

VEGFEST UK

VegfestUK Bristol 2017
Saturday May 20th and Sunday May 21st
Amphitheatre and Waterfront Square (BS1 5LL)
Exhibitors Manual

Website: www.bristol.vegfest.co.uk

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Phone: 0117 9071881

Thank you for booking a stall at VegfestUK Bristol. This manual contains all the information you need for the event. Please read through carefully before the event. The following pages provide important information regarding the logistics of the event to help you prepare for the event as best as possible:

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General Information

Friendly Policy

VegfestUK Bristol is an all inclusive family event. We welcome visitors from all walks of life regardless of background, race, religion, political persuasions or dietary choice. As it is a family event, all imagery, leaflets and products displayed should be suitable for children.

Vegan Policy

- Although everyone is welcome as a visitor, we would like to remind stallholders that only vegan produce may be displayed or sold on site. Please check your stock carefully to make sure they don't contain animal products such as meat, dairy, eggs, beeswax, leather, shells, honey, wool, feathers, silk etc. The organisers will request that any non-vegan products are removed straight away from a stall if a member of the public reports that there are non-vegan products available on a stall.
- Since many of our visitors are passionate about the vegan cause, please do not wear any non-vegan apparels (e.g. leather, fur, woollen jackets, silk scarves, etc.) on the day.

- Promotional material that contains animal products is not permitted for distribution or display at this event.

If you are unsure about which products are suitable for the event, please contact the office in advance.

Safe Policy

A stall inspection will take place before the event opens to the public, primarily for health and safety purposes, and checking PAT certificates on electrical equipment.

Safe handling policies are required if you are handling samples and tasters at your stall and all caterers must be able to display food hygiene certification on request.

Please note there is strictly NO CAMPING overnight at the event site

Getting there

The show is located in Lloyds Amphitheatre (BS1 5LL) and Waterfront Square (BS1 5DB) right in the centre of Bristol. Locations are indicated at links below:

http://maps.google.co.uk/maps?f=q&source=s_q&hl=en&geocode=&q=bs1+5ll&sll=53.800651,-4.064941&sspn=12.635315,25.224609&ie=UTF8&ll=51.450958,-2.600005&spn=0.006499,0.012317&z=16

http://maps.google.co.uk/maps?f=q&source=s_q&hl=en&geocode=&q=bs1+5ll&sll=53.800651,-4.064941&sspn=12.635315,25.224609&ie=UTF8&ll=51.457162,-2.590799&spn=0.025992,0.049267&z=14

The traders' vehicle entrance and site car park is located off Harbour Way, which is off Canon's Way. The public entrance is located at the end of Canons Way, off Anchor Road (A4). Follow signs to the @Bristol centre, which is directly adjacent to us.

During setup, exhibitors may enter the site via either the traders' gate off Harbour way or the main entrance at the end of Canon's way. There will be highly visible VegfestUK staff on hand to direct and advise. Vehicles must leave the site via the main entrance onto Canons Way ONLY. A 5mph speed limit will be in place across the site and vehicles will be directed by stewards.

Setup for stallholders

- Friday 2pm – 7pm
- Saturday 7am – 10am
- Sunday 8am – 10am
- The numbers of vehicles on site will be restricted to ensure safety and all vehicles must be removed from the site by 7.00pm on Friday, and by 10:30 am on Saturday and Sunday.

Please arrive early to allow time to gain access, unload and then remove your vehicle from site to park. Please be patient if queues form as there is not enough room to allow all vehicles on site at once. We would appreciate your cooperation with our traffic marshals as your patience will make the operation as smooth as possible.

- Please note that children under 16 are not allowed on site during setup or breakdown.

Deliveries

If you wish to have pallets delivered to the venue, please make sure to arrange yourselves delivery to the venue between 2pm and 7pm on Friday, and removal of these items from the venue no later than Monday 9am. Please note that the show organisers are not responsible for receiving deliveries for stallholders, and the organisers cannot be held responsible for any loss, damage, or theft to any deliveries made before your arrival.

