travelink, your current flights will be canceled automatically. Spouse/guest air booked with your reservation as part of a Tier 3 qualification will also be cancelled automatically. Instructions on rebooking flights will be communicated as soon as details are finalized.

Q. WHAT IF I AM UNABLE TO ATTEND NEW EVENT DATES?

A. Our terms and conditions will apply. Regrettably, we are unable to provide alternate compensation.

Q. IF I AM NOT PRESENTLY REGISTERED FOR REUNION 2020, WILL I HAVE OPPORTUNITY TO REGISTER FOR NEW TRIP DATES?

A: No. In order to ensure all accommodations are successfully transitioned to the new event dates for those who accepted our invitation and registered for the April event, we will not be reopening registration. Therefore, Only current registrants for the April 2020 event will be able to attend the rescheduled event.

Q. I PURCHASED FLIGHTS ON MY OWN FOR A GUEST. WILL MONAT REIMBURSE ME FOR THIS?

A. No. Please contact the airline, website, or travel agency you used to purchase guest travel for the most up-to-date information. Circumstances and airline policies related to changes and/or refunds continue to evolve, although many airlines are waiving cancellation fees. As we noted in our Reunion terms and conditions, MONAT does not and will not reimburse flights booked outside our partner travel agency.