



INFORMATION, TERMS & CONDITIONS

for events at **Leonardslee Lakes & Gardens**
SHOPFEST & The Handmade Affair (*SHOPFEST*)

VENUE INFORMATION: All events will be held in the permanent marquee located next to Leonardslee House. The marquee is heated and has hard flooring, however we recommend dressing appropriately for the weather. Each event will have between 30-40 selected exhibitors.

Christmas events in November: These events will include the Crystal Palace glasshouse – this is the Main Entrance to LEONARDLEE LAKES & GARDENS. Exhibitors in this area must be exclusively Christmas themed and contain 100% Christmas products.

Timings: TBC provisionally 10am until 3pm for Winter events.

Venue entry:

- Visitor entry to SHOPFEST & The Handmade Affair is Free.
- Please note visitors need to enter LEONARDLEE LAKES & GARDENS to get to the event marquee.
- Ticket costs for entry into LEONARDLEE LAKES & GARDENS is shown below and more information can be found here:

<https://www.leonardsleegardens.co.uk/ticket-information>

Save money when you buy tickets online, or become a member for unlimited entry and exclusive benefits and offers.

You can also buy tickets at Leonardslee upon arrival.

	Ticket	Online	Annual
Adult	£12.50	£11.00	£50.00
Concessions*	£11.00	£9.50	£45.00
Students**	£11.00	£9.50	£45.00
Child 5 - 16***	£6.50	£5.00	£30.00
Family****	£34.00	£28.00	£100.00

- * For visitors with a disability and senior citizens aged 60+
- ** Students need to present a valid student card
- *** Free entrance for children under 5
- **** Up to 2 adults and up to 5 children or grandchildren up to the age of 17

APPLICATIONS: Acceptance and non-acceptance of applications will be at the sole discretion of SHOPFEST and will be based on the information given by the applicant on their application with regard to the quality of product. *SHOPFEST* hold the right to reject applications and not enter into any correspondence or otherwise explain the reasons for its decisions. Stall rental and stall positions are at the discretion of SHOPFEST. Stalls cannot be

transferred, sublet, franchised or sold to any other person, nor can they be shared without written approval.

EXHIBITOR REQUIREMENTS AND COMMITMENTS: Notification of non-attendance is required on event days via email to sales@shopfest.co.uk before 8am.

- Exhibitors must not arrive or start unloading before (8.30am tbc) without permission from a *SHOPFEST* team member. All stall tables must be covered to the floor on 3 sides to give a professional feel to the event, and also providing exhibitors with an under table storage area. (table cloths are NOT supplied). We would suggest these are white cloths.
- Exhibits should not obstruct the general view or hide other exhibitors work, or extend beyond the space allocated by way of rails, stands etc. Each trader is responsible for removing any rubbish from around their stall at the end of the event. The only goods for sale will be those specified on the booking form.
- Each stallholder undertakes to have their display in their allocated space throughout the advertised hours of the event. By paying for a stall the exhibitor agrees to be fully set up by 15 minutes before the published event start time and to not pack away before the published end time of the event.
- **Litter** Exhibitors must have their stands and immediately adjoining avenues cleaned up at the close of event and any litter and refuse should be taken away by the exhibitor and disposed of off site. Failing this, *SHOPFEST* will undertake any work required and charge the expense to the exhibitor.
- Exhibitors must return any crockery to the café after use.
- Exhibitors are requested to share marketing information via their own marketing channels – mailing lists, social media etc.
- All exhibitors must be cleared up and off the premises no later than 45 minutes after the event end time.
- Exhibitors must not video other exhibitors without prior permission to do so
- No Exhibitor shall sub-let any portion of space allotted to them or move to any site other than that allocated to them.

LOADING, UNLOADING AND PARKING: On arrival stallholders will be directed to an unloading area. **Cars must be moved to the main car park prior to the stall being set up** to avoid congestion at the venue entrance. Ample free parking is provided onsite.

