

Our Terms & Conditions...explained

2019 Terms & Conditions

It is understood that in signing for and purchasing exhibitor space at the Ludlow Food Festival that the Festival rules and conditions will be adhered to. The Ludlow Food Festival is organised by the Board of Ludlow Marches Food & Drink Festival, subsequently referred to in these terms and conditions as the Event Organisers.

Exhibitor Applications

Applications for bookings will be taken for the Ludlow Food Festival in accordance with the Ludlow Marches Food & Drink Festival mission statement. All exhibitors must be within the area of the Welsh Marches (those counties bordering England and Wales). The Event Organisers, whose decision is final, will consider all applications for bookings. If spaces are available after the closing date the Board will consider other applications from within a reasonable distance of the Welsh border or from exhibitors offering a specialist product not represented at the festival and again within a reasonable distance from the Welsh border. The deadline for application is 31st May 2019. Applications may be accepted after this date but will not guarantee a listing in the Festival publicity.

Exhibitors are requested to provide all documentation required by the organisers at the time of applying, as it will not be possible to process the booking without this! If any of the documents expire before the event, please ensure that you forward the current information as soon as possible.

A minimum non-refundable deposit of £100 is required upon our acceptance confirmation of application and receipt of Invoice. No application can be processed without this. Full payment is due no later than the deadline as stated on the Exhibitor Application Form. After this date the Event Organisers reserve the right to re-let the space.

We regret refunds will not be given for bookings cancelled by exhibitors.

Allocation of Exhibitor Space

Please note that exhibitors may express a preference for the area in which they wish to exhibit; however, spaces will normally be offered on a first come first served basis and cannot be guaranteed. We regret that exhibitors are not able to specify the exact location of their stand within the area allocated. The Event Organisers reserve the right to change the site plan at their discretion.

Sub letting

The sub-letting of all or part of a stall by an Exhibitor is forbidden.

Description of Goods & Trading Details

The application form for space must contain an accurate description of goods to be exhibited or sold. Only items of this description will be allowed. All goods sold at the festival must conform to current trading standards and other legislation. **All exhibitors are required to display prominently on their stand full contact details: Business name, postal address, phone number;** it is also helpful to display email address and website address. The use of radio microphones, amplification devices and music devices are strictly prohibited.

Health & Safety

All exhibitors must have public, product & employee liability insurance. At all times, whilst on the site, you will ensure that your stall and surrounding area, equipment and all or any other property is in a condition that is safe for all person who may reasonably and foreseeable come into contact with it or be affected by it. The Event Organisers and the Environmental Health Officer reserve the right of inspection, before, during and after the festival.

Fire Safety

Exhibitors are responsible for the provision of suitable fire safety equipment on their stalls. The Event Organisers and the Fire Safety Officer, of all stands and equipment, reserve the right of inspection. All LPG canisters must be caged and locked. If you are a food vendor you will need a wet fire extinguisher on site.

Electrical Equipment

All electrical equipment must be certified and have a current PAT certificate and to be made available for inspection by the Event Organisers electrician. Please note that non-PAT-tested equipment cannot be used under any circumstances. PAT testing is available on site at a cost of £15 per item.

Security

Although the Event Organisers will provide night security from the day prior until the morning after the event, exhibitor stallholders are responsible for the safe keeping of all goods or items on their stand. The Event Organisers will not be responsible in any way for the loss or damage to Exhibitors' property whilst it is on site.

Vehicles

On arrival at the castle, on your selected set-up day and time, a deposit of £20 will be required to enter the castle. A maximum of one hour is allocated for unloading your vehicle. If you leave the castle within one hour your deposit will be refunded to you; after this time the deposit will be donated to our chosen charity of the year. It is a condition of the festival that no vehicles are to be parked on the site after 9.30am during the festival opening times. Access for vehicles is available at set-up times and for replenishing or removing stock at the following times only: after 6.30pm on Friday and before 9.30am Saturday, after 7.00pm on Saturday and before 9.30am on Sunday and for taking down stalls after 5.45pm on Sunday, once the public are clear from the site! Vehicular access is not available at any other time. Vehicles should be removed to the festival's exhibitors' car park - the location of this will be provided by the Event Organisers prior to the festival. The Event Organisers reserve the right to withdraw the access at their discretion. A manual 'trolley' system will be in place to replenish stocks whilst the festival is open to the general public.

Recycling & Waste

The owners of Ludlow Castle ask that exhibitors observe their request that litter and waste be disposed of thoughtfully. Zero Waste is the Festival's waste management team, who are responsible for the provision of the relevant facilities on site to accommodate this during the event. All exhibitors will be notified well in advance of the current recycling/waste policy in place for the event.

Hot water

Hot water is not to be disposed of directly onto the ground, as this will have a damaging effect on the grass. Exhibitors will be liable for any damage they may cause. Adequate facilities are available on the site to accommodate this.

Wristbands

Must be worn at all times, without which NO admittance will be allowed, with NO exceptions to the rule!

Data Protection Statement

The information which you give when completing your application form will be used in accordance with current the Data Protection Act 2018 (*correct at the time of printing*) and for the following purposes: to enable the organisation to create an electronic and paper record of your application and to enable the application to be processed. Your company's business contact details will be viewable on the Festival's website. Other than publication of your business contact details on our website, your personal and/or business data will not be passed on to anyone else. Any information will be kept securely, and will be kept no longer than necessary. For our full privacy policy please see our website, or contact the office to provide a hard copy.