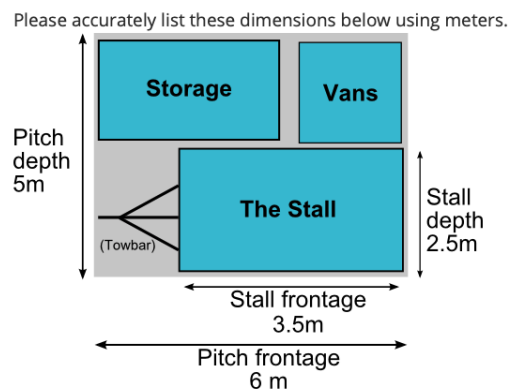




## VALLEY FEST 2024 TRADER TERMS AND CONDITIONS

### FOOD TRADER COSTS & TICKETS

- Valley Fest is a card only festival, run on a centralised till system. The income is paid to Valley Fest Ltd and then paid onto the trader. More details can be found below.
- £800 + VAT for a speciality food/non-alcoholic drinks trader pitch, up to 3m frontage by 10m depth. Please note, we are unable to guarantee a depth larger than 10m. Please contact us on [traders@valleyfest.co.uk](mailto:traders@valleyfest.co.uk) if you have this requirement.
  - Larger pitches will be charged £80 per additional frontage metre.
  - For example, a 5m x10m pitch will cost £960 + VAT
- When working out the size of your pitch, please include stall, storage, camping, towbars, guy ropes etc. Use the below diagram as a guide:



- Valley Fest will keep the following commission based on the gross income of your stall, minus your pitch fee:
  - 25% of your total takings, if your overall takings are over £10,000; minus your pitch fee.
    - Example: *If your takings were £15,000, 25% of this is £3,750. Valley Fest would pay you £12,050 and keep £2,950 - as you have already paid £800*
  - 20% of your total takings, if your overall takings are £9,999 or under; minus your pitch fee.
    - Example: *If your takings were £8,000, 20% of this is £1,600. Valley Fest would pay you £6,400 and keep £800 - as you have already paid £800*
  - Valley Fest will not reimburse any of the £800 pitch fee should your takings fall short.
  - Extra frontage, power and water will not be refunded, just the initial fee of £800.



- All revenue will be paid directly to Valley Fest & the remaining balance will be paid to you by Valley Fest within 21 days following the Monday after the festival.
- We recommend you get trader insurance to cover any potential losses in the event of cancellation.
- There will be space for one stock vehicle behind your stall. Whilst we allow camping behind stalls in the main arena; if space is tight then you may be asked to move into the staff only campsite.
- Your application will only be submitted once you have ticked the box on our booking form agreeing to these terms and have uploaded photographic evidence of your ID.
- Your application can only be submitted once you have uploaded the relevant H&S documents (further details below).
- Power is charged at £240 + VAT per 32A & £120 + VAT per 16A. All other power requirements will be charged on a case-by-case basis.
- A direct water feed is charged at £80 + VAT per stand per connection, anyone requiring a water connection will be contacted to discuss their requirements. Please note that water will be available from nearby standpipes as well. A sink with a 25mm connector must be provided by the trade stand.
- A standard pitch includes a maximum of 8 crew passes. It is your responsibility to issue these tickets or provide direct contact email addresses for your staff. Additional crew passes will be charged at £125 + VAT per ticket. Your crew will not get access to the site unless they have been issued with a crew ticket.
- Food traders will be confirmed by Valley Fest and you will be notified via email if we would like you to trade at the festival. Pitches will only be finalised once the pitch + services + environmental bond + additional ticket fees have been paid via BACS.
- All food traders will be required to offer an artist meal. All dishes on your menu must be available as an artist meal, Valley Fest will reimburse you £8 per meal. Meals will be redeemed against a voucher that must be saved and given to the Trader Manager.
- All food traders must offer a staff meal option, this doesn't have to be an exact menu offering and will be agreed directly with the successful traders. Meals will be redeemed against a voucher (different to the artist voucher) that must be saved and given to the Trader Manager.
- Food traders aren't permitted to serve coffee at their pitches



- Food & Drink pitches will be required to pay a £150 environmental bond in addition to their pitch fee. If the site is cleared to the approved standard, it will be returned to you by Valley Fest within 21 days following the Monday after the festival.

