

Terms and Conditions for stall holders at DOCA events

FEES, CHARGES & DOCUMENTATION

- On the day bookings are not permitted. In exceptional circumstances the DOCA Stalls Manager will take a cash only payment which will be charged at twice the advertised fee.
- You will not be allowed access to the site if you have not provided your safety documentation in advance.
- If a Stall holder does not show up on the day, or arrives on site having not completed DOCA's booking process, they may forfeit their right to a site on the day. In either instance, the booking fee will be retained by DOCA as an admin fee.

CANCELLATIONS

- If we receive your cancellation with more than 28 days' notice you will be charged a 75% administration fee
- If you notice us with less than 28 days' notice, DOCA will retain your full fee
- If, for any reason, the event itself is cancelled by DOCA, you will receive a full refund

GENERAL TERMS AND CONDITIONS

- Please take note of the arrival times in any final information provided by DOCA. We expect all stall holders to be completely set up before the market opens except in exceptional circumstances discussed with DOCA before the event.
- You will be signed in and allocated your pitch by our Market team.
- DOCA's decision on the site of stalls is made to maximise the enjoyment and accessibility for the general public and for your safety. This is particularly important if you are attending the Street Festival.
- DOCA's decision on the site of your stall is final.
- We expect stall holders to be respectful of our audiences and of each other. We will not tolerate rudeness or poor behaviour. Anyone behaving in such a manner will be asked to leave and may not be allowed back in future years.
- You are expected to keep the area around your stand tidy and clear of rubbish at all times. If excess rubbish is left on the site you will be refused a pitch in subsequent years.

DOCA is a charity and relies on your contribution for stalls for an essential part of its income.

Thank you

