SHUTTLEWORTH

SHUTTLEWORTH HOUSE: CRAFT & GIFT MARKETS 2027

Terms & Conditions

Venue: Shuttleworth, Old Warden Park, Near Biggleswade, Bedfordshire, SG18 9EP

These Terms & Conditions apply to all traders, exhibitors and businesses participating in indoor Craft & Gift Markets organised at Shuttleworth House. By submitting an application and accepting a trading space, the applicant agrees to comply with these Terms & Conditions.

1. DEFINITIONS

- **Licensor:** Shuttleworth, Old Warden Park, Near Biggleswade, Bedfordshire, SG18 9EP.
- **Licensee/Trader:** The individual, business or organisation applying for and accepting a trading space.
- **Pitch:** The designated trading space allocated to the trader by the Licensor.
- **Event Organiser:** The person or team appointed by Shuttleworth to manage and oversee the event.
- **Shuttleworth:** Richard Shuttleworth Trustees, as sole Trustee to the Richard Ormonde Shuttleworth Remembrance Trust and its subsidiaries, including Old Warden Limited.

2. GENERAL CONDITIONS

2.1. Traders must comply with these Terms & Conditions, all venue regulations and any reasonable instructions issued by the Event Organiser or venue staff.

2.2. The allocation of a pitch does not provide exclusive selling rights for any product or category of goods.

2.3. The Licensor reserves the right to alter the position or size of any allocated pitch where necessary for operational, safety or organisational reasons.

2.4. Traders must not sub-let, share, transfer or otherwise allow another business to use their allocated pitch without prior written permission from the Event Organiser.

2.5. Only the trader named on the application may operate from the allocated pitch. Any additional businesses or traders must be approved in advance.

2.6. All equipment, stock, furniture, display materials and personal belongings brought onto the premises remain the responsibility of the trader and must be removed at the end of the event unless otherwise agreed in writing.

2.7. Traders must not attach, fix, nail, screw or otherwise secure anything to walls, floors, ceilings, doors, windows, fixtures or fittings without prior written permission.

2.8. No alterations may be made to the venue or its fixtures and fittings.

2.9. The Licensor and its representatives must be permitted access to all trading areas at all times for inspection, maintenance, safety and operational purposes.

2.10. The Licensor reserves the right to refuse admission or terminate a trader's participation where these Terms & Conditions are breached or where the trader's conduct, equipment or display presents a risk to the venue, visitors, staff or other traders.

3. APPLICATIONS AND BOOKINGS

3.1. All traders must complete and submit an application form before being considered for participation.

3.2. Submission of an application does not guarantee acceptance or allocation of a trading pitch.

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3.3. The Licensor reserves the right to accept or decline any application at its discretion.

3.4. Traders must provide accurate details of their business and the goods they intend to sell.

3.5. Any changes to the business, products or trading arrangements must be notified to and approved by the Event Organiser in advance.

3.6. Acceptance of a booking confirms that the trader agrees to these Terms & Conditions.

4. TRADING PITCHES AND DISPLAY REQUIREMENTS

4.1. Indoor trading pitches will be allocated according to the floor plan and layout determined by the Licensor.

4.2. Pitch locations may be changed before or during the event where required.

4.3. Traders must keep within their allocated pitch boundaries at all times. Displays, stock, tables, chairs, signage and promotional materials must not obstruct walkways, entrances, exits or neighbouring pitches.

4.4. All stands and displays must be professionally presented, clean, tidy and appropriate.

4.5. Displays must be stable, secure and constructed in a safe manner. Tall displays and shelving must be adequately secured to prevent tipping or falling.

4.6. No items may be suspended from ceilings, lights, beams or other building structures.

4.7. Traders must not use adhesives, pins, nails, screws or other fixings on venue surfaces.

4.8. The Licensor reserves the right to request the removal or alteration of any display, signage or equipment considered unsuitable, unsafe or obstructive.

5. SET-UP AND BREAKDOWN

5.1. Specific trader access and set-up times will be provided before each event.

5.2. Traders must arrive within the designated access period and report to the Events Team on arrival to register before setting up.

5.3. Traders must follow all instructions regarding vehicle access, unloading and designated parking arrangements.

5.4. Vehicles must be removed from the unloading areas immediately after unloading, as directed by event staff.

5.5. All traders must have their pitches fully set up, staffed and ready to trade before the event opens to the public.

5.6. Traders must not begin dismantling their stands, packing away stock or leaving their pitch before the official closing time unless authorised by the Event Organiser.

5.7. All equipment, stock and display materials must be removed at the end of the event within the timescale specified by the Event Organiser.

5.8. Traders are responsible for ensuring that their pitch is left clean, tidy and in the same condition in which it was provided.

5.9. Any damage caused to the premises, fixtures, fittings or equipment by a trader or their representatives may be charged to the trader.

6. TRADING REQUIREMENTS

6.1. Traders may only sell goods that have been declared on their application form and approved by the Licensor.

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6.2. Traders must not introduce additional products or product categories without prior approval.

