



STANDARD OPERATING PROCEDURES

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WELCOME

Welcome to the Arts and Crafts Market hosted by L'Artisan Market! We are thrilled to invite passionate artisans and creators to apply for our curated handmade market, designed to celebrate exceptional craftsmanship and unique artistry. By connecting local artists directly with our vibrant community, we foster meaningful relationships and provide a dedicated platform for homegrown talent to flourish. To ensure a smooth and successful experience for everyone, all participating vendors are required to thoroughly read our Standard Operating Procedures, as this document contains essential information regarding event guidelines, load-in procedures, and market policies. Please note that L'Artisan Market LLC and its staff maintain final authority in the interpretation and enforcement of these Standard Operating Procedures, and reserve the right to change or amend them at any time with or without notice.

INFORMATION

MARKET HOURS

- Sunday Market hours are from 11 until 4 EST
- Rain or Shine Market. In the event a State of Emergency is declared, we will reschedule the market.
- Any other weather related cancellations will be made at least 24 hours before the market and vendors will be notified via email.

VENDOR AT WILL RELATIONSHIP

All arts market vendors are established as an “at-will” relationship with L’Artisan Market, LLC. This means the relationship can be terminated at any time, for any reason, or no reason at all, by either the vendor or management.

HOW TO APPLY

Visit www.LArtisanMarket.com for a link to our arts and crafts market applications. Submission of an application does not constitute acceptance. Prior participation in any previous markets does not constitute acceptance into future events.

ACCEPTANCE INTO ARTS MARKETS HOSTED BY L’ARTISAN MARKET, LLC.

Acceptance into any arts markets is at the sole discretion of L’Artisan Market LLC., and is done only through email. If a valid email address is not supplied in the vendors application, vendor forfeits their acceptance.

WHO MAY APPLY

Artist/Makers, Food Trucks and Food Tents, Farmers, Non-Profits, Sponsors, and Entertainment.

ADMITTANCE

ADMISSION

- All vendors and participants must comply with all federal, state, and local regulations and ordinances.
- All vendors and participants must comply with procedures outlined in this Standard Operating Procedures.
- Only approved items in the application are permitted for resale.
- L'Artisan Market LLC. promotes significant handmade items. Small curated resale businesses will be considered on an "as needed" basis, if space is available. Vintage items are permitted but must be curated by the owner.
- Multi-Level Marketing, Assembly from Kits, Items not significantly Handmade, AI Art, and Temu/Shein Reselling is not permitted at Market
- Management does its best to prevent oversaturation of the market in categories. Most common categories that reach capacity are as follows, but not limited to: Jewelry, Candles, Crochet and Bath Products.

PAYMENT PROCESS

- Invoices are sent via email within 5 business days of initial acceptance email.
- Failure to pay the invoice within 3 business days of receipt can result in forfeiting acceptance and spot. L'Artisan Market, LLC. utilizes this process to ensure fairness and avoid vendors holding spots.
- Payment of the invoice must be made via the invoice. In the event of any issues, please contact our market manager at lartisanmarketvendors@gmail.com to grant permission for other payment methods.
- Payment of invoice in store will not be available without prior approval.
- Receipt of the invoice is the Vendors responsibility. Please check your Spam folder and that you have provided the correct email address.

FEES & WEATHER

Markets are an all-weather market. Booth fees are non-refundable. This is a rain or shine market; a forecast of rain does not constitute cancellation of the market. In the event City of Jacksonville, or any other governmental agency, declares a State of Emergency, all markets will be rescheduled, and fees will be credited towards the next market. Refund requests may be made in writing to lartisanmarketvendors@gmail.com and will be evaluated on a case-by-case basis.

PROCEDURES

CHECK-IN

- Check-in starts 2 hours before the market and ends 30 minutes before the market begins. All participating vendors must check in with a staff member of L'Artisan Market, LLC.
- Unless prior arrangements have been made, all vehicles must be parked in the designated parking area. Handicap parking with valid permit do not have to comply with designated parking areas.
- Traffic patterns, if applicable, must be followed.
- Vendors should unload their vehicles, park in the assigned vendor parking spot, and then set up their booth.
- Vehicles should be positioned to allow another vehicle to pass reducing traffic impacts as much as possible.
- Failure to adhere to these rules can be considered a violation.

