



TRADER BOOKING, CANCELLATION & REFUND POLICY

D&D Artisan Markets Ltd– Artisan Markets & Events

Effective Date: 2026

1. Introduction

This Trader Booking, Cancellation & Refund Policy outlines the terms and conditions applicable to all traders booking stalls at markets and events organised by D&D Artisan Markets Ltd.

Our aim is to maintain a fair, transparent and professional booking process while ensuring the financial sustainability and successful operation of our events.

By submitting a booking application and completing payment, traders acknowledge and agree to the terms outlined in this policy, provided these terms have been made available before booking confirmation.

All bookings remain subject to availability, approval by the organiser and the specific requirements of each event.

2. Booking Confirmation & Payment

2.1. All stall bookings must be submitted through our official booking platform or another method authorised by the organiser.

2.2. A booking is only considered confirmed once:

- The trader's application has been approved, where approval is required.
- Full payment has been received.
- Confirmation has been issued by the organiser.

2.3. Stall spaces are allocated on a first-come, first-served basis, subject to product category availability and the organiser's selection criteria.

2.4. The organiser reserves the right to limit the number of traders selling similar products to maintain a diverse and balanced market.

2.5. Traders are responsible for ensuring that all booking information, including product descriptions, contact details and relevant documentation, is accurate and up to date.

2.6. Stall fees must be paid within the specified payment period. Failure to complete payment may result in the booking being released to another trader.

3. Trader-Initiated Cancellations

We understand that circumstances may arise where a trader is unable to attend a confirmed event. However, as considerable time and resources are invested in organising, advertising and allocating stalls, the following cancellation terms apply.

3.1. Cancellation by the Trader

Once a booking has been confirmed and payment received, stall fees are generally non-refundable where a trader chooses to cancel.

This is because each confirmed booking contributes towards the financial commitments involved in organising an event, including:

- Venue hire and associated costs.
- Marketing, advertising and promotional materials.
- Event administration and staffing.
- Operational planning and logistical arrangements.
- The allocation and reservation of limited trading spaces.

3.2. Exceptional Circumstances

Where a trader experiences exceptional circumstances preventing attendance, the organiser may, at their discretion, offer a partial refund or credit towards a future event.

Any such arrangement will be considered individually and does not establish an entitlement to refunds or credits for future cancellations.

3.3. Transfer of Bookings

Traders may request to transfer their booking to another trader or event.

Transfers are not guaranteed and must receive prior written approval from the organiser.

The organiser reserves the right to decline transfers where the proposed replacement trader does not meet event requirements or where the transfer would negatively impact product diversity.

4. Extreme Weather Cancellation Policy

The safety and wellbeing of our traders, visitors, staff and members of the public remain our highest priority.

While every reasonable effort will be made to ensure events proceed as scheduled, extreme weather conditions may occasionally make it unsafe or impractical to operate a market.

4.1. Cancellation Due to Extreme Weather

Where the organiser determines that an event cannot safely proceed due to extreme weather conditions, including but not limited to:

- Severe or damaging winds.
- Heavy snowfall or icy conditions.
- Flooding or significant rainfall.
- Severe thunderstorms.
- Official weather warnings indicating a significant safety risk.
- Other weather-related conditions that compromise the safe operation of the event.

The organiser may cancel, postpone or modify the event to protect the safety of those involved.

4.2. Refund & Credit Options

If an event is officially cancelled by the organiser due to extreme weather conditions, traders will be offered one of the following options:

OPTION 1 – 75% REFUND

Traders may request a refund equivalent to **75% of their original stall booking fee**.

The remaining 25% will be retained by the organiser to contribute towards non-recoverable expenditure already incurred in planning, marketing, administration and event preparation.

OPTION 2 – 100% STALL CREDIT

Alternatively, traders may choose to receive **a stall credit equivalent to 100% of their original booking fee**, redeemable against a future event organised by D&D Artisan Markets Ltd.

Stall credits:

- May be used towards any eligible future event, subject to availability.
- Cannot be exchanged for cash once the trader has elected to accept the credit, except where required by law.
- May be applied towards a higher-priced stall, with the trader paying any difference.

Where the credit exceeds the cost of a future booking, any remaining balance will remain available until the original expiry date.

4.3. Weather-Related Non-Attendance

Where an event proceeds as scheduled and has not been officially cancelled by the organiser, traders who independently decide not to attend due to weather concerns will not automatically qualify for a refund or credit.

However, traders are encouraged to contact the organiser where they have genuine safety concerns, which will be considered on an individual basis.

4.4. Cancellation Decisions

The organiser will assess relevant factors when determining whether an event can safely proceed, including:

- Met Office weather forecasts and warnings.
- Venue and site conditions.
- Risks associated with temporary structures, gazebos and equipment.
- Public safety considerations.
- Advice from relevant authorities or venue management.

Cancellation decisions will be communicated to traders as soon as reasonably practicable.

5. Event Cancellation by the Organiser

In circumstances where the organiser cancels an event for reasons other than extreme weather, the following terms will apply.

5.1. Organiser-Initiated Cancellation

Where an event is cancelled by the organiser due to operational, commercial or administrative reasons within the organiser's reasonable control, traders will be offered:

A 100% refund of their stall booking fee or the option to transfer the full booking value to another available event.

Examples may include:

- Insufficient trader participation.
- Venue unavailability arising from an issue within the organiser's control.
- Operational or logistical difficulties.
- An organiser-led decision not to proceed with the event.

5.2. Circumstances Beyond Our Control

Where cancellation results from circumstances beyond the organiser's reasonable control, including extreme weather, government restrictions, emergencies or other unforeseen events, the applicable refund arrangements will be assessed in accordance with the booking terms, relevant circumstances and statutory rights.

