

# Marketplace Vendor Guidelines and Agreement

## **YOU ARE PROVIDED WITH:**

Each vendor area is marked to outline the allotted space. Your display must be contained within this space. Tables and chairs can be picked up from the Foundation office at 8:30am and returned at 4pm.

### **Full Unit:**

- 4 cabinets, 2 shelves for storage, 2 Murphy tables (size: 6' each), 1 chair and 2 x 4' portable tables.
- If you do not use the portable table provided you may bring a **maximum of 2 x 6' tables of your own.**
- 2 electrical outlets and capability for a telephone hook up.

### **Half Unit:**

- 2 cabinets, 2 shelves for storage, 1 Murphy table (size: 6'), 1 chair and 1 x 4' portable table.
- If you do not use the portable table provided you may bring a **maximum of 1 x 4' table.**
- 1 electrical outlet and capability for a telephone hook up.

## **SET UP & PARKING:**

All vendors must be set up at 9am **sharp** and ready to conduct business. Vendors who are late 3 times will be charged \$50.00 and any offences thereafter will result in removal from the program.

- Monday to Friday 9am – 4:30pm
- Saturday and Sunday 11am – 4:30pm
- Holidays Closed

**Parking** is the responsibility of the vendor. Pay parking is available in the Allen Street lot adjacent to Keary Street. Please **do not** park illegally in or around the emergency entrance to unload your products. A waiting / loading area is located at the Main Entrance (enter off Columbia St. between the hospital and the Sherbrooke Centre).

## **CANCELLATIONS**

- 5 full business days (Monday to Friday) are required to cancel a booking. Vendors cancelling with less than 5 full days notice will be charged \$50.00. Cancellations on the day of booking will be charged the full booking fee.

## **FEES & PAYMENTS:**

Your bookings at the Marketplace help us meet our annual fundraising goals and contribute to the overall success of RCH Foundation. All donation payments are due in advance of or on the day of sales before noon.

The year-round weekday donation payments are as follows:

- Full Unit \$110.00/day
- Half Unit \$55.00/ day.
- Full Units \$80.00/ day (Weekends and Holidays)
- **EXCEPTIONS:** December 24 to the first week of January and the month of July will be discounted. The appropriate fees will be announced a month before their effective date.

## **BOOKINGS:**

Vendors may book space 12 months in advance. Vendors who have been with the program

- Over 3 years are allotted up to 3 weekday showings a month, excluding weekends.
- 2 years are allotted 2 weekday showings a month, excluding weekends.
- Less than 1 year will be allotted up to 1 weekday showing a month, excluding weekends.

The Foundation reserves the right to cancel any vendor at any time.

## **GUIDELINES:**

### **All vendors and their staff agree to abide by the following rules:**

- No scented products are to be worn or sold, this includes lotions and candles unless properly packaged, as we are a scent free zone.
- No latex balloons, fresh flowers, revealing clothing or items depicting violence can be sold or displayed
- No direct soliciting.
- Cellular phones may be used only with the ringer on vibrate. Conversations must be conducted outside of the Marketplace and Lobby areas.
- Vendors must bring their own float for the day; no change will be given out by the Cashier, Gift shop, Coffee shop or Lotto booth.

### **Vendors and or their employees agree to:**

- Underwrite all costs associated with their products. Royal Columbian Hospital Foundation will not incur any costs.
- Demonstrate courtesy, respect, honesty and fairness to customers, other vendors and staff of the hospital in all interactions.
- Ensure customer satisfaction by providing full refunds, exchanges, credit notes within a reasonable time frame.
- Staff the vendor tables at all times. *Family members* including children or friends are not permitted to loiter in the Hospital Lobby.
- Adhere to and support the decisions made by the Marketplace Program Coordinator and other senior staff.

### **Marketplace vendors will exhibit high standards of personal integrity and professional conduct. The following will not be tolerated:**

- Profane, disrespectful, insulting, intimidating or abusive language or actions
- Arguments, outbursts of anger or violence with other vendors or hospital or Foundation staff
- Negative comments about other vendors or the Marketplace program

In the event a vendor fails to comply, RCH Foundation will terminate its relationship with the vendor.

## **SHOWCASING:**

Please use the fixtures and display materials provided in the unit.

The following **oversized** items are **not** permitted:

- Tables, shelving units, counter extenders, racks or any display tools that may block walkways or limit visibility of another vendor's display, or space.

Vendors must stay within their allotted space.

**Lights** must be angled directly on the products. They must not shine upwards and / or outwards to disturb people passing through the lobby.

**Tablecloths** should be clean, hemmed and fall to the floor. No packing boxes should be visible.

### **Display Signs**

- Signs must not be hand-written.
- Signs cannot be taped or hung from the cabinets.
- Any signs deemed unacceptable will be immediately removed

## **PRODUCT LINES:**

**Only merchandise that is stated in the vendor's application may be offered for sale at the site.** New products must be approved by the RCH Foundation prior to being offered for sale.

Any merchandise found on site that contravenes the application or is deemed unacceptable will be removed, including:

- Any merchandise of an offensive or questionable nature, and counterfeit and illegal goods
- Any vendor in breach of this contract clause will be removed from the vendor program immediately.

## **Acknowledgement of Agreement**

I, \_\_\_\_\_, hereby acknowledge that I have read and fully understood the Royal Columbian Hospital Foundation Marketplace Agreement and I agree to comply with the provisions and terms and conditions of this agreement.

**VENDOR (please print clearly)**

Company Name \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name \_\_\_\_\_ Phone: \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

~~~~~  
**FOUNDATION USE:**

Signature of Program Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

**Feroza Jamal - Program Coordinator, Royal Columbian Hospital Foundation.**

**\*\*\*This agreement applies to any future dates scheduled.**

Please forward your completed agreement to Feroza Jamal by e-mail, mail or fax:

Royal Columbian Hospital Foundation - Health Care Center Lobby  
330 East Columbia St. New Westminster, BC V3L 3W7  
604-520-4439 (fax) or email: feroza.gova@fraserhealth.ca