



Trader Application Guidelines

Nozstock 2024 takes place between 18th July – 21st July 2024 and is being organised by Nozstock Limited. Please read these Application Rules carefully. If you have any queries then please contact village@nozstock.com before returning your application form. Where we refer to 'us' or 'we' or 'our' in these terms and conditions 'us' or 'we' or 'our' means or refers to Nozstock Limited. Where we refer to 'you' or 'your' then we are referring to the applicant for a trader pitch and where the applicant is a partnership or company then we are referring to the entire partnership or company.

1. Application Process

Before we will consider your application, you must provide the following:

- A fully completed and signed Application Form
- A sample tariff
- Local Authority registration details (food and drink traders only)
- Food Hygiene Certificates (food and drink traders only)
- A copy of your public liability insurance certificate
- PAT certification (if you will be using any electrical equipment)
- Gas Safety documentation (if you will be using any gas appliances)
- Completed Health and Safety risk assessment (food and drink traders only)
- A completed fire risk assessment

Where possible, preference will be given to applications from businesses that show significant engagement with reducing their environmental impact, including but not limited to:

- Providing some of their energy from renewable/low carbon sources
- Using solar panels or recycled biodiesel
- Showing a commitment to locally sourced/organic food and stock locally sourced/fair trade/ethical products.

We hope to let successful applicants know by 30th April 2024 and we will then provide you with a written offer of a pitch at Nozstock 2024 ('the Offer Letter'). Unfortunately, due to the number of applications we receive, we may not be able to contact all unsuccessful applicants. Our offer of a pitch will be conditional on the payment of our pitch fee by the date specified in our Offer Letter. We may include additional conditions in our Offer Letter.

Once you have paid your pitch fee you will be agreeing to the terms of our Offer Letter and you will then have entered into a binding agreement with us. We will not permit you to transfer your pitch to a third party or to sub-contract your operation.

We reserve the right to cancel Nozstock 2024 but will agree to refund your pitch fee if we do this.



2. Payment of Pitch Fee

We will calculate your pitch fee based on a range of data and we will notify you of our pitch fee in our Offer Letter. Our pitch fee is non-negotiable and final. Your pitch fee must be paid by bank transfer by the date specified in the Offer Letter. Your pitch at Nozstock 2024 is only confirmed when cleared funds have been received by us. Your pitch fee will not be refunded unless we have to cancel Nozstock 2024. We will limit our overall liability to you to the pitch fee you will have paid.

We will also request a £200 refundable deposit against damage to your pitch area. This will be refunded to you once Nozstock 2024 is over and we have checked that your pitch has been left in a suitable, litter free condition. If any electrical equipment loaned to you is removed from site the replacement cost will come out of this deposit if not returned to us.

3. Pitch

We will advise you of the approximate size of your pitch in our Offer Letter. While we will discuss with you the proposed location of your pitch, we will reserve the right to change the location of your pitch.

We cannot guarantee a minimum number of attendees at Nozstock 2024 and we cannot guarantee that they will buy merchandise from your stall. We will not be responsible in any way for any financial losses that you may incur as a result of lack of trade. Please bear in mind that Nozstock 2024 will go ahead come rain or shine. We have no control over the weather conditions which may affect your trade.

4. Stall requirements

We will expect you to observe some general trader rules and regulations such as:

- (i) Arriving at the right time – this will be agreed with our Trader Manager before the event. Trader load-ins will take place on Wednesday 17th July or Thursday 18th July. No access to the site will be available before 9am on Wednesday 17th July 2024 unless otherwise requested.
- (ii) Being set up, ready to trade by 12pm on Thursday 19th July 2024 to enable us to carry out an inspection with Herefordshire County Council, the Fire Service and West Mercia Police Constabulary if they so require.
- (iii) Ensuring you keep to the number of staff that has been agreed. If you require any name changes of additional tickets, please arrange with the Trade Manager before arriving on site.
- (iv) Ensuring that your vehicles and equipment fit within the pitch size that has been agreed. Please ensure that you provide the correct details in your Application Form – You will be allocated your



total pitch size based on this information. If it transpires that you should require additional space, you will have to pay an additional fee or you may not be able to set up at all. We have limited space so please be as accurate as possible.