## **CARD ONLY**

In 2024 Valley Fest will be a “card only” festival, working with a centralised till system. This system will allow festival goers to pay for their purchases with any contactless bank card or device. The implementation of this system will allow Traders to know precisely their turnover, to solve the problems of cash floats and to eliminate the problems of cash theft during the festival.

Each Trader pitch will be provided with:

- Access to the cashless platform in advance that will allow you create a menu/price list and have a precise overview of your income.
- Menu items will need to be added to the platform 28 days in advance of your arrival, 31<sup>th</sup> July 2024. Support will be available to help you with this if needed.
- A POS Device will be provided to you, the number of which will be agreed with successful applicants. These will be programmed with the products you've previously submitted and will allow you to collect customers purchases during the operation. Each device has a value of £500 + VAT. In the event of a POS Device being damaged or lost, its value will be directly deducted from your revenue before it is paid back.
- Your revenue (minus commission) will be paid back to you in full at the end of the festival (up to 21 days following Monday 5th August 2024). You will have to provide an account number & sort code in order to have your revenue paid back. This payment will be carried out on the basis of the sales data present in the back office and an account statement that will be provided to you.

*NB: A final till system solution is yet to be confirmed by Valley Fest for the 2024 event. Once this has been finalised all successful applicants will be notified and the above maybe subject to reasonable changes.*



## **FOOD TRADER REQUIRED DOCUMENTATION**

All concessions will be required to comply with relevant food hygiene standards, which shall be subject to enforcement by the Local Authority (Bath and North East Somerset) Environmental Health Department.

All caterers must submit in advance of the show for review, appropriate paperwork that will include:

1. Local Authority Registration & Food Hygiene Rating
2. Documented Food Safety Management System
3. Food Hygiene Training or Written Health & Safety Policy
4. Written Health & Safety Risk Assessment
5. Employee Liability Insurance
6. Public Liability Insurance
7. PAT Certificates (if applicable)
8. Gas Safety Certificates (if applicable)
9. Names of persons competent to change LPG cylinders (if applicable)
10. Fire Risk Assessment (if applicable)

## **TRADING HOURS**

- Field 1
  - Thursday 3<sup>rd</sup> August CLOSED (no punter access)
  - Friday 4<sup>th</sup> August 09.00 – 03:00
  - Saturday 5<sup>th</sup> August 09.00 - 03:00
  - Sunday 6<sup>th</sup> August 09.00 - 02:00
  
- Field 2
  - Thursday 3<sup>rd</sup> August 12.00 – 03:00
  - Friday 4<sup>th</sup> August 09.00 – 03:00
  - Saturday 5<sup>th</sup> August 09.00 - 03:00
  - Sunday 6<sup>th</sup> August 09.00 - 02:00
  - Monday 7<sup>th</sup> August 0800 – 10.00

## **BUILD ACCESS**

- Limited vehicles will be allowed on site – please ensure you request pre-event crew & vehicle passes in our application form.



- Full siting information will be sent prior to the event. Stall location is allocated in advance by the Trader Manager. The Management reserves the right to reallocate stalls if necessary for operational reasons or if traders arrive late.
- Those trading in our 2<sup>nd</sup> Field (which open on Thursday 1st August) will be agreed in advance.
- Siting for traders in **Field 1** will be:
  - **Food traders:** Wednesday 31st July: 09.00 – 19.00
  - All build vehicles will need to be off site and set up completed by 8am on Friday 2nd August 2024.
- Siting for traders in **Field 2** will be:
  - Wednesday 31st July: 09.00 – 19.00
  - All build vehicles will need to be off site and set up completed by 11am on Thursday 1st August 2024.
- Please do not arrive outside of these times.
- One stock vehicle is permitted behind your stall. Support vehicle & staff parking will be in a designated car park. Please bear in mind we are an organic farm and we are actively trying to discourage the use of vehicles on site.
- Whilst power & water will be made available to you asap, it is not always possible to provide these the moment you arrive on site. Please bare this in mind when considering your stock & refrigeration.

