



Royal Market Guidelines and Agreement

Our mission is to help save lives, restore health and provide comfort, by raising funds which directly benefit patients at RCH.

Your bookings at the Royal Market help us meet our fundraising goals and contribute to the overall success of the Royal Columbian Hospital Foundation.

Please carefully review and complete the Guidelines and Agreement Form. Following these guidelines will save significant time, and other resources, for both Foundation and hospital staff. Your cooperation will help ensure the program is carried out in an efficient and respectful manner.

Thank you. Your support makes a significant contribution to our hospital and to the health and well-being of our patients.

TERMS & CONDITIONS

The following are the Terms & Conditions set up by the Royal Columbian Hospital Foundation for the operation of the vendor space at Royal Columbian Hospital.

The vendor must agree to all Term & Conditions at all times or the agreement may be terminated. Failure to comply will result in asking the Vendor to leave the premises immediately.

FEES & PAYMENTS:

Vendor fees are due in advance of, or on the day of sales **before noon, 12pm**. Failure to pay may result in the forfeit of your table for future bookings. Payment can be made by cash (exact change ONLY), credit card, or cheque. A receipt will be issued when payment is received.

The year-round, weekday vendor fees are as follows:

- Half Unit \$ 65

Please note that fees are subject to change

CANCELLATIONS:

Five (5) full Foundation business days (Monday to Friday) are required to cancel a booking. Vendors cancelling with less than five (5) full days' notice will be charged \$35.00. Cancellations on the day of booking will be charged the full booking fee of \$65/unit. There will be NO exceptions.

PENALTIES:

Vendors who are late 2 times will be charged **\$50.00** and any offence thereafter will result in immediate removal from the program.

SET-UP:

The Royal Market is located in the Health Care Centre lobby. There are 4 available spaces, vendors must use the space assigned to them. Set-up and display of goods must not interfere with pedestrian traffic, or other vendor tables.

Royal Market Business Hours:

- Monday to Friday: **9am – 4:00pm**
- Saturday & Sunday/Holidays: Closed

(Please note that staffing and breaks are the responsibility of the vendor)

All vendors must be set-up and ready to conduct business at **9am sharp** and have the units closed for locking at **4:15pm sharp**.

Occasionally there are early morning staff meetings at the Foundation. Vendors should not expect assistance or access to the office prior to 8:30am on weekdays.

At the end of the day, **DO NOT** leave any garbage. Garbage and any recyclable items must be disposed of appropriately.

We reserve the right to cancel or reschedule a Vendor if the area is required for hospital events, maintenance, etc. without notice but as much notice will be provided.

PARKING/LOADING & UNLOADING VEHICLES:

- Parking is solely the responsibility of the vendor.
- Please do not park illegally in or around the emergency entrance to unload your products. A waiting/loading area is located at the Main Entrance (enter off Columbia Street between the hospital and Sherbrooke Centre). Vehicles left unattended for long periods of time are subject to towing.

IMPORTANT NOTICE: In accordance with infection control, only plastic totes are permitted to store and transport products. **The use of cardboard boxes is not permitted.**

YOU ARE PROVIDED WITH:

Each vendor area is marked by floor paint to outline the allotted space and your display must be contained within these parameters.

Vendors must use the tables and chairs provided by the Foundation. Chairs can be signed out from the Foundation office on weekdays beginning at 8:30am and must be returned no later than 4:15pm. Any vendor who fails to return borrowed equipment by end of business day will be charged **\$20** for each item.

Half Unit: There are a total of four half units available per day

- Two (2) cabinets and two (2) shelves for storage. One (1) Murphy table (size: 6' each), one (1) chair
- Vendors may choose to use one (1) clothing rack instead of the Murphy table.
- Access to an electrical outlet and capability for a telephone hook-up.

SHOWCASING:

- Vendors **must** use the fixtures and display materials provided in the unit. Any additional items must be approved by the Foundation.
- The following oversized items **are not** permitted: Tables, shelving units, counter extenders, racks or any display tools that may block walkways or limit visibility of another vendor's display, or space.
- Vendors must stay within their allotted space.
- Displays cannot exceed a height of five (5) feet from the floor.
- Goods are to be displayed in an attractive manner. Please do not hang goods off cabinets or cabinet hardware.
- Lights must be angled directly on the products. They must not shine upwards and/or outwards to disturb people passing through the lobby. Additionally, vendors who choose to use their own lighting may do so between the hours 11:30am to 4pm.
- Vendors may choose to use their own tablecloths but they must be clean, hemmed and fall to the floor.
- Storage boxes should not be stored in the change room and should not be visible.
- Music and/or other sound devices are not allowed.

