



# A NIGHT OF VALOR RECOGNITION GALA

## *Frequently Asked Questions*

### GENERAL EVENT

- **How can I attend the event?**
    - The Night of Valor Gala Recognition Night is an in-person event that will happen on November 29, 2023, at Palacio de Memoria in Parañaque City. You can only attend the event if you purchased and registered an event E-Ticket.
  - **Who can attend the event?**
    - The event is open to Young Living members and non-members. Only members can purchase E-Tickets.
  - **I am not a Young Living member, how can I purchase a E-Ticket?**
    - Non-members are welcome to attend the event. However, only Young Living members can purchase E-Tickets for the event on behalf of non-members. E-Tickets must be registered under the non-member's name and details.
  - **What time will the event start?**
    - The event will be on November 29, Wednesday; from 5PM - 9PM. Registration will open as early as 4PM.
  - **What is the dress code?**
    - This is a formal occasion. Be in your best formal attire following the theme: Modern Filipiniana.
    - For ladies, we recommend not to wear long train dresses, since the event will be outdoors. Kindly dress accordingly.
  - **What do I need to bring at the event?**
    - For ease of entry during the event, kindly present your E-Ticket to the venue (printed or digital through mobile phone) for verification purposes.
    - The event program will be held at the Back Garden, it will be an open area so guests may bring a fan/"pamaypay", that still follows the theme Modern Filipiniana.
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- **Can children join the event?**
    - Children who are below 2 years old (Infants to early toddlers) are allowed to join the event, free of charge.
    - Children who are older than 2 years will require their own seats during the sessions, E-Ticket purchase is required.
    - Kindly note that there will be no childcare amenities in the event area. We recommend event goers to plan accordingly to be able to fully enjoy the event.
  - **Does the venue have a parking lot or valet parking**
    - Yes, there are available parking slots within the venue however, parking slots are on a first come first serve basis.
    - There are no valet parking on-site.
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## TICKETING

- **How much is the 5<sup>th</sup> Anniversary Gala Recognition E-Ticket?**
  - **Group of 10 E-Tickets**
    - Priced at P30,000 each bundle from September 15, 10AM until September 20, 11:59PM. Limit to 3 per member.
  - **Solo E-Ticket**
    - Priced at P3,000 each available from September 21, 10AM until supplies last. Limit to 3 per member.
- **Where can I purchase the 5<sup>th</sup> Anniversary Gala Recognition E-Ticket?**
  - Visit <https://bit.ly/ValorGalaTickets> and accomplish the Ticket Purchase Form.
- **How can I purchase the tickets?**
  - Visit <https://bit.ly/ValorGalaTickets> and accomplish the Ticket Purchase Form. Only members can purchase E-Tickets.
  - Select the number of tickets to order (Limit to 3 per member for Group E-Tickets, Limit to 3 per member for Solo E-Tickets)
  - Upon submission of the Ticket Purchase Form, the ticket payment will be automatically processed under Quick Order using the credit card on file in the member's account.
  - Wait for an official email confirmation within 48 business hours to verify your purchase. The email confirmation will contain your E-Ticket/s already.
- **How many E-Tickets can I purchase?**
  - **Group E-Tickets (10pax)** - Limit of 3 bundles (30 E-Tickets) per member.
  - **Solo E-Ticket (1pax)** - Limit of 3 E-Tickets per member.
  - A member can purchase a maximum of 33 E-Tickets (Group + Solo)

- **I've submitted the Ticket Purchase Form already, how can I expect to receive my E-Tickets?**
  - After submitting a Ticket Purchase Form, the event team will automatically process your order in your member account and charge the fee using the credit card on file. You may expect feedback / purchase confirmation after 48 hours upon submission of the Ticket Purchase Form via the email registered in the Ticket Purchase Form. The payment confirmation email will contain your valid E-Ticket/s.
  - Troubleshooting: Kindly ensure you indicate a correct and valid email address upon submission of the Ticket Purchase Form. You may also opt to clear cache, or check your Spam folder.
  
- **I've bought multiple E-Tickets, how many payment confirmation emails should I expect to receive?**
  - We will send 1 email per E-ticket purchased. If you have bought multiple E-Tickets, you will be sent multiple separate emails per E-Ticket.
  - Example: If you bought the Group Buy tickets (10pax), you will receive 10 separate emails, each containing the unique E-Ticket that can be assigned per user.
  