## **FESTIVAL ACCESS**

- A limited number of vehicles will be able to access the festival site during operational hours. Each vehicle must be allocated a delivery pass.
- Delivery access is by advance request only and limited to one vehicle per trading pitch, the details of which must be provided in advance, including approximate date and time of access needed, car reg, colour and model.
- The delivery window is 7am – 8am during festival hours (Friday 2nd, Saturday 3rd & Sunday 4th August 2024.) Deliveries outside of these hours will NOT be allowed onsite.
- The speed limit on site is 5mph



- Please ensure that you have booked a large enough pitch to accommodate your trading vehicle and structure.
- No motorcycles or unlicensed off road vehicles will be permitted.
- Parking for delivery vehicles is in a separate area.
- All vehicles are brought on site at their owners' risk.
- Vehicle passes are non-transferable and must not be moved to any other vehicle.

### **TAKE DOWN / BREAK**

- In the interest of public safety, we cannot allow traders to close down their stalls while the venue is open to the public. Traders must not remove their external structure before advertised event hours have ended at 12pm on Monday 5th August 2024 and only once the Trader Manager has declared it to be safe, but internal de-rig away from the public line of sight is permitted after 01.00.
- DO NOT attempt to move your vehicle until it has been pre-agreed by the Trader Manager
- Gate access times:
  - **Field 1:** Access for breakdown will be from 8am Monday 5th August 2024. Your pitch needs to be vacated and left in the same state it was found by 12pm.
  - **Field 2:** Access for breakdown will be from 12pm Monday 5th August 2024. Your pitch needs to be vacated and left in the same state it was found by 4pm. Please note: there is no vehicle movement allowed in field 2 until after 12pm due to attendees exiting the site.
- Power & water will be disconnected at 12pm.
- In the interests of the organic farm, make sure you dispose of your waste appropriately. Not doing so will mean the forfeit of your environmental bond. Any cooking fat must be taken away with you. Waste water must be put in IBC containers in the Trader Wash-Up Tent and not poured on to the ground.

### **ENVIRONMENTAL POLICY**

- Single use plastics are not permitted to be sold on site (including water bottles & food containers), traders should use bagasse packaging for food, please get in touch with us if you need a provider.
- Staff should bring their own drinking bottles and/or mugs with them.



- Genetically Modified Oil (GMO) is not permitted due to its environmental impact. Please speak to us about alternatives if needed.
- A huge part of Valley Fest's ethos is to promote sustainable food production, because of this we will be asking all traders for information on their product sourcing. Raw meat, imported from outside the UK will not be permitted on site.
- Please also consider using Organic & Regenerative suppliers for your food. Our preferred suppliers from the Chew Valley (The Community Farm, Yeo Valley & The Story Butchers) will be in touch with their wholesale rates closer to the festival, if you are happy to be contacted.

## **GENERAL**

- No under 16s are permitted on site prior to 12pm on Thursday 3rd August. No pets (excluding support animals) are permitted on site at any time.
- Traders are responsible for setting up their own structure and equipment.
- Stall location is allocated in advance by the Trader Manager. The Management reserves the right to reallocate stalls if necessary for operational reasons or if traders arrive late.
- All stalls must be staffed and operational during event times. At no time will any trader be permitted to open late or close before the event closing time, without permission of the Trader Manager.
- All food traders must provide their own recycling/composting bins for their stalls. Those must be emptied into the bins provided by the event.
- The festival cannot accept responsibility for any loss or damages that may occur during the festival.
- No rebates will be given to traders as a result of adverse weather conditions, nor as a result of changes in performance programs or re-siting stalls within the festival.
- The festival will not accept responsibility for the level of trading during the event.
- Brought in generators are not permitted on site for health, safety and noise reasons.
- All gas appliances must comply with relevant regulations.
- Traders are not permitted open fires at any time. All structures will be checked by the Event Safety Officer for flame retardancy and stability.
- Unsuitable or unsafe structures will be required to be removed and no refund will be given.



