



Heritage of Pride, Inc.

Heritage of Pride, Inc., 112 Christopher St., New York, NY 10014
Telephone: 212.807.6310 • Fax: 212.807.7436 • Web: <http://www.nycpride.org>

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 SUNDAY, MAY 31st.

Cancellations

Cancellations made within 14 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 60 days prior to PrideFest*.

If an Organization/Business requests to cancel more than 14 days from initial registration/application, Organization/Business is responsible for 100% of cost and fees associated with selected registration/application type. Organization/Business requesting a refund for cancellations outside of the allotted 14 days must provide a written request.

The above noted requests will be reviewed by the Executive Director, PrideFest Director & Event Manager of Heritage of Pride, Inc. (HOP) to determine if a refund will be issued.

Guidelines for potential refunds are as follows, provided that cancellations are not within a 60-day period from the event*:

Amount of Days from Initial Registration	Refund Amount
(1-14) days	100%
(15-30) days	75%
(31-45) days	50%
(46-60) days	25%
(61-75) days	10%
(76+) days	No Refund

**60 days before PrideFest 2019 is April 29, 2020 by 5pm.*

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.

Monetary 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.



Discounts & Refunds (Continued)

Organization/Business requesting a refund must provide a written request, and proper documentation (if applicable).

The above noted requests will be reviewed by the Executive Director, PrideFest Director & Event Manager of HOP to determine if a credit will be issued.

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

2020 Waitlist Policy

In the event of a sell out, a waitlist is generated. Re-opened booth spaces will be offered to the waitlist on a first come first served basis. You will be notified via email of any open booth space. You will have 24 hours from the time stamp on the email sent from NYC Pride to claim and submit full payment. This transfer only applies to the booth space (asphalt and air). This transfer does not apply to any add ons such as tables, tents, chairs, etc.

If you, a current exhibitor, wish to transfer your booth space to an exhibitor on the waitlist, you will be charged a \$100 transfer fee. This fee will be deducted from your registration refund. In the event that we do not have a waitlist, you are required to pay in full for your booth space. Refunds will be issued in accordance with our cancellation policy should your refund request be submitted before April 29, 2020.

Exhibitors have until Friday, June 12 to request a booth space transfer.

What is NYC Pride's plan in light of COVID-19?

NYC Pride's concern, first and foremost, is the safety of those who attend our events and programs. We continue to monitor the situation in New York closely as well as anticipate the potential impact as we approach June. We will keep you informed as we have any information or updates. As of today, we are proceeding with normal operations and moving forward with Pride activities in June.

New Yorkers can call the Department of Health's coronavirus hotline at 1-888-364-3065 with any concerns. In addition, visit the Department of Health's dedicated website for more resources and updates about COVID-19.

<https://now.ny.gov/page/m/2dedcac9/5c9973c5/465cacc/d50d090/319811187/VEsF/?g=oSsCYsQot1Bcei1eCiCi6vA>

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