

GENERAL

Q. Is Young Living cancelling/postponing the 2020 European Convention?

A. For 2020, our biggest annual event will become 100% virtual, making this our first ever Virtual European Convention. We will be returning to Valencia for our European Convention, from September 3—5, 2021.

Q. What will happen to my ticket for the Valencia European Convention 2020?

A. If you have purchased a Valencia EU Convention 2020 ticket, your ticket will be valid for the EU Convention taking place at Feria Valencia, from September 3—5, 2021. If you are unable to attend, you can request a full refund by emailing europaeanevents@youngliving.com.

Q. Do I need to purchase a Virtual European Convention ticket if I have already purchased a Valencia 2020 ticket?

A. Any member with a ticket to the Valencia EU Convention in 2020 will receive a complimentary ticket if they roll their current ticket over to the Valencia EU Convention 2021. All current convention ticket holders will receive instructions on how to claim their complimentary ticket. Please note that if you request a refund for the Valencia EU Convention, you will not receive a complimentary ticket to the Virtual EU Convention. If you claim your complimentary Virtual EU Convention ticket and you decide to request a refund for Valencia EU Convention 2021 after the event, Young Living will deduct €49 (plus vat).

Q. If I purchase a Valencia EU Convention 2021 ticket, will I receive a complimentary Virtual EU Convention ticket?

A. No, this only applies to those who had purchased a ticket to Valencia before June 4, 2020.

Q. I already purchased my flight ticket to attend the convention. Will I be reimbursed?

A. Please reach out to the airline with which you booked your flight. Many airlines have been flexible with their refund policies due to the global issues surrounding the Coronavirus (COVID-19).

Q. I already booked my hotel room. Can I cancel my room? Will I be reimbursed?

A. Please reach out to the accommodation company with which you booked your stay. Many companies have been flexible with their refund policies due to the global issues surrounding the Coronavirus (COVID-19).

REGISTRATION

Q. Can I transfer my Virtual European Convention ticket?

A. No, Virtual European Convention tickets are not available for transfer.

Q. Can I cancel my registration for the Virtual European Convention ticket and receive a refund?

A. We will refund Virtual European Convention tickets if cancelled before August 6, 2020.



Q. Can I purchase a Virtual European Convention ticket for a guest and/or my downline?

A. Purchasing a ticket only allows access to one person. It is possible to purchase a ticket on behalf of another person, but only if you use a different email address to register for their ticket.

DIGITAL PLATFORM, CONTENT, AND DOWNLOADS

Q. Will language translations be available for the virtual event?

A. Yes. The videos will be translated into German, Dutch, Spanish, Romanian, Lithuanian, Russian and Finnish. We will monitor additional language requests and may increase the number of languages if we receive a demand from 50 people or more per language. We will not be able to honour this past July 14, 2020.

Q. What time does the Virtual European Convention start on each day?

A. The event will start at 9:00 am BST/ 10:00 am CEST/ 11:00 am MSK.

Q. How do I access the Virtual European Convention platform?

A. Information on how to access the Virtual European Convention platform will be available at a later date.

Q. Am I able to download the content from the Virtual European Convention platform?

A. Attendees will not be able to download any video content.

Q. When can I expect the content to be available on the Virtual European Convention platform?

A. Content such as PIPs, PowerPoints, and videos will be available periodically throughout the event.

Q. How long will the content be available after the Virtual European Convention is finished?

A. The content will be available until October 31, 2020.

RECOGNITION & AGENDA

Q. Will we be mailed the awards that we receive at the Recognition Ceremony?

A. No. All awards that were to be handed out at the Recognition Ceremony will be given to the recipient at the 2021 Recognition Ceremony.

Q. What if I am unable to attend in 2021?

A. If you're unable to attend Valencia EU Convention 2021, please contact the Recognition Team at europaerecognition@youngliving.com.

Q. If I qualified, will I get to walk the stage at the 2021 European Convention?

A. Yes. Any qualified rank advancements will be recognised during the 2021 European Convention.



PURCHASING CONVENTION PRODUCTS & SWAG

Q. Can I purchase convention products and bundles with a Virtual European Convention ticket?

A. Yes, convention products and bundles will be available for members who purchase a Virtual European Convention ticket.*

**All products may not be available in every market.*

Q. Will we still receive all of the SWAG and products from the convention registration bag?

A. No. This is reflected in the reduced ticket price.