

All Communities Matter CIC Trading Terms & Conditions

Thank you for choosing to trade with **All Communities Matter CIC**. We want to create safe, enjoyable and successful events for everyone. These Terms & Conditions explain how we work together and what you can expect when trading with us.

1. Definitions

"Company" means All Communities Matter CIC.

"Trader" means any individual or business approved to trade with us.

"Event" means any market, fair or special event organised by All Communities Matter CIC.

Part A – General Terms

2. Payment

To secure your booking, you must book using the links provided on our website

As a general rule, payments are non-refundable. However, refunds will be made where required by law, and we may also offer a refund or credit in exceptional circumstances.

3. Attendance

If you're unable to attend, please let us know as early as possible.

Repeated non-attendance or cancellations without reasonable notice may result in:

- A review of your future trading opportunities with us.
 - Removal of events being marked as full for your stall type
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4. Special Event Bookings

All special event applications are subject to approval.

Once your application has been accepted, payment must be received within the stated timeframe to confirm your booking.

We reserve the right to decline any application where necessary.

5. Power Supply

Where electricity is provided, we'll make every reasonable effort to ensure a reliable supply.

However, power can occasionally be affected by operational issues or circumstances beyond our control, so we cannot guarantee an uninterrupted supply.

We cannot accept responsibility for indirect losses, such as lost sales, resulting from power interruptions.

6. Circumstances Beyond Our Control

Occasionally, events may need to be cancelled, postponed or changed because of circumstances outside our control, including:

- Severe weather
- Government restrictions
- Safety concerns
- Other unforeseen events

Where this happens, we'll refund all traders who have purchased cancellation insurance.

7. Liability

To the fullest extent permitted by law, All Communities Matter CIC is not responsible for:

- Loss of profits
- Loss of sales
- Indirect or consequential losses

Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence or any liability that cannot legally be excluded.

8. Right to Refuse or Remove Traders

Our priority is to provide a safe and enjoyable environment for everyone.

Where necessary, we may refuse entry or ask a trader to leave an event in order to:

- Protect the safety of others

- Address serious misconduct
- Ensure compliance with our policies
- Maintain the smooth running of the event

Depending on the circumstances, this may result in removal from the event, suspension or further action under our Trader Conduct Policy.

9. Insurance

All traders must hold valid Public Liability Insurance with a minimum cover of **£5 million** for the duration of their trading activities.

10. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Part B – Trading Requirements

To help our events run smoothly, all traders agree to follow our operational policies, site rules and instructions.

Please make sure you've read the policies available on our website:

<https://www.allcommunitiesmatter.com/policies>

These policies form part of these Terms & Conditions and are legally binding.

Failure to follow our policies or operational requirements may result in warnings, suspension or termination under our Trader Conduct Policy.

11. Trader Conduct

We ask all traders to treat customers, fellow traders and our event team with courtesy and respect.

Aggressive, abusive or unsafe behaviour will not be tolerated and may result in immediate removal from an event, suspension or further action under the Trader Conduct Policy.

12. Products You Sell

Only products approved as part of your application may be sold based on the information you provide when you register with us. This information is contained within your trader profile and can be updated at any time.

If unapproved products are offered for sale, we may ask you to remove them immediately.

Serious or repeated breaches may result in suspension or other action under the Trader Conduct Policy.

13. Site Rules & Set-Up

Please follow all site instructions, set-up guidance and directions from the event team.

These requirements help us keep events safe and running efficiently.

Failure to follow site rules may result in you being unable to trade or further action being taken.

14. Attendance & Arrival Times

Please arrive within the times provided for each event.

Late arrival or failure to attend may result in:

- Loss of your allocated pitch
 - Loss of fees
 - Action under the Trader Conduct Policy
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15. Health & Safety

All traders are responsible for complying with relevant health and safety legislation and any site-specific requirements.

Food traders must also comply with our Food Hygiene Trader Guidance and all applicable food safety laws.

16. LPG, Generators & Equipment

If you use LPG or generators, you must follow our Power Policy at all times.

Petrol generators are not permitted.

Failure to comply may result in immediate suspension from trading and further action under our Trader Conduct Policy.

17. Waste Management

Please leave your trading area clean and remove all waste at the end of the event.

Where additional cleaning or waste removal is required, charges may apply and further action may be taken where appropriate.

18. Food & Drink Traders

Food traders must:

- Comply with all food hygiene legislation
 - Meet any minimum food hygiene rating required by the local authority for that event
 - Follow all requirements set out in our Food Stalls Policy
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19. Age-Restricted Products & Alcohol

If you sell age-restricted goods or alcohol, you must follow our Restricted Items & Age Restricted Sales Policy, including Challenge 25 where applicable.

Failure to comply may result in formal action and may also be reported to the appropriate authorities.

20. Weather & Outdoor Events

Our events can take place outdoors, and weather conditions can sometimes affect trading.

While we'll always do our best to operate safely, traders accept the normal commercial risks associated with outdoor events.

All Communities Matter CIC cannot accept responsibility for loss of profits, sales or pitch fees resulting from cancellations due to unsafe weather.

21. Security

Where committee members are present, they provide general site monitoring only.

Traders remain responsible for their own equipment, stock and personal belongings.

22. Data Protection

To protect everyone's privacy, we do not disclose information about other traders except where required by law.

23. Complaints

If something hasn't gone as expected, we'd like the opportunity to put it right.

Any complaints should be submitted to acmnuneaton@gmail.com.

Acceptance

By trading with All Communities Matter CIC, you confirm that you have read, understood and agree to these Trading Terms & Conditions, together with all policies referred to within them.

We look forward to working with you and wish you every success at our events.