



2025 ABERGAVENNY FOOD FESTIVAL – TERMS & CONDITIONS

By purchasing a trader pitch at the Abergavenny Food Festival, you agree to adhere to the Festival Organisers Terms and Conditions as laid out here.

Selection Process

Applications are put before a selection panel who select exhibitors based on our key criteria of **'quality, taste and sustainability'**. We always look to include quality local, Welsh, unique, regular and new producers to offer a balance of variety, fresh offerings and familiarity. Please be aware that just being local, Welsh or small scale does not guarantee you a place at the festival, especially in competitive oversubscribed categories, you must fit the criteria as well.

If you are selected for 2025, we will be in touch with an email offer for your pitch which will include a Booking Form for you to attach all of your relevant health and safety documents. You will be asked to complete your final requirements for pitch size, electricity, wifi and for final menu sign-off, if applicable. Once this form is completed and your balance is paid, your pitch is secure.

FESTIVAL POLICY: Agreement to only sell products that you were selected for and stated on your application, and which has been agreed to in writing by the festival.

Street Food and Catering Traders

You are required to detail your menu listing on the application form and you can also attach a supporting document at the end of the form. This menu is what our selections will be based on. A final version of this menu will be asked for on the Booking Form, if selected, and when approved, this is what you agree to sell at the event.

If **you decide to change your menu at any stage after selection**, you must send us a complete menu update proposal AT LEAST 1 MONTH before the event (by 19th August 2025). Keep changes minimal and in line with your application offering. The festival will review and either accept or deny the changes. This is to protect all traders as a lot of time is spent carefully curating the markets to minimise duplication, give visitors a variety of offerings and give all traders a fair chance.

If **you change your menu after the deadline of 19th August, it will instantly not be accepted**. If you turn up on site with a different menu to the one stated on the application form and agreed to after completing the Booking Form, you will be asked to cease trading or to only sell your original menu. No refunds will be given in either scenario as this is a breach of these terms and conditions. Please stick to the menu you apply with and are accepted for.

All other traders must also comply with this policy to only sell what has been agreed.

This also applies to products for non-catering traders, you must adhere to the products listed in your application form which is what you were selected for. If you deviate from this, you must notify the festival in advance in writing by the same deadline as above AT LEAST 1 MONTH before the event (by 19th August 2024) and keep changes minimal and in line with your application offering.

The festival will review and either accept or deny the changes. and your request to change or add to your offering will be reviewed by the festival to ensure it does not clash with others already selected and approved to sell the same product. The festival reserves the right to refuse the sale of items that were not pre-approved in the applications and booking process and may ask you to cease trading if you do not comply and turn up with products that you were not selected for. No refunds will be given if you have breached the terms of these ts and cs.

Waiting List and Selection Panel Decision

We are unable to accommodate all the traders we would like to offer a pitch to due to the amount of applications and to offer a variety and balance of stalls, so we invite all traders who we would like to accommodate onto our waiting list. Each year we are able to offer places to some of our waiting list traders due to cancellations, changes of circumstances, payments not being made and sometimes, new markets or pitches being added, and we usually allocate on a like-for-like basis.

There will be a small number of producers we cannot offer a waiting list place to, this may be due to heavy competition from a popular food category or because the panel didn't feel the fit was right for this year based on the criteria. This does not mean you cannot apply again next year however as things always evolve and the mix of traders changes each year. We do not give individual reasons for your application being declined, so please do not ask.

The selection panel's decision is final and due to the sheer volume of applications the festival does not give individual reasons for not being selected. If you did not make it this year, there is a chance you will next year as we always include new producers and mix things up, as well as providing consistency. This is to ensure balance, welcome new producers, include visitor favourites and ensure minimal crossovers and the right blend of stalls across all markets, to give all traders a fair opportunity and to provide the best experience for visitors.

NB: The festival does not have an official rotations policy, however all trader applications are considered fairly and regulars may be asked from time to time to miss a year in order for other traders to have a pitch. We will not over-populate or dilute the markets. Preference will always be given to Welsh and local traders where possible, who also meet our sustainability and quality criteria. (Being Welsh or local is not an automatic selection if the other criteria are not met).

