

# **Vendor Manual**

## **Vernon Wellness Fair**

### **April 12 Saturday – April 13 Sunday**

#### **Show Management**

Chris Madsen – Show Producer

#### **Contact Person:**

Chris Madsen

250-558-1960

[chris@vernonwellnessfair.com](mailto:chris@vernonwellnessfair.com)

#### **Show Location**

Vernon Recreation Centre (Auditorium and Dogwood Gym)

3310 37<sup>th</sup> Ave

Vernon, BC

#### **Fees**

Booth space fees are as follows: (depth X width) total cost for everything. Tax, wifi, table, chairs, power

8' x 8' Booth \$414.75

5' X 7' Booth \$309.75

#### **Vendor Booth Space**

Each Auditorium booth space includes short booth dividers (except some of the 5X7 booths), 2 table chairs, table, access to electricity and wifi.

\*We may be able to provide more or less chairs and tables options upon request.

#### **Show Schedule**

##### **Vendor Set-up**

Friday eve 4PM-10PM or Saturday morning 8AM-10AM

We will be setting up the booths prior to 4:00pm on Friday, so won't be able to show vendors to their booths or permit setup until 4:00pm.

Show Hours:

Saturday      April 12 10:00am – 5:00pm

Sunday        April 13 10:00am – 4:00pm

Vendor Move-out

Sunday        April 13            4:00pm –6:00pm

Booth Sharing

Sharing a booth with another vendor may be permitted. Please provide show management with details.

Subletting

Subletting space is prohibited. The vendor shall not assign, sublet or apportion the whole or any part of the space allocated by show management to the vendor. The vendor will not share their space with another company without the approval of show management.

Payment Policy

Upon receipt and approval of registration, show management will issue a confirmation email within 3 business days requesting a \$100.00 non-refundable deposit. Payment of the deposit is due within 7 days of receipt of email. The remaining balance of the booth space MUST be paid by March 12, 2025. Invoices can be paid by credit card, PayPal, cheque or by e-transfer.

Full booth payment is due upon registration if you are signing up after March 12, 2024.

If balances are not received by both payment deadlines listed, vendors waive all rights to the space contracted and show management will not guarantee space at the Okanagan Women's Expo.

Payments are non refundable after March 12 2024. Exhibitors must withdraw by March 12, 2024, or will be required to pay all booth fees regardless of attendance.

Show management reserves the right to decline an application and will reimburse all fees including the deposit in this case.

### Cancellation Policy

Booth space must be cancelled in writing. DEPOSITS ARE NON-REFUNDABLE. If cancelling before March 12, 2025 full payment of the remaining balance paid (less the \$100.00 deposit) will be refunded. No refunds will be granted after March 12, 2025. If the vendor fails to occupy the booth space without notice they will be liable for 100% of the total contracted space costs.

### Show Hours

Booths must be attended during all show hours by at least one representative of the company. It is the vendor's responsibility to keep its area clean and orderly throughout the show and to ensure it is ready for opening at the time the show opens each day. Vendors are required to stay until the end of the event, as to ensure visitors have the full show experience throughout the entire event. Show hours are Saturday, April 12 from 10am-5pm and Sunday, April 13 from 10am-4pm.

### Booth Advertising

Exhibitors are required to exhibit the products and services agreed upon when they registered and must notify show management if they change their display to reflect another business. There are several popular brand-name companies that we only let one representative showcase. If an exhibitor showcases a product or service without telling show management, they may be asked to remove that part of their display. This is to prevent exhibitors who register and pay to showcase a particular brand from having to compete with their own product for sales and exposure (ex. Arbonne, Young Living, Monat, etc.) It also prevents us from having too many niche products and services or placing them side-by-side.

### Licensing and Permits

It is the vendor's responsibility to abide by any bylaws of the City of Vernon and to follow all rules at the Vernon Recreation Centre.

### Food Vendors

If you are a food vendor and plan on selling any food products, either for immediate consumption or in packaging, must have a Temporary Food services permit issued by Interior Health. For more information please visit:

<https://www.interiorhealth.ca/YourEnvironment/FoodSafety/Pages/Permits.aspx#temporary>.

### Show Management Liability and Vendors Insurance

Vendors are encouraged to insure their exhibits, merchandise and display materials against theft, fire, etc. at their own expense. Neither the exhibit facility nor show management will be responsible for:

- (a) Any loss, damage, theft or destruction to any goods, equipment or any other property belonging to the vendor in storage, in transit to or from the exhibit building, or while in the exhibit building for any loss of income as a result of any reduced sales due to loss or damage;
- (b) Any damage or injury suffered by the vendor or his servants or agents or by any other person;
- (c) Any loss, damage, injury, or cost whatsoever suffered by the vendor by reason of any change in the date time or place of Exhibition or the abandonment thereof. All property of the vendor will be deemed to remain under the vendor's custody and control in storage, in transit to or from, or within the confines of the exhibit hall.

