



## 2024 ABERGAVENNY FOOD FESTIVAL – TERMS & CONDITIONS

By purchasing a trader pitch at the Abergavenny Food Festival, you agree to adhere to the Festival Organisers Terms and Conditions as laid out here.

### **Selection Process**

Applications are put before a selection panel who select exhibitors based on our key criteria of **'quality, taste and sustainability'**. We always look to include quality local, Welsh, unique, regular and new producers to offer a balance of variety, fresh offerings and familiarity. Please be aware that just being local, Welsh or small scale does not guarantee you a place at the festival, especially in competitive oversubscribed categories, you must fit the criteria as well.

If you are selected for 2024, we will be in touch with an email offer for your pitch which will include a Booking Form for you to attach all of your relevant health and safety documents to and complete your final requirements for pitch size, electricity, wifi and for final menu sign-off, if applicable. Once this form is completed and your balance is paid, your pitch is secure.

**NEW POLICY: Agreement to only sell products that you were selected for and stated on the application and agreed to after completing the booking form by the festival.**

### **Street Food and Catering Traders**

You are required to detail your menu listing on the application form and you can also attach a supporting document at the end of the form. This menu is what our selections will be based on. A final version of this menu will be asked for on the Booking Form, if selected, and when approved, this is what you agree to sell at the event.

If you decide to change your menu at any stage after selection, you must send us a complete menu update proposal AT LEAST 1 MONTH before the event (by 20th August 2024) and keep changes minimal and in line with your application offering. The festival will review and either accept or deny the changes. This is to protect all traders as we spend a lot of time carefully curating the markets to minimise duplication, give visitors a variety of offerings and give all traders a fair chance.

If you change your menu after the deadline of 20th August, it will not be accepted. If you turn up on site with a different menu to the one stated on the application form and agreed to after completing the Booking Form, you will be asked to cease trading or to only sell your original menu. No refunds will be given in either scenario as is a breach of these terms and conditions so please stick to the menu you apply for.

### **All other traders must also comply with this policy to only sell what has been agreed**

This also applies to products for non-catering traders, you must adhere to the products listed in your application form which is what you were selected for. If you deviate from this, you must notify the festival in advance in writing by the same deadline as above AT LEAST 1 MONTH before the event (by 20th August 2024) and keep changes minimal and in line with your application offering.

The festival will review and either accept or deny the changes. and your request to change or add to your offering will be reviewed by the festival to ensure it does not clash with others already selected and approved to sell the same product. The festival reserves the right to refuse the sale of items that were not pre-approved in the applications and booking form and may ask you to cease trading if you do not comply and turn up with products that you were not selected for. No refunds will be given if you have breached the terms of these ts and cs.

### **Waiting List and Selection Panel Decision**

We are unable to accommodate all the traders we would like to offer a pitch to due to the amount of applications and in order to offer a variety and balance of stalls, so we invite all traders who we would like to accommodate onto our waiting list. Each year we are able to offer places to some of our waiting list traders due to cancellations, changes of circumstances, payments not being made and sometimes, new markets or pitches being added, and we usually allocate on a like for like basis.

There will be a small number of producers who we cannot offer a spot on the waiting list to, this may be due to heavy competition from a popular food category or because the panel didn't feel the fit was right for this year based on the criteria. This does not mean you cannot apply again next year however as things always evolve and the mix of traders changes each year. We cannot give individual reasons for your application being declined, however.

The selection panel's decision is final and due to the sheer volume of applications the festival does not give individual reasons for not being selected. If you did not make it this year, there is a chance you will next year as we always include new producers and mix things up each year as well as providing consistency, visitor favourites – it's a delicate balance and a lot of work goes into curating the right blend and ensuring minimal crossovers, so we appreciate your understanding in this.

NB: The festival does not have an official rotations policy, however all trader applications are considered fairly and regulars may be asked from time to time to miss a year in order for other traders to have a pitch, as we cannot accept all of the traders we would like due to not wanting to over populate or dilute the markets. Preference will always be given to Welsh and local traders where possible, who also meet our sustainability and quality criteria.

### **Payment Process**

If you are selected, payment deadlines must be strictly adhered to as we simply don't have the resources for the extra admin required to chase traders. There will be no payment plans

available this year and no late payment fees, failure to pay in time will simply result in your pitch being offered to another waiting list trader instead.