Pitch fees for 2025

Market Hall

Standard 9ft x 4ft table pitch in covered market (inside) – tables provided by festival

- **£600** produce only (including alcohol dry sales only).
- Dbl table pitch charged at **£1,200**
- **£700 *** = Alcohol Wet Sales Traders * *Multiple large kegs & bar set-ups subject to bespoke package – contact to discuss.*
- No small concessions or street food/caterer pitches available

Upper Brewery Yard

Standard 3m x 3m marquee pitch (outside) – marquees provided by festival*

** Limited space for traders' own marquees or units that must comply to fire & wind safety regulations & only if agreed in writing by the festival upon selection.*

- **£450** produce only (including alcohol dry sales only)
- **£550** small concessions incl. ice cream, churros, crepes/hot desserts ie. brownies & hot sauce, coffee/hot drinks
- Extra meterage charged at **£150 per frontage metre** (*extra depth not available*)
- **£600 *** alcohol wet sales traders **Multiple large kegs & bar set-ups subject to bespoke package – contact to discuss.*
- No street food/caterer pitches available

Lower Brewery Yard

Standard 3m x 3m marquee pitch (outside) – some marquees provided by festival*

** Limited space for traders' own marquees or units that must comply to fire & wind safety regulations & only if agreed in writing by the festival upon selection.*

- **£450** produce only
- **£550** small concessions incl ice-cream, churros, crepes/hot desserts ie. brownies & hot sauce, coffee/hot drinks
- **£700** street food/caterers & alcohol wet sales traders **Multiple large kegs & bar set-ups subject to bespoke package – contact to discuss.*
- Extra meterage charged at **£150 per frontage metre** (*extra depth has limited availability & will restrict where you can be sited, charged at £50 per depth metre*)
- **Additional Night Market trading fee** for 6.30pm – 9.30pm on top of the base fee = **£50 surcharge**

Tiverton Market & Cheese & Wine Market

Standard 3m x 3m marquee pitch (outside) – marquees provided by festival*

** Limited space for traders' own marquees or units that must comply to fire & wind safety regulations & only if agreed in writing by the festival upon selection.*

- **£350** produce only
- **£450** small concessions incl ice-cream, churros, crepes/hot desserts ie. brownies & hot sauce, coffee/hot drinks

- **£500** * alcohol wet sales traders
- Extra meterage charged at **£125 per frontage metre** (*extra depth not available*)
- No street food/caterer pitches available

The Small, Local Producers Market - for small & local producers (must be Monmouthshire based with annual turnover of less than £10k)

Standard 3m x 3m pitch (outside) – all marquees provided & only 3m x 3m or 6m x 3m marquees allowed in this market

- **£325** produce only
- **£375** small concessions incl ice-cream, churros, crepes/hot desserts ie. brownies & hot sauce, coffee/hot drinks
- **£450** * alcohol wet sales traders
- No street food/caterer pitches available
- Double pitches charged at 2 x standard fee i.e £650 for a 6m x 3m

The New Producers Market - for start-ups & businesses trading less than 2 years.

Standard 6ft x 3ft trestle table pitch inside large, shared marquee - all tables provided

- **£210** produce only
- **£325** * alcohol wet sales traders
- Double pitches charged at 2 x standard fee i.e £420 for 2 x tables

The Castle

Up to 4m x 4m standard pitch (outside) with longer Saturday evening trading hours from 7pm – 11pm

- **£450** produce only
- **£750** street food/caterers & alcohol wet sales traders **Multiple large kegs & bar set-ups subject to bespoke package – contact to discuss.*
- Extra meterage charged at **£150 per frontage metre** (*extra depth available, charged at £50 per depth metre*)

SERVICES RATE CARD

ELECTRICITY

Friday power switched on from 3pm in Tiverton Cheese & Wine & The Castle, from 5pm across all other markets.

Saturday power switched on from 7am across all markets.

All power off from 5.30pm Sunday across all markets.

- 16amps Fri-Sun (**£120**)
- 16 amps Sat-Sun ONLY (**£90**)
- 32amps Fri - Sun (**£210**)
- 32 amps Sat-Sun ONLY (**£180**)
- 48amps Fri-Sun (**£275**)
- 48amps Sat-Sun ONLY (**£245**)

- 64amps Fri-Sun (**£350**)
- 64 amps Sat-Sun ONLY (**£320**)

CHILLER VAN HOOK-UP: up to 16 amps max - **£175** Fri – Sun. **£130** Sat-Sun.