BREAKDOWN

- Begins at the end of listed event.
- Early breakdowns without prior approval is considered a violation of the SOP and can result in a ban from future participation.
- Vehicular movement is not permitted until L'Artisan Market LLC. Management gives approval.
- Traffic patterns, if applicable, must be followed.

BOOTH LOCATION & DISPLAY

- Booth spaces accommodate a 10x10 space, with a footprint of approximately 12x12
- Areas exceeding allotted space may not be used for display or storage unless approved by management.
- Vendors booth location is assigned by management. Vendor must accept space assigned to them.
- Management reserves the right to change vendors booth location at any time for any reason.

TENTS AND WEIGHTS

- Tents are not required, but encouraged
- Canopy tents and all equipment or products that may pose a wind hazard must be secured.
- L'Artisan Market LLC. Management and Staff have sole determination of what item(s) pose a wind hazard
- Tent Weights must be securely attached to the tent legs. A minimum of 30lbs per tent leg (120 lbs total). L'Artisan Market, LLC. encourages all vendors to research their tent manufactures guidelines on suggested weights. Most manufacturers recommend a minimum of 40lbs attached per leg.
- Puck weights that slide around the tent leg cannot be secured onto the tent leg and do not constitute to be a weight.
- Stakes are permitted as supplementary security; however, 30lbs weights are non-negotiable.
- Weight guidelines above are based on years of experience with wind hazards and are not discretionary

REQUESTS

Any special requests must be submitted in writing to the market manager (lartisanmarketvendors@gmail.com) three (3) days prior to the day of market. Requests are not guaranteed.

PRACTICES

VENDOR RESPONSIBILITIES

- Vendors are responsible for bringing their own equipment including, but not limited to tent, tables, chairs, tablecloths, portable electrical sources, petty cash, and card payment processors
- L'Artisan Market supplies space only. It does not provide electricity or Wi-Fi.
- L'Artisan Market LLC. Management may remove displays or products at its sole discretion as it deems necessary
- Vendors may not utilize space intended for customers. Items that are deemed a trip hazard by Management or Staff must be immediately removed.
- Vendors must keep booth space and surrounding areas clean through the day. If the booth is not clean after departure, L'Artisan Market, LLC reserves the right to charge a cost for cleaning
- Trash must be hauled out by the vendor.

PRACTICES

- All Vendors shall sell/market their products in an honest, conscientious and business-like manner
- Vendors who sell out must post a "sold out" sign in a highly visible area
- Vendors who bring children or pets must watch them at all times and keep them in their allotted space
- Vendors must keep booth space and surrounding areas cleaned through the day.
- No amplified sound can be played
- No hawking, barking or shouting permitted
- Samples and market material are only permitted in the Vendors booth space
- Disruptive action is prohibited
- Smoking is not permitted in booth spaces or within 25 feet of the market proper
- Food Vendors must wash their hands after smoking. Arts vendors are encouraged to wash their hands after smoking

VIOLATIONS

REVOCATION

- Booth assignments are “at-will” and can be revoked at any time for any or no reason.
- Participants who fail to notify the market manager of a cancellation may permanently lose the ability to participate in future markets
- If payments are not made in accordance with procedures, future reservations may be revoked
- Any statement and/or action deemed to be offensive, abusive, or otherwise inappropriate to a customer, L’Artisan Market LLC, Riverside Church at Park and King, Riverside Avondale Preservation or any of its employees may be considered for current and future booth revocation.
- A violation of any terms outlined in the Standard Operating Procedures may warrant booth revocations.

VIOLATION PROCEDURE

Violations of policies may result in suspension, revocation, fines, or penalties. Vendors are responsible for informing all employees and/or representatives of Standard Operating Procedures as they apply to the Business and not individual vendor.

Any concerns with other vendors such as must be made in writing to lartisanmarketvendors@gmail.com. Vendors are encouraged to contact Management the day of the market in the event of an emergency.