



Schertz Cibolo Local Vendors Extravaganza Policies & Procedures

Vendor Organizers:

Samantha Tounget 325-212-4905
Michelle Neal 210-725-3609

Vendor email: SchertzCiboloVendor@yahoo.com

Event Website: SchertzCiboloVendors.com

REGISTRATION & PAYMENT

Complete an Application

All vendors wishing to participate must complete the registration application for the month of the event. ***A new application will be shared for each monthly event.* Applications can be found at www.schertzcibolovendors.com.

- Returning vendors must complete this application EACH month.
- New vendors must complete this application.
- **Registration does not guarantee vendors a spot.**
- Upon submitting an application, vendors will receive a COPY of their application.
- Vendors will be chosen on a first come, first serve basis and/or by products sold.
- We only allow one vendor for each direct sales business (i.e. Mary Kay, Scentsy, Color Street, Usborne Books, Pampered Chef, Paparazzi, etc.).
- We also limit the number of vendors that make/sell similar items (i.e. bakers, jewelry, tumblers, t-shirts, etc.)
- Vendors not chosen right away will be contacted via email and placed on a wait list.

Payment

Payment is NOT due at the time of registration.

- When a vendor is accepted, an invoice will be emailed. **This is your notice of your acceptance.**
- Please allow up to 5 days for the invoice to be sent.

Invoices are **due upon receipt to reserve your spot.**

- When an invoice is sent and received, payment is due at that time. We do allow a few days for payment.

- As a courtesy, reminders are sent to make payment.
- Vendors who do not pay their invoice in a timely manner will lose their registration status and the invoice will be canceled. **No exceptions.**
- Vendors with canceled invoices will need to complete a new application if they are wishing to be a vendor.
- NOTE: We can see when vendors view their invoice and reminders.

Signing up for Multiple Events

Vendors may sign up for more than one event.

If a vendor signs up for more than one event, they must pay for the most recent event before they will be accepted and invoiced for any future events.

- Example: *Vendor signs up for Event 1 and Event 2. They will be invoiced for Event 1 first and MUST have that invoice PAID before being accepted and invoiced for Event 2.*
- Spots will NOT be held for vendors (for Event 2) while awaiting payment (for Event 1).
- If payment for Event 1 is not made in a timely manner, the vendor risks acceptance to Event 2, as vendors with similar items may also sign up for Event 2, and they may be approved before you make payment.

VENDOR LOCATION & SPOTS

Vendor Area Options

Our vendor event area allows for a few extra amenities for our vendors at an additional cost. These special vendor areas are limited and are given on a first come, first serve basis and/or as determined by product sold.

- **Outdoor Spot** - This is our default vendor area. Outdoor vendor spots are approximately 10X10. Our vendor events are located on the beautiful grounds of the Schertz United Methodist Church. The trees offer shade at some point throughout the day. Although the event area is on concrete, it is not perfectly level at some points. *Please allow for the imperfection of an outdoor event and plan accordingly.*
- **Outdoor spot with access to electricity** - Vendors may request spots with access to electrical outlets to use for their business/personal use during the event. **Vendors must bring a long extension cord**, as one will not be provided. These spots are limited and highly coveted.
- **Indoor spot with access to electricity** - Indoor spots are approximately 8X8 and are located in the Fellowship Hall. 8X8 indoor spots have electricity access.
- **Indoor spot without access to electricity** - These indoor spots are approximately 6x4 and do not have electricity access.

- Double Outdoor Spots - A discount can be provided to vendors requesting two side by side spots. The spots must be for the SAME vendor needing larger space; NOT for two different vendors.
- Double Indoor Spots - Since there are few indoor spots available, discounts are not given to vendors requesting two side by side indoor spots.

Vendor Placement

Vendors are mapped out according to the products/services sold and the number of vendors signed up.