(v) Sticking to the agreed hours of trading and supply the products that you stated on your application form and no others. You will not be permitted to supply alcohol under any circumstances.

(vi) Observing rules about vehicle movement on site. You should bear in mind that no vehicle movement is permitted between 2pm on Thursday until 9am the following Monday within the arenas, so you will need to ensure that you have sufficient stock before the commencement of the festival. Supplies can of course be walked in at any time.

(vii) Observing our prohibition on amplified music in stalls. We do not allow amplified music or PA systems to be used unless we have given specific written permission for you to do so.

(viii) Observing our prohibition on animals on site. We do not allow any animals on site (guide dogs for staff members who are registered blind excepted).

(ix) Observing our prohibition on third party advertising or sponsorship.

(x) Observing our rules on general tidiness. For example, you will be required to keep the area 10m in front of your stall tidy and free of rubbish.

(xi) We will expect you to pay for any damage caused to your pitch and for the cost of any cleaning.

(xii) You will be required to state if any of your products contain any of the following allergens:

Cereals containing gluten including wheat, spelt, Khorasan, rye, barley and oats.

Crustaceans such as prawns, crabs and lobster

Eggs

Fish

Lupin

Milk

Molluscs such as mussels and oysters

Mustard

Tree nuts including almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia

Peanuts

Sesame seeds

Soybeans

Sulphur Dioxide



(xiii) You must observe our general site Rules and Regulations – these can be found at our website <https://nozstock.com/terms-conditions/> and are subject to change

5. Sustainability

Required:

Vegetarian and Vegan Options:

Ensure that your menu carries vegetarian and vegan options to offer a diverse range of dietary preferences and reduce the environmental impact associated with meat production.

No Single-Use Materials: includes but not exclusive to – cutlery, plates, single use sauce sachets etc.

Plastic-Free Glitter:

Avoid the use of plastic glitter in any products or decorations. Environmentally friendly alternatives made from biodegradable materials can be sourced instead.

Environmentally Friendly Cleaning Products:

Choose cleaning products that are environmentally friendly and non-toxic. . You must source these products yourself before arrival at the festival.

Recommended:

Renewable Energy:

Explore the use of renewable energy to meet the energy needs of your stall to reduce your carbon footprint.

Reusable Materials:

Encourage the use of reusable materials for serving food and drinks. This could include reusable cups, plates, and utensils to further reduce waste.

Carpooling and Public Transport:

Advocate for crew and volunteers to use car-sharing or public transport to travel to the festival. This helps reduce the carbon emissions associated with individual transportation.

Local Sourcing:

Strive to source all ingredients locally, preferably within the UK. This not only supports local farmers and businesses but also reduces the environmental impact of transporting goods over long distances.

Carbon Transparency:

Provide menus that include information about the carbon footprint of each meal, and highlight the lowest carbon options. This promotes awareness and empowers festival-goers to make sustainable choices.

Partnership/Accreditation from Environmental Charity:

Establish a direct partnership or seek accreditation from an environmental charity or recognized organization. This demonstrates a commitment to sustainability and provides assurance to consumers about the eco-friendly practices of your stall.

6. Accessibility

Required:



Visible Items with Assistance:

Ensure that customers can see all items for sale with offered assistance. This can be achieved through clear signage, an active offer of help, or by having an access plan/policy for disabled customers.

Assisted Payment:

Enable customers to pay for all items with assistance. This could involve clear signage, an active offer of help, or having an access policy that facilitates assisted payments.

Accessible Signage (When Requested):

Provide accessible signage, particularly when requested. This may include offering large print versions that customers can hold for better visibility.

Inclusive Menu:

Design a menu that caters to all major dietary requirements, including but not limited to lactose, gluten, nuts, shellfish, eggs, and soy. This ensures that individuals with various dietary needs can enjoy the offerings.

Proactive Crew Attitude:

Maintain a proactive attitude from the crew. Ensure that servers are welcoming and patient, fostering an inclusive and positive environment for all customers.

Recommended:

Independent Visibility:

Strive to make all items visible to customers without assistance. This includes ensuring that wheelchair users can manoeuvre around the space to view products and menus, with step-free or level access, accessible widths, and appropriate heights of items.