A 50% deposit of the balance of the pitch fee (services excluded) will be payable to secure your pitch and confirm your booking by **Thursday 28th March**. The remaining 50% balance of the full pitch fee is due by **Friday 24th May**. Payment plans will only be available to New Producers by advance agreement from accounts only, and must be paid by **Friday 28th June** at the latest.

This fee is non-refundable in the case of a trader cancelling or pulling out of the event. In the event of the festival having to cancel due to government Covid restrictions or forces out of our control, this fee may be rolled over to 2025 or a refund may be requested at the festival's discretion (please see Covid cancellation policy below).

All services including alcohol/catering sales fees will then be payable by **Wednesday 31st July**, and will be invoiced for separately. Failure to pay this on time will result in your services not being booked in and a 10% higher rate will then be charged as a late booking fee. Power booked on the festival weekend will be subject to 25% price increase on the advance rates as it creates extra admin, workflow and management at our busiest time so please carefully select, request and pay for your correct electricity requirements in advance.

#### **Pitch fees for 2024**

- Market Hall – standard 9ft x 4ft table pitch in covered market (inside) - £375
- Upper Brewery Yard – standard 3m x 3m pop-up pitch (outside) - £300 (£400 for street food/caterers)
- Lower Brewery Yard – standard 3m x 3m pop-up pitch (outside)- £300 for produce, £450 for street food/caterers. If street food/caterers also wanting to trade at the Night Market the fee will be £500
- Tiverton Place (incl. Cheese & Wine) – standard 3m x 3m pop-up pitch (outside)- £300 (£400 for street food/caterers)
- The Priory New & Small Producers Market– standard 3m x 2m pitch (outside) - £275; Priory Souk (or new businesses trading less than 2 years)– standard 6ft x 3ft trestle table pitch in covered tent area (inside) - £190
- The Castle – 4m x 4m standard pitch (outside), larger pitches will be subject to extra costs based on frontage meterage - £375 for produce, £500 for street food/caterers/alcohol vendors offering wet sales (dry sales only are charged at lower produce rate)
  - \* NEW FOR 2024 Little Field (for family-friendly & baby/child focused businesses)- £150 (outside)

*NB: There will be no street stalls, this includes St John's Square. Any stalls on the streets are independent to the festival and allowed to operate under MCC licensing terms if they sell similar produce to the shop they are trading outside. Please contact MCC directly if you have any concerns or questions regarding this.*

**\*\*Larger pitches will be subject to higher fees if they can be accommodated based on extra frontage meterage.**

The Lower Brewery Yard Street Food Night Market will be returning to provide visitors with an alternative option to dine with us on the Saturday evening and give street food traders in this market an extra opportunity for more sales. This will be subject to an additional £50 as listed above, for those that wish to trade at the Night Market as well.

There will be no additional catering fee again this year as this has been factored into the street food/catering price for each market where this category can be accommodated.

There will however be **an additional Alcohol selling fee (for wet sales only) of £165** applicable, as standard (except for the Castle where this has been factored into the price)

## **Rate Card**

### Electricity

16amps Fri-Sun (£100)

16 amps Sat-Sun ONLY (£80)

32amps Fri - Sun (£190)

32 amps Sat-Sun ONLY (£170)

48amps Fri-Sun (£255)

48amps Sat-Sun ONLY (£235)

64amps Fri-Sun (£330)

64 amps Sat-Sun ONLY (£310)

CHILLER VAN HOOK-UP: up to 16 amps max (£130).

If you need more power, the price will be increased accordingly.

If you request more power during set-up or at the event these will be subject to a 25% increase on the above rates and will not be guaranteed as the electricians are extremely busy during set up and at the event. If you are found to be pulling more power than requested and paid for, the electricians may stop the supply until additional payment is made so please request and pay for the correct electricity in advance.

*NB: Small fridges/chiller units that can fit within your pitch size are encouraged, rather than chiller vans/large units. For larger units or chiller vans there are limited spaces available (1 or 2 per site [except for LBY = max. 4]). Chiller vans are not permitted to run idle overnight due to residential restrictions. These must be agreed in advance by the festival. These will be located off-site, within walking distance of your pitch and strictly allocated on a first come, first served basis and will affect where we are able to site you.*

### Wifi

We are working to secure a new supplier for 2024, so wifi prices will be confirmed upon selection based on the below estimates:

£100 in advance

£150 on the day

**Tables** (except New Producer's Market & Market Hall where tables are included in pitch fee).

- £10 each if booked in advance
- £20 on the day

*NB: Please note the festival does not hire or supply any chairs, refrigeration or other furniture or exhibition equipment other than tables as listed above.*

### **2024 Payment Deadlines**

- Non-refundable pitch fee balance is due by the following dates. The first 50% as a deposit due by **Thursday 28th March** and the remaining 50% of pitch fee balance due by **Friday 24th May**.
- Payment plans will only be available to New Producers by advance agreement from accounts only, and must be paid by **Friday 28th June** at the latest.

