

## **BOOKING CONDITIONS AND FREQUENTLY ASKED QUESTIONS**

**1. DO WE PROVIDE STALLS TABLES OR WET WEATHER COVERING?**

**YOU WILL NEED TO PROVIDE YOUR OWN STALL, lighting TABLE AND EQUIPMENT FOR TRADING**

**2. WHAT ARE THE SET UP DETAILS – ARRIVAL, PARKING, AND FINISH TIME?**

**YOU WILL BE SENT SET UP DETAILS 4 days prior to the event VIA YOUR E-MAIL ADDRESS**

**FOR MORE DETAILED INFORMATION PLEASE CLICK ON EACH EVENT ON THE FORTHCOMING EVENTS PAGE**

**3. STALL POSITION**

**YOU WILL BE NEED TO REPORT TO THE MARKET MANAGER WHO WILL SHOW YOU TO YOUR PITCH MANAGER. DIRECTIONS TO THE SITE WILL BE IN THE SETUP DETAILS E-MAIL**

**4. ELECTRICITY SUPPLY**

**Please click on particular event located on forthcoming events page for electricity details**

**5. WHAT DO I DO IF I HAVE NOT RECEIVED MY ID NUMBER?**

**IF YOU HAVEN'T RECEIVED YOUR ID NUMBER OR SET UP DETAILS PLEASE CONTACT JESS HOCKING, ADMINISTRATOR, [jessicahocking@blueyonder.co.uk](mailto:jessicahocking@blueyonder.co.uk) WHO WILL DEAL WITH YOUR ENQUIRY**

**6. CAN I TRADE FROM OR PARK MY VEHICLE BEHIND MY STALL?**

**ALL VEHICLES WILL NEED TO BE PARKED AWAY FROM YOUR STALL**

## **7. REFUNDS**

**SORRY – BUT WE ARE NOT ABLE TO GIVE REFUNDS. PLEASE CONSIDER THIS BEFORE BOOKING THE EVENT**

**8. CAN I HAVE THE SAME PITCH AS LAST YEAR? IF I HAVE TRADED WITH YOU BEFORE WILL I BE PRIORITISED FOR PITCHES?**

**WE VALUE ALL OF OUR PREVIOUS TRADERS THEREFORE WE WILL E-MAIL YOU ABOUT ALL FORTHCOMING EVENTS 3 TIMES AND YOU WILL BE GIVEN THE OPPORTUNITY TO APPLY EARLY. THERE WILL BE A CUT OFF DATE FOR THIS WHICH IS NOT NEGOTIABLE. PREVIOUS TRADERS WILL BE REQUIRED TO PROVIDE CONTACT DETAILS AND AN ID NUMBER WHERE POSSIBLE, WHICH EVENT YOU TRADED AT AND WHAT YOU SOLD. AFTER THE CUT OFF DATE IT WILL BE “FIRST COME FIRST SERVED” SO PLEASE APPLY WITHIN THE DATES PROVIDED TO AVOID DISAPPOINTMENT.**

**9. WHAT HAPPENS IF IT RAINS?**

**WE MAY ALL GET WET BUT THE EVENT WILL TAKE PLACE WHATEVER THE WEATHER – UNLESS WE INFORM YOU OTHERWISE**

**10. CAN I PAY MY PITCH FEE ON THE DAY OF THE EVENT?**

**NO. ALL FEES MUST BE PAID IN ADVANCE. ACCOMPANIED WITH YOUR APPLICATION FORM . WE WILL SEND OUT RECEIPTS AND ID NUMBERS VIA E-MAIL,**

**PAYMENT**