Independent Payment:

Facilitate customers in paying for all items without assistance. This may involve having lowered counters or wireless pay points for ease of use.

Accessible Signage (As Standard):

Implement accessible signage as a standard practice. Ensure that prices, menus, and information are printed in clear language with a large enough font (at least 18pt) and contrasting colors.

Access Plan/Policy:

Develop and implement an access plan or policy that comprehensively addresses the needs of disabled customers, promoting a more inclusive festival experience.

Consideration for d/Deaf and Hard of Hearing Customers:

Take into account the needs of d/Deaf and Hard of Hearing customers. This may involve providing a portable induction loop system, offering alternative communication methods such as British Sign Language (BSL) or a tablet/whiteboard/pen and paper, and training staff on how best to interact with these customers.

*The Sustainability and Access Team will consider the outlined requirements and recommendations when evaluating candidates for the annual Ethical Trader Award. Throughout the weekend, the teams will conduct supplier surveys to ensure compliance with the specified actions. **Failure to***



meet these requirements may impact a trader's eligibility for selection in subsequent years if necessary improvements are not implemented. In cases of severe misconduct, such as environmentally destructive or discriminatory operations, emergency actions will be taken to address the issues promptly.

If challenges arise in meeting the required standards, please reach out to info@nozstock.com. Our teams are eager to assist you in finding solutions and enhancing your sustainability and accessibility strategies.

7. Electricity

We will supply mains AC power to your stall in accordance with your requirements as contained in your application. If you intend to bring your own power generation equipment then you must ensure that it meets our site health and safety requirements – details are available on request. All electrical equipment used within your stall (including wires and generators) must have valid PAT certification –all such documentation must accompany your application.

8. Gas

We do permit a safe amount of bottled gas supplies on site. You must comply with our site equipment rules (available on request). Any gas appliances must comply with the relevant regulation and must be fitted by a registered Gas Safe engineer. All Gas Safe certification must be sent to Nozstock Festival with your application.

9. Fresh Water

Fresh water taps will be conveniently located. We will not provide a dedicated water supply.

10. Waste Water

We will provide facilities for the disposal of waste water. We do not permit the digging of sumps and soakaways/ditches.

11. Fire Precautions

All traders must supply their own 5kg dry powder fire extinguisher. Food and drink traders must supply a fire blanket.

12. Prohibited Items

We do not permit the sale (even at zero cost) of any of the following items:

- Knives or any other dangerous items
- Prohibited or controlled drugs
- Fireworks
- Legal highs
- Substances that are sold for their psychoactive properties but under the pretence that they are inedible



- Gases for inhalation (e.g., nitrous oxide)
- Tin foil barbecues
- Kites
- Chinese lanterns
- Lighters or matches
- Any products contained in, or made from glass
- Solvents
- Any form of flammable substance.

13. Documentation

You will need to ensure that where appropriate you will have the following documentation available for inspection throughout Nozstock 2024:

- (i) Certificate of Registration with the Environmental Health Service of your Local Authority (food and drink traders only)
- (ii) PAT certificates for any electrical appliances used.
- (iii) Gas Safety Certificate from a Gas Safe engineer for any gas appliances used.
- (iv) Public Liability Insurance Certificate and Schedule.
- (v) Employers Liability Insurance Certificate and Schedule.
- (vi) Completed Health and Safety risk assessment (food and drink traders only)
- (vii) Completed Fire Risk Assessment.

14. Compliance with Statute

You must ensure that where appropriate your business is fully compliant with the following statutory regimes:

- (i) Management of Health and Safety at Work Regulations 1999
- (ii) The Manual Handling Operations Regulations 1992
- (iii) Personal Protective Equipment at Work Regulations 1992
- (iv) Provision and Use of Work Equipment Regulations 1992
- (v) Food Safety (General Food Hygiene) Regulations 1995
- (vi) Food Safety (Temperature Control) Regulations 1995
- (vii) The Management of Health and Safety at Work Regulations 1992
- (viii) The Health and Safety at Work Act 1974
- (ix) Highly Flammable and Liquefied Petroleum Gases Regulations 1972