- **I will buy Group E-Tickets, how can I choose the location of my table/s?**
  - Upon purchase of each Group E-Ticket, one (1) table will be set aside for 10pax.
  - Selecting the table location is available upon ticket purchase via the Ticket Purchase Form.
  
- **Can I buy the E-Ticket in Manila or Davao Experience Center?**
  - No, the E-Tickets can only be purchased online via <https://bit.ly/ValorGalaTickets> by members by submitting a Ticket Purchase Form.
  
- **What are the payment options available?**
  - Upon submission of the Ticket Purchase Form, the ticket payment will be automatically processed under Quick Order using the credit card on file in the member's account. Make sure you have a valid credit card registered in your Virtual Office to avoid any purchase delays.

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- **What if I do not have a registered credit card on file in my Virtual Office?**
    - Submitting a Ticket Purchase Form without a valid credit card on file will run the risk of order cancellation. Make sure you have a valid credit card registered in your Virtual Office to avoid any purchase delays.
    - You can also choose to ask other members to purchase a ticket on your behalf.
  
  - **I already bought a E-Ticket, can I ask for a refund?**
    - No, E-Tickets are non-refundable but can be transferred or re-assigned.
    - Transferred E-Tickets must be registered with the new attendees' name and details via <https://bit.ly/ValorGalaTickets> on or before **November 10, 2023**.
  
  - **Can I buy the E-Ticket if my account is deactivated?**
    - No, E-Tickets can only be purchased by active accounts.
    - You can ask other active members to purchase a ticket on your behalf.
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## REGISTRATION

- **I received my E-Ticket already via email, where do I register my E-Ticket?**
  - Once you have received your E-Ticket/s via email, register your details via <https://bit.ly/ValorGalaTickets> to be able to reserve a preferred dinner type & seating (for Solo E-Tickets). Registration closes on November 10, 11:59PM.
  - Note: E-Tickets bought under Group Buy of 10pax do not need to select individual seating anymore upon registration since one (1) table will be set aside for the group - the 10 attendees under the Group E-Ticket may arrange seating among themselves. Each attendee will still need to register their E-Ticket to be able to select their preferred dinner type.
- **Why do I need to register my E-Ticket? What if I fail to do so before the event?**
  - Registration officially assigns the unique E-Ticket control number to the user. This also allows the attendee to select their preferred dinner table seat and/or preferred dinner type.
  - If the E-Ticket is not registered before the November 10 deadline, you may still attend the event by providing a photo of the E-Ticket at the registration area, however, the dinner seat and/or dinner type will be system-generated and chosen for you. This may not be altered anymore.
- **Can I still transfer my E-Ticket even if I have registered it under my name already?**
  - Yes, you can still transfer your registered E-Ticket to another user until the November 10 deadline via <https://bit.ly/ValorGalaTickets>. Select Transfer Ticket Form.
  - The new E-Ticket user must submit the Transfer Ticket Form to re-register their details.
  - The new E-Ticket user must ensure that they have a copy of the E-Ticket from the original owner so they can present it at the event for verification purposes. This will also be needed to claim the Gala Gift at the event.
  - However, prior choices for dinner seat cannot be amended anymore. Dinner type may still be altered until the November 10, 2023 deadline.
- **My friend transferred her E-Ticket to me since she cannot attend the event, can I change the previously chosen DINNER SEAT that she has chosen?**

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- No, seat selection registered prior are considered final.
  - **My friend transferred her E-Ticket to me since she cannot attend the event. Can I change the previously chosen DINNER TYPE that she has chosen?**
    - Yes, you may choose your preferred dinner type on the Transfer Ticket Form via <https://bit.ly/ValorGalaTickets> but the deadline to transfer E-Tickets will only be on November 10 at 11:59PM.
  - **Can I still change the details indicated in the registration form after submission?**
    - No, all details registered are considered final, unless there is a re-assignment or transfer of E-Ticket to another user.
  - **I bought the multiple solo E-Tickets (4 E-Tickets), can I register all 4 in one submission?**
    - No, registration should be done per E-Ticket. Group registration is not allowed.
    - Members who have purchased multiple solo E-Tickets will still need to register each E-Ticket individually, and reserve their preferred dinner seat and dinner type.
  - **I bought the Group E-Ticket (10pax), can I register all 10 in one submission?**
    - No, registration should be done per E-Ticket. Group registration is not allowed.
    - Note: E-Tickets bought under Group Buy of 10pax do not need to select individual seating anymore upon registration since one (1) table will be set aside for the group - the 10 attendees under the Group E-Ticket may arrange seating among themselves. Each attendee will still need to register their E-Ticket to be able to select their preferred dinner type.
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## EVENT FREEBIES

