



FREQUENTLY ASKED QUESTIONS

What is the Application Deadline?

All applications are considered and reviewed until two weeks prior to the market date, or until the market is full, whichever comes first.

What is your Cancellation Policy?

In order to cancel and receive a refund less a \$30 administration fee, a written cancellation request must be received via email, mail or in person three weeks prior to the market date. Please see the market application for more details and the exact withdrawal date for each market.

What are the Table Boundaries?

- Your display must be freestanding.
- A 2.5 X 6 foot table and two chairs will be provided.
- Atrium and Spirit Room table boundaries and display area is to be no more than two feet in front of your table. If you remove the table we supply for you, or bring your own table, you are limited to the TOTAL display boundary of 4.5 x 6 feet.
- Hallway table boundaries and display area is limited to a freestanding display on your table. If you remove the table we supply for you or bring your own table, you are limited to the TOTAL display boundary of 2.5 x 6 feet.

These restrictions ensures safe and easy flow of traffic and adequate space for neighbouring tables. Please respect your neighbour's need to move around their display tables and for shoppers to have easy access to all vendors.

What is the Vendor Code of Conduct?

Any vendors that arrive past 9:45 a.m. and or leaves earlier than the end time of the event may not be invited to participate in future markets. A vendor that sells out of product at an event must leave their display up until the end of the market. You can still use the time to promote, your products/business.

How is the Payment Processed?

- Once a vendor is accepted into the market and their market acceptance notice has been sent, full payment will be put through via the method of payment indicated on the vendor's application. Cheque, or credit card.
- We do not accept pay-pal or E-transfers.
- Payment information must be received no later than one week prior to each market withdrawal deadline.
- Payments will be processed before the withdrawal deadline for each market.



How Can I Communicate with the Market Events Team?

The Market Events Team communicates primarily by email. Our email box is monitored part time throughout the week. Please expect a response in 3-4 business days.

During high volume times, it will take us longer to respond, and we appreciate your patience with us during those times.

The Market Events Team can also be contacted by leaving a voicemail at 604-921-2106. Voicemails are checked once a week. For a quicker response time, it is best to email us at marketevents@westvancouver.ca

Is there an ATM on Site?

We have an ATM on site for all markets except for the GECC Holiday Artisan Market.

I am a two day vendor for the Fall Artisan Market, Can I leave my set up overnight?

We encourage all vendors to pack up everything and set up again the next morning. We recommend this as our venue is open to the public after the market has finished for the day, and we do not provide security or a secure location for items to be stored.

Vendors that choose to leave items overnight, are doing so at their own risk, and the West Vancouver Community Centre will not be held responsible for lost or stolen items.

What should I bring with me for the Market?

- There are a few key items that you should bring along with you each day.
- Extension cords, power bars, duct tape, scissors, pens, table cloth.
- Water bottle/ travel mugs/ snacks.
- A good float.
- Dress comfortably and in layers - temperatures fluctuate throughout the building.
- Packaging and bags to put customers' purchases in.

Can I purchase Lunch on site?

There is a small Bean around the World café located in the Atrium area of the West Vancouver Community Centre that sells baked goods, sandwiches, wraps and hot and cold beverages.

The Seniors' Activity Centre, located on the same property as the West Vancouver Community Centre that has a café open from 10 a.m. - 2 p.m. that serves, soups, sandwiches, and hot lunch items. Please Note: they do not deliver items/meals to the market.

Is there WIFI?

The West Vancouver Community Centre has free public WIFI throughout the building. There is no password required. Please be aware that depending on the number of people using the WIFI, it could run slowly.