If you need more power, price will be increased accordingly.

NB: Small fridges/chiller units that can fit within your pitch size are encouraged, rather than chiller vans/large units. For larger units or chiller vans there are limited spaces available (1 or 2 per site [except for LBY = max. 4]). Chiller vans are not permitted to run idle overnight due to residential restrictions. These must be agreed in advance by the festival. These will be located off-site, within walking distance of your pitch and strictly allocated on a first come, first served basis and will affect where we are able to site you.

On the day requested power or extra subject to a 25% increase on above rates.

ALCOHOL SALES

Please note that this year all traders who are selected for wet sales* will be subject to the higher alcohol wet sales fee applicable to their allocated market - see above. (Dry sales are permitted within the standard pitch fees).

*** Wet Sales are classed as anyone who sells a range of alcoholic drinks by the individual serving** (pint/cocktail/glass of wine etc).

- **Bar set-ups ***NEW FOR 2025 - For multiple & large kegs** (including 20lt, 30lt & 50 lt kegs) or if operating a full bar set-up within your stand (larger selection - more than 2 options at any time, multiple pumps etc..) please contact the festival for a bespoke package, commission based or fixed fee.

In all cases, a list of products including abv's, measures you intend to serve and pricing will be required prior to arrival.

Please note your bar set-up is only permitted to sell your own produce, not to operate as a fully stocked bar selling other brands of alcohol or mixers. We have a separate Festival Bar provider in place already who have exclusive rights over our 2 Festival Bars to serve a fully stocked bar menu of various brands, options and drinks.

WIFI – payable directly to contractor

- £100 in advance
- £150 on the day

TABLES (except New Producer's Market & Market Hall where tables are included in pitch fee)

- £10 each if booked in advance
- £20 on the day, if available (not guaranteed)

NB: Please note the festival does not hire or supply any chairs, refrigeration or other furniture or exhibition equipment other than tables as listed above. You are welcome to bring your own.

2025 Payment Deadlines Overview

Non-refundable pitch fee balance is due by the following dates:

- The first 50% as a deposit due by **Friday 28th March**
- The remaining 50% of the pitch fee balance is due by **Friday 30th May**. (You are welcome to pay the total pitch fee in full at any time before this date)
- Payment plans will only be available to New Producers and traders in the Small Producers Market, by advance agreement from accounts only, and must be paid by **Friday 27th June** at the latest.
- Failure to pay by these dates will result in a waiting list trader being offered your pitch.
- All services including alcohol/catering sales fees will then be payable by **Friday 25th July**, and will be invoiced for separately. Failure to pay this on time will result in your services not being booked in and a 10% higher rate will then be charged as a late booking fee. Power booked on the festival weekend will be subject to 25% price increase on the advance rates as it creates extra admin, workflow and management at our busiest time so please carefully select, request and pay for your correct electricity requirements in advance.
- Failure to pay this on time will result in your services not being booked in and a 10% higher rate will then be charged as a late booking fee. If not paid for before the event, you will not be connected and to be connected you will have to pay a 25% increase on the base rate.

For any invoice or payment queries please contact Eleanor Hunter (accounts@abergavennyfoodfestival.com) BEFORE the above deadlines.

Covid Cancellation Policy

If the festival has to be cancelled due to Covid restrictions or government guidelines, any payments already made may be rolled over to 2026 to guarantee your pitch for that year instead or you may request a refund at the festival's discretion. If the event is unable to go ahead in 2026 due to government restrictions, all monies paid can be refunded upon request.

Third party stall applications

Stalls cannot be secured by or obtained from a third party under any circumstances. Offers and confirmations are only valid if received directly from the Trader Manager.

Stall allocation

You may indicate your preference to trade in a particular area on site, and whilst all requests will be considered, they cannot be guaranteed.

The Festival Organisers reserve the right to change the site plan at their discretion or due to factors outside of their control.

Stall allocations are final and requests for changes will usually not be accepted as we simply cannot fulfill all requests. Sites are carefully curated for variety, balance and to

accommodate electricity or size requests so changes have a knock-on effect. We appreciate your understanding and cooperation regarding this.

Risk Assessment/Food Safety Management System

All traders are required to have carried out a careful assessment of the potential risks associated with their particular activity that must also contain a rigorous cleaning, refrigeration and food handling management plan (where applicable) in line with Monmouth County Council Environmental Health Office. You will be asked to submit a written copy of a Risk Assessment and Food Hygiene Certificates and Ratings (if applicable), if selected.

