



LITTLE
HUMMINGBIRD
EVENTS

EVENT BOOKING TERMS & CONDITIONS

Updated 15th MAY 2024

BOOKING INFO & PROCEDURE

- Bookings are ONLY accepted by email or by completing the web form. Bookings by message, social media, or any other communication will not be accepted.

- We would advise not booking more events than you can commit to. Traders who commit to attending events and then drop out later will run the risk of having bookings cancelled without notice (see below)

- You may email bookings to - mark@littlehummingbirdevents.co.uk or nicola@littlehummingbirdevents.co.uk

- At the time of booking the trader must provide all relevant information in regards to

- Business Name
- Details of what they will sell on the day
- Confirmation of having their own gazebo or other setup e.g. Trailer, Horsebox (for outdoor events)
- The size of your gazebo, trailer, horsebox, or other setup
- Any requirement for power (see below re bringing a generator)
- Details of any other requirements the trader will need to trade

- Upon receiving notice of an event, we will contact the trader to confirm the booking(s) or to obtain further information usually within 48 hours but may take longer at busy times.

- As of 2024 there is now a £10 per event non-refundable deposit payable at the time of booking to secure pitches. Please see the section 'Deposits' for more info.

- Please be advised that ALL our venues DO NOT allow petrol generators to be used on site. Diesel generators ARE accepted. Most other sources of power are accepted but please advise us at the time of booking what your power source will be. These do vary considerably so please check with us.

- Some venues do not provide a source of electricity, or have limited access. Please check this with us.

- For legal reasons we are not permitted to let you sell items with wording or imagery that may offend, this includes but is not limited to - profanities, sex, or extreme political views - if you are unsure about a product - take a quick photograph and email us.

- If you trading as a bar or selling alcoholic beverages, you will be required to arrange a TENS to be able to trade. Obtaining the TENS (Temporary Events Notice) is the sole responsibility of the trader. Please ask us for the position (approx) of your trading pitch as this will be likely requested by the council. Some council's require more info than others. Please initially check with us that you require one before obtaining the license. Once licences are received, please email the TENS license to nicola@littlehummingbirdevents.co.uk. Please carry a copy on the day of trading.

- Once a booking is confirmed the trader is then obliged to inform us immediately of any reason why they cannot attend the event in the future. This will allow us to release their pitch and contact a suitable replacement trader from our waiting list.

- If a trader fails to inform us of their inability to attend an event through lack of communication on more than 3 occasions, we may remove all future bookings without notice.

- Please note - Whilst we do like to offer choice, we do have to limit the amount of similar traders which take part. Due to this, we may not be able to offer available pitches to traders of some popular products e.g wax/candles, Bakery items, or very specific products e.g. Avon, Body Shop, Usborne Books etc

INVOICING AND MAKING PAYMENTS

- Pitch fees are not required until around 6-8 weeks prior to the event date, this may be sooner in some instances but we will advise you of this as soon as possible.
- A few days prior to invoicing for full pitch payment, you may be sent an email to advise that invoices will be sent out shortly. You will also be asked if you still wish to attend the event. Failure to inform us that you no longer wish to attend the event prior to receiving the invoice will be noted and may lead to bookings being removed from future events as noted in the 'Booking Procedure' above.
- Payment of the pitch fee is payable on receipt of the invoice. If you cannot make payment within 7 days, you **MUST** advise of this. Where possible, we will allow extra time to make payment should this be required. Invoices sent to traders within 1 month of the event are payable within 48 hours to secure pitches.
- Payments which are not made within 7 days (where no extension has been noted) will be released to any traders waiting on the 'waiting list' in the first instance and later to new enquiries. Any deposits paid will be lost.
- Upon making payment, we will aim to send you a receipt within 24-48 hours.
- Payments **MUST** be made by bank transfer **ONLY**, our details will appear on the invoice. We do not accept cash on the day of the event. When making payment please use the invoice number as a reference, this cuts down on confusion when multiple invoices are sent and/or when payment is made by a 3rd party.
- If you have any problems making the payment into our bank, please let us know asap.