SPECIAL REQUIREMENTS: Please advise if you have any special requirements or placement requests, we will do our best to accommodate these but can offer no guarantees. More information about visitor accessibility can be found here: <https://www.leonardsleegardens.co.uk/accessibility>

ALLOCATION OF SPACE: The allocation of sites and/or the positioning of stand space will be entirely at the discretion of the organisers, although every endeavour will be made to meet any request made by an exhibitor regarding the position of their stand/space. Boundaries of sites will be marked and in no circumstance will exhibitors be allowed to occupy a larger space than that allocated to them.

MARKETING for the event will include: Local community groups, flyers and posters in shops, notice-boards etc. Online craft websites, forums, community and local council websites, community magazines, roadside banners. As the event has a limited amount of tables it is important stalls are not duplicated therefore please list your products on the application form and advise any website/Facebook pages where photos may be viewed if possible. Any crafts/products not listed on the booking form may not be displayed without prior approval. *SHOPFEST* reserves the right to cancel an agreement with a stallholder if it is felt products are unsuitable or duplicated. By booking you agree to your stall being photographed for social media marketing on the day of the event and thereafter to promote *SHOPFEST*. You also agree to any social media shots that are on your channels to be shared

or duplicated on our platforms for sole use of marketing *SHOPFEST*. If you do not wish any of your photos/products to be used for marketing you must inform us in writing, via email at the time of booking.

CANCELLATION OF SHOPFEST In the unlikely event of *SHOPFEST* is cancelled for any reason or the venue being unavailable owing to circumstances beyond our control, bookings will be transferred to another date. Two alternative dates within a 12 month period will be offered to each Stallholder/exhibitor if neither of these are accepted no refund will be given. If a stallholder is unable to attend due to weather conditions no refund will be given. *SHOPFEST* are not responsible for adverse weather conditions, cancellations or postponements arising out of strikes, lock outs, trade disputes or labour troubles or any other cause beyond the organiser's control including, but without limitation, act of God, government act, regulation or request, fire, accident, disease, war, riot, and as such there are no refunds for this reason. There will be no claim against organizers for loss of earnings due to circumstances beyond their control such as illness, weather, cessation or interruption of power supply etc. *SHOPFEST* reserve the right to postpone or cancel inability to obtain adequate labour or materials, or inability to obtain a sufficient number of entries.

CANCELLATION OF STALLBOOKING Stallholders must give two calendar months notice to receive a refund on their stall (minus £15 deposit). If the notice period is less than one month no refund will be given. If stallholders fail to attend the event and do not advise *SHOPFEST* we reserve the right to cancel any future bookings with the stallholder in this event stall costs will be refunded with £5 being withheld for admin. If a stallholder acts in such a way to bring negativity to an event the same applies. *SHOPFEST* does not tolerate aggressive behaviour and in such an event we reserve the right to ask a Stallholder/exhibitor to leave the event.

PUBLIC LIABILITY INSURANCE All Stallholders must have their own Public/Product liability insurance. Each trader is responsible for their own public liability insurance and a copy must be available for inspection at any time. They are also responsible for the safety of their own stall and products. Please quote your insurance number when booking and bring a copy when you attend. We are not responsible for damage to or theft of your stock/property whilst you are attending our Fair. It is your personal responsibility to ensure you trade legally and safely at all times. Exhibitors are responsible for any and all damage injury to persons or property occasioned by any of their exhibits, any act omission by them or their servants, agent, contractors. Exhibitors shall indemnify and hold harmless *SHOPFEST* in respect of all liabilities, proceedings, damages, cost demands and expenses bought or made against or incurred by *SHOPFEST* in relation to or arising from any acts or omissions of the Exhibitor. All exhibitors must comply with all requirements of The Local Environmental Health Authority, The Local Authority, The Police and the Fire Service.

RESPONSIBILITY OF EXHIBITORS: *SHOPFEST* will not be responsible in any way for any ARTICLE, MACHINERY OR OBJECT OF ANY KIND EXHIBITED. The exhibitor shall assume full responsibility therefore including liability for all claims arising out of the exhibition, handling or housing of such exhibits and the conduct of the Stand generally. The exhibitor shall indemnify *SHOPFEST* against all claims, damages or expenses whatsoever in any way arising out of the presence of the exhibitor or their exhibits on site. Acceptance of the foregoing provisions shall be a condition of entry. Important Fire Protection Notice. No heating appliances are permitted to be installed inside the marquee, apart from those supplied by LEONARDEE LAKES & GARDEN. Exhibitors are advised to insure against fire, not only as regards their own property, but also against third party claims.

