

**HandCraftedMarketCLT DBA as HCM**  
**Liability Waiver and Vendor Code of Conduct**

**By submitting an application for any of our events, you are agreeing to the terms below and give us the right to enforce such terms. Choosing to not follow to below outlined policies and procedures could result in your removal from future events and loss of fees paid up to that point.**

**Policy Violations**

Vendors who choose to not follow the below policies and violate our vendor code of conduct may be asked to leave an event immediately and charged a \$25 violation fee. In extreme cases, vendors will be removed from all future events and fees will be forfeited. If violation fee is assessed, it must be paid prior to your participation in a future event.

**Vendor Code of Conduct**

1-Every vendor is expected to stay for the entirety of the event. If you leave early without permission, you will be banned from future markets and no refund or credit will be given regardless of payment status in future events.

2-No excessive drinking at events. If you become intoxicated and/or belligerent or disruptive, You will be asked to leave and no refund or credit will be given.

3-No off-leash pets permitted.

4-No blatant disrespect for the event organizer, event staff, other vendors, or shoppers. This includes using explicit language, honking of car horns, yelling, arguing, and any other behaviors that are anything outside of respectful to all.

5-When bringing children, make sure they are non-disruptive to the event and vendors surrounding you (to the best of your ability). Make sure to keep all members of your business operations in your own tent, as to not hinder the vendors sales around you.

6-If bringing a tent, make sure to have the proper tent weights needed to hold it down. 20+ pounds per leg and if using disc weights, you must have the proper weight per leg and make sure they are fastened properly to your tent.

7-make sure to follow ALL load in and out instructions.

8-if you are a no show to an event, you will be charged a \$25 no show fee before you can participate in a future event. Repeat offenders will be banned permanently without refund or credit. WE ARE STRICT ON THIS AND WILL NOT CHANGE OUR STANCE.

### **Alcohol Consumption**

We do not limit or watch how many/much alcohol you are drinking, but please be aware that if a vendor is witnessed being excessively belligerent or disruptive due to intoxication, your business will be asked to leave immediately and you will not be welcomed back at future events. What is considered "excessive" is completely up to the HandCraftedMarket administration. No refund or credit will be given if you are asked to leave due to behavior. This applies for any employees or friends you have in your business space.

### **Rain Policy**

The events are Rain or Shine. In the case of extreme weather, the market will be canceled and vendors will be notified by email. No refunds will be given. If we are setting up, you are expected to be as well. No shows will be subject to a \$25 no show fee that will need to be paid before you will be allowed to attend another event with HandCraftedMarket. The only exception to this is if you let the admin know at least 24 hrs in advance. Even with advance notice, you are still forfeiting your vendor fees.

We take vendor safety into consideration and although we are rain or shine, when there is strong thunderstorm predictions, we may cancel an event. If this is the case, a credit will be sent to you in the form of an egift card that you can use towards future events minus a 20% administrative fee. Egift cards are only valid for the year they are given out.

### **Privacy Policy**

HandCraftedMarket will not sell your information to a third-party. Any correspondence sent by HandCrafted Market to your business is not to be shared. Sharing load in/load out procedures, private email correspondence and/or other business related correspondence that is not made available to the public is a violation of our policies and consequences are removal from all future events with no refund of previously paid vendors fees.

### **Social Media Policy**

Businesses are expected to uphold a positive image on social media. Posting harmful language that is racist, sexist, or discriminatory to one's race, gender, religious beliefs or defamatory remarks against HandCraftedMarket and/or any other vendors at any of our events is strictly prohibited and will result in removal from future events with no refund of previously paid vendor fees.

### **General Policies**

HCM reserves the right to remove a vendor for any reason at any time for breaking any of the laid out policies and procedures.

HCM reserves the right to rearrange vendor spots on site at the event without prior approval of the vendor.

HCM does not guarantee the sales or foot traffic at any event. Vendors are responsible for making sure products are marketed in a positive and eye-catching way. HCM will not be held responsible if there is a lack of sales for your business at any event.

HCM is not liable for any injury that may occur at any of our events and encourages vendors to carry their own insurance plans in case of injury, theft or damage.

HCM is not liable for theft of setup supplies or products. Vendors are to keep an eye on their own things during an event. If it is proven that another vendor has stolen an item of yours, we have the right to remove that vendor from any event going forward without refund of fees paid.

Vendors are responsible for cleaning up their own garbage. Garbage may not be left at the event site and you must take it with you when you leave.

All vendors must be packed up and off site within an hour and a half after the event listed end time.

### **REFUND POLICY**

HCM does not offer refunds at any time. If a vendor chooses not to attend an event for any reason after the fee has been paid, the vendor will forfeit their fees paid.

If HCM cancels an event due to extreme weather, a credit of fees paid minus a 20% admin fee will be given via egift card. Egift card is only valid during the year it was issued. All egift cards expire at midnight on December 31st of the year issued.

If a vendor disputes a charge with their bank, the vendor will be removed from all future events without refund. This agreement will be forwarded to your bank, where our refund policy is clearly outlined.

**BY APPLYING TO ANY OF OUR EVENTS, YOU ARE AGREEING TO OUR  
POLICIES AND PROCEDURES LISTED ABOVE AND WILL BE HELD  
ACCOUNTABLE.**

Updated July 9, 2024