



2021 Australasian Conference

FAQ

1. Why has the conference been moved to a 'Virtual' event?

Due to current and ongoing safety concerns with the COVID-19 pandemic, and the borders and restrictions changing on a regular basis, Mannatech Australasia felt it the safest and most courteous course of action was to move the 2021 Event to a Virtual Event.

2. What can I expect from a 'Virtual' Conference?

Whilst we won't be in a face to face environment, you can expect all of the things you have come to know and love about the annual Australasian Conference, what we promised you and more delivered in a visually exciting way:

- The same speakers we promised you and MORE.
- Hearing & being inspired by your Field Leaders.
- Motivational & Inspirational Speakers.
- Updates from the Corporate Leadership Team in the US.
- Training
- Connecting online with your peers and Corporate.
- Giveaways AND surprise gifts.
- A registration pack in the mail to you.
- Friday nights 'Rags to Riches' Evening
- 2021 Achievers Club Launch
- Recognition – 'Shine Bright Like a Diamond' Gala Evening
- And a few more surprises.

3. If I purchased a VIP, Standard or Gala Ticket, will I get a refund?

Yes. Refunds will be processed based on your choice of the following scenarios:

- Gala Ticket – a full refund will be provided.
- VIP or Standard Tickets – if you choose to move to a 'Virtual Ticket' you will be refunded the 'difference' between the ticket you purchased and the cost of a virtual ticket.
- VIP or Standard Ticket – if you choose to cancel your ticket altogether, a full refund will be provided.



MANNATECH

4. Will my accommodation and breakfast be refunded?

Yes. All deposits paid towards your accommodation and breakfast booking will be refunded in full.

5. How long will the refund take?

Mannatech will initiate your refund within the next week, however, please allow for any time delays that may occur due to your bank and/or Paypal processing any refunds made online.

6. If I have already purchased a Virtual Ticket do I need to do anything?

If you have already purchased a Virtual Ticket, the only action you need to take is to finalise the payment of your ticket if there is any outstanding money owed. This can be confirmed by emailing events@mannatech.com.au.

7. If I had already purchased a ticket, what happens next?

In the next 24 hours, the Mannatech events team will email all delegates to confirm details of any refunds that need to be processed, and/or, to confirm any outstanding monies owed on your Virtual Ticket.

8. How can I purchase a Virtual Ticket?

Tickets can be purchased as normal through the 2021 Australian Conference website below:

[2021 Australasian Conference](#)

9. What is the agenda for the Virtual Conference?

As with every event, we like to keep an element of surprise so please refer to the websites 'Program' page for general agenda information and the start and finish times of each day as follows:

Friday 19th February

Plenary Session – 2.00 pm to 5.00 pm Sydney time

Rags to Riches Evening Event - 6.30 pm to 8.00 pm Sydney time



MANNATECH[®]

Saturday 20th February

- Plenary Session - 10.00 am to 5.00 pm Sydney time
- Gala Dinner Evening Event - 7.00 pm to 9.00 pm Sydney time

Sunday 21st February

- Presidential Director Event - 9.30 am – 10.30 am Sydney time

By invitation only.

To see the event times in your location, you may like to use the link below:

[Meeting Planner – Find best time across Time Zones \(timeanddate.com\)](https://www.timeanddate.com)