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Ripley Christmas Fair Policies

1. BOOKING POLICY

- **Your booking is not confirmed until full payment has been received.**
- Stallholders must display their name or company name clearly on their stall.
- Stallholders are fully responsible for any accidents, incidents, claims, or liabilities arising from their activities or displays, including the conduct of any staff or helpers.
- Neither Ripley Parish Council nor The Ripley Christmas Event Committee accepts any responsibility for such incidents or claims.
- Stallholders are strongly advised to obtain appropriate public liability insurance.
- Due to limited stall spaces, Ripley Parish Council reserves the right to decline applications at its discretion.

2. WEATHER POLICY

- The event will take place come rain or shine.
- All stalls must be equipped with a weather-resistant gazebo and sufficient weights to secure it safely.
- Stallholders are responsible for protecting their stock and equipment from rain, wind, and mud.
- This is an outdoor event, and no liability will be accepted for weather-related damages.

3. PITCH ALLOCATION

- All double pitches, horseboxes, and oversized setups (exceeding a 3m x 3m footprint) will be placed on The Green.
- Pitches will be allocated based on suitability, space requirements, and overall event layout.
- There are no reserved spots. Your flexibility is appreciated.
- You may be allocated a grass pitch, so please ensure your set-up is suitable.

4. CATERING STALLS

- All catering stalls will be grouped in a designated catering area.
- To provide a varied selection, duplicate food offerings will be avoided where possible.
- Catering spaces are limited, and will be offered on a first-come, first-served basis.
- Early booking is therefore strongly recommended.

5. REFUND POLICY

- All cancellation and refund requests must be submitted in writing to the Christmas Fair email address.
- Stallholder cancellations do not automatically qualify for a refund. A refund may be considered only in the following circumstances:
 - serious illness or injury preventing the named stallholder from attending;
 - bereavement involving an immediate family member;
 - cancellation or postponement of the Fair by Ripley Parish Council;
 - Ripley Parish Council being unable to provide any suitable pitch for a setup that was accurately declared and accepted when the booking was confirmed; or
 - another exceptional circumstance outside the stallholder's reasonable control, accepted by the Council in writing.
- Reasonable supporting evidence may be requested before a refund is approved. The following are not qualifying grounds for a refund:
 - a change of mind;
 - dissatisfaction with the allocated zone, pitch or surface;
 - concerns about expected or actual footfall, takings or sales;
 - ordinary poor weather where the Fair proceeds;
 - difficulty obtaining suitable equipment;
 - transport, staffing or childcare difficulties;
 - failure to disclose the complete dimensions of a setup;
 - failure to comply with safety or pitch requirements;
 - late arrival or failure to attend; or
 - removal from the Fair because of a breach of these policies.
- Where a stallholder cancels and the pitch is successfully reallocated to another paying stallholder, the Council may, at its discretion, issue a refund after deducting any reasonable and non-recoverable administrative costs.
- The amount of any refund may take account of costs already incurred by the Council and whether the pitch can reasonably be reallocated.
- Requests should be made as soon as reasonably practicable. Requests received fewer than 28 days before the Fair will not normally be approved unless they concern serious illness, injury, bereavement or cancellation by the Council.
- If the Council cancels the Fair, stallholders will receive a refund of the stall fee paid. The Council will not be responsible for stock, travel, accommodation, loss of profit or other consequential costs.
- If the Fair is postponed, bookings will normally be transferred to the replacement date. A stallholder unable to attend the replacement date may request a refund.
- Approved refunds will be returned to the person or account from which the original payment was received.