



SHOPFEST & The Handmade Affair (SHOPFEST)

INFORMATION, TERMS & CONDITIONS for events at DENBIES WINE ESTATE, Dorking

Venue information: All events are held in three rooms over two floors. The venue has a lift located in the foyer and stairwell. Free Wi-fi is available and a cashpoint is located in the Foyer.

- **The Garden Room** located just off the conservatory restaurant and opens onto a large courtyard garden. Dimensions 12 x 16m approx, wooden floor, 30 stalls.
- **The Ranmore Suite** is located downstairs directly off the entry corridor. Dimensions 12 x 9m approx, carpeted, 18 stalls.
- **The Denbies Suite** is located upstairs and accessed via a lift from the entrance hall, the lift opens on to the galleried landing providing a stunning entrance with works of art often on display. This room can also be accessed by 2 different stairwells, one off the foyer and main entry corridor and one via the shop. Dimensions: 12m (narrows to 8m) x 12m, large vaulted ceiling, carpeted, 40 stalls.

STALLHOLDER/EXHIBITOR REQUIREMENTS AND COMMITMENTS:

Stallholders/exhibitors must not arrive or start unloading before 9.30am Denbies Suite or 10am Garden Room & Ranmore Suite 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 stallholders with an under table storage area. (table cloths are NOT supplied).

- 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 Stallholders/exhibitors agrees to be set up by 9.45am and not to pack away before 4pm.
- Stallholders must remove any rubbish created by them at the end of the event and dispose of it off site.
- Stallholders/exhibitors must return any crockery to the caf after use.
- Stallholders/exhibitors are requested to share marketing information via their own marketing channels – mailing lists, social media etc.
- All stall holders must be cleared up and off the premises no later than 45 minutes after the event end time.
- Stallholders/exhibitors must not video other exhibitors without prior permission to do so. **LOADING, UNLOADING AND PARKING:** On arrival stallholders may park in the slip road and **promptly unload** to their stall, **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.

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 SHOPFEST are not responsible for adverse weather conditions, cancellations or postponements arising out of strikes, epidemic or pandemic, Government or The World Health Organization (WHO) enforced closures or cancellations, 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. 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 arrange another date as soon as is possible: 2 alternative dates 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. 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.

CANCELLATION OF STALLBOOKING Stallholders must give two calendar months notice to receive a refund on their stall (minus £20 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 a £10 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 behavior 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.

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.

HEALTH AND SAFETY Any electrical appliances used must be covered by a current safety certificate. Exhibitors must ensure the goods and packaging comply with current legislation. All appliances, plugs and leads must be certified as PATS compliant, or you will not be able to use them.

CHILDREN

Due to Health and Safety children are not permitted attend the event with you. 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.

OUR ASSURANCE

Visitor entry to all events at DENBIES WINE ESTATE is free of charge. 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 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.

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