BEFORE THE EVENT DATE

- Approximately 1 week before the event date we will send out the 'On the Day' trader info, this will advise of venue address, arrival times, setup, parking, and anything else you will need to know to trade on the day. This info will vary by event and by venue. It is the responsibility of the trader to read the information carefully so they are fully aware of what to expect on the day. Failure to adhere to information contained in the 'On the Day' trader email may lead to a trader being removed from future events.
- If you have any questions relating to any information provided prior to the event, you must let us know as soon as possible so we can advise you further.
- If a trader cannot attend an event due to illness or any other reason before the event date, they **MUST** let us know as soon as is practically possible. At this point, we may offer a refund or transfer of pitch fee. More info on this is in the Refunds/Transfer section.
- In the rare instance where an event is cancelled due to unforeseen circumstances e.g. weather. We will notify traders as soon as we are aware of having to cancel an event. We cannot be held responsible for cancellation of events where the circumstances are out of our control, or where the decision has been made by the venue.

TRADING ON THE DAY

- As mentioned in 'Before the Event Date', we will send out detailed 'On the Day' trader information which will advise (in addition to other information) of the following -
 - The address of the venue
 - The times for setup
 - What to expect at arrival
 - Health & Safety Information
 - Contacts on the day
 - De-rig procedure
 - What we expect from you
- A standard pitch space is 3m x 3m for a gazebo OR where the event is indoor, 1 x 6ft table unless extra space has been paid for or advised of and been agreed **BEFORE** the event. Indoor event space is limited and therefore 'U' shapes and 'L' shapes of tables are **NOT** allowed. We may allow 'double depth' at **some** venues (not all). Space allowed for trading will be confirmed, if you are unable to trade within the confirmed space you must let us know.

- Traders will **not** be provided with additional pitch space on the day of the event. Please do not bring more stock than you can fit in the confirmed pitch space.
- We will not accept 'garden' style or multiple part gazebos for health & safety reasons. These are not sturdy enough to withstand wind gusts. All gazebos **MUST** have suitable weights on **EACH** leg of their gazebo. This is again a health & safety requirement.
- If you are a trader who will be trading from a horsebox, trailer, or other setup your pitch space will be relevant to the dimensions you gave at the time of booking.
- If relevant, food hygiene ratings must be prominently displayed. A copy of this should be sent to us prior to trading.
- Relevant PLI is required to take part at our markets. A copy must be sent to us and be carried with you at the event.
- If you are a candle seller you must ensure that upon booking an event all of your CLP information should be supplied to LHB by email immediately – anyone failing to provide this before the event will be removed from the event.
- All electrical equipment must be PAT tested and adhere to all other relevant safety standards.
- The trader is responsible for ensuring that all equipment and power sources used during trading are safe. They must also ensure that staff are trained on it's safe use, including what to do in an emergency.
- The trader is responsible for reading this information **BEFORE** attending the event and should be aware that information may change for each event, or more specifically for each venue. We are not responsible for any problems that arise through failing to read the provided information.
- By reading the information and attending the event, you agree to abide by the information as set out.
- Our team are happy to assist you with setup and de-rig (subject to being available). If you require assistance, please ask. Please note, our team are not responsible for any breakages or damage to equipment, whilst assisting.
- During the day, some of our events team will usually remain on site. Should you have any questions or have any problems during the event, please contact one of the team who will be happy to assist. At most events there will also be staff from the venue who can also be contacted should you require help.
- Failure to adhere to instructions given by our, or the venues own event team may result in a trader being removed from the event and/or all future bookings being cancelled without further notice. We will also make note of traders who do not follow instructions, are rude, or think that rules do not apply to them. Should this behaviour continue or become 'normal' we will cancel all future bookings without notice.
- Most events are due to finish at 4pm, this means that you will be required to be able to trade until that time regardless of how busy the event is. Packing up your stall early gives a bad impression of us, the event, and the venue and this will not be tolerated. Your stall should remain **FULLY** setup until 4pm (or any other finish time as specified on the trader info) unless you are told to pack up by one of the event staff, you run out of stock, or have an emergency and need to leave the event early. In **ANY** case you **MUST** contact one of the event staff to inform them of your need to leave. Where a trader does not comply, we will remove future bookings without notice.
- We may on rare occasions end an event early, due to circumstances beyond our control, e.g. weather. if this is the case you will be advised of this as soon as possible. Should an event end early due to circumstances beyond our control, we will not offer any refund of the pitch fee or any transfer to another event.