- **What does the 5<sup>th</sup> Anniversary Gala Recognition E-Ticket include?**
  - Each registered E-Ticket entitles you for an exclusive event featuring an insightful talk from Dr. Victoria Belo, Founder of Belo Group of Companies, and Young Living corporate executives Mr. Rory Eddins, VP APAC; Mr. Prasad Gankanda, Chief Operations Officer; and Mr. Daniel Olsen, Utah Farm Manager. The event will be hosted by television host and model, Marc Nelson, and live performances by singer-songwriter Mr. Richard Poon.
  - Dinner will be served by Cibo, the homegrown Italian restaurant founded by chef Margarita Fores.
  - As an attendee, you will also receive your Gala Gift set worth Php 3,500 which includes: An exclusive Young Living Pouch with FREE custom initials at the event, a 5ml Valor Essential Oil, 8pcs of Young Living Crystal Roller Heads, and a commemorative 5th Anniversary Pin.
  - The Gala Gift Set is an exclusive “Attendance Gift” and will be distributed to the attendees after the event.
- **The FREE Gala Gift Set that comes with my E-Ticket, can I ask to have it delivered to my home?**
  - No. All gift sets will be distributed at the event after the program ends. Make sure to double check the gift set for item completion and quality before leaving the event venue.
  - Product exchanges or disputes on the Gala Gift contents will not be entertained after the attendee has left the event.
- **I cannot finish the entire event until the end of the program, how can I claim my event freebie?**
  - Kindly check the event freebie releasing area at the event if releasing has started.
- **Can I claim event freebies on behalf of others who cannot attend the event?**
  - Yes, event attendees can claim the Gala Gift set on behalf of another person/people, as long as the E-Ticket/s and e-mail confirmation of the other person is provided.

- **I cannot attend the event, but I will have my Gala Gift picked up by another attendee, can I still avail of the YL pouch initial customization?**
  - No, the customization of YL Pouches with initial stamping is exclusive to attendees only. The attendee must be physically present to give their preferred initials during event registration.
  - If you are having your Gala Gift picked up by another user, you will get the YL Pouch with all other gifts as is, with no customization.
  - Make sure to have your representative check the completeness and quality of gifts before leaving the event venue. Product exchanges or disputes on the Gala Gift contents will not be entertained after the attendee has left the event.
- **What if I was not able to have my freebie picked up, what would happen?**
  - Gala Gift sets that are not claimed on the event day are considered forfeited.

## USWAG QUALIFIERS

- **I qualified for the USWAG incentive program, how can I secure my E-Ticket?**
  - After verifications, the USWAG Top 40 qualifiers will receive an email of the virtual E-Ticket and process on how to register. E-Tickets must be registered at <https://bit.ly/ValorE-TicketReg> on or before November 10, 2023.
  - All USWAG winners will still have to register their E-Ticket upon receipt to select their preferred dinner type. However, we have a seat set aside for all Top 40 winners already (and the Top 20's plus ones), so seat selection during registration is not needed.
  - If the E-Ticket is not registered before the November 10 deadline, you may still attend the event by providing the email confirmation with E-Ticket, however, the dinner type will be system-generated and chosen for you. This may not be altered anymore.
- **I am an USWAG qualifier, can I bring in a companion to the event?**
  - Only the Top 20 USWAG qualifiers are entitled to two (2) free E-Tickets, so only the Top 20 qualifiers can bring one (1) companion for free.
  - If you are part of the Top 21 to 40 USWAG qualifiers, you are entitled to one (1) free E-Ticket. If you want to bring a companion, kindly purchase an E-Ticket for them.
  - See USWAG mechanics for more info:  
[https://www.youngliving.com/en\\_ph/opportunity/programs/uswag-2023](https://www.youngliving.com/en_ph/opportunity/programs/uswag-2023)