- Vendors may request specific vendor spots for a small fee.
- Requested spots will be given on a first come, first serve basis and are NOT GUARANTEED.
- Requested spots may NOT be given if the product interferes with another vendor's product. (i.e. Vendors selling the same thing will not be placed next to each other.)
- Vendors will only be charged if they get the spot they requested.
- If a vendor originally requests a spot, and is charged the fee for that request, but then changes their request to a different spot, an additional spot request fee will be charged.

Vendor placement, an event map, and unloading procedures will be emailed no later than the Wednesday prior to the event.

CANCELLATION

Cancelling an Event

All cancellation requests must be emailed: schertzcibolovendor@yahoo.com

- Cancellation messages sent to Samantha or Michelle via text or Facebook will not be accepted.
 - You may use these forms of communication for last minute cancellations just to get the word to us in a quick manner.
 - However, an email with your cancellation must be emailed as soon as possible.

PLEASE CANCEL AS SOON AS YOU KNOW SO WE CAN FIND A REPLACEMENT FOR YOUR SPOT.

- If a vendor cancels by MIDNIGHT on the SUNDAY before the event, they are eligible to:
 - Transfer their vendor fee to a future event. ~OR~
 - Be refunded their vendor fee (minus fees).
- Vendors who cancel MONDAY-WEDNESDAY before the event:
 - May transfer their vendor fee one time to a future event - **ONLY IF A REPLACEMENT CAN BE FOUND.**
 - We do our very best finding replacements for cancelled vendors, but this is not always guaranteed. The sooner you cancel, the better chances we have of replacing you.

- If a replacement cannot be found, you will forfeit your fee for the cancelled event.
- Refunds will NOT be given to vendors cancelling the week of an event (after Sunday).
- Vendors who cancel THURSDAY-FRIDAY before the event or ON THE DAY of the event will NOT be eligible for a transfer.
- Vendors who reserve an Indoor Vendor Spot MUST commit to the event they register for as these spots are few and limited. There is NO GUARANTEE that a vendor with an Indoor spot can transfer to the following month and receive an Indoor spot. ***If an indoor spot is unavailable, the vendor may request an outdoor spot with or without electricity.*

IMPORTANT: Vendors who are NO SHOWS without any communication to the event coordinators will automatically forfeit their registration fee.

A portion of vendor fees are donated to the church.

Fee Refunds

Vendors may receive a refund as long as it follows the criteria from above.

- A refund request MUST be made with Michelle Neal within 24 hours of cancellation. Refunds will not automatically be given.
- Upon a refund request, you will be sent a Request for Refund form to complete.
- Refunds will ONLY be given using the original form of payment.
- Vendors will be refunded the amount they paid for their spot, minus processing charges.
- Please allow up to 30 days for a refund.

Fee Transfers

A vendor may transfer their fee from a cancelled event as long as they have followed the criteria from above.

- **TRANSFER OF FEES IS NOT AUTOMATIC. It is the vendor's responsibility to initiate fee transfers.**
- If a vendor cancels their attendance for an event, and they choose to transfer their fee to a future event, the transfer MUST be applied within 2 months of the cancelled event.
 - If the fee is not transferred within the 2-month period, the vendor forfeits the fee and must pay the vendor fee for any future events.
- Vendors must apply for the event they wish to apply their transferred fee.
 - When completing the application for the event, they must choose this option in the application in order to transfer their fee.
 - If the vendor has completed the application PRIOR to cancelling an event, and they wish to apply the cancelled event fee to THAT new event, they must email us their request.

- If the vendor follows the above processes, and events are FULL within the 2-month fee transfer period, the vendor will be placed at the top of the waiting list for month 1 and then again for month 2. If BOTH events during the 2-month period remain full, and the vendor is unable to participate and use their fee transfer, they may apply it to the 3rd event after the original cancelled event.
 - This is on the condition that the vendor is making the effort to attend the month 1 event and the month 2 event.
 - If the vendor does not make an effort to comply, they forfeit their transferred fee.
- Fee transfers may only be used one time. If a vendor successfully transfers their fee to an event during the 2-month period cancels again, they will forfeit their transferred fee.
- Indoor vendors, outdoor vendors with electricity access, and/or vendors who paid extra for a spot request will NOT be reimbursed the difference in booth fees if they are placed in a different space due to lack of availability of their original space.