The vendor shall be liable for and will indemnify and hold harmless show management and their respective employees and agent from any liability, causes of action, claims, demands, or proceedings whatsoever, whether by common law or statute, arising out of or in any way related to the vendor's participation at the show and/or the vendor's products and/or services. If show management should be prevented from holding the show by any cause beyond their control or if they cannot permit the vendor to occupy its rented space due to circumstances beyond their control or if they cannot control including, but not limited to, strike, fire, civil disobedience, inclement weather, lockouts, acts of God, and suppliers, show management shall have no further obligation or liability to the vendor. Any contractual agreements made between the vendor and any supplier shall be between those parties and show management shall not be a party thereto nor incur any liability on behalf of any one in such contractual agreement.

### General Show Area

All lobbies, corridors, aisles, restrooms, food and beverage concessions, and special assembly rooms will be considered as general show areas to be used for the movement and flow of the public and/or for their entertainment and convenience. No vendor will be permitted to use these areas for the display or distribution of products, services or their attendant literature. Exhibitors are forbidden to stand in the corridors in an attempt to engage with customers; they must do so only in their booth. Aggressive tactics such as touching, calling out to, or blocking guests' paths in the corridors is forbidden. Before the fair begins, show management will walk through the show area to ensure vendors are not encroaching on general areas. Show management reserves the right to ask any offensive material be removed from booth displays, any large signs that encroach on other booths, loud music, powerful scents and anything that is not for the betterment of the show as a whole or detracts from another booth.

### Power and Internet

WIFI is available for vendors to use at the facility. WIFI information will be available at the Welcome Table and also posted on the main entrance and loading zone doors. Due to the nature of the building, wifi is not always reliable.

For power, there are outlets along the outside walls, as well as on the floor. We ask everyone who requires power, **to bring an extension cord**, and all vendors are to share any outlets that are in their booth. If you are in the centre of the hall, there will be one power bar already in place for each pod of booths. That power bar will be for that pod of booths to share. Please work together to ensure that everyone in your pod can access the power bar.

### Parking and Loading

There is a loading zone around the back of the auditorium for ease of carrying in items. You can remain parked there during show hours, as guests will be using the front entrance parking lot. Please be sure to move to the back of the parking lot after loading.

If you park in the main parking lot in front of the rec centre, please park as far away as possible for the sake of our guests finding spots. There is also plenty of parking in the Performing Arts Centre parking lot on the facility grounds.

Please refrain from loading in through the front doors of the Recreation Centre. This causes congestion and wear and tear on the lobby.

### Accepting Payments at show

There is an ATM a short walk from the event at the 7/11 store.

If you are not setup to accept credit and debit cards, we encourage vendors to obtain a SquareCard. SquareCard is a fantastic alternative to mobile credit card devices. They provide an easy to use card reader that inserts directly to your smart phone, and has reasonable rates comparable to PayPal. For more information, please visit <http://squareup.com/ca>

### Miscellaneous

The vendor expressly agrees to be bound by all terms, conditions, and specifications herein listed and by the rules and regulations established by show management from time to time thereafter

modified, and expressly agree that this contract and such rules and regulations contain the entire agreement between the parties hereto and supersede and prior agreement.

### Right of Refusal/Future Shows

Vendors are not guaranteed a place in future shows. It is up to show organizers' discretion whom will be a good fit for the show.

Show protocol is to email prior vendors when registration opens for the next show (before emailing an invitation to the full list). If you are serious about wanting to save your spot for the next show, you may pay for the following show and pre-register by emailing show organizers. Spots cannot be saved without payment and consent of show organizers.

### Ongoing Support

The vision of the Wellness Fair is for each vendor to thrive and prosper. We regularly will be emailing marketing ideas and tips in this regard. The Wellness Fair weekend is a great contact point that has huge positive benefits. Our vision is for your vision to grow throughout the year and there's many tips to make it happen. If you have some to share with the collective group email me and I will add them to the next email!

### **Greeter Table:**

We will have a staffed greeter table at the front entrance of the fair.

### **Social Media:**

We try to include all of the vendors at least once in our weekly Facebook and Twitter updates. If you have news to share with our audience, simply email me a photo and your update and we will do our best to share it. We will also email all vendors a Body and Soul Wellness Fair link or ad to share on their social media sites two weeks prior to the fair. (shara@vernonwellnessfair.com)