

FlavourFest

The South West's largest food & drink festival!

FAQ

1. Can I bring a food trailer to Flavour Fest?

We provide all infrastructure for exhibitors at Flavour Fest, and we prefer that all exhibitors sit within this infrastructure to give the event as a whole a clear identifiable image. No food trailers will be permitted within the Piazza area of Flavour Fest.

2. What size are the stalls available?

Flavour Fest stands are all 3m x 3m stands, all are covered and all have closable walls to secure your stand overnight. The stands are charged as inners and corners. Inner stands have only 1 side to trade from, and corner stands have 2 sides to trade from. For costs of these stands please see your Flavour Fest booking form.

3. I can't afford to pay for my stand hire all in one go, can I pay in instalments?

Yes, we're happy to work with you to help you facilitate your payment. Just give us a call on 01752 304257 and we'll be able to talk through how you'd like to pay and reach an agreement on this. Above all else we want to enable local producers to benefit from the footfall to this event and will help you in any way we can.

4. What are the opening times for the event?

Flavour Fest opening times for 2012 are:

Friday 17th August – 9.30am – 5pm

Saturday 18th August – 9.00am – 5pm

Sunday 19th August – 10am – 4pm

5. Is electricity included in the stall hire charge?

Unfortunately not, if you require electricity, connections can be provided at an additional £35. Please indicate clearly on your booking form if you require electricity and make sure to provide details of what you will need to connect so that we can ensure you have the correct power supply to your stall. Any appliances not PAT tested will not be connected at the event.

6. Is parking included in the stall hire charge?

Again, unfortunately not – but you can purchase a parking permit for £5 per day in an open air City Centre Car Park for your vehicle on your booking form. Parking for lorries or longer length vehicles is available at £8 per day to park in Bretonside Bus station.

7. Why do I have to pay the £50 litter bond, what's it for?

The £50 litter bond has been introduced to ensure that the site is left clean and tidy at the end of the event. This litter bond covers any waste left within your site, along with any mess left behind (hay, straw, packaging etc), or any grease left on the floor of your site after cooking. We provide bulk waste bins on site along with large liquid waste tanks in order to enable you to dispose of your waste responsibly and recommend that you lay down a covering on the floor of your site to protect the ground if you are cooking any hot food.

We don't want to keep your money and will assess your site with you before you leave on the Sunday wherever possible to make sure that you can receive this deposit back, however if any

waste or mess is left on site the deposit will be retained to cover costs for cleaning the site of debris.

8. When do I have to send all of the health and safety and food hygiene paperwork back to you?

To make it simpler for everyone we prefer to receive all of your paperwork in one go, so please send back all of your health and safety and food hygiene paperwork when you send back your booking form to us. By doing this we hope to avoid annoying you with phone calls chasing you for paperwork and means you save money on postage.

9. I'm bringing perishable goods – is there cold storage available?

Yes, we have a lockable cold storage trailer available on site for traders to use FOC. If you have a lot of perishable goods and you need to keep them constantly cool however we do recommend bringing a small fridge to keep within your stand alongside using the available cold storage trailer. If you'd like cold storage please let us know when you book so that we can make sure there is space available for you.

10. What time can I arrive to set up?

The site will be open for exhibitor set up from 6pm on Thursday 16th August. You can access the site any time from 6pm on Thursday to enable a smooth and easy set up. We ask that if you would prefer to set up on Thursday evening that you let us know so that we know when to expect you. We will issue you with a confirmation of arrival time the week prior to the event, which unless otherwise notified will stipulate a time block for the Friday morning. All vehicles will need to be offsite by 8.30am on Friday 17th August in order to ensure the City Centre is clear of traffic.

11. What time can I leave on the Sunday?

The event is set to finish at 4pm and we aim to facilitate your get out as quickly as possible on the Sunday evening. However we will not be able to allow any vehicles onto site until the site is clear of pedestrians. With this in mind we estimate that you will be able to access site no earlier than 5pm on the Sunday for your get out. If you can facilitate your get out without bringing a vehicle onto site you are welcome to leave at 4pm.

12. Is there overnight Security?

Yes, we have overnight Security on site from Thursday night through to Sunday to keep the site secure. We do recommend that when you pack up each evening that you move your stock away from the door opening to enable us to keep everything safe.

13. What happens if I need to cancel?

If you are unable to attend Flavour Fest cancellation must be supplied to us in writing as soon as possible. Any cancellations received after the 1st July 2012 will not receive a refund.

14. If I have a problem at the event who do I speak to?

The Flavour Fest team will be on site throughout the weekend and you'll have a contact sheet in your exhibitor pack on your stand to provide you with all of the contact numbers you would need to get any problems fixed swiftly and easily.

Got any more questions that you need answered? No problem, just give us a call on 01752 304257 and we'll be happy to help!