# 2019 RENO RODEO 100 Year Celebration COMMERCIAL EXIBIT HALL HANDBOOK







Dear Exhibitor:

Welcome to the 2019 Reno Rodeo 100 Year Celebration. We appreciate your interest in exhibiting at our Rodeo this year. This handbook was designed to provide all the necessary information you will need both before and during the Rodeo. It is the responsibility of each vendor to read this handbook, know the rules and abide by them while at the Reno Rodeo.

We partner with you in welcoming our fans to the Reno Rodeo and to ensure that their Reno Rodeo experience is pleasant and entertaining. Please join us in providing the best customer service to all our patrons.

We look forward to having your business or organization as an integral part of the 2019 Reno Rodeo 100 Year Celebration. If you have any questions please email us at <u>Vendors@renorodeo.com</u>. Please try to find your answer in this Handbook before contacting us. We receive several inquiries each week and may not be able to respond as quickly as you would like, but we will get back to you.

Best Regards,

Michael W. Buis 2019 Reno Rodeo 100 Year Celebration, Exhibit Hall Chairman



#### **INSTRUCTIONS FOR NEW APPLICANTS**

If you are a new vendor to Reno Rodeo, please complete the **2019 online Commercial Vendor Application at** <u>http://www.renorodeo.com/p/get-involved/doublermarketplace</u>

The Reno Rodeo provides returning vendors first option on booth spaces. To see available booth spaces contact Michael Buis at (775) 284-2677, or email <u>Vendors@renorodeo.com</u>.

As a new vendor it is also important to <u>send pictures of your booth and products</u> that you plan to exhibit. The 2019 Commercial Vendor Application can be found with this handbook. Email

New Vendor Process:

- If you cannot apply online, **do not** send in deposit check with application
- Reno Rodeo Vendor staff contacts each potential vender to qualify compatible products.
- If approved, we will verify available booth space, take deposit and set up payment arrangements.

#### 2019 Reno Rodeo 100 Year Celebration DUE DATES AND SHOW TIMELINE

All information is due on or before the specified dates to Reno Rodeo Association, c/o Michael Buis, **email** <u>Vendors@renorodeo.com</u> or **fax to (775) 284-2677**. If you mail the requested information the postmark date will be used to assess compliance with the deadlines.

Date	What is Due		
August 1, 2018	Returning vendors who have not paid their deposit will have their space made available to new applicants.		
December 1, 2018	Booth Spaces reserved / confirmed with deposit will be placed on payment plan with monthly statements		
April 1, 2019	Executed 2019 Commercial Exhibit Space Agreement / Terms & Conditions with 100% of the booth fees due. If a Space Agreement and 100% of the booth fees are not received by April 1, 2019 Reno Rodeo 100 Year Celebration may reassign your booth. You will not receive further notice of this deadline. You must take responsibility for payment of this deposit by the deadline.		
May 1, 2019	Your Certificate of Insurance Coverage is due.		
Monday,June 17, 2019	Check in and scheduled move-in begins for the Indoor Arena, Exhibit		
8 AM – 5 PM	Hall and Outside vendors. Registration will begin at 8:00 AM. See		
	move-in section for details.		
Wednesday, June 19,	This is the last day for check-in beginning at 8:00 AM. All vendors		
2019, 8 AM – 5 PM	must have their booth set up by 5:00 p.m. that day.		
Thursday, June 20, 2019	There will be <u>no check</u> -in on this day. All commercial exhibits will open		
	to the public at 4:00 PM.		
June 20, 2019	Extreme Bulls Performance - all booths shall operate during this		
	performance.		
June 21-29, 2019	Reno Rodeo Performance Dates – all booths shall operate during these		
	dates.		

## DOUBLE R 👁 MARKETPLACE

Saturday, June 29, 2019	<ul> <li>Commercial Exhibits close one hour after the Rodeo Performance on June 29, 2019.</li> <li>Nevada States Sales Tax Due (<i>Collected by Reno Rodeo Exhibitor Committee</i>)</li> <li>No one is to start packing their booth or moving out until one hour after the end of the Rodeo Performance.</li> </ul>
Saturday, June 29, 2019	Accepting deposits to reserve 2020 booth space
Sunday, June 30, 2019	Vendors have until <b>3:00 PM on Sunday, June 30, 2019</b> to move out of their booth space. Any shipping requirements must be arranged prior to Sunday for pick up on Monday July 1, 2019.