Failure to pay by these dates will result in a waiting list trader being offered your pitch. We do not have the resources to keep chasing for late payments, so please pay by the deadlines or forfeit your pitch offer.

- Any services ordered on the Booking Form such as electricity, chiller hook-ups or alcohol fees will be due by **Wednesday 31st July**. You will be invoiced for this separately. Failure to pay this on time will result in your services not being booked in and a 10% higher rate will then be charged as a late booking fee for the extra admin required to chase and collect. If not paid for before the event, you will not be connected and to be connected you will have to pay a 25% increase on the base rate so please order correctly and pay in advance.

For any invoice or payment queries please contact Eleanor Hunter (accounts@abergavennyfoodfestival.com) BEFORE the above deadlines.

### **Covid Cancellation Policy**

If the festival has to be cancelled due to Covid restrictions or government guidelines, any payments already made may be rolled over to 2025 to guarantee your pitch for that year instead or you may request a refund at the festival's discretion. If the event is unable to go ahead in 2025 due to government restrictions, all monies paid can be refunded upon request.

### **Third party stall applications**

Stalls cannot be secured by or obtained from a third party under any circumstances. Offers and confirmations are only valid if received directly from the Trader Manager.

### **Stall allocation**

You may indicate your preference to trade in a particular area on site, and whilst all requests will be considered, they cannot be guaranteed.

The Festival Organisers reserve the right to change the site plan at their discretion or due to factors outside of their control.

Stall allocations are final and requests for changes will usually not be accepted as we simply cannot fulfill all requests. Sites are carefully curated for variety, balance and to accommodate electricity or size requests so changes have a knock-on effect. We appreciate your understanding and cooperation regarding this.

### **Risk Assessment/Food Safety Management System**

All traders are required to have carried out a careful assessment of the potential risks associated with their particular activity that must also contain a rigorous cleaning, refrigeration and food handling management plan (where applicable) in line with Monmouth County Council Environmental Health Office. You will be asked to submit a written copy of a Risk Assessment and Food Hygiene Certificates and Ratings (if applicable) if selected via the Booking Form.

All food traders must have their Food Safety Management System to hand at the event for our Health and Safety officer to check if required also.

### **Insurance**

Abergavenny Food Festival holds Public Liability Insurance in respect of its own activities. All stallholders must hold their own Public Liability Insurance and Product Liability, and Employers Liability where appropriate. You will be asked to supply copies of your insurance Certificates covering you for the dates of the events you wish to attend if selected.

### **Health and Safety**

At all times whilst on the site, you will ensure that your stall and surrounding areas, equipment and all or any other property is in a condition and position that is safe for all persons who may come into contact with it or be affected by it, including staff and visitors.

The Event Organisers and the Environmental Health Officer reserve the right of inspection, before and during the festival.

### **Environmental Health & Trading Standards**

Traders are expected to comply fully with relevant legislation in respect of Trading Standards, Health and Safety and Environmental Health of Monmouthshire County Council. Stalls may be inspected during the event and those deemed not to comply with relevant regulations may be shut down. This will be taken into consideration in assessing future applications to trade.

Please note: The following is a requirement of Abergavenny Food Festival and Monmouthshire County Council:

- Handwashing - all traders handling any open foods must provide adequate hot hand wash Facilities with soap (hand sanitiser is optional), failure to have one upon inspection will result in you being asked to cease trading until you can acquire one.
- Equipment cleaning/disinfection– all traders handling any open foods must have

adequate facilities for cleaning/disinfection of equipment. Please ensure that you are aware of the recommended products and safe cleaning routines relating to your products.

### **Samples**

Communal samples are not permitted in line with local EHO guidelines. Please only give individual samples on disposable, recyclable or biodegradable single use serveware such as paper napkins, wooden toothpicks or wooden forks. Do not share serveware between customers. No single use plastic is allowed.

### **Food Hygiene Certificate and local EHO Registration**

All traders handling food are required to have an acceptable Food Hygiene rating of no less than 4\* and must be registered with their local EHO. You will be required to submit a copy of your Food Hygiene Certificate or equivalent Food Safety/EHO registration documentation if selected.

