

# **A Dickens Holiday 2025 – Vendor Handbook**

Friday, November 28, 2025 | Downtown Fayetteville, NC | 12:00 PM – 9:00 PM

## **Welcome**

Congratulations on being accepted as a vendor for A Dickens Holiday 2025! This handbook is your guide to event participation. It consolidates event requirements, safety policies, and local/state regulations. Please read carefully and keep this for reference.

## **General Event Information**

Date & Time: Friday, November 28, 2025, 12:00 PM – 9:00 PM

Location: Downtown Fayetteville, NC

Vendor Load-In: 7:00 AM – 11:00 AM

Event Contact: [director@adickensholiday.com](mailto:director@adickensholiday.com)

## **Vendor Categories**

### **Arts & Crafts Vendors**

- All merchandise must be handmade by the proprietor.
- No resale or mass-produced goods.
- Examples: pottery, paintings, textiles, woodcrafts, jewelry, ornaments, original visual art.
- Booths encouraged to be decorated in Victorian style; prizes for Best Booth.

### **Food Trucks / Trailers**

- Vendors preparing and serving food from a mobile truck or trailer.
- Must be prepared to serve high volumes.
- Must comply with NC Health Department inspections and Fayetteville Fire Marshal safety rules.
- Responsible for grease, wastewater, and trash removal.

## **Fees & Insurance**

- Application Fee: \$10 (non-refundable).
- Booth Fees: Charged only upon acceptance.
- Insurance: All vendors must hold \$1M liability insurance, naming the Downtown Alliance and the City of Fayetteville as additional insureds.  
Affordable day policies available (Thimble, ACT Insurance, or via Eventeny VI Coverage).

## **Booth Requirements**

### **Arts & Crafts / Tent Vendors**

- Booth size: 10'x10'. Vendors must bring their own tent, tables, chairs, and weights.
- Stay within assigned footprint; no encroachment into walkways.
- No amplified music, hawking, or peddling.
- Zip ties, if used, must be removed when dismantling tents/signage.

### **Food Trucks / Trailers**

- Truck and trailer dimensions are not restricted to 10'x10', but vendors must remain fully within their assigned space.
- Trucks and trailers may only vend from the **approved side** designated at setup.
- Service windows, signage, and equipment must remain within the assigned space.
- Vendors may not block sidewalks, encroach into streets, or serve from unapproved sides of their vehicle.
- All customer interaction must occur safely within the designated footprint.
- Menus and prices must be clearly posted so customers can see them without causing congestion.
- Signage may not extend into walkways or block the path of emergency services.

## **Operations & Conduct**

- Vendors must remain open until 9:00 PM. No early departures without written approval from the Event Director of A Dickens Holiday.
- Vehicles are not permitted in the event footprint during operating hours.
- Only approved items may be sold. The Event Committee may require removal of unapproved items.
- Failure to comply may result in removal without refund.

## **Health & Safety Requirements**

### **Food Trucks / Trailers – Wastewater & Grease**

- Wastewater Tanks: Mobile food units must have a sewage holding tank 15% larger than potable water capacity.
- Proper Disposal: Wastewater and grease must be emptied at an approved commissary or facility. Discharge into storm drains, streets, or public spaces is prohibited.
- Grease Management: Grease containers must be secured and removed at the end of the event. No spills or containers may be left behind.
- Ground Protection: Cooking areas must be covered with mats or boards to prevent spills.

### **General Safety**

- All tents must be weighted (no staking into streets).
- Electrical cords must be taped and safe from tripping hazards.
- Vendors must keep areas clean throughout the day and remove all trash on departure.

## **Conduct Expectations**

A Dickens Holiday does not tolerate any form of violence, harassment, discrimination, or bullying. All vendors, staff, volunteers, committee members, sponsors, workers, and attendees have the right to a safe and respectful environment.

### **Prohibited behavior includes, but is not limited to:**

- Verbal or physical violence of any kind, including threats and vulgar language
- Unwanted sexual attention, including remarks about body image
- Nonconsensual or unwanted touch
- Discriminatory comments or harmful behavior
- Bullying or intimidation of event staff, volunteers, committee members, sponsors, workers, or other vendors

Any act of harassment, bullying, or abusive behavior may result in immediate removal without refund, suspension from future participation, or referral to the Fayetteville Police Department.

## **Disputes & Grievances**

- Formal disputes or complaints must be submitted in writing to the Event Director of A Dickens Holiday. The Event Director will address and resolve complaints directly.
- We respect every vendor's right to address grievances. However, because the reputation of A Dickens Holiday and the experience of attendees and fellow vendors are foremost, all concerns that arise on the day of the event must be handled privately with the Event Director.
- Resorting to bullying, intimidation, or posting grievances on public social media during the event — without first going through the dispute process — will not be tolerated.
- Issues raised through the proper process will be resolved with consideration for the public experience and the fair treatment of all vendors.
- Failure to follow this dispute process may result in removal without refund and may affect eligibility for future participation.

## **Resources & Contacts**

North Carolina Food Code – Mobile Food Units (15A NCAC 18A .2672): Download NC Food Code PDF

NC DHHS – Environmental Health, Food Protection Branch: Food Safety Info

Cumberland County Health Department – Environmental Health: Food & Lodging, Mobile Units Info | Phone: 910-433-3660

NC Office of State Fire Marshal: Food Truck Fire Safety Guidance

## **Vendor Waiver & Agreement**

By signing below, I acknowledge that I have received and read the A Dickens Holiday 2025 Vendor Handbook and agree to comply with all requirements, regulations, and event policies.

I understand and agree that:

- My booth is approved only for the sale of items listed in my application and may not be used for political campaigning or doctrinal advocacy.
- A Dickens Holiday enforces a zero-tolerance policy for harassment, including bullying or intimidation of staff, volunteers, committee members, sponsors, workers, or other vendors. Violation of this policy may result in immediate removal without refund.
- I grant permission for myself, my staff, and my booth to be photographed or recorded during the event, and for those images to be used by Downtown Creative Works (501c3), the Downtown Alliance (501c6), or their partners in promotional, educational, or archival materials.
- Any disputes or grievances will be submitted in writing to the Event Director of A Dickens Holiday. On the day of the event, concerns must be handled privately with the Event Director. I understand that resorting to bullying, intimidation, or posting grievances in public forums or on social media during the event — without going through the dispute process — is prohibited and may result in removal and loss of future eligibility.

Vendor Name / Business:

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Signature:

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Date:

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