### EXHIBIT SPACE

The Reno Rodeo has three venues for commercial exhibits: INDOOR ARENA, EXHIBIT HALL and OUTSIDE. All three venues are managed and present a western theme.

#### INDOOR ARENA - \$1,000.00\* per 10x10 (Some spaces have a premium as they are 10x14)

The Indoor Arena is an invitation only area. The Reno Rodeo Vendor Committee "management" reserves the right to accept or reject a prospective exhibit or returning exhibit for the Indoor Arena based on product quality, type and booth design. If you receive an invitation for the Indoor Arena you shall receive a quote for the price of the booth.

#### EXHIBIT/SOUTH HALL - \$900\* per 10x10

The Exhibit Hall is an indoor exhibit location. New applications are accepted for this area. Preference is given to applicants with a western theme. The Exhibit Hall is the closest hall to the carnival / food court areas. Management reserves the right to accept or reject a prospective vendor for the Exhibit Hall based on product quality, product type and booth design. The price for an exhibit space in the Exhibit Hall is based on the length and depth of the booth desired or available. The general rule is the majority of exhibit spaces available in the Exhibit Hall are 10 feet wide by 10 feet deep. Spaces are sold at the rate of **\$9.00 per square foot** for Exhibit Hall exhibits.

### OUTSIDE EXHIBITS - \$700\* per 10x10

The Outside Exhibits provide a unique opportunity to exhibit goods that are large or associated with outdoor activities (e.g., horse trailers). Management reserve the right to accept or reject a prospective exhibit for the Outside Exhibits based on product quality, type and booth design. The price for an exhibit space is based on the length and depth of the booth desired or available. The general rule is the majority of exhibit spaces available are 10 feet wide by 10 feet deep. Spaces are sold at the rate of **\$7.00 per square foot** for Outside exhibits.



#### STATIC DISPLAYS - \$400\*.00

Reno Rodeo provides a limited number of locations for static displays. Management reserve the right to accept or reject a prospective exhibit for the Static Displays based on display quality, type and design.

#### • \* Space Rates subject change for 2019

#### EXCLUSIVITY OF PRODUCTS

There is an option with the Reno Rodeo for a vendor to have exclusivity on selling items; for exclusivity on an item(s) you will be charged a minimum of \$1,500 per item (price dependent on what the item is) if accepted. This option is available on a first come basis and must be approved by the Reno Rodeo Association. The item that you request exclusivity for shall be specified in detail. *If you are interested in this option please send a detailed letter to Reno Rodeo Association, c/o Michael Buis, P.O Box 12335, Reno, NV 89510, making your request and specifying the exact item(s) that you want exclusivity over. Please include photos of the item(s).* 

#### **RENO BUSINESS LICENSE FEE**

There is an additional \$100.00 fee added to the invoice for all vendors that do not have a Reno Business License. If you have one it should be scanned and provided with your application

### **INSURANCE REQUIREMENTS**

All vendors shall either provide proof of insurance certificate for a minimum \$1,000,000 (one million dollars) in liability, indemnifying the following as an additional insured for June 12, 2019 through June 30, 2019.

Reno Rodeo Association & Reno Livestock Events Center 1350 N Wells Ave, Reno, NV 89512

Demonstration of insurance <u>must be delivered</u> to or purchased from Specialty Program Insurers, provided on-line prior to May 1, 2019.

Mail to: Reno Rodeo Association C/o Michael Buis P.O Box 12335 Reno, NV 89510 Or eFax to: Michael Buis, 775- 284-2677, Scan/email: Vendors@renorodeo.com



If you do not have insurance you may purchase liability insurance on-line insurance from Specialty Program Insurers at totaleventinsurance.com

 You will not be allowed to move in unless Proof of Insurance has been previously supplied or purchased – <u>NO EXCEPTIONS</u>.

#### VENDOR POLICIES

The Reno Rodeo Exhibit Hall Committee (management) reserves the right to establish and enforce whatever policies/rules are necessary for the regulation and operation of the exhibits. Management reserves the final and absolute right to interpret the rules and regulations, and to arbitrarily settle and determine all matters, questions, or references in regard thereto, or otherwise arising out of, connected with, or incident to the Reno Rodeo events. It further reserves the right to determine unforeseen matters not covered by these rules and other contractual matters.