6.3. All goods must be lawful, safe, genuine and accurately described.

6.4. Traders are responsible for the quality, safety, labelling and suitability of all products offered for sale and must comply with all applicable UK legislation.

6.5. Traders must ensure that their pitches remain staffed and operational throughout the published trading hours.

6.6. Traders are responsible for the behaviour and conduct of any employees, assistants or representatives working on their pitch.

6.7. All traders and their representatives must be appropriately dressed, courteous and professional when dealing with visitors, fellow traders and venue staff.

6.8. Aggressive selling, harassment of visitors, misleading sales practices or conduct likely to bring the event or venue into disrepute will not be tolerated.

6.9. Roaming sales, canvassing or trading outside the allocated pitch are strictly prohibited.

6.10. The use of microphones, loudspeakers, amplified music or other sound equipment to attract customers is prohibited unless written permission has been obtained.

6.11. Traders must display prices clearly and comply with applicable consumer protection and trading standards legislation.

6.12. Traders are responsible for managing their own sales, payments, receipts, customer enquiries and any after-sales matters.

8. FOOD AND REFRESHMENTS

8.1. No trader may sell, distribute or offer food or drink without prior written approval from the Event Organiser.

8.2. Any approved food trader must provide the relevant food business registration details, hygiene documentation and risk assessments as requested.

8.3. Food traders must comply with applicable food safety, hygiene, allergen information and labelling legislation.

8.4. The Event Organiser reserves the right to withdraw permission where food safety requirements are not met.

9. ELECTRICAL EQUIPMENT AND FIRE SAFETY

9.1. Any electrical equipment brought onto the premises must be safe, suitable for its intended use and maintained in good working order.

9.2. Electrical equipment must comply with applicable electrical safety requirements.

9.3. Traders wishing to use electrical sockets or connect equipment to the venue's electrical supply must obtain prior approval.

9.4. Traders must not overload sockets or use unsafe extension leads, damaged cables or unsuitable adaptors.

9.5. Trailing cables must be positioned safely and must not create trip hazards or obstruct access routes.

9.6. Portable electrical equipment must have appropriate inspection and testing documentation where required. Evidence may be requested by the Event Organiser.

9.7. Naked flames, candles, heaters, cooking equipment, gas appliances and other heat-producing equipment are prohibited unless specifically authorised in writing.

9.8. Traders must not obstruct fire exits, fire doors, extinguishers, alarm points or emergency escape routes.

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9.9. All display materials, decorations and structures must comply with applicable fire safety requirements.

9.10. The use of materials that create a fire hazard or interfere with fire detection and protection systems is strictly prohibited.

9.11. Traders must familiarise themselves with the venue's emergency procedures and follow all instructions given by venue staff.

9.12. Any fire, accident, injury, damage or safety concern must be reported immediately to the Event Organiser or venue staff.

10. HOURS OF TRADING

10.1. Trading hours will vary depending on the individual event. Confirmed opening and closing times will be provided to traders in advance.

10.2. All traders must be fully operational and ready to trade before the advertised public opening time.

10.3. Traders must remain open for the full duration of the published trading hours.

10.4. No trader may leave their pitch unattended or cease trading before the official closing time without prior permission.

10.5. Early departure or premature dismantling may be treated as a breach of these Terms & Conditions and may affect future applications.

11. PAYMENT OF FEES

11.1. Traders agree to pay the pitch fee stated on their application or booking confirmation.

11.2. Pitch fees must be paid to secure your pitch.

11.3. A booking will not be considered fully confirmed until the required payment has been received.

11.4. Pitch fees cover the allocated trading space only. Any additional services, equipment or facilities must be agreed separately.

11.5. Any request for additional staff, vehicles, electrical supply or other facilities must be submitted in writing and approved by the Event Organiser.

11.6. Failure to pay the required fees by the specified deadline will result in cancellation of the booking and reallocation of the pitch.

12. CANCELLATIONS, WITHDRAWALS AND REFUNDS

12.1. Any trader wishing to withdraw from an event must notify the Event Organiser in writing as soon as possible.

12.2. Where a trader withdraws after their pitch has been allocated, payments already made may be retained by the Licensor, unless the pitch can be reallocated or a refund is otherwise agreed.

12.3. Any decision to provide a refund will take account of costs already incurred and any administrative charges.

12.4. Failure to attend an event without prior written notification will be treated as non-attendance and will not automatically entitle the trader to a refund.

12.5. The Licensor reserves the right to cancel, postpone, shorten or alter an event where circumstances make this necessary.

12.6. Where an event is cancelled or postponed, any refund or credit offered will be determined by the Licensor, taking account of costs incurred and the circumstances of the cancellation, subject to applicable law.

12.7. Traders are advised to arrange appropriate insurance to cover cancellation, loss of stock, damage and other financial risks associated with participation.

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13. HEALTH AND SAFETY

13.1. Traders must conduct their activities in a manner that protects the health, safety and welfare of themselves, their employees, other traders, venue staff and members of the public.