If you wish to deliver to the event site before we are open for setup, please ensure that you instruct your couriers to deliver to the following address:

<Stall Name> <Stall Number>
VegfestUK Bristol 2017
Lloyds Amphitheatre and Waterfront Square
Canons Way
Harbourside
Bristol
BS1 5LL

and MUST include a contact name and contact number for identification purposes.

NB: Please make sure that you include your stall name and stall number on your deliveries - any deliveries sent to the venue without stall number or stall name will be discarded.

Please also ensure that your couriers arrive on site equipped with suitable equipment (e.g. trolley jack, forklift, pallet truck etc.) for unloading and loading of stock – we as organisers cannot be responsible for any failed deliveries due to lack of suitable unloading and loading equipment.

Please contact the office if you have any problems with deliveries or pickup, and we will do our best to assist.

Parking facilities

Only exhibitors who have booked car parking in advance may park in the traders' car park as spaces are very limited. If you have booked this facility, **you will be emailed a parking letter in advance, which you will need to print off and present to the front desk at the Main Gate on arrival.** Once our staff at the front desk receives your parking letter, you will be given a parking permit, which you need to stick onto your windscreen for identification whilst your vehicle is parked at the Traders Car Park.

Once unloaded at the Main Entrance, you must then exit the site via the Canons Way gate adjacent to the main public entrance, and drive back around towards the traders' gate where a steward will be stationed at the entrance to the site car park to check your parking pass and direct you to parking.

For those that have not booked parking spaces at the Traders Car Park, the nearest public parking facilities are:

- For cars: the Millennium Square car park (covered) located immediately adjacent to the festival entrance, at the end of Canons Way, which also has disabled facilities.
- For vans and larger vehicles: Wapping Wharf car park, located off Wapping Road adjacent to the L-shed. This is directly across the water from the Amphitheatre where this year's show is held, and is at least a 5 minute walk away via Pero's footbridge.

The area in front of the main entrance must be kept clear with **NO PARKING PERMITTED**. This is our spot for unloading and loading as well as serving as an emergency access route. To re-stock during the show, stallholders may use either the crew gate or main entrance to access car parks; however there will be no vehicle access to the site during the show.

Show opening times

- This year the show is open to the public between 11am – 11pm on Saturday and 11:30am – 9pm on Sunday. All outside stalls may trade until the public have left the site.
- Visitors with disabilities can get priority entry from 10:45am onwards on Sunday. There is a tent just next to the Main Entrance for visitors with disabilities to wait inside before the show opens for them.
- The site stays open all day on both days and does not shut during opening hours.
- The Main Marquee, Amphitheatre Marquee and Stage Marquee are open 11am – 6pm Saturday and Sunday. They will be closed from 6pm on Saturday and Sunday, with no further public admittance to the public.
- We would ask our stallholders not to shut their stalls before 6pm. Please also note that you should have at least one member of staff on your stall from when the show opens at 11am until the marquee shuts to the public at 6pm for stock security reasons.
- From 6pm the Marquees will be closed and guarded by security. Please do not, however, leave valuable items like cash, laptops, etc. on your stall. Anything left on your stall is done so at your own risk. The show organisers will not be responsible for any items lost by stallholders.

Weather

- Please be prepared for the British weather! The show is predominantly outdoors with the majority of stalls situated within large marquees. Please note that if the weekend is very wet

you may need to keep your stock raised off the concrete floor, and we would recommend using pallets.

- If you are bringing your own gazebo, you must make sure it is weighted down correctly – we recommend plenty of 5 gallon water containers filled up with water if you don't have any weights for the gazebo. The entire show is on hard standing – there is no grass.
- Also if the weather is particularly hot it can get quite warm within the marquees so please dress appropriately.