If you do not have 4\* rating or above or haven't applied for a rescore with your local EHO if your rating is lower than 4\*, then please do not apply to the festival. Our local MCC EHO externally follows-up to double check all certification is present and correct. Any trader found not to have the relevant paperwork in place will be prevented from trading, and no refund will be issued against any paid pitch fees in this instance.

All traders offering ready to go food /drinks and samples to the public, including wine and drinks, must be able to provide a level 2 food hygiene certificate as per local MCC EHO guidelines.

### **Electricity**

Electricity requirement must be stated on the Application Form so that we can site you according to your needs if successful, and then confirmed on your Booking Form.

All electrical equipment (i.e anything with a plug) that you bring to use on site, must be PAT tested within a year of the festival (to expire no earlier than 20<sup>th</sup> September 2024).

Up-to-date certificates must be submitted via the Booking Form sent to selected traders and be available for inspection on site. It is a legal requirement under the Electricity at Work Regulations 1989 that all electrical appliances used in the workplace are inspected and checked. Un-PAT-tested electrical goods are forbidden.

Please ensure when ordering your power, you order what you require. Onsite charges for additional power is more expensive (25% increase on base rates), could delay you, and can create further issues for the organisers trying to draw additional power from nearby locations to stop outages. Our electricians are also extremely busy during the event and extra connections or power are therefore not guaranteed so please carefully select and pay for the correct amount in advance. *NB: any extra power ordered on the day will have to be paid for upfront before the power will be connected to you, and is not guaranteed.*

Please note that the use of generators is strictly NOT permitted, and any exhibitor found using one will have the generator confiscated until after the event and will be charged for an electrical supply at the higher rate.

If you would like to discuss your power requirements in more detail, please contact Emily Tulloch on [emily@totaltep.com](mailto:emily@totaltep.com)

### **Wifi**

We are working to secure a new supplier for 2024, so wifi prices will be confirmed upon selection. The public town wifi can become overwhelmed during the event so we do recommend either sourcing your own wifi supply via a star-link system, dongle or speaking to your network provider about their recommendations. We will update all selected traders once we have a confirmed Wifi system in place for this year.

### **Clean-Up Fee/Spillage Fee**

Upon leaving the festival site during pack-down, you are required to notify your site manager who will then assess your area and ensure that you have left it clean and undamaged.

If you damage Festival stalls or equipment, stain the ground within your pitch, pour oil, grease or other substances into public drains, leave any rubbish or food debris on the site, or are found to be using any banned single use plastic (please see Sustainability Policy) on your stall, you will be required to pay for the cleaning or repair on the spot before you leave. Our accountant will issue a £150 fine which must be paid in cash there and then. Failure to cooperate or pay will result in immediate blacklisting from future festivals and associated events.

(Please notify your site manager of any spillages or stains to your area upon your arrival to prevent being charged for an existing spillage/stain.) If additional costs are incurred that are not covered by the Spillage Fee, you will be liable for the additional costs for immediate payment. If such a fee is incurred, your applications for future years will be bound to an additional Spillage Bond cheque of £300, which will be required in advance of you being accepted to trade at the event. This cheque will be held unbanked until the end of the event when it will be returned at the discretion of your Site Manager providing the site is left clean and undamaged. This will be taken into consideration in assessing future applications to trade also.

We therefore strongly advise that you adequately protect the flooring of your pitch beforehand to prevent slippages and staining, and ensure your pitch is clear and clean before you leave the site, as this will be inspected post Festival and any potential damages or cleaning costs charged to you.

### **Stalls**

- Traders must not place goods beyond the boundaries of their stall or pitch, either on the ground or hanging unless previously agreed with the Festival.
- There will be no sub-letting of stalls without prior consent from the Festival.
- Traders are required to co-operate with Site Managers, Security, Emergency Services, Council officers and all official organisations on site.



- The Festival does not guarantee to provide stall front walls. We recommend you bring spare tarpaulin or other suitable covering if you wish to cover your produce on your stall overnight, or in case rain is forecast.
- All traders are required to display prominently on their stand full contact details: Business name, postal address and phone number, Covid safety measures, Allergens listing if applicable and if relevant to your business, their Food Hygiene Score/rating in compliance with Welsh Food Hygiene regulations.

### **Trading hours**

All traders are expected to be open and ready to trade at site opening times (9.30am for the Festival across both days;) and remain open until site closing times, 6pm for Saturday, (except for the Street Food Night Market which will stay open until 9.30pm) and 5pm for all markets on Sunday.