- Traders are responsible for keeping the area in front of their stalls as well as the back of the stall tidy and free of rubbish.
- Wristbands must be worn by all staff at all times while on the festival site. No wristbands may be transferred.
- Traders are required to comply with the terms of the site licence.
- A copy of the festival licence will be held at the main site office.
- Traders must cooperate fully with Festival Security in any search of vehicles or stalls.
- Traders must comply with the general ticket sale terms and conditions. A copy of the terms and conditions will be held at the site office.
- An emergency access route will be established into each trading area of the main festival site, this must be kept clear of traffic and obstacles at all times.
- Traders are required to cooperate fully with the site management and affiliated authorities.
- Valley Fest and local H&S authorities will be monitoring stalls throughout the event.
- One camping/live-in space will be allocated per trader, but this should be included in your pitch parameters. All other staff must camp in the staff campsite.

## **INSURANCE**

- You are obliged to have Public Liability Insurance for no less than £5 million for Food Traders to cover any hazard or loss which may occur at the festival.
- If you have staff of 5 or more persons, including yourself, you must also have Employers Liability Insurance. Staff includes anyone paid or unpaid, managers and yourself.
- We will ask for a copy of your valid insurance certificate(s) along with the other health & safety documents. No trade pitch will be finally confirmed without insurance details. Failure to adhere will mean you will be unable to trade.
- Trader's liability and public liability insurance must be on display in stalls at all times.

**To accept these Terms and Conditions please tick the "Yes" box on the Application Form and upload a copy of your photographic ID.**





**By submitting an application, you agree to abide by the Festival's Health & Safety Site Rules. A copy of these can be found below.**

---

## **HEALTH & SAFETY**

### **SITE RULES**

1. Personal Protective Equipment (PPE), in the form of high vis and boots are required at all times until the site opens at 12pm on Thursday 3rd August.
  - Please note – During build/break, only YELLOW or ORANGE hi-vis that conforms to EN471 are acceptable, PPE must provide high visibility during hours of daylight as well as darkness. If you are not lifting, then at the very minimum Merrill style walking shoes or walking boots are acceptable. Trainers / pumps / shoes / flip flops / heels are not acceptable.
2. No one is to operate plant or equipment or carry out any other tasks for which they have not been properly trained. Proof of suitable training will be a prerequisite before any person is given authorisation to operate plant.
3. Persons observing unsafe equipment, unsafe acts or conditions, faulty plant or tools must report the fact to their supervisor and render such equipment inoperable, if it is safe to do so.
4. All site-wide safety signage and notices must be observed and obeyed. No warning signage can be removed without the consent of the Site Manager.
5. All incidents, near misses and accidents must be reported to Event Control as soon as possible.
6. All personnel must be aware of, and work in accordance with, their employers submitted safety documentation.

### **VEHICLE MOVEMENT**

1. Site speed limit is 5mph. Unless you are using the production track, a banksman must be in place before vehicles move around the site.
2. Once the event goes live, no vehicles are allowed on site, unless deliveries during the allotted time have been pre-agreed.
3. The entrance to the site will be manned by security personnel, who will check all vehicles onto the site. Please listen to and follow all instructions they may give you.
4. Once vehicles are within the site, they will be issued with a vehicle pass by security or Box Office.



5. When walking around the site, staff should be aware of drivers' blind spots and stay in pedestrian areas as far as possible.
6. If vehicles have a flashing beacon, this should be used when driving around the site. Hazard lights should not be used for this purpose. Hazard lights are for indicating your direction of travel.

### **DRUG & ALCOHOL FREE POLICY**

1. No one is permitted to work on site under the influence of alcohol or drugs.
2. It is also expected that your behaviour, with regard to the use of alcohol after work hours, will not compromise your ability to perform your work safely and effectively at your next shift. This rule is non-negotiable and must be strictly adhered to. Any person found to be in breach of it or not fit for work will be asked to leave site.

