

# Terms & Conditions

Please ensure you have read and understand these Terms and Conditions prior to booking. By paying in full for a fair, it will be assumed that the stall holder has fully understood our terms and conditions and agree to abide by them.

## Opening Hours

The Markets will be open 10am - 4pm

Stall holders may arrive to set up from 9am. Please do not pack away before closing as this is unfair to visitors and other stall holders who are making the most of the time. All stall holders must arrive at least 30 minutes prior to the start of the event. 15 minutes prior to the start time, Mumadora Crafts have the right to re-allocate the stand of any stall holder who has not arrived and we will NOT refund the fees to any stall holder who has had their stall re-allocated due to lateness.

## Unloading, Loading and Parking

There is a car park at the hall where you can unload. Once you have unloaded you will be asked to move your car to a nearby carpark to allow space for visitors to park. Parking is FREE.

## Your Stall

You will be supplied with space for a 6ft table (table not supplied please bring your own) and a chair, you will also need to supply a table cloth. We have a limited number of tables which we can hire out at a cost of £5 per table. If you are planning on bringing with you extra display please contact us prior to booking as we cannot always accommodate extra rails etc. At our busy markets space can be a bit tight so please be respectful of other exhibitors. At the end of the market, please ensure you clear away all your items and take any rubbish with you. Please note: please bring your own food and drink.

We cannot offer double stands so we can have space for variety however, please let us know if you would be interested in a double stand as we can release spare stands nearer the fair date at an extra charge.

## Declaring your items for sale

The amount of stallholders offering similar items will be limited to allow for variety for our visitors and stop competition between stallholders, therefore only items you have declared on the application form or otherwise agreed prior to the event will be acceptable on your stall. We reserve the right to ask you to remove any undeclared items from your stall.

## Insurance

Stall holders must hold their own Public Liability Insurance. We will require you to email us a copy of your certificate before you can attend the fairs. We hold the right to refuse entry to any stallholder who cannot provide Public Liability Insurance. No refund will be given on the grounds of the stall holder not having Public Liability Insurance.



## Licencing Certification and Compliance

It is assumed upon booking that you hold the necessary licences and certificates relevant to your business. This includes food hygiene and beauty product making licences. It is also expected that all your products comply with regulations.

## Booking and Payments

**Stall costs:** £25 per stall (November and December £30)

Once we have received your completed booking form, we will email you to let you know if your application has been successful. If your booking is successful we will attach your invoice. To ensure we can be fair to everyone, we can only hold your booking for 3 working days from invoice date, after that we work on a first come first served basis so please pay your invoice as soon as possible. When making your payment please include your invoice number and your company name if possible.

## Cancellations

If an exhibitor is unable to attend, we will do our best to find a replacement for the stall however, if a replacement is not available no refund will be provided. In this instance you are welcome to set the table with your promotional material in your absence. In the event of Mumadora Crafts having to cancel, a full refund will be given.

## Advertising

Mumadora Crafts will advertise the markets to as many people as we can. The markets will be advertised on social media including a paid for targeted advert, via leaflets, our workshops, our website, newsletter and any other outlets we feel suitable. Stall holders will be emailed marketing collateral and are encouraged to advertise the event themselves, the more we advertise the event together, the more successful the fair can be. At the markets, please ensure you are actively talking to customers, we find that those sat behind their stalls not engaging with anyone don't tend to do well.

## GDPR

Any information you provide us with is only accessible by Mumadora Crafts and will only be used for the purpose of bookings, reminders and anything related to the markets.

## Footfall and issues beyond our control

Mumadora Crafts will make every possible effort to get as many people to the markets however, we can clearly not always control this. There are too many variables which are beyond our control such as the weather, other events, sporting events etc. therefore, we will not refund in the event that you feel more people should have been in attendance or if you feel you have not done as well as you thought you should.

