

# **Vendor Manual**

## **3rd Annual Penticton Wellness Fair**

### **October 27-28, 2018**

#### **Show Management**

Shara Mendoza – Show Producer

Chris Madsen – Show Producer

#### **Show Location**

Penticton Rec Community Centre (gymnasium hall)

325 Power St

Penticton, BC

V2A 7K9

Phone: 250-490-2426

#### **Fees**

Booth space fees are as follows:

8' x 9' Booth \$395.00 +5% GST (\$414.75)

8' X 9' Booth Shared \$217.50 +5% GST (\$228.38)

#### **Vendor Booth Space**

Each booth space is 8' x 9' and includes short booth dividers, 2 table chairs, 8' table, and an ad on our website for one year.

#### **Show Schedule**

##### Vendor Move-In

Vendors may move in Saturday morning before the fair begins, from 7am until the show begins. We ask that all vendors be fully set up by 9:50am when show management will do a final walk-through.

Saturday      October 27, 2018      7:00am – 10:00am

##### Show Hours:

Saturday	October 27, 2018	10:00am – 5:00pm
Sunday	October 28, 2018	10:00am – 4:00pm

### Vendor Move-out

Sunday	October 28, 2018	4:00pm – 7:00pm
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### Booth Sharing

Sharing a booth with another vendor is permitted. Show management will pair up exhibitors sharing a booth, unless you request a specific partner. Booth sharing is not suitable for those with large signs, more than two people tending the booth, or large amounts of inventory. Booth sharing is meant for those handing out information or with very small displays.

### 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 confirm approval via email and ask for a \$100.00 deposit. Payment of the deposit is due within 7 days of receipt. The remaining balance of the booth space MUST be paid by September 27, 2018. Invoices can be paid by credit card, PayPal, cheque or by e-transfer.

Vendors choosing the booth share option must pay for the shared booth fee upon registration.

If balances are not received by both of payment deadlines listed, vendors waive all rights to the space contracted and show management will not guarantee space at the Penticton Wellness Fair.

Payments are non refundable after September 27, 2018. Exhibitors must withdraw by September 27, 2018, or will be required to pay all booth fees regardless of attendance.

A late fee of \$40 will be applied to booth fees not paid by September 27, 2018.

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 September 27, 2018 full payment of the remaining balance paid (less the \$100.00 deposit) will be refunded. No refunds will be granted after September 27, 2018. If the vendor fails to occupy the booth space without notice he/she will be liable for 100% of the total contracted space costs.

If a shared booth is cancelled before September 27, 2018 payment will be returned minus the \$100 booth deposit.

### 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. Show hours are Saturday (October 27) from 10am-5pm and Sunday (October 28) 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 popular product 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.)

### Licensing and Permits

It is the vendor's responsibility to abide by all bylaws in place by the City of Penticton and to follow any rules set in place by the Penticton Community 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 an Operating Permit issued by Interior Health. For more information, please visit:

<http://www.interiorhealth.ca/YourEnvironment/FoodSafety/Pages/Permits.aspx>.

If you wish to hand out food samples at this event, you must let show management know in advance.

### 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 it's 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 at the show and the information may be obtained from management at the Welcome Desk (outside main doors of the hall). Show management will also be posting login information on the main entrance doorway. Due to the nature of the building, the wifi may be poor.

For power, there are outlets scattered throughout the hall. We ask everyone who requires power, to **bring an extension cord**, and all vendors are to **share any outlets** that are in their booth. Please do not tape cords to the floor, as this wrecks the floor. We will cover cords with special tape near the end of setup. Show management will be running power cords to the centre pods and taping the wires down prior to setup to make accessing electricity easier for those in the centre of the gym.

Please note that we are in a gymnasium and are only able to accommodate regular power needs. Exhibitors with high needs for electricity (anything that requires heating such as rice cookers) must speak with show management prior to the show.

### Lunch and snacks:

We will have a food truck in the parking lot throughout the event and will provide vendors with further details as the event approaches.

### Parking

We ask that vendors do not park in front lot. Space is reserved for visitors so you will be asked to move. Please park in the FREE parking lot in the back, where you will be loading anyhow. Entrance is off Westminster Ave or off Alberni St. If the back lot is full, please park far away from the front entrance and leave the best spots for guests.

### Accommodation

We have reserved exhibitor space at the Ramada (1050 Eckhardt Ave W) so that exhibitors can receive a discounted rate.

The room rate for a standard room with two queen sized beds is \$104.00 plus tax.

Please phone 250-492-8926 to reserve your room.

### Accepting Payments at show

An ATM will be at the event for the convenience of vendors and attendees.

If you are not setup to accept Debit or Credit Card payments, we will be providing one (1) ATM cash machine which will be available to attendees. Another option would be to obtain a SquareCard. This 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.

Exhibitors who sell products at the show must provide information as to return policies and contact information. If returns are not available on products, this must be clearly displayed at the booth.

### Vendor/Show Promotion & Additional Marketing Opportunities

#### **Welcome Bags:**

In years past we have handed out bags to each guest. In order to have less of an impact on our environment, we will provide a greeter table with bins of samples that guests may select if they

wish. Vendors can (for a fee) have a stack of coupons or promotional material at this table. Bags will also be provided for guests to take if they wish.

**Prize Table:**

We ask vendors who are able to provide a prize for our prize table. This gives your business the added exposure of guests viewing your business name while entering the prize draw. The prize table is set up at the entrance of the fair, where all of the guests can see the businesses with items on it.

**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 share it. We will also email all vendors a Penticton Wellness Fair event link to share on their social media sites two weeks prior to the fair.

**Sponsorship:**

Sponsorship packages are available for vendors wishing to have their logo on our homepage, posters, magazine ads, newspaper ads and more.