Lost kids

The lost kids point is located at the Kids Information Centre next to the Kids Entertainment tent in the Amphitheatre. If you have any issues with children, please come to the Kids Information Centre. Please note that children under 16 are NOT allowed on site during setup or breakdown.

Breakdown times

Saturday: (applicable only to stallholders exhibiting on Saturday only)

- For Main Marquee stallholders: 6pm - 9pm (separate lane through Main Entrance for breakdown with trolleys)
- For Amphitheatre Marquee and Stage Marquee stallholders: 6pm - 9pm (stock to be carried and loaded by hand only, no trolleys allowed)
- For outdoor pitches: after 11pm and after the site is clear of all members of the public

Sunday:

- For Main Marquee stallholders: 6pm - 9pm (separate lane through Main Entrance for breakdown with trolleys)
- For Amphitheatre Marquee and Stage Marquee stallholders: 6pm - 9pm (stock to be carried and loaded by hand only, no trolleys allowed)
- For outdoor pitches: after 9pm and after the site is clear of all members of the public

Monday by pre-appointment only.

Please note there will be no vehicle access in the evening until the public are clear of the site.

In order to aid a swift exit for all stallholders and crew, we ask all stallholders to break your stall down and collect everything in a suitable staging spot ready for a smooth pick up.

Exhibitors entrance and admittance

- We will be sending out 1 identification pass to each stallholder in advance via email 2 weeks prior to the event. (i.e. on the evening of Saturday May 6th)
- Stallholder should then print out the identification pass and bring it to the front desk on the Main Entrance on arrival
- Stallholder will then be allocated 4 wristbands for each day Friday, Saturday and Sunday.

Note on identification passes:

- Identification passes are for our team to identify people who are working at the event as stallholders on arrival.
- If your staff for the weekend are arriving together during setup, you only need to print and bring 1 identification pass to the front desk.
- If your staff for the weekend are arriving at different times during setup, and you need more identification passes as a consequence, please email alan.vegfest@gmail.com to request further passes.

Note on wristbands:

- Wristbands will be of different colours for each day and will allow access to the site at all times on the days specified, including evening concerts and marquees.
- You and your team will need your wristbands at all times whilst on site.
- Wristbands also allow stallholders to exit and re-enter the venue at a later time during setup and opening hours.

Stall Security

Please note that VegfestUK Bristol is a secure site and access is limited to authorised people only during setup. This is to protect and ensure safety for our stallholders whilst they set up. There are several points to highlight:

Set up

Please make sure you have read our instructions carefully for wristband procedure as they are designed for the security of the whole show. There will be security personnel on site during the day but we do ask our stallholders to take full responsibility for the safety of their own stall and ensure that no valuables, cash, laptops etc are left visible during setup.

Overnight

The area is fenced off, patrolled and under 24 hour CCTV observation. As organisers we work hard to ensure the safety of stock overnight but again stallholders must take full responsibility for the safety of their own stall and ensure that no valuables, cash, laptops etc are left overnight. Please remember we are right in the middle of Bristol city centre.

During the show

VegfestUK Bristol is a friendly show and generally the public present no problems at all. However, stallholders should not leave their stalls unattended whilst the public are on site. Please also take care leaving the site with cash, valuables etc during the show. We do not recommend you leave these items in your vehicle.

Any time

Please be aware that potential terrorist activities and the city centre location means that everyone should be alert to possible threats. If you notice anyone behaving suspiciously, tampering with equipment, or any unattended bags or parcels please report this to security or a member of the VegfestUK team immediately. Any lost kids should be reported to the nearest steward or security personnel – the Lost Kids point is the Kids Information Centre in the Amphitheatre.

