



**VENDOR INFORMATION PORTOBELLO WEST HOLIDAY MARKET
NOVEMBER 24TH & 25TH 2012**

The venue is at the Creekside Community Center, #1 Athletes Way

SET-UP

1. All vendors must be **set up and ready to open by 10:30 am** on market day.
2. Please enter the site from Athletes Way on the South side of the building.
3. Set-up begins at 9:00 am and ends at 10:30. It has been **staggered** to ease load in.

Booths 1-18 arrive at 9 am

Tables 19-43 arrive at 9:15am

Tables 44-69 9:30am

If you require an earlier set-up time than has been assigned please let us know. If you do not have to pull up your car to unload you can arrive anytime after 9:30 am.

4. When you pull up your car in the unloading zone, please unload your items onto a cart or directly inside to your space. **Once you have unloaded them, please return the cart and/or move your vehicle to the underground parking.**
5. When you arrive for set up your stall or table will be **ready for you to decorate!**

Please remember that we do not provide tablecloths, and that the stall sizes are:

- 1) Small (6 wide by 5 deep)
- 2) Large (10 wide by 5 deep)

The heights of stalls are 8 feet and sides are 3 feet tall. They are made out of black pipe and drape.

SUNDAY: You can arrive from 10:00 am on Sunday to reset for Day 2

NOTE: Clarification of terms and conditions

To ensure that the market runs smoothly and everyone is respecting each other and the show, we have clarified the terms and conditions below:

- *If you are not set up for the market by 10:30 am we will remove your equipment or give your space away.*
- *If you do not show up for the market without sufficient notice¹, you will lose all rights to attend future markets and will not receive a refund for future dates.*
- *If you pack up and leave the market before 5pm, you will not be permitted to participate in future markets and will not receive a refund for future dates. We will make an announcement at 5pm stating that the market is closed and at this time you may pack-up.*

ELECTRICITY

Power must be pre-ordered and pre-paid. It is not available last minute on the day. Please check the charts to see that you have power if you requested it.

TABLES

A chair is also provided with your 8-foot table. If you require a 6-foot table instead, please contact the Market Manager at manager.van@portobellowest.com before Tuesday. Additionally, as we bring tables in from another venue, we do not have any spare tables on-site.

STALLS

A chair is provided with your stall, **NOT** a table. If you require a table, please ensure that we have one marked down for you. If it is not on the chart below then it hasn't been ordered. To order a table for your stall, please contact the Market Manager at manager.van@portobellowest.com before Tuesday.

DISPLAY FOR BOTH TABLES AND STALLS

¹ Sufficient notice is a minimum of 24 hours notice.

Please note that the tables are bare and the stalls are made of black pipe and drape material. **It is your responsibility to decorate, and very important that you make your display attractive, varied, and interesting.** This is key to your success for catching the customer's eye!

When decorating please **do not use electrical or duct tape** to affix your coverings—this is forbidden at the venue and will face a \$100 fine. Painters tape can be used to stick items to the walls. For the booths, please do not use heavy pins that could tear the fabric; S hooks work well on the piping.

TECHNICAL DETAILS

Please **keep in mind** the following:

1. Walk-way space

-If you are in a Stall, your rolling racks and display items must not go beyond the pipe and drape.

-For table spaces, if you wish to use other displays (rolling rack, shelving etc) then you must use a 6ft table instead of the 8ft so that you have the spare 2ft for your display. Note that your display cannot be wider than 2ft.

2. Changing rooms

-We have a **CHANGE ROOM** inside the venue. You will find it on the floor plan.

3. Late Arrivals

-If you are not onsite by 10:30 am we will fill your space or take it away. **Please ensure that you are there to set-up before 10:30am!**

4. Promotional Materials

-**PICK UP FLYERS AND POSTERS!** You need to help promote the market. PLEASE email the Manager at manager.van@portobellowest.com to arrange a time to pick them up.

5. Pipe and Drape

-All stalls are built of black pipe and drape. You can use S hooks to hang banners but please keep in mind these are not load bearing structures.

6. Chairs

– There will be **one chair** provided per space, if you need more than one chair please bring one from home. A stool that raises you to eye level with your customer is a much better option if you are at a table. If you need to add a table,

power or a change room it can still be added, but we are not accepting any requests to be moved. The deadline for additions is Tuesday night. Please note, those in stalls do not get a table (\$20) unless you rent it. We will not have any extra tables available onsite, so please make sure you have the correct size noted.

