

# Terms and Conditions for stall holders at DOCA events

## GENERAL TERMS AND CONDITIONS

- You must follow the DOCA application process:
  - Read updated information and Terms and Conditions.
  - Complete the application form.
  - A member of the team will contact you to know if you have been offered a pitch, on the reserve list or if your application has been declined.
  - You will then need to provide all relevant documents and payment by relevant deadlines to secure your pitch.
  - This applies to all stall holders for each individual event.
- Please note that being a past trader does not guarantee you a pitch.
- 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.
- Arriving late to an event may see you lose your pitch. Trading and set up time will be confirmed nearer the event date. Please see guide times
  - Devizes Street Festival Outdoor stalls
    - Arrival – 6:30am – 10am. Arriving after 10am means you will risk losing your pitch
    - Set up 10 – 11am.
    - Trading Starts – 11am – 9.30pm
    - Traders Pack Down – 9:30-10.30pm
  - Devizes Street Festival Indoor stalls
    - Arrive 8am – 10am. Arriving after 10am means you will risk losing your stall
    - Trade 11am – 6pm
    - Traders Pack Down – 6 – 7pm
- Upon arrival you will be signed in and allocated your pitch by our Market team. Your pitch location is non-negotiable. 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.
- Traders are expected to carry all relevant documents, certificates and information with them.
- We expect stall holders to be respectful of our audiences and to 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.
- We expect stall holders to follow our guidance on not using single use plastics and recycling.
- Stall holders are responsible for the safety of the products and service offering.
- Stall holders are responsible for their pitch, gazebo, and any other equipment that is used on the day.
- Stall holders 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.

- Electricity can be provided upon request mainly for Food Stalls. You will need to notify the team upon application and the additional fee of £10 per day will be added to your invoice.

## **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.
- Fees are expected to be paid via PayPal or by BACS payment.
- You will not be allowed access to the site if you have not provided your safety documentation in advance and carry this with you on the day.
- 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**

- To request your pitch cancellation this must happen 28 days in advance of the event. Please contact [production@docadevizes.org.uk](mailto:production@docadevizes.org.uk) 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 the event has to be cancelled due to unforeseen circumstances DOCA will email all traders, the email will be sent to the main point of contact listed on the registration form.
- If, for any reason, the event itself is cancelled by DOCA, you will be offered to rollover to the next DOCA event or receive a refund minus a £10 administration fee.

Thank you