



## Stall Booking Terms and Conditions

Welcome to Five Pillar Events! Please read the following Terms and Conditions carefully before booking a stall at any of our events. By booking a stall, you agree to comply with and be bound by these terms.

### 1. Booking and Payment

All stall bookings are confirmed only upon receipt of full payment and the signing of a contractual agreement.

Payment is due upon booking. No partial payments or payment plans are accepted unless specifically agreed in writing.

**\*\*Strictly No Refund Policy\*\*:** All payments are non-refundable. In exceptional circumstances, at the discretion of Five Pillar Events, your booking fee may be carried over to a future event. Five Pillar events will decide which events you may carry this payment to.

Failure to provide payment in full or a signed contractual agreement prior to the event will result in forfeiture of the booking.

### 2. Venue selection and changes

Five Pillar events will always ensure to the best of their knowledge that the venue selected will be suitable for the event.

**\*\*Venue Alterations\*\*:** While we strive to hold events at the originally advertised location, unforeseen circumstances may require a venue change. Five Pillar Events will notify all stall holders of any venue changes as soon as possible. If the stall holder is unable to attend the event at the new venue, a refund of the booking fee will be issued. This is the only exception to our no-refund policy.

### 3. Contractual Requirement

**Signed Agreement:** Under no circumstances will Five Pillar Events allow stall holders to participate in the event without a signed contractual agreement. The contract must be completed and returned by the deadline specified by Five Pillar Events.

**Legal Binding:** The contract, once signed, is legally binding and subject to the terms set forth by Five Pillar Events.

#### **4. Code of Conduct for Stall Holders**

To ensure a positive and respectful atmosphere, all stall holders are expected to adhere to the following code of conduct:

1. **Professionalism**: All stall holders must conduct themselves in a professional manner, treating other stall holders, event staff, and attendees with respect. This is also important when communicating with the Five Pillar events team. Any misconduct will lead the removal of the stall holder from the event and no refund.
2. **Compliance with Event Rules**: Stall holders are required to follow all event-specific guidelines, including setup and takedown times, health and safety regulations, and any venue-specific rules.
3. **Respect for Venue and Property**: Stall holders must respect the venue and ensure that all equipment, decorations, and products are safely displayed without causing any damage. Any damages caused will be the responsibility of the stall holder.
4. **No Disruptive Behaviour**: Loud music, aggressive sales tactics, or any other disruptive behaviour that negatively impacts neighbouring stalls or the event atmosphere is prohibited.
5. **Cleanliness**: Stall holders are responsible for keeping their area clean and tidy throughout the event and must leave the space as they found it.
6. **Responsibility for Products**: Five Pillar Events is not responsible for any loss, damage, or theft of products. Stall holders are responsible for the security and management of their own merchandise.

If Five Pillars events believe code of conduct hasn't been adhered to, Five Pillar events has the right to cancel or remove stall holders from the event without refund.

**By booking a stall, you agree to comply with these terms, conditions, and code of conduct. Five Pillar Events reserves the right to remove any stall holder in breach of these conditions from the event, without refund.**

**Thank you for choosing to partner with Five Pillar Events. We look forward to hosting a successful and respectful event together.**