MORNING OF EVENT

Arrival & Unloading

Due to our large group of participating vendors, it is imperative that vendors follow the vendor unloading & set up procedures emailed to you prior to an event (no later than the Wednesday before).

Unloading times are staggered to accommodate this large number of vendors. Please pay close attention to your unloading time.

- The vendor event area is divided into zones, each with various unloading times.
 - Indoors - Vendors may unload their vehicle between 7:15 - 8:00 am
 - Zone 1 (Courtyard & Driveway) - Vendors may unload their vehicle as early as they wish but must be done by 8:00 am.
 - Zone 2 (next to the church building and other section of driveway) - Vendors may NOT begin to unload until 8:00, and they must be done by 8:45 am.
 - Zone 3 (next to FM 3009) - Vendors may arrive as early as they wish to unload, but they must be done by 8:45 am.
- Vendors should unload as quickly as possible. **UNLOAD FIRST... THEN SET UP!**
- Vehicles must be removed from their specific unloading area as soon as possible and no later than the time deadline assigned to your spot. At the end of the unloading time, the area will be coned off.
- If you do not need to park close for unloading, you may arrive at any time and park in the vendor parking area, however, you must be set up by 15 minutes prior to vendor event start time.

Vendor Parking

PREFERRED: We ask that vendors park across the street (Garcia's parking lot) to allow enough parking places for our customers.

- If necessary, vehicles may park in the parking area located in the BACK of the church, between the church dumpster and Green Valley Road. There are stairs you can take from the parking area back to the vendor area.
- **Vendors may NOT park on the left and right sides of the church sanctuary and building. This is reserved for customers.**
- Vehicles may not be parked in vendor booth areas at any time. This includes family/friends that are helping you unload.

IMPORTANT: If you have family/friends helping you at the vendor event, they must abide by the same unloading & set up procedures and parking expectations. It is the vendor's responsibility to ensure this happens.

- Handicap parking spots are few and limited. Please only park in one of these spots if you absolutely need to.
 - You may park in the spots to the right of the building, near the church office.
 - **You must let Michelle or Samantha know ahead of time that you will be parking in a handicap spot.**

Booth Set Up

Outdoor Vendor Spots

- Outdoor Vendor spots are approximately 10X10 feet.
 - With the event being outdoors, please plan accordingly. The ground may not be perfectly level. The area is surrounded by trees, but shade doesn't typically stay in one spot all day.
- Pop-Up Tents/Canopies may be used. **THEY MUST HAVE WEIGHTS OR BE TIED DOWN!** No exceptions!
 - Weights must be at least 30 pounds per leg.
 - ****If a vendor does not have the appropriate weight for their canopy, they will be asked to take it down.**

Indoor Vendor Spots

- Indoor Vendor spots are approximately 8X8 feet and 6X4 feet.
- The 8x8 feet spots have electricity access, and may have more than one table as long as the vendor stays in their allotted space.
- The two 6x4 spots do NOT have electricity access, and typically only one 6-foot table fits.
- Canopies may not be used for indoor spots.

Vendors must be set up and ready for customers no later than 15 minutes prior to the start of the event.

AFTERNOON OF EVENT

Vendors must remain open for the duration of the vendor event. DO NOT PACK UP AND/OR LEAVE BEFORE THE EVENT IS OVER!

- Breakdown may begin at the time 3:00 pm, no sooner.
- If a vendor knows ahead of time they cannot stay for the event's duration, it must be approved through the event's admin (Samantha and Michelle) at least two weeks before the event, so that vendor placement can accommodate the early breakdown without disrupting other vendors. Vendors leaving early will be placed in an area for easy take down and loading.

Loading & Dismissal

IMPORTANT: Vendors may not drive their vehicle in the vendor area prior to 3:30pm! This is for the safety of the vendors and potential remaining customers.