The following rules have been established to date:

## **BASIC RULES**

- 1. Disregard of any rule set forth by Reno Rodeo may result in forfeiture of all monies, rights and privileges.
- 2. **PLEASE NOTE:** The logo of the <u>Reno Rodeo</u> and the <u>Double R Marketplace</u> are Registered Trademarks and <u>SHALL NOT be used, under any circumstances, without PRIOR WRITTEN</u> <u>PERMISSION</u> from the Reno Rodeo Association.
- 3. Vendors are bound by the terms of the contract, incorporating this Handbook that they sign to secure exhibit space. Vendors are under strict supervision of the Reno Rodeo Association and its Vendors Committee agents.
- 4. If your booth will be gathering names, addresses and phone numbers from visitors, you shall not represent yourself as being from or with the Reno Rodeo Association when you contact them later.
- 5. If you receive an exhibit space at Reno Rodeo you are <u>not</u> guaranteed a space at subsequent Rodeos.
- 6. You are required to operate your booth during <u>all</u> hours posted for the location of your booth. If you do not have someone operating your booth during all such hours you may <u>not</u> be invited back to the Reno Rodeo the following year.
- 7. The vendor shall not assign or sublet space or any part thereof without the express permission of management. Booth space is only to be used by the entity and for the products approved by management. Signage for any other entity than the one stated on the contract shall not be allowed.



- 8. Smoking is prohibited in booths or inside the buildings.
- 9. No food, beverage or merchandise (balloons, visors, sunglasses, T-shirts, etc.) sold by other vendors may be given away on the grounds. Such acts conflict with concession rights held by others.
- 10. Placing advertising material on or in automobiles on the Rodeo grounds is specifically prohibited and no such permission shall be granted under any circumstance.
- 11. Vendors shall comply with the law, rules, regulations and codes of the State of Nevada, Washoe county, City of Reno and the Reno Rodeo, including but not limited to Workers' Compensation, insurance, health and safety, fire, construction and utilities.
- 12. All vendors are expected to conduct themselves in a professional manner according to the rules of this handbook. Any unruly conduct, refusal to follow rules or use of foul language to Rodeo patrons or Rodeo personnel will be considered grounds for expulsion from the Rodeo. Such vendors shall not be permitted to return to future Rodeos.
- 13. Scalping / sharing of credential, parking passes and vendor badges by vendors, their agents, family members or any other person shall result in immediate expulsion with no refund and the vendor will not be allowed to return to future Rodeos.
- 14. <u>Aggressive sales practices / tactics WILL NOT be tolerated</u>. We need to be respective of all vendors and patrons. Vendors and their representatives shall remain within the boundries of their booths. Violation may result in removal from event with no refund.

## **BOOTH DESIGN RULES**

- 15. The Reno Rodeo has a western theme for each vendor to aspire to. The western theme adds immensely to the atmosphere of the exhibit buildings.
- 16. Balloons are not allowed in either of the exhibit buildings.
- 17. <u>The Fire Marshall continues to strengthen the fire safety regulations each year.</u> Observance of all fire regulation will be strictly enforced. Failure to comply with these regulations puts you at risk of being asked to leave. Please come prepared with the appropriate materials.
  - We prohibit the use of hay / straw bales in indoor halls.
  - Compliance with electrical codes to prevent overheating and ignition from electrical faults or problems:
    - Use of APPROVED electrical power strips is required
    - Adequate wire insulation and use of heavy duty wiring is required
    - All booth covers must be fireproof and marked accordingly



- Electrical lights must be a minimum of 6 inches away from any material to ensure fire safety, LED lights are preferred
- All walkways must be clear of merchandise and boxes. Aisles must be clear for emergency situations.
- 18. Materials used in the construction of your booth should be flame-proofed or treated with a flameproof solution. It is <u>advisable to have a fire extinguisher in your booth</u> at all times.
- 19. All extension cords used in your booth for any reason must be heavy duty grounded (three prong plug) cord to meet local fire codes. You are responsible for providing your own trip mat or cord covers for any extension cord that will be crossing a walkway. Tape is NOT acceptable as a safety measure!
- 20. Pipe and drape is <u>not</u> provided by Reno rodeo. All decorations, tables, chairs, display cases, etc. must be supplied by the vendor and meet all applicable rules. All exhibits are for the space only, no shelters/canopies are provided by the Reno Rodeo.