All food traders must have their Food Safety Management System to hand at the event for our Health and Safety officer to check if required also.

Insurance

Abergavenny Food Festival holds Public Liability Insurance in respect of its own activities. All stallholders must hold their own Public Liability Insurance and Product Liability, and Employers Liability where appropriate. **Please ensure your cover has a limit of indemnity of £5 million minimum.** You will be asked to supply copies of your insurance Certificates covering you for the dates of the events you wish to attend if selected.

Health and Safety

At all times whilst on the site, you will ensure that your stall and surrounding areas, equipment and all or any other property is in a condition and position that is safe for all persons who may come into contact with it or be affected by it, including staff and visitors. The Event Organisers and the Environmental Health Officer reserve the right of inspection, before and during the festival.

Environmental Health & Trading Standards

Traders are expected to comply fully with relevant legislation in respect of Trading Standards, Health and Safety and Environmental Health of Monmouthshire County Council. Stalls may be inspected during the event and those deemed not to comply with relevant regulations may be shut down. This will be taken into consideration in assessing future applications to trade.

Please note: The following is a requirement of Abergavenny Food Festival and Monmouthshire County Council:

- Handwashing - all traders handling any open foods must have adequate hot hand wash facilities with soap at their stall (hand sanitiser is optional and is not a substitute for washing with hand soap), failure to have one upon inspection will result in you being asked to cease trading until you can acquire one. This can be an electrical hot hand wash unit that you hire or bring, or a manual hand wash option such as a jerry can with a tap that is regularly topped up with hot water). Ensure you have disposable paper towels to dry your hands adequately.
- Equipment cleaning/disinfection— all traders handling any open foods must have adequate facilities for cleaning/disinfection of equipment. Please ensure that you are aware of the recommended products and safe cleaning routines relating to your products.

Samples

Communal samples are not permitted in line with local EHO guidelines. Please only give individual samples on disposable, recyclable or biodegradable single use serveware such as paper napkins, wooden toothpicks or wooden forks. Do not share serveware between customers. No single use plastic is allowed.

Food Hygiene Certificate and local EHO Registration

All traders handling food are required to have an acceptable Food Hygiene rating of no less than 4* and must be registered with their local EHO. You will be required to submit a copy of your Food Hygiene Certificate or equivalent Food Safety/EHO registration documentation if selected.

If you do not have 4* rating or above or haven't applied for a rescore with your local EHO if your rating is lower than 4*, then please do not apply to the festival. Our local MCC EHO externally follows-up to double check all certification is present and correct. Any trader found not to have the relevant paperwork in place will be prevented from trading, and no refund will be issued against any paid pitch fees in this instance.

All traders offering ready to go food /drinks and samples to the public, including wine and drinks, must be able to provide a level 2 food hygiene certificate as per local MCC EHO guidelines and have this on your stand ready for inspection.

Electricity

Electricity requirement must be stated on the Application Form so that we can site you according to your needs if successful, and then confirmed on your Booking Form.

All electrical equipment (i.e anything with a plug) that you bring to use on site, must be PAT tested within a year of the festival (to expire no earlier than 19th September 2025).

Up-to-date certificates must be submitted via the Booking Form sent to selected traders and be available for inspection on site. It is a legal requirement under the Electricity at Work Regulations 1989 that all electrical appliances used in the workplace are inspected and checked. Un-PAT-tested electrical goods are forbidden.

Please ensure when ordering your power, you order what you require. Onsite charges for additional power is more expensive (25% increase on base rates), could delay you, and can create further issues for the organisers trying to draw additional power from nearby locations to stop outages. Our electricians are also extremely busy during the event and extra connections or power are therefore not guaranteed so please carefully select and pay for the correct amount in advance. *NB: any extra power ordered on the day will have to be paid for upfront before the power will be connected to you, and is not guaranteed.*

Please note that the use of generators is strictly NOT permitted, and any exhibitor found using one will have the generator confiscated until after the event and will be charged for an electrical supply at the higher rate.