The extreme weather refund arrangements outlined in Section 4 will apply to qualifying weather-related cancellations, to the extent permitted by law.

6. Event Postponements & Date Changes

Occasionally, an event may need to be rescheduled due to unforeseen circumstances.

Where an event is postponed:

- 6.1. Traders will be notified of the revised date as soon as reasonably practicable.
- 6.2. Existing bookings will automatically be offered for the rescheduled event, subject to confirmation.
- 6.3. Traders who are unable to attend the revised date should contact the organiser within seven days of receiving notification.
- 6.4. Where a trader cannot attend the rescheduled date, the organiser will consider an alternative event, stall credit or refund, taking into account the reason for postponement and the trader's applicable legal rights.
- 6.5. A booking will not be treated as forfeited solely because a trader cannot attend a materially different event date.

7. Trader Non-Attendance

- 7.1. Traders are expected to attend all events for which they hold confirmed bookings.
- 7.2. Failure to attend without prior notification will result in the forfeiture of the stall booking fee, except where a refund is required by law.
- 7.3. Traders who repeatedly fail to attend confirmed events without reasonable explanation may be declined bookings at future events.
- 7.4. Late arrival does not entitle traders to a refund or reduction in stall fees.
- 7.5. Traders must comply with the event's specified arrival, setup and trading times.

8. Early Departure

Traders are expected to remain at the event for the full advertised trading period unless otherwise authorised by the organiser.

Early departure can negatively affect the appearance, atmosphere and overall success of an event.

- 8.1. Traders must not dismantle stalls or leave the event before the official closing time without prior permission.
- 8.2. Traders who leave early without authorisation will not be entitled to a refund or partial reimbursement.

8.3. Where early departure is necessary due to an emergency, illness or safety concern, traders must notify the organiser as soon as reasonably practicable.

8.4. Repeated unauthorised early departures may affect eligibility for future bookings.

9. Adverse Weather During an Event

Where adverse weather develops after an event has commenced, the organiser reserves the right to suspend trading, modify the event layout or close the event early where necessary for safety.

Where an event is closed early due to extreme weather:

- The organiser will assess the circumstances, including the duration of trading already completed.
- Any refund or stall credit will be considered in accordance with the booking terms and applicable legal requirements.
- Traders will be informed of any available compensation or credit arrangements following the event.

The safety of traders and visitors will always take priority over the continuation of trading.

10. Stall Allocation & Product Categories

10.1. Stall locations are allocated at the organiser's discretion.

10.2. Specific stall positions cannot be guaranteed unless expressly confirmed in writing.

10.3. The organiser reserves the right to amend stall layouts or positions where necessary for operational or safety reasons.

10.4. Traders must only sell products or services declared and approved during the booking process.

10.5. To maintain a diverse shopping experience, the organiser may restrict the number of traders operating within particular product categories.

10.6. Traders who significantly misrepresent their products or fail to comply with event requirements may have their booking cancelled.

Where cancellation results from a trader's material breach of the booking conditions, any refund will be determined in accordance with the circumstances, losses reasonably incurred and applicable law.

11. Trader Responsibilities

All traders are responsible for ensuring that they meet the relevant legal, operational and safety requirements associated with their business.

These may include:

- Holding appropriate public liability insurance where required by the event.
- Maintaining relevant food hygiene registrations and certifications.
- Ensuring electrical equipment is safe and appropriately maintained.
- Complying with applicable trading standards and consumer protection legislation.
- Ensuring gazebos, displays and equipment are properly secured.
- Following event-specific health and safety instructions.
- Maintaining a professional and respectful attitude towards organisers, fellow traders and members of the public.

Failure to comply with these requirements may result in removal from an event or cancellation of future bookings.

12. Refund Processing

12.1. All refund requests must be submitted in writing to the organiser.

12.2. Where a refund is approved, payment will normally be returned using the original payment method.

12.3. Approved refunds will be processed within 14 calendar days of confirmation, unless an alternative timeframe is agreed or a shorter period is required by law.

12.4. Refunds will be calculated using the applicable stall booking fee and the relevant provisions of this policy.

12.5. Traders selecting a stall credit will receive written confirmation of the credit amount and any applicable expiry date.

13. Limitation of Liability

The organiser will take reasonable steps to plan and operate events safely and professionally.

However, the organiser cannot guarantee:

- A particular level of customer footfall.
- A minimum level of sales or revenue.
- Specific weather conditions.
- A particular stall location, unless expressly agreed.
- The commercial success of an individual trader.

Traders participate in events as independent businesses and remain responsible for their own products, equipment, stock and business operations.

The organiser will not be liable for indirect or consequential business losses, including anticipated profits or lost sales, to the extent such liability may lawfully be excluded.

Nothing in this policy excludes or restricts liability for death or personal injury caused by negligence, fraud, or any other liability that cannot lawfully be excluded.

14. Amendments to This Policy

The organiser reserves the right to review and update this policy periodically to reflect operational requirements, changes in legislation or improvements to event management procedures.

Any amendments will apply to future bookings once published or otherwise communicated to traders.

Changes will not retrospectively alter the terms of an existing confirmed booking without the trader's agreement, unless required by law.

15. Acceptance of Terms

By completing a stall booking and submitting payment, traders confirm that they have read, understood and agreed to the Trader Booking, Cancellation & Refund Policy made available to them before booking confirmation.

These terms form part of the agreement between the trader and D&D Artisan Markets Ltd.

Nothing in this policy affects any statutory rights that traders may have.