13.2. All traders must comply with applicable UK health and safety legislation and relevant venue safety requirements.

13.3. Traders must undertake an appropriate risk assessment covering their trading activities, equipment, displays and any specific hazards associated with their products.

13.4. Risk assessments and relevant supporting health and safety documentation must be provided to the Licensor before the event when requested.

13.5. All equipment and displays must be installed and operated safely.

13.6. Walkways, entrances, exits and emergency routes must remain clear at all times.

13.7. Traders must report any accident, injury, near miss, damage or potential hazard immediately to the Event Organiser.

13.8. The Licensor reserves the right to inspect any pitch, equipment or display at any time.

13.9. Any trader, display or equipment considered unsafe may be required to be altered or removed immediately.

13.10. The Licensor reserves the right to remove any trader whose activities present a risk to themselves or others.

14. INSURANCE AND LIABILITY

14.1. All traders must hold appropriate Public Liability Insurance with a minimum indemnity of £5 million per claim or occurrence, as applicable to their policy.

14.2. A copy of the current insurance certificate must be supplied with the application or before participation in the event.

14.3. Traders employing staff must hold Employers' Liability Insurance where required by law.

14.4. Traders are responsible for insuring their own stock, cash, equipment, display materials, vehicles and personal belongings against loss, theft or damage.

14.5. The Licensor accepts no responsibility for loss of or damage to traders' property, stock, equipment or personal belongings, except where liability cannot lawfully be excluded.

14.6. Traders are responsible for any damage, injury, loss or claims arising from their own activities, negligence, employees, representatives, equipment or failure to comply with these Terms & Conditions.

14.7. Traders shall indemnify the Licensor against reasonable losses, claims, costs and expenses arising from their breach of these Terms & Conditions or negligent acts or omissions, to the extent permitted by law.

14.8. Nothing in these Terms & Conditions shall exclude or restrict liability for death or personal injury caused by negligence, fraud or any other liability that cannot legally be excluded or restricted.

14.9. Subject to applicable law, the Licensor shall not be liable for loss of profits, loss of business, loss of anticipated savings or other indirect or consequential financial losses arising from a trader's participation in an event.

14.10. The Licensor's liability to a trader shall be limited to the extent permitted by applicable law and shall not affect any statutory rights that cannot be excluded.

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15. PHOTOGRAPHY AND FILMING

15.1. Traders acknowledge that photography and filming may take place during events for promotional, publicity and marketing purposes.

15.2. Traders may appear in photographs, video recordings or other promotional material produced by or on behalf of Shuttleworth.

15.3. Shuttleworth may use event imagery for promotional and publicity purposes across its website, social media, publications and other media, subject to applicable data protection and privacy legislation.

15.4. Traders wishing to photograph or film the event for commercial purposes must obtain prior written permission from the Event Organiser.

15.5. Traders must not photograph or record other traders, visitors or staff for commercial use without appropriate permission.

16. VENUE CONDUCT AND HOUSEKEEPING

16.1. Traders must treat the venue, its staff, other traders and visitors with respect at all times.

16.2. Rubbish and packaging must be disposed of responsibly in the designated waste facilities.

16.3. Traders must not leave waste, packaging, stock or equipment in corridors, communal areas or outside their allocated pitch.

16.4. The trader is responsible for leaving their allocated area clean and tidy at the end of each event.

16.5. Any additional cleaning, repairs or reinstatement costs resulting from a trader's activities may be charged to that trader.

16.6. Smoking and vaping are not permitted inside the venue.

17. FORCE MAJEURE AND EVENT CHANGES

17.1. The Licensor shall not be held liable where an event is cancelled, postponed, curtailed or altered due to circumstances beyond its reasonable control.

17.2. Such circumstances may include, but are not limited to:

a. Fire, flood, storm, severe weather or other natural events.

b. War, terrorism, civil unrest or public disorder.

c. Government restrictions, legislation or public authority requirements.

d. Epidemics, pandemics or public health emergencies.

e. Failure of essential services, utilities or infrastructure.

f. Damage to the premises or circumstances affecting the safe operation of the venue.

g. Any other unforeseen circumstances beyond the reasonable control of the Licensor.

17.3. The Licensor will notify traders of significant changes or cancellations as soon as reasonably practicable.

17.4. Any refunds or alternative arrangements will be dealt with in accordance with Section 12 and applicable law.

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18. BREACH OF TERMS AND CONDITIONS

18.1. The Licensor reserves the right to issue instructions, require corrective action or terminate a trader's participation where these Terms & Conditions are breached.

18.2. Serious breaches, including unsafe practices, prohibited goods, abusive behaviour, failure to comply with safety instructions or unauthorised trading, may result in immediate removal from the event.

18.3. Where a trader is removed from an event due to a breach of these Terms & Conditions, no refund will automatically be due, subject to applicable law.

18.4. The Licensor reserves the right to refuse future applications from traders who have previously breached these Terms & Conditions or acted in a manner considered detrimental to the event or venue.

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