Wifi

We will be working with *external* wifi contractors for the event again this year. You will be able to select whether you are interested in wifi options on the Booking Form, if selected, and the contractors will then contact you directly to discuss your needs, without obligation to sign-up, and to take payment. The public town wifi can become overwhelmed during the festival so we do recommend either sourcing your own wifi supply or signing up to the festival contractors wifi packages that best suit your needs.

Clean-Up Fee/Spillage Fee

Upon leaving the festival site during pack-down, you are required to notify your site manager who will then assess your area and ensure that you have left it clean and undamaged.

If you damage Festival stalls or equipment, stain the ground within your pitch, pour oil, grease or other substances into public drains, leave any rubbish or food debris on the site, or are found to be using any banned single use plastic (please see Sustainability Policy) on your stall, you will be required to pay for the cleaning or repair on the spot before you leave. Our accountant will issue a £200 fine which must be paid in cash. Failure to cooperate or pay will result in immediate blacklisting from future festivals and associated events.

(Please notify your site manager of any spillages or stains to your area upon your arrival to prevent being charged for an existing spillage/stain.) If additional costs are incurred that are not covered by the Spillage Fee, you will be liable for the additional costs for immediate payment. If such a fee is incurred, any future applications will be bound to an additional Spillage Bond cheque of £300, which will be required in advance of you being accepted to trade at the event. This cheque will be held unbanked until the end of the event when it will be returned at the discretion of your Site Manager providing the site is left clean and undamaged. This will also be taken into consideration in assessing future applications to trade.

We therefore strongly advise that you adequately protect the flooring of your pitch beforehand to prevent slippages and staining, and ensure your pitch is clear and clean before you leave the site, as this will be inspected post Festival and any potential damages or cleaning costs charged to you.

Stalls

- Traders must not place goods beyond the boundaries of their stall or pitch, either on the ground or hanging unless previously agreed with the Festival.
- There will be no sub-letting of stalls without prior consent from the Festival.
- Traders are required to co-operate with Site Managers, Security, Emergency Services, Council officers and all official organisations on site.
- The Festival does not guarantee to provide stall front walls. We recommend you bring spare tarpaulin or other suitable covering if you wish to cover your produce on your stall overnight, or in case rain is forecast.
- **If cooking over fire or open flame, you must provide your own fire retardant marquees and set-up with certificates. You will not be permitted to use a festival provided marquee** as these have been severely damaged in the past.

- All traders are required to display prominently on their stand full contact details: Business name, postal address and phone number, Covid safety measures, Allergens listing if applicable and if relevant to your business, their Food Hygiene Score/rating in compliance with Welsh Food Hygiene regulations.

Own stands/trucks/units

If applying to bring your own stand/unit or truck you will be required to supply a detailed build plan and adequate information including FULL dimensions detailing any tow hitches, door or hatch openings etc. You must also attach a drawing or plan (sketched or digital) on the application form detailing your stand set-up. Please include clear measurements and descriptions of how your stand/unit is secured (i.e straps, weights). You must have any relevant fire safety certificates and safety data.*

*This is particularly important if you are applying to cook over fire - we must be assured that you have the relevant fire safety measures in place. **You must use your own stand structure if cooking over fire or open flame, the festival will not provide a marquee for use over or near open flames.**

- Gazebo or light weight type marquee structures should be suitable of withstanding a minimum of 30mph wind.
- All self-build structures must be of sound construction, assembled in line with manufacturer's instructions and must be suitably braced and anchored.
- Fire-retardant information should be kept at the event and shown if requested.

You will be asked to provide a photo or more detailed sketch/drawing of your set-up if you are selected, before coming to site, and all up to date relevant safety documentation pertaining to your stand/unit. This will be checked by our Event Safety Officer in advance of the festival to mitigate any risks and make the set-up process as smooth as possible for all.

Trading hours

All traders are expected to be open and ready to trade at site opening times (9.30am for the Festival across both days;) and remain open until site closing times, 6pm for Saturday, (except for the Street Food Night Market which will stay open until 9.30pm) and 5pm for all markets on Sunday. The Castle has different timings for Saturday which will be confirmed after selection.

Set Up and Pack Down

Stalls can be set up from 6.30am across most sites on the day of trading. Some sites can be set up on Thursday 18th or Friday 19th September between 6pm – 10pm (or 3pm – 7pm for Lower Brewery Yard) but all of this will be confirmed nearer the time, if selected.