Food Safety and Hygiene (applicable for food traders only)

Food Hygiene checklist for food traders

As organisers of a food event, we take food safety and hygiene very seriously. Please take note of the following bullet points:

- All food operators will be inspected thoroughly by hygiene inspectors, so please ensure that your staff and yourselves are fully trained on safe food handling measures, and adhere to top quality hygiene standards at all times
- All food traders must have their food allergy info clearly displayed. Please note that failure to comply could result in any catering operations involved being shut down on the day. See subsequent section for current legislation on food allergen labelling.
- Also please note that we have a number of request for gluten-free food, please advertise your gluten-free food clearly on your stall if you have gluten-free options
- Please bring any sneeze screens, tongs, paper towels, and other food handling facilities if necessary
- Please bring and use cocktail sticks for food samples to be given out in bowls
- Please make sure to have suitable facilities for temperature control for your food
- Please bring rubbish sacks, handwash, gloves, washing up liquid, etc.
- Please make sure not to handle money and food samples with one hand - these must be handled separately.
- Please make sure NOT to block the sinks at the Water Point with any food waste - food waste must be cleared from the venue separately yourself.
- Please note that there are no facilities for cooking oil disposal on site, so please make sure to take away any leftover cooking oils from the venue after the event. No cooking oils should be poured into the sinks at the Water Point.

Current legislation on food allergen labelling

The Food Standards Agency (FSA) introduced allergen labelling laws which came into play on December 13th 2014. The Food Information Regulations affects all food businesses, no matter the size. With this legislation, all food service businesses have to be able to supply details of the product contents that contain any of the allergens below within the ranges you serve:

- celery
- gluten
- lupin
- mustard
- nuts
- peanuts
- sesame seeds
- soya
- sulphites

Details of these allergens must be listed clearly in an obvious place such as a menu, chalkboard, information pack etc. (Each item on your range of products requires a breakdown of allergens it contains)

Important aspects of the new legislation:

- Stallholders can no longer state that you don't know if an allergen is present
- Stallholders can no longer state that all foods "could" or "may" contain allergens
- Oral statements have to be backed up in writing if required or requested
- Environmental health organisations will enforce the regulations, and non-compliance will result in large fines

All staff must be able to demonstrate an understanding of their legal requirements concerning food allergen legislation. Adequate training before any exhibition should give them a knowledge base to allow them to impart information that is correct to customers, and very importantly, this should enable them to be aware of and prevent cross-contamination of products. It will no longer be acceptable to give vague information to visitors, or for staff to be poorly or ill-informed of the allergenic ingredients.

Safety with food preparation during the event (applicable for food traders only)

- Please ensure that all cooking takes place at the rear (rather than the front) of stalls.
- Any chopping activity (like chopping up coconuts) must take place to the rear of his stall not to the front / aisle.

Facilities

Cash machines

There is a cash machine available near Las Iguanas restaurant near the Main Entrance.

Change

We recommend that stallholders bring enough change for sales at the event.

Electricity

If you have booked electricity please remember that all appliances must be PAT tested and an inspection will take place before trading commences. This is to ensure the smooth running of the show and meet health and safety legislation.

Please note also that you must only use the appliances that you have already submitted to us as additional appliances could overload the system. We would ask our stallholders to respect these conditions with full attention to avoid issues on the day.

Fire extinguishers

If you're cooking at your stall, please ensure to bring a fire extinguisher to the event and have the fire extinguisher at your stall at all times during the event.

Flooring

The event site is on concrete floor with no cover.

Fridges

Fridges are not provided. If you need fridges for your stall during setup and opening hours, please either bring your own or hire in fridges for this event yourself.

Display Refrigeration offers a number of refrigeration options for exhibitions and a hiring form for Display Refrigeration options can be downloaded here: <http://bristol.vegfest.co.uk/files/BRIS2017-DisplayRefrigeration-Pricing.pdf>

Gazebos

All outdoor stalls are space only with no gazebos or chairs provided. If your stall is outdoors, please make sure to bring your own gazebos.

Hotels

There are a number of hotel options near the venue - please refer to the link here for further info:
www.bristol.vegfest.co.uk/accommodation

Please note: hotel booking fee is not included in stall prices.