### **KEY HAZARDS**

1. **WORKING AT HEIGHT:** Staff are reminded of duties under the Work at Height Regulations 2005 which must be complied with.
2. Working at height includes, but is not limited to, the following:
  - Ladder Work,
  - Scaffold Towers,
  - Mobile Elevated Work Platforms
  - Working on Steel Deck/Staging platforms
  - Truss Work
  - Working in the vicinity of deep ground trenches / cellars / silos
3. When working at height all staff must ensure that:
  - Work at height is avoided where possible
  - All work at height is properly planned and organised
  - Those involved in work at height are competent
  - If appropriate, a harness must be worn and the wearer must ensure that it is clipped off to a secure and suitable anchor point
  - Appropriate precautions are taken when working on or near fragile surfaces
  - The risks from work at height are assessed and appropriate work equipment is selected and used.
  - The risks from fragile surfaces are properly controlled and equipment for work at height is properly inspected and maintained.
  - A suitable emergency evacuation procedure is in place.
  - Work equipment or other measures are used to prevent falls where they cannot avoid working at height; and where they cannot eliminate the risk of a fall, use work equipment or other measures.
  - The distance and consequences of a fall, should one occur, are minimised where possible.
4. **LADDERS**
  - Ladders should only be used for short term work
  - Staff must ensure that a ladder is the correct piece of access equipment for the job by considering the time frame and reach needed



- Staff must ensure that the ladder is set up on even ground, extended fully with the support beam correctly lowered
  - Staff must never stand above the second from top rung, or have a foot either side of the apex
  - Staff must ensure that the ladder is not installed next to trailing cables, rope or anything which could threaten its stability
  - Only one person should work on a ladder at a time
  - Whenever possible a second member of staff should foot the ladder
  - Staff should never work outside of their reach when using a ladder
5. **SLIPS, TRIPS AND FALLS:** Due to the nature of the event, a large amount of materials, tools and cable will be around the site and on the ground during the build/break. To minimise the risk of slips, trips and falls all contractors must ensure that:
- Their work area is kept clean and tidy
  - Cables are covered or taped down as soon as possible
  - Tools and materials are stored away from main access routes
  - Spillages are cleaned up immediately
  - They are vigilant for any items on the ground when moving around the site in vehicles
  - Your pitch should be left in the condition you found it
6. **ELECTRICITY:** Only qualified electrical staff from the power company are permitted to work on electrical systems.
7. Please report any faults or defects to the Production Team immediately.
8. **MANUAL HANDLING:** Manual handling is one of the most common causes of absence through workplace injury and so individual risk assessments and method statements must be provided by each trader/contractor.
9. When undertaking manual handling ensure that you:
- Use mechanical means or trolleys whenever possible
  - Minimise carrying distances, especially if the task is regularly repeated
  - Avoid tasks which require twisting whenever possible
  - Never lift anything outside your capabilities
  - Always ask for assistance when lifting especially heavy or large items
  - Wear gloves to protect against sharp edges or splinters

### WELFARE

1. **FIRST AID:** Traders should provide their own first aid kit and a person responsible for administering it, where possible.
2. The First Aid Tent can be found near to the site entrance. This will be operational from 12pm Thursday morning until 12pm Monday.
3. The nearest A&E department is **Bristol Royal Infirmary, Marlborough St, Bristol BS2 8HW**
4. Please ensure all first aid incidents, including near misses are reported to, and recorded by, Event Control.



5. **FIRE SAFETY:** During live days, when you enter a new venue for the first time, please make a note of the emergency exits and the clearly signposted fire points. Exits are signposted with the green running man. If you hear the alarm (air horn) or an emergency announcement please leave the venue safely and calmly through one of these exits.
6. Please ensure that your pitch includes suitable fire safety equipment. This will be different depending on your stand requirements.
7. Never attempt to fight the fire yourself, unless you have been properly trained to do so. **Please listen out for instructions during an emergency announcement.**