## PRODUCT DISPLAY RESTRICTIONS

- 21. There are restrictions on displaying and selling certain products at the Reno Rodeo, namely <u>NO</u> <u>Wrangler denim jeans without prior permission</u>. There are other limitations on jeans. Management must approve any jeans that you want to sell at Reno Rodeo. <u>Please be sure to</u> <u>fully identify the type and quality of the products in your application and obtain approval from the</u> <u>MANAGEMENT for each and every item</u>.
- 22. "Discount", "Free Drawing", "Clearance", or "Sale" signs <u>cannot</u> be displayed at any time. You may use the wording "Rodeo Special"; otherwise any other such sign shall be approved by the Vendors Committee Chair.
- 23. Sound devices, including but not limited to loud speakers, organs, pianos and radios, are subject to approval by management. If allowed, the music shall be controlled so as not to interfere with others. The privilege for use of such sound devices may be revoked at any time.
- 24. Vendors may request the approval of management to change the list of articles, products and/or services up to May 1, 2019. **Change requests shall be in writing only!**
- 25. No copyrighted merchandise shall be displayed or offered for sale without proper authorization. Management reserves the right to request a vendor to remove a product for suspicion of copyright infringement.
- 26. Management reserves the right to prohibit any merchandise that, in management's sole judgment, is highly controversial or that may detract from the general character of Reno Rodeo. Management reserves the right to remove any of such exhibits.
- 27. All merchandise MUST be displayed and stored within the marked boundaries of the assigned exhibit space.

## (DOUBLE R @ MARKETPLACE)

- 28. No vendor shall move any other vendor's displays or product without the direct consent of said vendor.
- 29. Demonstrations must be held within booth space and must not restrict traffic flow in the aisle.
- 30. Solicitation of funds for any political educational or charitable corporation or association or any other corporation, association, group is prohibited.

## SECURITY

33. The Reno Rodeo Association shall exercise care to ensure that your exhibit and products are safe while at the Reno Rodeo and provide limited security 24-hours a day. Security will begin at 8:00 a.m. the Tuesday before the first performance, and end at Noon on the Sunday after the last performance. Even though security will be provided around the clock, you – the vendors – are responsible for your booths at all times. The Reno Rodeo Association <u>shall not</u> assume responsibility for stolen products, displays, etc. Make sure your booth is secure or monitored during optional hours.

## DRAYAGE

- 34. The Reno Rodeo Association office <u>SHALL NOT</u> accept delivery of your exhibit. If merchandise must be shipped in advance the Reno Rodeo Association <u>SHALL NOT</u> accept delivery of your exhibit <u>any earlier than the Tuesday</u> June 18, 2019 before the first performance on Thursday 6/20/2019. Please make the appropriate arrangements with your shipper or a local warehouse for storage, with a delivery date set after your representatives are available to receive shipments.
- 35. Deliveries made during the Reno Rodeo shall use the following physical address and you must include the following:

Name of Vendor, Booth Name and <u>Booth Number</u> Reno Rodeo Association 1350 North Wells Avenue Reno, Nevada 89512

#### DO NOT SHIP ANY ITEMS / MATERIALS FOR DELIVERY PRIOR TO THE TUESDAY BEFORE THE FIRST RODEO PERFORMANCE! WE DO NOT ACCEPT C.O.D. DELIVERIES NOR DO WE HOLD CHECKS/CASH TO PAY FOR SUCH.

A small storage unit will be made available to accept limited deliveries. These deliveries must be signed for in order to pick them up between the hours of 9:00 AM and 4:00 PM <u>ONLY</u> at the Reno Rodeo Welcome Center near the Rodeo Office in the South East corner of the grounds. If you do not make it to the Reno Rodeo office between these hours you will have to wait until

## (DOUBLE R @ MARKETPLACE)

the next day to receive your package. Reno Rodeo will not deliver your packages directly to your booth. You must go to the Reno Rodeo main office to pick them up yourself.

36. The Reno Rodeo is not responsible for freight delivered to the vendor office, the grounds or freight delivered to your assigned space. The Reno Rodeo is not responsible for notifying you that merchandise has been delivered, lost or damaged.

