



## REGISTRATION

**Q. I have not received confirmation after payment is completed. What should I do?**

**A. Please check your spam/junk folder. If you still have not received a confirmation email 24 hours after payment is completed, please email [europaevents@youngliving.com](mailto:europaevents@youngliving.com)**

**Q. I am a Young Living Brand Partner, can I enter a different email address from the one in my Young Living Account?**

**A. It is strongly encouraged that you use your Young Living registered email address and provide your member number when registering so that you will be able to purchase event exclusive promotions with ease.**

**Q. Can I transfer my Virtual Get Ready to Flourish ticket?**

**A. No, Virtual Kick Off tickets are not available for transfer.**

**Q. Can I purchase a Virtual Get Ready to Flourish 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.**

**Q. When will I receive my complimentary gift?**

**A. This will be sent as part of your ER order for February. If you are not part of the Essential Rewards programme, this will be sent as part of any One-Time orders made between February 1 – February 28, 2022. If you do not place any One-Time orders during this period, you will need to contact our Member Services team who will process your complimentary gift for you.**

**Q. I registered for the event after December 28, 2021, 23:59 GMT will I still receive a complimentary gift?**

**A. No, only orders placed before December 28, 2021, 23:59 GMT will receive a complimentary gift.**

## DIGITAL PLATFORM, CONTENT, AND DOWNLOADS

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

**A. Yes. We will be supporting German, Spanish, Dutch, Polish, Croatian, Russian, Finnish, Romanian and Czech translations. 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 after December 14, 2021.**

**Q. What time does Virtual Get Ready to Flourish start?**

**A. The event will start at 9:00 am GMT/ 11:00 am CET/ 12:00 am MSK.**

**Q. How do I access the Virtual Get Ready to Flourish platform?**

**A. Information on how to access the Virtual Kick Off platform will be available later.**

**Q. Am I able to download the content from the Virtual Get Ready to Flourish platform? A. Attendees will not be able to download any video content**



## **PURCHASING EVENT EXCLUSIVES**

**Q. Can I purchase event exclusive products and bundles without a Get Ready to Flourish ticket?**

**A. No, you will not be able to purchase event exclusive products and bundles without a ticket. Each member must purchase an individual ticket.**

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