Vendors must follow similar procedures as they followed for the morning unloading process.

- This includes, but is not limited to:
 - driving ONE WAY
 - not parking in parking spots
 - leaving room for other vehicles to pass on the LEFT
 - not driving on the driveway when vendors are still present

IMPORTANT: Be sure to leave your area clean of trash and debris. You may throw your trash away in the church dumpster, located behind the church building.

IMPORTANT INFORMATION

Trash

Vendors are responsible for their own trash and must provide their own trash bag.

- Vendors may dispose of their trash in the trash receptacle at the back of the church.
- Vendors MAY NOT dispose of their trash in the trash cans located in the church. These are for customers only.
- Samantha and Michelle are NOT responsible for disposing of vendor trash.

- Vendors that give away samples or anything that lead to customer trash MUST PROVIDE A TRASH CAN at their booth.
- All FOOD VENDORS must provide a trash can/bag.
- Please pick up all trash/litter around your booth area before leaving for the day.

Restrooms

Church restrooms are for VENDORS ONLY. However, if a customer asks you about using the restroom, PLEASE DIRECT THEM TO SAMANTHA OR MICHELLE. Do not allow customers inside the church building unattended!

Playground

The playground belongs to Grace Place Learning Center and is off limits to vendors and customers.

Weather

Please prepare for extreme temperatures, whether they be very cold or very hot. Dress appropriately and bring items that help you with comfort (e.g. jacket, fans, water, etc.)

During our hottest months (May-September), we will provide a cooling station with fans, water, and a cool place for customers to rest.

Severe Weather

- Samantha and Michelle closely monitor weather conditions leading up to event days to ensure smooth planning.
- Our events will proceed as scheduled, regardless of rain, heat, or cold. However, if severe weather (such as extreme cold or storms) is forecasted, the final decision on the event's status will be made by Samantha Tounget and Michelle Neal at that time.
- In the event that weather conditions make an outdoor event unfeasible, vendors will be promptly informed and provided with alternative options.
- In the event of cancellation due to severe weather, no refunds or fee transfers for future events will be given.
- There will be no make-up dates if an event is cancelled.

Safety & Respect

- Vendors are responsible for the safety of others on site, including any damages or injuries incurred as a result of negligence.
- Vendors agree to work in a respectful and courteous manner with other vendors, customers, and vendor event organizers.
 - Vendors will discuss concerns privately with Samantha and/or Michelle.

Failure to abide by any of our policies or procedures may result in decline of future registration.

OPTIONAL

Vendor Spotlight

Each month, we ask participating vendors for a little summary and a few photos of their business. We post these on the Facebook event page so customers can get to know you a little better. It's a great way to advertise your business!

- Look for an email to go out with this information about 2 weeks before an event.
- We do ask for this information each month, as we copy and paste the business summary into the Facebook event post.

Scavenger Hunt

Each month, we hold a scavenger hunt for children and adults to participate. In order to make this activity successful, we need your help!

Purpose: Provide an engaging family activity while also motivating customers to visit all areas of the event.

How it Works: Customers pick up a scavenger hunt card from the "red table" near the indoor booth entrance or from a participating vendor. Each card has 20 pictures. As customers walk around the event, when they find a matching picture displayed at the booth, the vendor of that booth will stamp the matching picture on their scavenger hunt card. Once customers have 15 or more stamps, they will earn a prize. Prizes can be picked up at the "red table." Child participants will win a small toy, while adult participants will be entered to win a \$20 gift certificate. This gift certificate may be used only with participating vendors. The recipient of the gift certificate will be reimbursed.

Vendor Participation: Vendors who wish to participate in the scavenger hunt must complete a new sign up form each month. This form will be emailed or shared on our vendors-only Facebook group. If more than 20 vendors sign up, vendors will be picked randomly for that month. Chosen vendors will be invoiced \$10 to help cover the cost of prizes and supplies. On the day of the event, participating vendors will receive a scavenger hunt poster to display in their booth and a stamp (for stamping cards). These items must be returned after the event.