REFUNDS/TRANSFERS

- We will only allow refunds of the pitch fee in the following instances -
 - Where the event has been cancelled **BEFORE** the event date (deposit included)
 - Where we have been told of non-attendance 14 days or more before the event date (deposit not included)
- We will only allow transfers of the pitch fee in the following instances -
 - Where the event has been cancelled **BEFORE** the event date
 - Where we have been informed of non-attendance **WITHIN** 14 days of the event but not within 7 days
- Where a trader informs us of non-attendance **WITHIN** 7 days of the event start time, no transfer or refund will be given.
- Where a transfer is given, any difference in pitch fee at the transferred event must be paid by the trader.

- Once a transfer has been made, there is no entitlement to a refund later. The pitch fee can then ONLY be transferred to another event. We may restrict transfers to another event where we already have several other transfers, or where we are unable to provide this due to the event being in collaboration with another organiser.

- All transfers must be taken within that years event dates, they cannot be carried over to the following year except where a transfer is offered in Nov/Dec or where there are no available events to transfer to e.g. due to sell outs.

- Where a refund is allowed, we will aim to refund the pitch fee to your bank account within 72 hours. We cannot be held responsible for delays in receiving the refund caused by your, or our bank.

- A trader must provide their banking details by email to nicola@littlehummingbirdevents.co.uk. Details sent to ANY other email address, or in any other way e.g message may not be received or actioned upon.

- No refunds or transfers will be allowed if a trader leaves an event early for ANY reason including, but not limited to, low footfall, weather, pitch position, or for any other reason beyond our immediate control.

CANCELLED EVENTS/INCLEMENT WEATHER

- We have the right to cancel any event at any time.

- We will endeavour to inform participating traders as soon as possible of any cancellations. In most cases, the reason for any event cancellation close to an event date is due to (but not limited to) weather. We will keep a close watch on any inclement weather which may affect an event in the week leading up to the event date.

- Where a decision to cancel an event is made, we will email all participating traders as soon as possible. It is the traders own responsibility to keep an eye out for updates to events they attend. After emailing all participating traders, we will announce the event cancellation on our website and social media if the event is cancelled within a month of the event. Should a cancellation occur for an event more than a month away, we will only inform participating traders of this cancellation due to not promoting the event to the public.

- Pitch fees for cancelled events will be subject to the rights given in the section 'Refunds/Transfers'

- Should a trader (who has paid the pitch fee) drop out of an event PRIOR to an event cancellation, they will not be entitled to ANY transfer/refund. In this case, the event will have been deemed to have gone ahead as normal and the pitch fee will be subject to the rights explained in 'Refunds/Transfers'.

- A transferred pitch fee from another event can only be transferred again should an event be cancelled. Refunds will not be allowed once a pitch fee has been transferred due to the traders own request from a previous event.

- Where a trader cannot attend an event due to inclement weather (e.g. snow) but the event still goes ahead, the trader will not be entitled to any refund or transfer of the pitch fee.

DEPOSITS

- Non refundable deposits are now required for ALL events in 2024 except events held at The Packhorse Centre.

- A £10 non-refundable deposit per event is payable at the time of making a booking to secure all pitches.

- Where a deposit remains outstanding after 7 days, we reserve the right to remove the booking.

- Deposits will ONLY be refunded where an event has been cancelled. Traders who drop out of an event at ANY time before the event date are not entitled to refund of the deposit.

We reserve the right to change these T&C's at any time