

Vendor Policy

PURPOSE

The purpose of this policy is to provide Vendors with guidelines and procedures with regard to the sale of products (goods and services) at the Canadian Artistic Food Expo (CAFÉ) in Belleville, Ontario. The policy is intended to ensure uniform and safe operations by CAFÉ Vendors, who are small businesses, food entrepreneurs, and artisans. Through the use of this policy, Saffron Hub seeks to provide the framework for an enjoyable exposition for Vendors, other participants, and the community.

The goal is for Vendors to showcase their creativity and diversity through the provision of high quality food and / or other products to the public.

SCOPE

This policy is directed towards Vendors at the CAFÉ. Vendors includes non-food vendors, single-item food vendors, multi-item food vendors, artisans, and not-for-profit organizations. Within its purview are matters of importance to sales and other operations by Vendors.

CONTENTS

Application and Preliminary Processes:

Prior to participation at the CAFÉ, Vendors will have applied through the online application process listed at <https://artisticfoodexpo.com/> and will have received notice of approval of their application. Vendors will have read and agreed to the [Rules and Regulations](#).

Emergencies:

In the event of an emergency, Vendors will contact police, fire, and / or ambulance. Vendors will also notify CAFÉ staff of the circumstances surrounding the emergency event.

Saffron Hub will provide security personnel at the CAFÉ.

Weather:

The CAFÉ will proceed as planned if there is mild inclement weather. Saffron Hub staff will monitor the weather to determine if a response is needed.

COVID-19:

COVID-19 continues to pose a threat to the community. While masks are not required at this time [UPDATE IF NECESSARY], Saffron Hub recommends that all Vendors, participants, and members of the public wear a mask at all times during attendance at the CAFÉ.

Vendor Policy

Tents may only house [NUMBER] people. Saffron Hub has developed a safety plan for the event that complies with applicable laws. Copies are available upon request. **[IS THERE A COVID- 19 SAFETY PLAN? [See here for plan builder from the Government of Ontario.](#)]**

Behaviour:

Vendors must conduct themselves in a manner that is professional, solicitous, and courteous. Vendors will monitor and / or direct any employees or staff members to ensure the same. The use of alcohol and / or drugs is strictly prohibited while vending and at the CAFÉ. Swearing and aggressive behaviour is not permitted. Vendors will not use any sales tactics that are potentially harmful to other CAFÉ Vendors, participants, or the public and will bear in mind the purpose of the CAFÉ when selling products.

Anti-discrimination, Anti-harassment and Accessibility:

Vendors will treat customers and other participants with fairness, dignity, and respect. Under the *Human Rights Code*, R.S.O. 1990, c. H.19, (the “**Code**”), every person has the right to be free from harassment and discrimination in certain areas, including with regard to services, goods, and facilities. Saffron Hub is committed to holding an event that is free from discrimination and harassment, however it is the Vendor’s responsibility to educate themselves on their obligations under the Code.

Harassment and discrimination will not be tolerated or condoned by Saffron Hub at the CAFÉ. Saffron Hub’s strategy to address harassment and discrimination at the CAFÉ includes making participants aware of their rights and responsibilities and removing systemic barriers.

Saffron Hub will conduct a thorough investigation into all reported incidents. If necessary, appropriate action will be taken such as revoking a Vendor’s authorization to participate at the CAFÉ, removing a party from the event premises, and / or contacting the authorities.

Saffron Hub will take all necessary steps to ensure the CAFÉ is safe and accessible for Vendors, participants, and the public, including allowing support staff and ensuring access to the event is wheelchair-accessible. **[INCLUDE ADDITIONAL ACCESSIBILITY SUPPORTS FOR PERSONS WITH DISABILITIES].**

If a Vendor has a need for accommodation, please contact [NAME].

Applicable Laws:

Each Vendor understands and will adhere to all municipal, provincial, and federal laws and regulations relating to food and food safety, including the Food Premises Regulation made under

Vendor Policy

the *Health Protection and Promotion Act*. Compliance with all applicable laws is the responsibility of the Vendor and not Saffron Hub and CAFE.

Insurance:

Insurance must be purchased by all Vendors. An appropriate certificate of insurance must be provided that is signed by an Insurance Agent.

Pricing:

Vendors understand that the purpose of the event is to support small food businesses and entrepreneurs and to provide a fun and accessible way to make unique food available to the public. Pricing of goods and services supplied by Vendors must be prominently displayed. Pricing should reflect the workmanship of the product and the nature of the event.

REFERENCES

1. [Vendor Package Information](#)
2. [Registration Form](#)
3. [Rules and Regulations](#)
4. [Insurance and Liability](#)

DEFINITIONS:

Discrimination: is not defined in the Code, but is defined through case law to mean differential treatment based upon membership in a protected group under the Code, which could result in treatment that is unfavourable or preferential or has an adverse impact.

Harassment: is defined in subsection 10(1) of the Code as "engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome."