

Vendor Manual

The 9th Annual Kelowna Wellness Fair

November 2-3 , 2019

Show Management

Shara Mendoza – Show Producer 250-864-2838

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Show Location

The Parkinson Recreation Centre

1800 Parkinson Way

Kelowna, BC

Phone: 250-469-8800

Fees

Booth space fees are as follows:

Apple Room: 8' x 8' Booth \$395.00 +5% GST (\$414.75)

Orchard Room (Sunday Only): 5'X7' Booth \$130 +5% GST (\$136.50)

Vendor Booth Space

Apple Room:

Each booth space is 8' x 8' and includes short booth dividers, 2 table chairs, 8' table, and an ad on our website for one year. Access to electricity (bring an extension cord) is also included.

Orchard Room: (Sunday Only)

Each booth space is 5'X7' and includes 2 table chairs, a 6' table, and an ad on our website for one year. There is access to electricity (bring an extension cord).

Show Schedule

Vendor Move-In

Vendors may move in Saturday morning before the fair begins, from 7am until the show begins at 10am. We ask that all vendors be fully set up by 10am when we open the fair to the public.

Saturday November 2, 2019 7:00am – 10:00am

Show Hours:

Saturday	November 2, 2019	10:00am – 5:00pm
Sunday	November 3, 2019	10:00am – 4:00pm

Vendor Move-out

Sunday	November 3, 2019	4:00pm – 6:00pm
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Booth Sharing

Sharing a booth with another vendor is permitted. Vendors must request approval in writing, so that we can ensure there is no conflict of interest with other vendors.

Subletting

Subletting space is prohibited. The vendor shall not assign, sublet or apportion the whole or any part of the space allocated by show management to the vendor. The vendor will not share their space with another company without the approval of show management.

Payment Policy

Upon receipt and approval of registration, show management will confirm approval via email and ask for a \$100.00 deposit. Payment of the deposit is due within 7 days of receipt. The remaining balance of the booth space MUST be paid by October 2, 2019. Invoices can be paid by credit card, PayPal, cheque or by e-transfer.

If balances are not received by both of payment deadlines listed, vendors waive all rights to the space contracted and show management will not guarantee space at the Kelowna Wellness Fair.

Payments are non refundable after October 2, 2019. Exhibitors must withdraw by October 2, 2019, or will be required to pay all booth fees regardless of attendance.

A late fee of \$40 will be applied to booth fees not paid by October 2, 2019.

Show management reserves the right to decline an application, and will reimburse all fees including the deposit in this case.

Cancellation Policy

Booth space must be cancelled in writing. DEPOSITS ARE NON REFUNDABLE. If cancelling before October 2, 2019 full payment of the remaining balance paid (less the \$100.00 deposit) will be refunded. No refunds will be granted after October 2, 2019. If the vendor fails to occupy the booth space without notice he/she will be liable for 100% of the total contracted space costs.

If a shared booth is cancelled before October 2, 2019 payment will be returned minus the \$100 booth deposit.

Show Hours

Booths must be attended during all show hours by at least one representative of the company. It is the vendor's responsibility to keep its area clean and orderly throughout the show and to ensure it is ready for opening at the time the show opens each day. Please note that the show is from 10am-5pm Saturday and 10am-4pm Sunday (Nov. 2-3, 2019).

Booth Advertising

Exhibitors are required to exhibit the products and services agreed upon when they registered, and must notify show management if they change their display to reflect another business. There are several popular brand-name companies that we only let one representative showcase. If an exhibitor showcases a popular product without telling show management, they may be asked to remove that part of their display. This is to prevent exhibitors who register and pay to showcase a particular brand from having to compete with their own product for sales and exposure (ex. Arbonne, Young Living, Monat, etc.)

Licensing and Permits

It is the vendor's responsibility to abide by all bylaws in place by the City of Kelowna and to follow any rules set in place by the Parkinson Recreation Centre.

Show Management Liability and Vendors Insurance

Vendors are encouraged to insure their exhibits, merchandise and display materials against theft, fire, etc. at their own expense. Neither the exhibit facility nor show management will be responsible for:

- (a) Any loss, damage, theft or destruction to any goods, equipment or any other property belonging to the vendor in storage, in transit to or from the exhibit building, or while in the exhibit building for any loss of income as a result of any reduced sales due to loss or damage;
- (b) Any damage or injury suffered by the vendor or his servants or agents or by any other person;
- (c) Any loss, damage, injury, or cost whatsoever suffered by the vendor by reason of any change in the date time or place of Exhibition or the abandonment thereof. All property of the vendor will be deemed to remain under the vendor's custody and control in storage, in transit to or from, or within the confines of the exhibit hall.

