



Trader Terms and Conditions

Booking and Payment Terms

Once a completed application form has been received, Coventry BID will email the Exhibitor to confirm whether the application is accepted.

- A booking is only confirmed once COVENTRY BID have accepted the application
- Submission of the application form is deemed as acceptance of these Terms and Conditions.
- £100 deposit must be paid immediately on receipt of the deposit invoice
- Remaining payment must be made in full by 6 weeks before the Event (6th June 2021). In the event that full payment is not received prior to that date COVENTRY BID reserve the right to:
 - o i) cancel the booking without further notice and retain the full deposit or full pitch fee.
 - o and/or
 - o ii) re-sell the pitch without further notice.
- In the event of bookings made less than 6 weeks prior to the event, payment in full must be made at the time of booking. No refunds will be possible on a late booking.
- In the event of a cancellation less than 6 weeks prior to an event, COVENTRY BID will not refund any element of the fee.
- Exhibitors are responsible for submitting all requested documentation to COVENTRY BID within 7 days of the confirmed booking. In the event that such paperwork has not been received by COVENTRY BID within that timeframe, COVENTRY BID reserve the right to cancel the booking and no refund will be due to the Exhibitor.
- Hot food traders are required to serve up to a maximum of 5 free staff meals per event, as part of their booking. Staff will have vouchers to identify them at the point of order and will avoid placing orders during busy periods wherever possible.

Exhibitor Pitches

- Outdoor pitches are space only and do not include any other furniture/gazebos, unless specifically agreed by COVENTRY BID and paid for in advance.
- Exhibitors are responsible for providing their own chiller cabinets, hobs, freezers, cleaning products, kitchenware and hand-washing facilities.
- Exhibitors are not permitted to display signage or promotional materials and/or trade outside of their fixed pitch unless agreed by COVENTRY BID and paid for in advance.
- The layout of the event is planned carefully in advance to try to satisfy the requirements of members of the public and Exhibitors alike. The layout CANNOT be altered on the day. Any specific requirements must be requested at the time of booking. Only those requirements made and agreed in advance by COVENTRY BID will be possible to be satisfied.
- COVENTRY BID will try to ensure a variety of stalls, but cannot guarantee number of stalls per type or whether other stalls will be selling similar products as their secondary products. Priority may be given to local and award winning produce.
- Exhibitors must sell only such products as are listed on their application form. In particular, but not limited to, hot or cold drinks sales, unless they have booked a specific drinks or bar pitch. In the event that an

Exhibitor attempts to sell anything not listed on their application form they may be asked to cease such sales. Any losses incurred as a result will be the sole responsibility of the Exhibitor. In the event of a refusal to do so, the Exhibitor may be asked to leave the event. In such circumstances, no refund will be given and any losses incurred by the Exhibitor as a result shall be the sole responsibility of the Exhibitor.

Electric Hook-Up

- Electric pitches are available but must be booked and paid for in advance. COVENTRY BID cannot guarantee the availability of an electric pitch if not booked in advance.
- Any Exhibitor pulling more power than the amount booked will be required to reduce their usage and/or charged for the additional power used. Failure to comply will result in immediate disconnection from the circuit and no refund will be given. Any losses incurred by the Exhibitor shall be the sole responsibility of the Exhibitor.
- Electricity, if booked and paid for in advance, is available from 8:30am-6pm. No overnight power is available. All Exhibitors are responsible for ensuring that they have their own chilling facilities in place to ensure all produce is kept within the required legal temperature ranges, throughout the course of the event (including overnight).
- All items of electrical equipment must be PAT tested and uniquely marked/identifiable with the dated test label clearly attached.
- Exhibitors using must inform COVENTRY BID in advance of the event. Only the gas bottle in use is allowed on site. Spares must be stored away from the event.
- Health and Safety & Food Hygiene Compliance
- All Exhibitors are required to submit their Food Hygiene Rating and certification to COVENTRY BID as per the application form
- The Environmental Health team will be provided with a list of producers attending each event and may contact Exhibitors directly and/or their local environmental health office for further details about Exhibitors and their compliance with Food Standards and Hygiene practises.
- The local Environmental Health team may attend without prior notice. Spot checks will also be carried out by COVENTRY BID at every event. Written Food Safety Management Procedures are required by law and must be available for inspection by COVENTRY BID and licensing authority staff at all times.
- Should an Exhibitor fail to comply with:
 - o i) Food Standards and Hygiene Practises to a level acceptable to any Environmental Health officer in attendance and/or to COVENTRY BID
 - o and/or
 - o ii) Trading Standards and applicable Licensing Requirements and not rectify those failings to an acceptable standard, they may, at the discretion of COVENTRY BID, be asked to leave the Event. In such circumstances, no refund will be given and any losses incurred by the Exhibitor shall be the sole responsibility of the Exhibitor. Such Exhibitors may (at the sole discretion of COVENTRY BID) not be permitted to trade at future COVENTRY BID Events and COVENTRY BID will not be responsible for any losses incurred as a result.

Cancellation

- COVENTRY BID reserve the right to cancel the Event if extreme weather conditions or other unforeseen circumstances beyond the organisers' control persist, (including, but not limited to, acts of terrorism). Should any such circumstances arise, prior to or during an event,
 - o i) COVENTRY BID shall be under no obligation to provide a refund
 - o ii) COVENTRY BID will not be liable for any damages or losses incurred by an Exhibitor

General

- Any Exhibitor failing to comply with any of the following terms, at the discretion of COVENTRY BID, may be asked to leave the event. In such circumstances, no refund will be given and any losses incurred by the Exhibitor shall be the sole responsibility of the Exhibitor and COVENTRY BID will not be responsible in respect thereof. Such Exhibitors may (at the sole discretion of COVENTRY BID) not be permitted to trade at future COVENTRY BID Events and COVENTRY BID will not be responsible for any losses incurred as a result.
 - o i) All Exhibitors must remain trading during the event hours. The failure of an Exhibitor to trade at any time when the event is open will result in exclusion from future events. THERE WILL BE NO MOVEMENT OF VEHICLES ON SITE UNTIL THE EVENT IS CLOSED TO THE PUBLIC. You will be given a prearranged time to attend site to set up and remove your stall. Between these times you will not be able to access the site via vehicle. Instead, goods should be moved by hand or a small sack truck (or similar).
 - o ii) Exhibitors must keep their stall area (and the immediate area surrounding it) tidy and clear of all rubbish. Exhibitors must take their own rubbish home with them and/or deposit it in the on-site skip (arrangements will vary per event and Exhibitors will receive advance and on the day notification, specific to each event). Any Exhibitors who fail to adhere to these arrangements and/or leave their rubbish anywhere on site, other than as directed will be charged a £100 clean up fee.
 - o iii) No Exhibitor shall be allowed to call attention to goods or services, use any equipment or behave in any way so as to cause annoyance/risk of, and/or actual damage/harm/ loss to COVENTRY BID/ members of the public/other Exhibitors. Selling of goods by auction is prohibited. Any such inappropriate behaviour/selling practices will be brought to the Exhibitor's attention by a senior member of the COVENTRY BID team and the Exhibitor will be asked to stop and/or modify their behaviour/selling practices to an acceptable standard.
- It is the responsibility of the Exhibitor to safeguard and secure their own property. All items left overnight are done so at the Exhibitor's own risk. COVENTRY BID do not accept any responsibility for theft, loss or damage, howsoever incurred.
- Parking in the car park is at the owner's risk.

Covid-19

If the event is cancelled due to covid 19 your stall and payments will be moved to the next Coventry BID food festival. To allow for the future running of the event refunds will not be offered as standard.