Information Point

- The main Information Point is located next to the Main Entrance in Waterfront Square (cobble area), please see map in programme or on website www.bristol.vegfest.co.uk/floor-plan
- First contact officers providing general information and directions will be situated in the Information Point along with site maps and programmes. Please direct any queries you may have during the event to the staff stationed here, who will be in direct contact with the festival organisers.
- There is a first aid point next to the Main Exit.

Internet

As the event is outdoors, there is no internet available at this event.

Recycling and rubbish disposal

- There will be recycling points located throughout the area in the form of labelled bins.
- All exhibitors are responsible for their own rubbish disposal and your cooperation will be greatly appreciated.
- We ask that all un-recyclable litter including used packaging, empty boxes, plastic wrapping etc be removed from marquees on break down and taken home for disposal.
- We recommend that stallholders serving or doing food sampling make use of biodegradable utensils to ensure that the event is as environmentally sound as possible.

Please do your part to ensure all your waste is recycled or removed from site. We thank you in advance for your understanding and cooperation.

Tables and chairs

Each stall in the Main Marquee, Amphitheatre Marquee, Stage Marquee and outdoors is provided with trestle tables. However, if you have specifically requested no tables to be placed at your stalls, there will be no tables provided at your stalls. Chairs and tablecloths are not provided. Please bring extra tables, tablecloths and chairs if you need them.

Toilets

There are 2 sets of portaloos on site - one set located in the Waterfront Square (on the left of the Main Entrance), another set in the Amphitheatre (close to the Main Stage).

Trolleys

We recommend that stallholders bring their own trolleys to ensure swift movement of stock and stand equipment during setup and breakdown.

Water, hand washing and washing up

We recommend that exhibitors requiring water, especially caterers, have their own water provisions. There is a separate Water Point adjacent to the Volunteers Office in Waterfront Square including a storm drain for disposal of dirty water. Please note that stallholders **MUST NOT** dispose of dirty water straight into the river. Water from the Water Point is also suitable for drinking.

VegfestUK Team

Volunteers

As a first port of call there will be highly visible volunteers throughout the site, as well as situated at the Volunteers Office (by the harbourside and next to the Water Point). They will have contact with festival organisers and will usually be able to answer any site-related questions you might have.

Security

There will be a professional uniformed security team on hand to deal with any disturbances.

First Aid

Our first aid team and paramedics will be located next to the Information Point, at the main entrance with the security office and by the Main Stage in the Amphitheatre. An ambulance will also be on site in the unlikely event of an emergency.

Event Safety Officer: Ken Rankin

Ken will be checking the health and safety standards of stallholders before the event and mobile throughout the show.

Event Security Officer: Julian Roe

Julian and his security management team are to be found by the main gate.

Stalls Manager: Chris

Chris will be the first port of call for any stallholders queries or questions. He will be situated in the Information Point. Chris will be on hand during setup and during the show to assist all our stallholders esp. with any lifting or other physical work

Guest Speaker Manager: Alan

Alan will be overseeing our guest speakers. Alan is available on 07786 850945

Event Organiser: Tim

Tim will usually be mobile throughout the show.

Pre-show promotion

We would absolutely appreciate your help with promoting this fantastic event in advance - here are a number of links which you are welcome to share on social media:

Facebook event page: <https://www.facebook.com/events/1798017197143829/>

Press releases on the event - links here: www.bristol.vegfest.co.uk/press-releases

Event programme will be released in the first week of May at:

www.bristol.vegfest.co.uk/programme

The programme contains floor plans, site maps, stall numbers and listings.

And please make sure to mention your involvement at this event in any other promotion platforms that you have (e.g. Twitter, Instagram, newsletters, etc).

Contact

If you have any questions please contact the office in plenty of time - **the week before the show we are on site setting up and not so easily available to take your calls, so we advise calling by Friday May 12th at the latest if you have any questions.**

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Phone: 0117 9071881

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Like us on Facebook! www.facebook.com/vegfestuk