FIRST AID: *SHOPFEST* accept no responsibility for any injury or illness and are not responsible for providing any FIRST AID at the event. It is suggested all exhibitors have a travel First Aid Kit for their use.

ELECTRICAL EQUIPMENT Any electrical appliances, plugs and leads must be covered by a current Portable Appliance Test (PAT) and comply with current legislation. They must be operated in accordance with manufacturers instructions, or you will not be able to use them. Exhibitors requiring electricity supply should inform the organisers at the time of application. Any equipment used or positioned in the open air or unprotected areas must be designed and suitable for use in inclement weather. *SHOPFEST* is empowered to check all electrical appliances and reserve the right to arrange for the item to be taken out of service if it felt unsafe or unsuitable. Sharing of electricity between stands is strictly forbidden. Offenders will be charged the full rate for electricity connection plus a 20% surcharge. Failure to comply may result in eviction from the event.

CHILDREN Due to Health and Safety children we request children do not attend with Exhibitors unless you have another adult present at all times. If children are with you and please ensure they are fully supervised at all times. Any accident/injury/damage incurred will not be the responsibility of the event organiser.

No Smoking: The Health Act 2006 makes provision for the prohibition of smoking in all enclosed public places and workplaces. A no smoking policy is operative in all buildings and marquees on the showground, and all enclosed trade stand areas where the public may enter and where more than one employee has access at any time.

Disclaimer Of Liability *SHOPFEST* will not be responsible for the death, injury, disease, or loss caused to any exhibitor or to their agent or servant, or to any animal, insect, bird or thing of whatever nature, exhibited by the said exhibitor, from whatever cause death, injury, disease or loss arises. The exhibitor of any animal, insect, bird or thing of any nature whatsoever will indemnify *SHOPFEST* for any damages, loss, injury or disease occasioned by the said exhibitor, their agent or servant or by the said animal, insect, bird or thing of any nature whatsoever, however such damage, loss injury or disease shall be caused. Under the requirements of the Reporting of Accident, Diseases and Dangerous Occurrences Regulation 1995 (RIDDOR) all accidents that are classified as major under these Regulations must be reported to *SHOPFEST* and LEONARDLEE LAKES & GARDENS and also to the appropriate statutory authority. All injuries that occur to exhibitors, their staff or members of the public who visit stands, displays or any other facility, no matter how minor they may appear to be, must be reported to *SHOPFEST* and LEONARDLEE LAKES & GARDENS in order that the incident can be recorded in the accident book. The exhibitor will indemnify *SHOPFEST* for all claims arising out of the Exhibit and the Exhibitor's Show Staff and invitees conduct at the Exhibitor Stand generally and against all claims, demands, damages, proceedings, costs or expenses whatsoever in any way relating to or arising out of use of the Exhibitor Stand by the Exhibitor. The exhibitor will indemnify *SHOPFEST* for any claims which may at any time be made against *SHOPFEST* and LEONARDLEE LAKES & GARDENS (whether under the Occupiers Liability Act 1957 or otherwise) in relation to the Exhibitor Stand (including any claim made by any of the Exhibitors employees) arising wholly or in part from any act or omission of the Exhibitor.

Important Fire Protection Notice

OUR ASSURANCE

As with any event, we cannot guarantee visitor numbers but we will do our utmost to ensure that you have a successful fair, but bad weather or interruption of power or services is out of our control. With continued web presence and advertising, we hope this fair will prove to be a successful event for all involved. We try hard to ensure each event has a good balance of items but we rely on verbal and written descriptions and limited photographs so occasionally some items may overlap. *SHOPFEST* reserves the right to amend these terms and conditions at any time and without prior notice. Booking a table with us constitutes your acceptance of our terms and conditions.

Updated: April 2019