## TELEPHONE SERVICE

37. Reno Rodeo does not provide you with phone service, Reno Livestock Event Center for such services.
 The Reno Rodeo provides Internet service (where available) at this time, charges may apply.

## PARKING

- 38. There will be TWO (2) parking passes issued to each vendor/organization for the duration of the Reno Rodeo. These parking passes are for vehicles only, not travel trailers/RVs. Due to the limited amount of vendor parking, additional parking permits will be available at a cost of \$50 each.
- 39. Please do not contact the Reno Rodeo Association office for additional parking passes they do not have them.
- 40. Vendor parking passes are good for the north parking lot for vehicles without trailers only. <u>No</u> <u>trailer parking will be allowed on the rodeo grounds.</u> Trailer parking will be available offsite. You will receive additional parking information upon moving into your booth.
- 41. Overnight accommodations are not allowed anywhere on the grounds.
- 42. The Reno Rodeo reserves the right to close parking lots if they become full. Parking is limited, and permits **DO NOT** guarantee access to the Reno Rodeo grounds.
- 43. If you need information on RV parking, please contact on the following campgrounds:

Grand Sierra Resort	Reno RV Park	Rivers Edge RV Park
Camper Reservations	735 Mill Street	1401 S. Rock Boulevard
2500 East Second Street	775-323-3381	800-621-4792
775 789-2147		775-358-8533

## ELECTRICITY

44. Electrical power is provided to the booths. 110 volts is normal and 220 volts is possible. If 220 volts or other special electrical requirements are needed, please indicate on your application and contact the Exhibit Hall Committee. You are responsible for providing trip mats or cord



*cover boxes for any cord extending on or over an established walkway*. Tape is NOT acceptable as a safety measure!

## STATE SALES TAX

- 45. You either must have a Reno Nevada Business Tax ID Number or pay the sales tax at the end of the Reno Rodeo.
- 46. Nevada Sales Tax shall be charged on all retail sales. You will be provided a Tax Packet containing a Nevada State Sales Tax form, payment instructions and payment envelope. Management will collect the completed forms, along with your tax payment, on the last Saturday at approximately 6:00 PM. <u>Checks shall be made to the Reno Rodeo Association</u>.

#### Per the Nevada Department of Taxation, you shall not turn in or mail your sales tax and/or the packet on your own.

- 47. If you do not complete your sales tax packet and/or submit your payment to Reno Rodeo on the last Saturday before the end of the Rodeo you will not be invited back to Reno Rodeo.
- 48. A completed tax packet for the Nevada Department of Taxation is required even when you are a nonprofit organization or do not sell product. Vendors who are sales and use tax exempt must attach a Nevada Department of Taxation letter of exemption with the application.
- 49. Anyone holding a valid Nevada Sales Tax Permit **must** fill in their permit number on the gross taxable sales line on the "One-Time Return" and submit the tax collected on their regular monthly or quarterly return.
- 50. **Reno Business License**: All vendors will be accessed a \$100 one time Reno Business License Fee upon booth reservation and will appear on your billing statement. If you have an active Reno Business License you will need to provide copy of certificate and number. Once proof is received your account will be credited.

## **VENDOR BADGES / PASSES**

- 50. At the time of check-in, you will receive your vendor badges/passes based on booth size:
  - 10 x 10......2

  - The Vendor badge/pass provides you access to the Vendor hospitality room for refreshments and food as available.
  - A limited number of additional badges will be available from the Exhibit Hall committee at check-in. If absolutely necessary for your additional employees you may purchase **additional badges at \$35.00 per badge**. The badges are for those who will be working in your booth. They are not for friends and family that simply want free access to the Rodeo.



You shall be penalized for abuse of the badge system. Badges must be worn at all times while on the grounds.

