

PRIDEFEST CANCELLATION/REFUND/REIMBURSEMENT POLICY

If you have not yet submitted payment, a Certificate of Insurance, proper permits, or your EIN, you risk forfeiture of your payment/participation in PrideFest.

ALL ITEMS MUST BE SUBMITTED NO LATER THAN MONDAY, MAY 31st.

Cancellations

Cancellations made within 5 days of initial registration will be honored, and a full refund provided in the original form of payment, provided that the cancellation is at least 14 days prior to PrideFest*.

If an Organization/Business requests to cancel more than 5 days from initial registration/application, Organization/Business is responsible for a portion of costs and fees associated with selected registration/application type. Organization/Business requesting a refund for cancellations outside of the allotted 5 days must provide a written request.

The above noted requests will be reviewed by Heritage of Pride, Inc. (HOP) to determine if a refund will be issued.

Guidelines for potential refunds are as follows:

Number of Days from Initial Registration	Refund Amount
(1-5) days	100%
(6-10) days	75%
(11-15) days	50%
(16-30) days	25%
(31+) days	No Refund

**14 days before PrideFest 2021 is June 13, 2021.*

Any refunds issued will be based on registration/application cost. Registration/application fees that the organization has covered will not be added into the refunds provided. Organization/Business are responsible for the fees associated with their initial registration.

Refunds will not be issued for Organization/Business that did not cancel within the allotted time frames noted above.

Exhibitor space will not be cancelled due to inclement weather. PrideFest is a rain or shine event.

Discounts & Refunds

Any and all refund requests will be taken on a case-by-case basis. Exhibitor space will not be refunded or discounted due to inclement weather. PrideFest is a rain or shine event. The sale of counterfeit merchandise is prohibited by law. Any Exhibitor found to be in violation of the law will be ejected from the festival and will not be entitled to a refund. HOP reserves the right to exclude or terminate an Exhibitor's participation in PrideFest without refund for failure to follow the terms stated in the Exhibitor Information Packet or directives of PrideFest staff and volunteers. PrideFest does not guarantee any level of profit based on the attendee information or any other event factors.

Organization/Business requesting a refund must provide a written request, and proper documentation (if applicable). Written request must contain the following: current date, date of registration, reason for refund request, and indicated the original form of payment.

The above noted requests will be reviewed by Heritage of Pride to determine if a credit will be issued.

If an Organization/Business has requested and received a refund within the last 3 years, with the exception of a Covid-19 related refund, the Organization/Business is not eligible for another credit unless approved by the PrideFest Director & Managing Director. HOP will manage and keep track of all refunds issued.

As circumstances may arise in which Heritage of Pride determines that changes to these policies are necessary, the Organization reserves the right to change, suspend, cancel and interpret these policies, with or without prior notice.

COVID-19 Force Majeure

The City of New York, New York State and Heritage of Pride are continuing to monitor the effects of the Covid-19 pandemic and its potential impact on PrideFest. Heritage of Pride, Inc. will not be held liable for event cancellation at the request of the City of New York and/or New York State based on the current public health crisis. In the event of an event cancellation at the request of the City of New York and/or New York State within 21 calendar days, exhibitors will receive a 50% refund. If you have questions of concerns on event cancellation by the City of New York, they can be reached by telephone at (212) 788-0025.

Please reach out to pridefest-help@nycpride.org for any additional questions or concerns.