

TERMS & CONDITIONS 2020

Booking Form:

1. All sections of the booking form, that apply to you, must be filled out in full. I am unable to accept booking forms that are incomplete.

IMPORTANT: Please return all completed booking forms via email to contact@louisesevents.co.uk
OR via post to the following address: Miss L. Dallow, 48 Woodlow, Thundersley, Benfleet, Essex, SS7 3RH.

Details Of Items Being Displayed:

2. You may only book a stall if you sell **handmade** items (for example: hand-sewn, hand-painted, hand-knitted, hand-baked, hand-drawn etc.) These items must be made by yourself, close family/friend or business partner (if working in partnership with someone).
3. You must state in the "Details of items being displayed" section what you are looking to sell at an event. Please be as specific as possible about your craft items, because I need to know what items you will be selling so that I can compare this against other bookings.

Example:

- Woodwork: bowls, pens, clocks etc.
- Textiles: bags, purses, bunting etc.

2-Day Events:

4. If an event runs for 2 days, you must clearly circle which day or days that you would like to book.
5. If both days have been booked the same size and quantities of tables will apply to both days.
6. If you are attending both days you will have to pack away your stall at the end of the first day and take everything with you, because you will be unable to keep **any** belongings at the venue.

Table Size:

7. You must state the quantity of tables that you wish to book.
8. You must state what size table you would like to book (if there are options of different sized tables, please see individual booking forms).
9. All tables are provided, along with 2 chairs per table.

Electricity Supply:

10. You must state if you require access to an electricity supply and specify what you will be using the electricity supply for. Failure to specify what you will be using the electricity supply for may mean I am unable to give you access to this on the day of an event.
11. Any stallholders who wish to use the venues electricity supply **must** have all of their appliances/ extension leads etc **P.A.T tested**. I will need to see proof of this on the day of an event, with a form of certificate or documentation. A failure to supply me with this relevant documentation will lead to me not allowing you to use the venues electricity supply.

Demonstrating:

12. You must state if you plan to engage in any form of product demonstration and indicate what you will be carrying out. Plus any and all requirements you have for this in the 'Special Requirements' section on the form.

Special Requirements:

13. You must state in the 'Special Requirements' section if you wish to sit adjacent to your stall (for example, if you have a high product display).

14. You must state in the 'Special Requirements' section if you would like space at the side of your stall for any extra displays, demonstration space or access requirements, no matter how small. This includes any extra rails, mannequins, pull-up banners etc. I will always try to accommodate these requests but **cannot guarantee**. Failure to specify any special requirements may mean I am unable to accommodate them and this may lead to disappointment on the day of the event.

15. If you would like guaranteed space for any extra displays, please book another table and specify that you will only need access to one table and you would like the other table space to be used for your own displays, for example. Equally if you prefer to use your own displays instead of the trestle tables, please contact me prior so that I can arrange what size space you will need to book.

16. You must state the size/s of any mannequins/rails or any other displays that you would like to bring along, in the 'Special Requirements' section. Failure to specify the sizes of any extra displays may mean that I am unable to accommodate them on the day of an event.

17. Any extra displays, rails, pull-up banners etc brought along to an event that have not been specified in the 'Special Requirements' section, may be asked to be removed if there hasn't been space accommodated for them.

Food Allergies:

18. Please state in the 'Special Requirements' section if you have any severe food allergies, that I need to be made aware of. This is because I regularly have food stalls at my events which may be selling foods containing various allergens (e.g. nuts).

19. In the event that there are stallholders who have any severe food allergies, I will not allow any food stalls to sell products containing these specific allergens. An email will be sent out to any participating food stalls to notify them. If an allergy is severe, I will also contact all stallholders taking part in the event and I will ask them not to bring in any foods containing these allergens.

Payments:

20. **IMPORTANT:** Please do not send any payments until I have confirmed that you have a space at an event. Sending payments before I have confirmed that you have a space will not necessarily mean that you will have a space at an event. Any payments sent but where I do not yet have space for your stall will be refunded in full.

21. All payments **must** be made in full **2 weeks** after sending your booking form. Unfortunately, if I have not received your full payment within this time frame, I will have to give your place to the next person on the waiting list.

22. Payments are **non-refundable** 4 weeks before the date of any event (see individual booking forms for dates).

23. Payments can be made by the following:

Bank Transfer – I will send you my details upon your request and completion of the booking form.

Paypal – I will send you a Paypal invoice upon receiving your booking form. (Please make sure to include your email address that you use for Paypal on your booking form.)

Cheque – Please make cheques payable to Louise Dallow and please send all cheques to the following address: Miss L. Dallow, 48 Woodlow, Thundersley, Benfleet, Essex, SS7 3RH.

Public Liability Insurance:

24. Public Liability Insurance is recommended, unless otherwise stated as an essential (please see individual event booking forms).

25. Please be aware that I have insurance as an event organiser but the insurance does not cover stallholders as well.

End Of An Event:

26. Stallholders must not pack away before the end time of the event, due to it giving the impression to visitors that the event has finished. If there is a reason why you might need to pack away before the end of the event, please contact me as soon as possible. If stallholders do pack away early, they may lose their place at their next event.

Event Cancellations:

27. In the event that one of my craft fairs needs to be cancelled due to unforeseen circumstances, such as extreme weather or the venue cancelling my booking, any payments made are **NON-REFUNDABLE**. No matter when the payment was made to book a stall, even if payments have been made outside of the 4 week non-refundable terms before the date of any event.

Refunds:

28. If refunds need to be made, you will be refunded the way that you made the payment. If you paid via Paypal the refund will be made via Paypal and if you paid via Bank Transfer/Cash/Cheque the refund will be sent via Bank Transfer. If I need to send you a refund via Bank Transfer, I will ask for your bank details which will include your Bank, Sort Code and Account Number.

Confirmation Of Booking:

29. Once I have received your completed booking form and have also received your full payment, a receipt will be sent out to you to confirm your booking. Please allow 5 working days, from the date that you made payment, to receive your receipt.

30. Only stallholders who have received a receipt have a confirmed space at an event.

31. You must date and sign the booking form in the designated area. **By signing you agree to have read and understood the Terms and Conditions above.**