

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 FRIDAY, 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 Managing Director, PrideFest Director & Event Coordinator 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 May 1, 2019 by the end of the business day.*

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.

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

The above noted requests will be reviewed by the Managing Director, PrideFest Director & Event Coordinator 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 & Managing Director. HOP will manage and keep track of all refunds issued.

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