



# frequently asked Questions

## RETAIL VENDOR FAQs:

### How much does booth space cost?

- Retail Vendor pricing is \$50/month for non-refundable booth space
- **In the case of inclement weather, the event will be canceled.** You will receive a refund for the event if we have to cancel.

### What comes with my registration?

- Vendors are given the space allotted to them that includes one (1) 8-foot table, and 1 folding chair. We try to get power as close as possible to each stand but request that you bring a 50-foot power cord and a power strip just in case. **Please let us know if you will require electricity.**
- **CHANGE FOR THIS YEAR ~ You will need to provide your own tent if you would like one.** We will not be renting tents this year. Sorry for any inconvenience.
- There is no discount for refusing the table & chairs that come with your stand, but we appreciate the heads-up that you won't need them since it saves us the trouble of setting them up for you.

### What about the weather?

- In the case of inclement weather, we will be canceling the event. Vendors will all receive a full refund of your monthly fee. **We will make our decision about canceling by 10 am on the morning of the event.**
- **You will receive an email notification about the cancellation.**

### When can I set up?

- Set up begins at 2 pm on the day of the event (please don't arrive early... we'll be busy getting ready for you!). Check-in with the Event Manager (person with a clipboard!) to find out your assigned booth location. The event runs from 4:30 pm – 8 pm. Your area should be completely cleaned up by no later than 9 pm.

### What if I need to cancel?

- Any cancellations must be given in writing and either postmarked or emailed no later than one full month before the event. Any cancellations after that will be handled on a case-by-case basis by the organizers to CONSIDER a partial refund.

### **What if a vendor is a “no show”?**

- In most cases, not showing up without contacting the organizer is just plain rude & it impacts the market, other vendors & customers in a negative way. But we recognize that there are some crazy-emergency situations where you're unlikely to think about calling us to let us know you won't be attending the market. Those are RARE occasions and will be considered on a case by case basis.

### **Can I break down early?**

- Breaking down early is not permitted unless we close down the market early for a weather emergency or some exception is agreed upon by the organizer IN ADVANCE (Do NOT ask for this exception the day of the event!)

### **What communications should I expect from the Party on the Plaza Organizers?**

The following is a list of important communications you can expect from us. If you have not received them, it is your responsibility to contact us and let us know as your email may be filtered. We cannot be held responsible for any important information you may have missed that was made available.

- Registration Confirmation Email (Immediately after registration)
- Party Reminder & and a recap of setup instructions (Monday or Tuesday before the event)
- Weather-related communications: as needed up to the event.

### **After I set up, where can I safely park?**

- The parking lot beside the Reformed Presbyterian Church: 21 E. Locust St.
- The parking lot behind Bethany United Church: 140 E. Main Street
- The parking lot behind Ephrata National Bank: 31 E. Main Street

### **Who should I contact in case of an emergency?**

- Lisa Willwerth - **Office:** 717-721-6196 **Cell:** 717-271-1283 **Email:** [lisa@mainspringofephrata.org](mailto:lisa@mainspringofephrata.org)
- 

### **FOOD TRUCK & FOOD STAND FAQs:**

#### **How much does space cost?**

- Food Vendor pricing is \$50/month.

#### **What comes with my registration?**

- Food STAND Vendors are given the space allotted to them that includes electricity, one (1) 8-foot table, and 1 folding chair.
  - **CHANGE FOR THIS YEAR ~** you will need to provide your own tent if you would like one. We will not have tents for rent anymore. Sorry for any inconvenience.
- Food TRUCKS are given the space allotted to them based on the size of your truck and your serving configuration.

#### **What paperwork are the food vendors required to provide?**

- If you do not have your health inspection displayed in your truck, please forward a copy to [lisa@mainspringofephrata.org](mailto:lisa@mainspringofephrata.org).
  - **FOOD TRUCKS & STANDS** - A Certificate of Insurance will be a requirement of participation going forward listing Mainspring of Ephrata as an additional insured. The certificate can be obtained from your insurance agent & should be at no cost to you.

- **List as: Mainspring of Ephrata, 16 E Main St, Ephrata, PA 17522. If we do not receive your COI, you will not be able to attend the event.**
- **Please have it emailed to [lisa@mainspringofephrata.org](mailto:lisa@mainspringofephrata.org) a least two weeks prior to the event.**
- Food handlers & service areas should be compliant with ALL PA state and Ephrata Borough licenses and regulations.

#### **What about the weather?**

- In the case of inclement weather, we will be canceling the event. Food Vendors will all receive a full refund of your monthly fee and deposit.
- We will make any weather decisions by **10am** the day of the event.

#### **When can I set up?**

- Food stands can begin setting up at 2:00 pm. We ask that food trucks arrive at 3:30 pm.

#### **What if I need to cancel?**

- Any cancellations must be given in writing and either postmarked or emailed no later than one full month before the event you're unable to attend. Any cancellations after that will be handled on a case-by-case basis by the organizers to CONSIDER a partial refund.

#### **What if a vendor is a "no show"?**

- In most cases, not showing up without contacting the organizer impacts the event & customers in a negative way.
  - You will forfeit your vendor fee.
  - We recognize that there are some crazy-emergency situations where you're unlikely to think about calling us to let us know you won't be attending the market. Those are RARE occasions and will be considered on a case-by-case basis.

#### **Can I break down early?**

- Breaking down early is not permitted unless we close down the market early for a weather emergency or some exception is agreed upon by the organizer IN ADVANCE (Do NOT ask for this exception the day of the event!)

#### **What communications should I expect from the Party on the Plaza Organizers?**

The following is a list of important communications you can expect from us. If you have not received them, it is your responsibility to contact us and let us know as your email may be filtered. We cannot be held responsible for any important information you may have missed that was made available.

- Registration Confirmation Email (Immediately after registration)
- Party Reminder & and a recap of setup instructions (Monday or Tuesday before the event)
- Weather-related communications: as needed up to the event.

#### **After I set up, where can I safely park?**

- The parking lot beside the Reformed Presbyterian Church: 21 E. Locust St.
- The parking lot behind Bethany United Church: 140 E. Main Street
- The parking lot behind Ephrata National Bank: 31 E. Main Street

#### **Who should I contact in case of an emergency?**

- Lisa Willwerth - **Office:** 717-721-6196 **Cell:** 717-271-1283