Display Signs

- Signs must not be handwritten, only professional signs are accepted.
- Signs cannot be taped or hung from the cabinets.
- Any signs deemed unacceptable must be immediately removed.
- Advertising is not allowed in the hospital. The posting of flyers or brochures around the hospital buildings is not permitted. If found, materials will be immediately removed and disposed

PRODUCT LINES:

Only merchandise that is stated in the vendor's application may be offered for sale at the site. New products must be approved by the RCH Foundation prior to being offered for sale.

The Foundation reserves the right to limit the number of vendors who sell similar merchandise.

Any merchandise found on site that contravenes the application or is deemed unacceptable will be removed, including:

- Any merchandise of an offensive or questionable nature, counterfeit, trademarked and illegal goods
- Scented products, unless properly packaged
- Latex Balloons
- Fresh cut flowers/Floral arrangements

BOOKINGS:

Vendors will be contacted to book their tables upon approval of their application. A minimum of 3 bookings per year is required.

Vendors who have previously been with the program and *with good standing*:

- Over five (5) years are allotted up to three (3) weekday showings a month.
- Five years are allotted two (2) weekday showings a month.
- Less than two years will be allotted up to one (1) weekday showing a month.

NOTE: *The Foundation reserves the right to cancel any vendor at any time.*

GUIDELINES:

All vendors and their staff agree to abide by the following rules:

- RCH is a scent-free environment. No scented products are to be worn, sampled or sold, including lotions and candles, unless properly sealed and packaged.
- No balloons, fresh flowers, revealing clothing or items depicting violence can be sold or displayed.
- No direct soliciting allowed.
- Cellular phones may be used only with the ringer on vibrate. Conversations should be conducted outside of the Royal Market and Lobby areas. Please keep texting and noise volume to a minimum
- Vendors must bring their own float for the day – no change will be provided by the cashier, gift shop, coffee shop or Lotto booth.
- No music will be played at booth.
- Materials and goods will only be transported and stored in plastic totes/bins NO cardboard boxes will be in use.
- Overnight storage is not permitted.
- No filming or taking photos within the hospital.

Vendors and or their employees agree to:

- Underwrite all costs associated with their products. Any liabilities, fines, etc. levied will be the responsibility of the vendor - Royal Columbian Hospital Foundation will not incur any costs.
- Demonstrate courtesy, respect, honesty and fairness to customers, other vendors and staff of the hospital in all interactions.
- Ensure customer satisfaction by providing full refunds, exchanges, and/or credit notes within a reasonable timeframe.
- Staff the vendor tables at all times. Family members, including children, or friends are not permitted to loiter in the Hospital Lobby.
- Adhere to, and support, the decisions made by the Royal Market Program Coordinator and other Foundation staff.

BUSINESS CONDUCT

Royal Market vendors will exhibit high standards of personal integrity and professional conduct. To ensure the success of our Vendor Program, vendors will demonstrate courtesy, respect, honesty and fairness with customers, other Vendors, RCH staff, Foundation staff, patients at RCH in all interactions.

The following will **NOT** be tolerated:

- Profane, disrespectful, insulting, intimidating or abusive language or actions
- Arguments, outbursts of anger, or violence with other vendors, hospital or Foundation staff
- Negative comments about other vendors or the Royal Market Vendor program

Incident Reports

Vendor issues that arise must be brought to the attention of the Foundation and an incident report must be provided no later than 48 hours after the incident occurred.

In the event a vendor fails to comply, RCH Foundation will terminate its relationship with the vendor immediately.

Any vendor in breach of this contract clause will be removed from the vendor program immediately.

Acknowledgement of Agreement

I, _____, hereby acknowledge that I have read and fully understand the Royal Columbian Hospital Foundation Royal Market Agreement and I agree to comply with the provisions and terms and conditions of this agreement.

VENDOR (please print clearly)

Company Name _____

Signature: _____ Date: _____

Print Name _____ Phone: _____

Address _____

E-mail _____

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**FOUNDATION USE:**

Signature of Program Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

\*\*\*This agreement applies to any future dates scheduled.\*\*\*

Please forward your completed agreement by e-mail, mail or fax:  
Royal Columbian Hospital Foundation - Health Care Centre Lobby  
330 East Columbia St. New Westminister, BC V3L 3W7  
  
604-520-4439 (fax) or email: [royalmarket@rchfoundation.com](mailto:royalmarket@rchfoundation.com)