

DATE: October 9, 2013
MEETING OF: October 22, 2013
FROM: Staff
RE: **ACTION ITEMS X.3 – Refund Requests**

BACKGROUND

Each year prior to the fair exhibitors and vendors are required to pay various fees in order to participate in their chosen activity at the fair. Sometimes unforeseen family problems, illness, or misinterpretation of entry rules mean they are unable to participate in the fair as planned. They may then request a refund of the fees paid.

This year there are four requests:

JoyLabz LLC – was unable to present their product in the best way because of noise issues with neighboring vendors, entertainment, and racing, one half of booth space fee refund of \$275.00.

Jeanette Moules – she was not allowed to show her beef as an independent exhibitor or 4-H exhibitor, exhibitor wristband and picture fee refund of \$25.00.

Keeley Phillips – paid for three auction pictures: 2 for market lambs and 1 for rabbit meat pens, she had one picture taken of one of her Market Lambs, picture fee refund of \$20.00

Laurie Salaiz – had a medical issue with her knee and was unable to ride, entry fee refund of \$85.00.

FISCAL IMPACT

Cost of \$405.00.

STAFF RECOMMENDATION

That the Board approves a motion to pay the four refund requests.

ATTACHMENTS

- Refund request letters.

JoyLabz LLC

1060 River Street, Unit 108 • Santa Cruz, CA 95060 • Phone: 613-417-3089 • Fax: 831-604-8914
E-Mail: liz@joylabz.com Web: www.makeymakey.com

September 19, 2013

Mr. Dave Kegebein
Manager, Santa Cruz County Fairgrounds
14th District Agricultural Organization

Dear Dave,

We had a vendor booth at the Fair this past week; Booth #37. We were pretty excited to be at the Fair as we are a new Santa Cruz startup company that produces and sells a neat little invention kit called the MaKey MaKey. You may have heard about the banana piano, or seen us on TV while at the Fair on the program "Right This Minute". We researched several Fair options; The Nevada County Fair, The San Diego County Fair, The LA County Fair, and the Alameda County Fair. When we were accepted to the Santa Cruz County Fair, we were thrilled because this is where we are and we felt a strong desire to present our MaKey MaKey in our home turf.

But the experience was not a worthwhile or a pleasant one, I am sorry to say. We were given no input about our booth location, no one asked what our needs might be as a vendor, if we needed to be heard by our customers. Based on the Fair packet we received, it seemed that we could reasonably expect to have our customers be able to hear us when we talked and the hear the MaKey MaKey in action on the banana piano, vegetable drums, fruit barnyard. We are requesting a partial refund of our booth fee.

The Fair packet clearly states:

- **Sound Equipment:** ...must be controlled so as not to interfere with other exhibitors...
- **Voice Amplification Systems:** ... NO STEREOS OR BOOM BOXES ... the volume **MUST** be kept at a reasonable level so as not to interfere with your neighbor. Complaints regarding abuse of the privileges will result in removal of the amplification system.

We were located, without any choice nor consultation from the Fair office, right behind the electronic bull fellow. His generators were directly at the backside of our booth, running constantly. AND, his amplification system speakers were right at the backside of our booth (also at the back of his booth) so the sound from his microphone, loud speakers, music system was at full decibel right at our booth. We complained about this the first day of the Fair and someone visited him, asked him to turn it down, told us he was a nice guy and we should just go to him whenever it gets too loud.

It was booming loud the entire week of the Fair. We went to him several time, the booth next to us went to him several times. He would lower the volume for a brief period of time and then it was on full blast again! It was really bad all day long And those were long days

September 21, 2013

Santa Cruz County Fair
2601 East Lake Avenue
Watsonville, CA 95076

Requests for Refunds

We would like to request entry fee refunds for the following exhibitors:

Jeanette Moules, Independent Exhibitor, overpaid exhibitor wristband and picture fees for her Market Beef. She was not allowed to show her beef as an independent exhibitor or 4-H exhibitor, so did not bring the animal to the fair. She paid separately for wristband/pictures for her Market Hog. Please refund \$25.00 to Jeanette Moules.

Jeanette Moules
151 Casserly Road
Watsonville, CA 95076

Keeley Phillips paid for three auction pictures: 2 for market lambs and 1 for rabbit meat pens. She only had one picture taken of one of her Market Lambs. Please refund \$20.00 to Keeley Phillips.

Keeley Phillips
297 England Avenue
Salinas, CA 93906

Thank you,



Dawn White
Livestock Co-Chair

9/3/13

To Santa Cruz Co Fair
Board of Directors

I would like to receive
a refund on my ranch
versility entry.

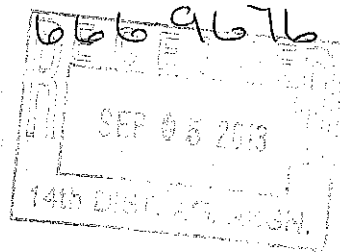
I had a knee shot and
had a problem with it.
I have not been able
to ride.

Thankyou

Laurie Salaz

Laurie Salaz
7240 Princevallest
Gilroy CA 95020

408



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