You will be sent a detailed Trader Info Pack with all site-specific details included if your application is successful and can contact us for further information closer to the event.

Vehicles may NOT be kept by stalls and must be off-site by 8.30am, before road closures come into play across both days for the Festival.

Pack down of stalls is NOT permitted before your site closing time (either 5pm or 6pm), on both days for the Festival. Please make sure you know your site's closing time in advance.

Electrical and gas equipment

All electrical equipment must be in good condition and have current PAT certificates. All gas equipment must be covered by an up-to-date gas certificate issued by a registered gas engineer (Gas Safety Register). These certificates are required to be submitted on the Booking Form and must be available for inspection by our Health and Safety officer at the event. If you cannot submit any of these documents on time, please contact us to discuss when they will be renewed.

Important update for all Gas Certificates

Your Gas Certificate is a mandatory requirement in advance of the festival to ensure your safe set-up. It must be in-date for the duration of the festival. Please ensure that your Gas Certificate has been inspected by a Gas Safe Registered Engineer who is authorised to certify catering units and set-ups - this is your responsibility.

We have had many gas certificates submitted that are not fit for purpose or legal due to this reason. These will be refused and you will need to be re-inspected by an authorised Gas Safety Engineer with catering credentials in order to trade. You can call the Gas Safe Register yourself to check this (0800 408 5500) quoting the name and registration number of the engineer on your Gas Certificate to verify. No refunds will be given for pitch fees if you fail to comply with these regulations and you will not be permitted to trade without a valid gas certificate.

Fire Safety equipment

Fire extinguishers are provided in each of the venues and markets, however, traders must provide fire safety equipment on their stands including relevant fire extinguishers and fire blankets, appropriate to their activities (if cooking you must supply your own fire extinguisher AND fire blanket). All fire extinguishers must be serviced within the last year with proof of this available for inspection by our Health and Safety officer at the event.

Alcohol sales

Traders selling alcohol require our Authorisation to Sell Alcohol. Authorisations are issued to those who will have a staff member present on the day holding a Personal Licence, and the agreement will require signing and returning in advance of the event. We require all alcohol sellers to display Challenge 25 posters, provided by yourselves. **TENS licences are applied for by the festival on your behalf. Please DO NOT apply for your own TENS as this affects the festival's licenses and causes administrative issues.**

* **Wet Sales** are classed as anyone who sells a range of alcoholic drinks by the individual serving (pint/cocktail/glass of wine etc) and will be required to pay the higher alcohol wet sales traders rate for your market by the pitch fee deadlines stated above. This is instead of an Alcohol Sales Fee as in previous years to simplify the system.

*If you wish to **operate a bar set-up with multiple & large kegs** (including 20lt, 30lt & 50 lt kegs) or if operating a full bar set-up within your stand (larger selection - more than 2

options at any time, multiple pumps etc..) please contact for a bespoke package, commission based or fixed fee as this is not covered under the general alcohol wet sales fee.

Dry sales (the selling of unopened/sealed alcohol for later consumption, except for small samples around 2oz max.) are permitted under the standard pitch fee for your market. An Authorisation will still need to be signed and returned for all alcohol sales.

Authorised vehicles

Once the event has opened there can be no vehicle movement within event sites or road closures. No unauthorised vehicles are to remain on site.

Refrigerated vehicles

If you need a supply for a refrigerated vehicle or unit that cannot fit within your pitch size, you will need to apply for a Chiller van hook-up on the application form and confirm details on the Festival Offer Form if selected, providing accurate electricity power details and full dimensions of the van/unit and wait for approval from the festival if selected. There is a £175 fee for Chiller van hook-up Fri-Sun (or £130 for Sat-Sun only). Consideration for noise levels and any disruption to local residents and businesses must be given at all times.

We have very limited space but will try to accommodate chiller van or chiller unit requests where space and logistics allow. Please be aware that this is not confirmed until you have received confirmation in writing. The Festival does not provide any back of house refrigeration facilities and does not hire these for traders.

Security

During Festival events there will be overnight security presence at all enclosed market sites. However, traders who choose to leave product or equipment on their stalls overnight do so at their own risk. Abergavenny Food Festival will not be liable for any loss or damage to any trader's property or produce.

Disposables and Sustainability

We will be updating our Sustainability Policy to adhere to the latest guidelines which will be included with the Info Pack if you are selected.

