

SHOPFEST & The Handmade Affair (SHOPFEST)

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

Venue information: 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. (*Denbies at the current time have these doors closed due to Covid restrictions) Dimensions 12 x 16m approx, wooden floor.
- **The Ranmore Suite** is located downstairs directly off the entry corridor. Dimensions 12 x 9m approx, carpeted.
- **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.

The number of exhibitors cannot be confirmed and will be dependent on social distancing guidance. SHOPFEST & The Handmade Affair reserve the right to introduce an entry fee to control visitor numbers if necessary.

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. (tablecloths are NOT supplied).

- Exhibitors should not obstruct the general view or hide other exhibitors work or extend beyond the space allocated by way of rails, stands, banners 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 café 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 signage. 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 & CHANGES OF SHOPFEST & THE HANDMADE AFFAIR: SHOPFEST are not responsible for adverse weather conditions, cancellations or postponements arising out of strikes, epidemic or pandemic, Council, Government or Public Health England enforced changes, 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, epidemic, pandemic, Government advisory action, weather, cessation or interruption of power supply etc. If a stallholder is unable to attend due to weather conditions no refund will be given. Sizes of events are dependent on current Government guidelines SHOPFEST reserve the right to postpone or cancel an

event at any time for undisclosed reasons. SHOPFEST & The Handmade Affair reserve the right to change the size, space, rooms and/or layout of an event without prior notification to the exhibitor. 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 event SHOPFEST is cancelled for any reason or the venue being unavailable owing to circumstances beyond our control, bookings will be transferred to another date as soon as is possible. The Stallholder/exhibitor will be offered ONE alternative date (this may not be at the same venue) or the option to transfer to ONLINE events. Alternatives will match or exceed the value already paid (within £5) and dates offered will be at the discretion of SHOPFEST & The Handmade Affair. If neither of these are accepted no refund will be given. There will be no claim against organizers for loss of earnings due to circumstances beyond their control.

CANCELLATION OF STALLBOOKING: Stallholders must give two calendar months notice to receive a refund on their stall (**minus deposit as shown at time of booking). If the notice period is less than two months 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 circumstances stall costs will be refunded with a £15 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.

****£30** of each booking acts as a non-refundable deposit. The balance of payment can be refunded up to 2 months prior to the event only. If less than 2 calendar months notice is given no refund will be given. All bookings received after 25/11/20 will be subject to a non refundable £10 fee per day/stall should the event not go ahead for ANY reason. Bookings are not be eligible for refund and will be transferred to another date. T&C's are still applicable and any refund is given at our discretion, we are not obliged to refund.

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. Exhibitors are advised to insure against fire, not only as regards their own property, but also against third party claims. The exhibitor accepts responsibility to provide their own PPE, sanitizers, screens and masks for their staff and customers. The exhibitor agrees to wear a face mask and gloves if required by the event host. The exhibitor agrees not to attend the event and forfeit their stall fee should they or a member of their household be showing any signs or symptoms of Covid-19.

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 own 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 must not attend with Exhibitors 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 DENBIES WINE ESTATE LTD 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 DENBIES WINE ESTATE LTD in order that the incident can be recorded in the accident book. The exhibitor accepts responsibility for providing any PPE, sanitizers, screens, masks necessary for the exhibitor, their staff and their customers. 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 attends at their own risk. The exhibitor will indemnify SHOPFEST for any claims which may at any time be made against SHOPFEST and DENBIES WINE ESTATE LTD (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.

OUR ASSURANCE: Visitor entry to all events at DENBIES WINE ESTATE is currently free of charge, SHOPFEST & The Handmade Affair reserve the right to review this at any time. Should limitation of numbers be required an entry fee or ticket system will be introduced and no notification will be given to exhibitors. As with any event, we cannot guarantee visitor numbers but we will do our utmost to ensure that you have a successful fair, bad weather, public gathering or event number restrictions or interruption of power or services is out of our control. With continued web presence and advertising, we hope each and every 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. The pandemic has created 'carry over' stalls and this means the balance of products may sometimes 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.

Any T&C's shown on the website www.shopfest.co.uk at the time of booking override any relevant specific detail shown above due to the fast pace of changes to operations and regulations relating to the pandemic.

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