### **Set Up and Pack Down**

Stalls can be set up from 6.30am across most sites on the day of trading. Some sites can be set up on Thursday 19th or Friday 20th September between 6pm – 10pm (or 3pm – 7pm for Lower Brewery Yard) but all of this will be confirmed nearer the time, if selected. You will be sent a detailed Trader Info Pack with all site-specific details included if your application is successful and can contact us for further information closer to the event.

Vehicles may NOT be kept by stalls and must be off-site by 8.30am, before road closures come into play across both days for the Festival.

Pack down of stalls is NOT permitted before your site closing time (either 5pm or 6pm), on both days for the Festival. Please make sure you know your site's closing time in advance.

### **Electrical and gas equipment**

All electrical equipment must be in good condition and have current PAT certificates. All gas equipment must be covered by an up-to-date gas certificate issued by a registered gas engineer (Gas Safety Register). These certificates are required to be submitted on the Booking Form and must be available for inspection by our Health and Safety officer at the event. If you cannot submit any of these documents on time, please contact us to discuss when they will be renewed.

### **Important update for all Gas Certificates**

Your Gas Certificate is a mandatory requirement in advance of the festival to ensure your safe set-up. It must be in date for the duration of the festival.

Please ensure that your Gas Certificate has been inspected by a Gas Safe Registered Engineer who is authorised to certify catering units and set-ups.

We have had many gas certificates submitted that are not fit for purpose or legal due to this reason. These will be refused and you will need to be re-inspected by an authorised Gas Safety Engineer with catering credentials. You can call the Gas Safe Register yourself to check this (0800 408 5500) quoting the name and registration number of the engineer on your Gas Certificate to verify.

### **Fire Safety equipment**

Fire extinguishers are provided in each of the venues, however, traders must provide fire safety equipment on their stands including relevant fire extinguishers and fire blankets, appropriate to their activities (if cooking you must supply your own fire extinguisher AND fire blanket). All fire extinguishers must be serviced within the last year with proof of this available for inspection by our Health and Safety officer at the event.

### **Alcohol sales**

Traders selling alcohol require our Authorisation to Sell Alcohol. Authorisations are issued to those who will have a staff member present on the day holding a Personal Licence, and the agreement will require signing and returning in advance of the event. We require all alcohol sellers to display Challenge 25 posters, provided by yourselves. TENS licences are applied for by the festival on your behalf, with the information you provide, unless otherwise stated.

**Please DO NOT apply for your own TENS as this affects the festival's licenses and causes administrative issues.**

If you wish to sell alcohol by the glass, for immediate consumption, you will be required to pay an Alcohol Sales fee of £165 in advance, across all markets (this has been factored into the Castle pitch fees however so will not be charged in addition).

Dry sales (the selling of bottled alcohol for later consumption, except for small samples around 2oz max.) are permitted under the pitch fee. An Authorisation will need to be signed and returned, but currently not required to pay the alcohol sales fee.

Wet sales (the selling of alcohol to consume immediately including pints, half pints, wine by the glass, cocktails and open bottles) are subject to a £165 Alcohol Sales fee, invoiced and payable with your pitch fee invoice.

### **Authorised vehicles**

Once the event has opened there can be no vehicle movement within event sites or road closures. No unauthorised vehicles are to remain on site.

### **Refrigerated vehicles**

If you need a supply for a refrigerated vehicle or unit that cannot fit within your pitch size, you will need to apply for a Chiller van hook-up on the application form and confirm details on the Festival Offer Form if selected, providing accurate electricity power details and full dimensions of the van/unit and wait for approval from the festival if selected. There is a £130 fee for Chiller van hook-up. Consideration for noise levels and any disruption to local residents and businesses must be given at all times.

We have very limited space but will try and accommodate chiller van or chiller unit requests where space and logistics allow. Please be aware that this is not confirmed until you have received confirmation in writing. The Festival does not provide any back of house refrigeration facilities.

## **Security**

During Festival events there will be overnight security presence at all enclosed market sites. However, traders who choose to leave product or equipment on their stalls overnight do so at their own risk. Abergavenny Food Festival will not be liable for any loss or damage to any trader's property or produce.

## **Disposables and Sustainability**

We will be updating our Sustainability Policy soon to adhere to the latest guidelines as there are new bans coming into legislation in Wales by the end of the year and next year. Please check back.