INSURANCE AND LEAVING ITEMS OVERNIGHT

Please note that we have general insurance and do not provide insurance for Vendors. You can leave your items overnight in the room (it is locked and there is a security system in the building) but we are not responsible for what you leave behind.

TEAR DOWN

The event ends at 5pm and everything must be removed from the site by 7pm on Sunday. **You must not start packing up before 5pm on either Saturday or Sunday.**

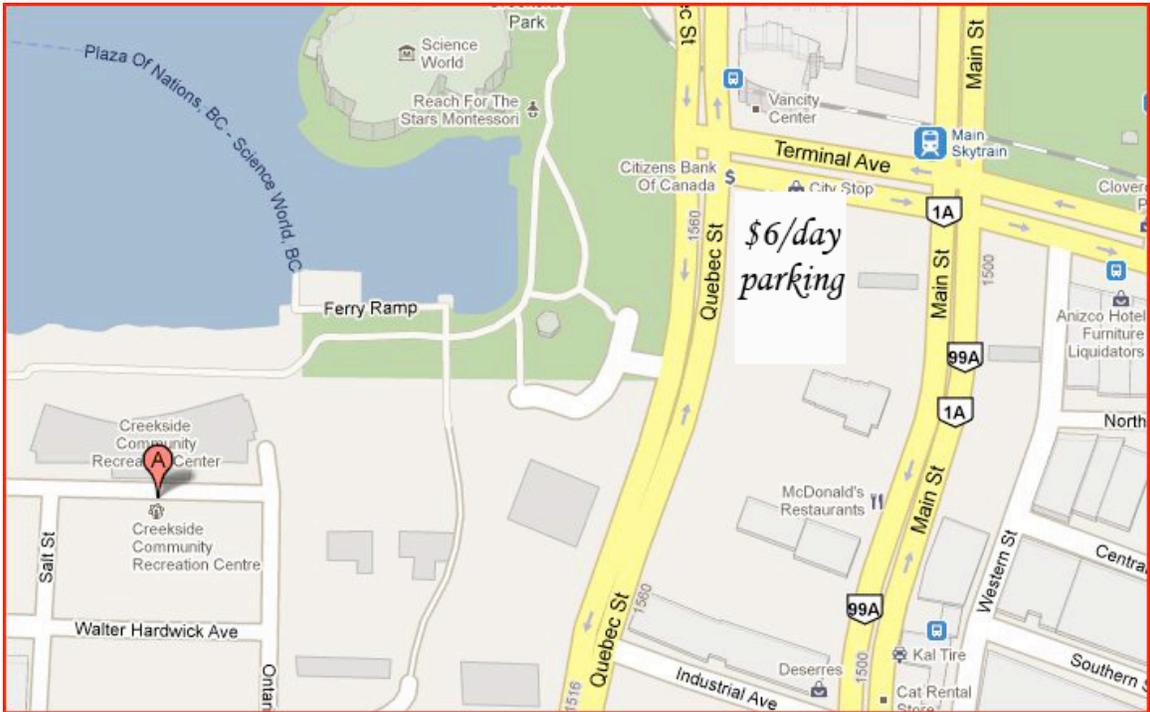
TILL

Till payment procedures are as follows:

1. Provide your customer with a receipt with the total amount clearly identified and your company name.
2. Hold the product and send your customer with the receipt to the "TILL"
3. Customer will come to the "TILL" and pay the amount via Visa, M/C, AMEX or debit.
4. Customer will be given the customer copy of the payment receipt and the original receipt.
5. Customer will return to vendor and give vendor customer copy of payment receipt.
- 6. Vendor double checks that the amount processed is correct.**
7. Customer will get product.
8. At the end of the day the vendor will add the total amount of Visa, M/C, AMEX and debit charges and provide it to the till operator on sheet provided.
9. The Till person will cross-reference charges and total amount owed to vendor.
- 10. Vendor will receive a cheque for total amount minus 5% service fees 5 days after the market. Please write your MAILING ADDRESS on the TILL SLIP.**

MAP TO VENUE

Parking is available underground at the venue for \$10/day or you can find parking in the surrounding areas for \$6/day.



PLEASE FIND THE FLOORPLAN AND LIST IN SEPARATE ATTACHMENTS