We always welcome suggestions and feedback from traders in regards to sustainability practices as we want to work together on this, so feel free to get in touch.

- The Festival is striving to further reduce all single use plastic across the sites, so plastic straws, plastic coffee cups, plastic bags and plastic condiments sachets are strictly not permitted.
- Polystyrene, single use plastic and other non-recyclables are NOT acceptable.
- Traders found to be using contraband single-use plastic disposables will incur a £200 on-the-spot fine, and may be asked to cease trading if they continue to use this after being asked to stop, and will not be selected to trade at the festival next year.
- Considering the impact of the festival on the environment, we have minimum sustainability standards that we ask all traders to comply with; all food containers, packaging, plates and cutlery etc, must be compostable. Bar glasses should be made from recyclable plastic. We appreciate your support in this.

Waste disposal and Recycling

Traders are expected to keep their surrounding areas as clean as possible throughout the event. Each trader will be supplied with bags and caddies as appropriate. Materials and waste will be collected from your stall regularly throughout the event by the Waste management company we work with.

Those who do not take advantage of these facilities and leave any rubbish, staining or food debris within their pitch area will incur our standard on-the-spot clean-up fee of £200, or more if costs exceed this amount.

Water

It is NOT currently possible to provide water connections to individual stalls, however there are hot water points and potable water points available on every site. Each site has a dedicated hot water point for use by traders. The Festival does not provide any hand wash facilities, it is essential that you bring your own to ensure best food safety and hygiene practices. Hot water is required for handwashing: thermo flasks and jerry cans with a tap are options - you must provide these yourself or hire/buy a manual or electric hot water hand wash unit.

Food Allergens

Food Business Operators need to provide information to consumers verbally, or through appropriate signage, if any of the declarable allergens are in food they supply or are in the ingredients used in the preparation of the foods they supply. This does not include these substances being present through cross-contamination, but care must be taken to avoid any cross contamination. Your supplier has a duty to provide you with information about products they have supplied to you, to help you comply with the regulations.

It is therefore Festival policy that every food and drink trader must display an allergen notice on their stall during the festival, either notifying customers of the allergens that may be present in their food or prompting the customer to ask staff about any allergens as a minimum.

The 14 allergens that should be declared are identified below:

Celery, Cereals containing gluten, Crustaceans, Eggs, Fish, Lupin, Milk, Mollusc, Mustard, Nuts, Peanuts, Sesame seeds, Soya, Sulphur dioxide.

Allergen information must be specific to the food, complete and accurate.

Food Business Operators must not refuse to provide allergen information on foods served nor give the wrong information on a menu or through verbal communication.

Data Protection

The information which you give on your application form will be used in accordance with the current Data Protection Act 1998. Other than the publication of your business contact details on our website, your personal and/or business data will not be passed on to anyone else; your information will be kept securely and will be kept no longer than necessary.

Behavioural Policy towards Festival Staff

Any hostile, aggressive, rude or threatening behavior towards Festival Staff and Stewards will not be tolerated by traders, speakers, guests or visitors, or from friends, family or acquaintances of traders, speakers, guests or visitors. Incidences will be reported to festival security and the local police where necessary. Any offending traders may be asked to cease trading and will be blacklisted from future events.

Refunds/Cancellation Policy

If you cancel for any reason at any time after being selected, other than for ceasing trading (with proof sent of this at the time of cancellation), any monies paid up to that point will be retained by the festival, except for services (power, chiller hook-up and tables etc..) which may be refunded back to you at the festival's discretion. This will also be taken into consideration for any future applications.

Timewasters (those who do not pay by the deadlines nor respond to emails, reminders and payment notices) will be blacklisted, so we urge you to please communicate with us and look out for our emails, which is the festival's main method of communication.

In the event of our EHO not supporting your application to trade due to a falsified hygiene rating or a score of under 4* being discovered, any monies paid up to that point will not be refunded. (50% of any services paid for may be returned at the festival's discretion).

The festival does not refund fees post event, except for any services that were unavailable on the day, i.e electricity or chiller hook ups, that can be verified by our electricians, or in the event of the festival weekend having to be cancelled by us or reasons beyond our control, whereby the festival will endeavor to reimburse fees in due course.

Please see Covid Cancellation Policy for details on rollovers and refunds should the festival have to cancel due to Covid and government restrictions.