We always welcome suggestions and feedback from traders in regards to sustainability practices as we want to work together on this, so feel free to get in touch.

- The Festival is striving to further reduce all single use plastic across the sites, so plastic straws, plastic coffee cups, plastic bags and plastic condiments sachets are strictly not permitted.
- Polystyrene, single use plastic and other non-recyclables are NOT acceptable.
- Traders found to be using contraband single-use plastic disposables will incur a £150 on-the-spot fine, and may be asked to cease trading if they continue to use this after being asked to stop, and will not be selected to trade at the festival next year.
- Considering the impact of the festival on the environment, we have minimum sustainability standards that we ask all traders to comply with; all food containers, packaging, plates and cutlery etc, must be compostable. Bar glasses should be made from recyclable plastic. We appreciate your support in this.

## **Waste disposal and Recycling**

Traders are expected to keep their surrounding areas as clean as possible throughout the event.

Each trader will be supplied with bags and caddies as appropriate. Materials and waste will be collected from your stall regularly throughout the event by the Waste management company we work with.

Those who do not take advantage of these facilities and leave any rubbish, staining or food debris within their pitch area will incur our standard on-the-spot clean-up fee of £150, or more if costs exceed this amount.

## **Water**

It is NOT currently possible to provide water connections to individual stalls, however there are hot water points and drinking water points available across the site. Each site has a dedicated hot water point for use by traders. The Festival does not provide any hand wash unit facilities, it is essential that you bring your own to ensure best food safety and hygiene practices. Hot water is required for handwashing (thermo flasks are an option).

## **Food Allergens**

Food Business Operators need to provide information to consumers verbally, or through appropriate signage, if any of the declarable allergens are in food they supply or are in the

ingredients used in the preparation of the foods they supply. This does not include these substances being present through cross-contamination, but care must be taken to avoid any cross contamination. Your supplier has a duty to provide you with information about products they have supplied to you, to help you comply with the regulations.

It is therefore Festival policy that every food and drink trader must display an allergen notice on their stall during the festival, either notifying customers of the allergens that may be present in their food or prompting the customer to ask staff about any allergens as a minimum.

The 14 allergens that should be declared are identified below:

**Celery, Cereals containing gluten, Crustaceans, Eggs, Fish, Lupin, Milk, Mollusc, Mustard, Nuts, Peanuts, Sesame seeds, Soya, Sulphur dioxide.**

Allergen information must be specific to the food, complete and accurate.

Food Business Operators must not refuse to provide allergen information on foods served nor give the wrong information on a menu or through verbal communication.

### **Data Protection**

The information which you give on your application form will be used in accordance with the current Data Protection Act 1998. Other than the publication of your business contact details on our website, your personal and/or business data will not be passed on to anyone else; your information will be kept securely and will be kept no longer than necessary.

### **Policy towards Festival Staff**

Any hostile, aggressive, rude or threatening behavior towards Festival Staff and Stewards will not be tolerated by traders, speakers, guests or visitors, or from friends, family or acquaintances of traders, speakers, guests or visitors. Incidences will be reported to festival security and the local police where necessary. Any offending traders may be asked to cease trading and will be blacklisted from future events.

### **Refunds/Cancellation Policy**

If you cancel for any reason at any time after being selected, other than for ceasing trading (with proof sent of this at the time of cancellation), any monies paid up to that point will be retained by the festival, except for services (power, chiller hook-up and tables etc..) which may be refunded back to you at the festival's discretion. This will also be taken into consideration for any future applications.

Timewasters (those who do not pay by the deadlines nor respond to emails, reminders and payment notices) will be blacklisted, so we urge you to please communicate with us and look out for our emails, which is the festival's main method of communication.

In the event of our EHO not supporting your application to trade due to a falsified hygiene rating or a score of under 4\* being discovered, any monies paid up to that point will not be refunded. (50% of any services paid for may be returned at the festivals discretion).

The festival does not refund fees post event, except for any services that were unavailable on the day, i.e electricity or chiller hook ups, that can be verified by our electricians, or in the event of the festival weekend having to be cancelled by us or reasons beyond our control, whereby the festival will endeavor to reimburse fees in due course.

Please see Covid Cancellation Policy for details on rollovers and refunds should the festival have to cancel due to Covid and government restrictions.

**Contacts**

To comment on our procedures please write to:

The Chief Executive, via email [affinfo@abergavennyfoodfestival.com](mailto:affinfo@abergavennyfoodfestival.com)