The vendor shall be liable for and will indemnify and hold harmless show management and their respective employees and agent from any liability, causes of action, claims, demands, or proceedings whatsoever, whether by common law or statute, arising out of or in any way related to the vendor's participation at the show and/or the vendor's products and/or services. If show management should be prevented from holding the show by any cause beyond their control or if they cannot permit the vendor to occupy its rented space due to circumstances beyond their control or if they cannot control including, but not limited to, strike, fire, civil disobedience, inclement weather, lockouts, acts of God, and suppliers, show management shall have no further obligation or liability to the vendor. Any contractual agreements made between the vendor and any supplier shall be between those parties and show management shall not be a party thereto nor incur any liability on behalf of any one in such contractual agreement.

General Show Area

All lobbies, corridors, aisles, restrooms, food and beverage concessions, and special assembly rooms will be considered as general show areas to be used for the movement and flow of the public and/or for their entertainment and convenience. No vendor will be permitted to use these areas for the display or distribution of products, services or their attendant literature. Exhibitors are forbidden to stand in the corridors in an attempt to engage with customers; they must do so only in their booth. Aggressive tactics such as touching, calling out to, or blocking guests' paths in the corridors is forbidden. Before the fair begins, show management will walk through the show area to ensure vendors are not encroaching on general areas. Show management reserves the right to ask any offensive material be removed from booth displays, any large signs that

encroach on other booths, loud music, powerful scents and anything that is not for the betterment of the show as a whole or detracts from another booth.

Power, Lighting and Internet

WIFI is available at the show and the information may be obtained from management at the Welcome Desk (just inside the main hall). Show management will also be posting login information on the main entrance doorway of the Apple Room.

For power, there are outlets along the outside walls, and power banks in all of the inner pods. We ask everyone who requires power, to **bring an extension cord**, and all vendors are to share any outlets that are in their booth. The outlets have a child-proof cover on them which show management can help you with if yo

Please note that the lighting at Parkinson Rec is dim. We encourage you to bring a lamp or lighting should you require a brightly lit display.

Parking

Vendors can enter through the main front entrance, or the side hallway entrance (far right side of the building). For those with large items to unload, there is temporary parking and double doors around the back of the Apple Room. After loading in, we ask that vendors park as far away from the building as they are comfortable walking to allow attendees to park close. If you are loading through the front entrance, please do not block the bus loop with your idling vehicle. If you are parking at the far right side of the building, please do not park in the 'Staff Only' parking stall.

Please note that you can only enter through the side door or loading zone until 8am, at which point the main front doors are unlocked.

Accepting Payments at show

An ATM will be at the event for the convenience of vendors and attendees.

If you are not setup to accept Debit or Credit Card payments, we will be providing one (1) ATM cash machine which will be available to attendees. Another option would be to obtain a SquareCard. SquareCard is a fantastic alternative to mobile credit card devices. They provide an

easy to use card reader that inserts directly to your smart phone, and has reasonable rates comparable to PayPal. For more information, please visit <http://squareup.com/ca>

Miscellaneous

The vendor expressly agrees to be bound by all terms, conditions, and specifications herein listed and by the rules and regulations established by show management from time to time thereafter modified, and expressly agree that this contract and such rules and regulations contain the entire agreement between the parties hereto and supersede and prior agreement.

Vendors who do not provide exchanges or returns of products must display this clearly at their booth. All vendors must have a way for customers to follow up by providing contact information if it is not easy to find online.

Vendor/Show Promotion & Additional Marketing Opportunities

Welcome Bags:

In order to lessen our environmental impact, we will be providing bags that guests can choose to take at the welcome table. We will have baskets of samples that guests may choose if they wish. Also, we will have stacks of coupons and information (\$100 fee to place your paper products here) that guests can select.

Show Directory:

We will be handing each guests a printout of the floorplan, with your business name listed. We will place an arrow pointing directly to our Sponsors booths, with a brief write-up. You may ask to have your booth showcased, if you are providing a service or activity for guests.

Social Media:

We try to include all of the vendors at least once in our weekly Facebook and Twitter updates. If you have news to share with our audience, simply email me a photo and your update and we will share it. We will also email all vendors a Kelowna Wellness Fair logo to share on their social media sites two weeks prior to the fair.

Sponsorship:

Sponsorship packages are available for vendors wishing to have their logo on our homepage, posters, magazine ads, newspaper ads and more.

Prize Table:

Exhibitors may contribute a prize to the prize table for added exposure. This will allow your company name (and any products provided with the prize) to be viewed by guests as they arrive. Show management cannot provide contact information of prize winners to the exhibitors, due to privacy issues.