51. Please do not contact the Reno Rodeo Association office for additional vendor badges they **DO NOT HAVE these items.** 

## MOVE-IN AND MOVE-OUT SCHEDULES

- 52. Check in will be on **Monday June 17, 2019** thru **Wednesday, June 19, 2019** from **8:00 AM to 5:00 PM** each day. The Vendor Committee will be available during those days and times to assist you with your move-in needs and providing other valuable information services.
- 53. All vendors <u>must</u> check in before you will be allowed to move in and set up your booth. Check in will be in the office located at the East end of the Indoor Arena. <u>Do not check in at the Reno</u> <u>Rodeo Association office</u>. Vehicles will not be allowed in the exhibit halls after Wednesday so plan to arrive early enough to allow time to unload Monday thru and Wednesday.
- 54. Should a vendor set up in the wrong booth space, they agree to move to the proper location at their own expense and without protest, this also includes transfer of any installed decorations.
- 55. All booths **shall** be ready for business no later than 5:00 PM on Wednesday, June 19, 2019. Vehicles shall be permitted on the grounds and in buildings during set up for unloading only. Management reserves the right to demand the removal of vehicles from any area. If towing is required the Vendor is responsible for all applicable charges. Reno Rodeo is not responsible for any damage. No vehicles or trailers shall be allowed on the grounds after 3:00 PM on Wednesday, June 19, 2019 or while the rodeo grounds are open to the public.
- 56. You are required to staff your exhibit until one hour after the end of each Rodeo performance on Saturday, June 29, 2019. <u>YOU MAY NOT BEGIN PACKING OR REMOVING YOUR BOOTH</u> <u>UNTIL ONE HOUR AFTER THE END OF THE RODEO PEFORMANCE.</u> You will have until noon on the following Monday to remove your exhibit. At the end of the Rodeo, each vendor is responsible for the cleanup of his/her exhibit area. Any articles or materials not removed from the grounds by noon on Monday will become the sole property of the Reno Rodeo. The Reno Rodeo reserves the right to dispose of such property in any manner it may deem in the best interest of the Rodeo.

## HOURS OF OPERATION FOR BOOTHS

- 57. Even though there will be 24-hour security vendors must be present (in their assigned booth area) during all venue specific published business hours to ensure absolute security.
- 58. The hours of operation for the outside exhibits, exhibit hall and indoor arena will be different, due to traffic flow of customers.
- 59. For the first Thursday, all vendors must be open from 4:00 PM until 7:30 PM. The two buildings will not be locked to the public until a minimum of one hour after the end of



#### the Rodeo Performance.

#### 60. Outside Vendors – <u>Minimum</u> Hours of Operation

Outside vendors should note that the carnival stays open until midnight

- Weekend Hours 12:00 PM 10:00 PM
- Weekday Hours
   4:00 PM 10:00 PM

#### 61. Indoor Arena Vendors – <u>Minimum</u> Hours of Operation

- First Thursday and Friday of Week 1 4:00 PM 7:30
- Weekends
- Monday Wednesday of Week 2
- Thursday and Friday Week 2

4:00 PM - 7:30 PM 12:00 PM - 7:30 PM 8:00 AM - 7:30 PM 12:00 PM - 7:30 PM

Please Note:

All indoor arena vendors are welcome to open earlier and stay later. Most indoor events begin at 8:00 AM and the doors to the Indoor Arena will not be locked until one hour after the daily Rodeo Performance.

#### 62. South Exhibit Hall Vendors – <u>Minimum</u> Hours of Operation

٠	First Thursday and Friday	4:00 PM – 10:00 PM
•	Saturday and Sunday	12:00 PM – 10:00 PM
•	Monday and Tuesday	4:00 PM – 10:00 PM
•	Wednesday, Thursday, Friday	4:00 PM – 10:00 PM
•	Saturday finals	12:00 PM – 10:00 PM

Please Note:

- The South Exhibit Hall will be unlocked one (1) hour before published public opening times each day for any vendor that wishes to set up or stock their booth. In the evening, vendors are welcome to stay later if their sales are active. The doors to the South Exhibit Hall will not be locked until <u>approximately</u> one hour after the end of the Rodeo Performance.
- 63. All commercial vendors must operate during the stated hours. FAILURE TO DO SO MAY RESULT IN FORFEITURE OF FUTURE INVITATIONS TO EXHIBIT AT RENO RODEO. You are responsible for the security of your booth at all times. There is additional security to help, but it is your ultimate responsibility to prevent theft and damage of your booth.

## **REFUND AND CANCELLATION POLICY**

- 64. Vendors canceling a space once payment has been made shall be entitled to partial refunds of money (the \$200.00 Deposit is non-refundable) as follows:
  - A cancelation before April 1 = a 75% refund
  - A cancelation between April 1 & April 30= a 50% refund
  - A cancelation between May 1 & May 31 = a 25% refund
  - Any cancelation's on or after June 1 = 0% refund