

TRADER TERMS AND CONDITIONS 2026 v1

Teddy Rocks Festival 1st – 3rd May 2026
Dorset Tractor Festival 5th – 7th June 2026
Upton Country Park Festival 3rd – 4th July 2026
Country in The Park – 5th July 2026

PITCH FEES

Hot Food, Desserts and Hot Beverages

20% Commission on all sales.

A non-refundable pitch Holding fee of £300 payable when pitch is confirmed, however this will be deducted from the commission due post event.

Power is charged at £100 per 16amp socket and £190 per 32amp socket.

Use of Dines EPOS / Card processing terminal required (See page 7).

Non-Food and Beverage Retail

Small 3m frontage - £300 + Vat

Medium 4-6m frontage – £350 + Vat

Large 7-9m frontage - £450 + VAT

Extra Large 10 – 12m frontage – £550 + Vat

Non-F&B pitches include a 1 x 16amp socket FOC.

A non-refundable pitch fee will be required when your pitch is confirmed.

Additional Power is charged at £100 per 16amp socket and £190 per 32amp socket.

Services & Activities (Tattoo, Hair, Inflatables, Fun Fair)

No Pitch Fee

20% Commission on all sales.

A non-refundable pitch Holding fee of £300 payable when pitch is confirmed, however this will be deducted from the commission due post event.

Power is charged at £100 per 16amp socket, and £190 per 32amp socket unless agreed.

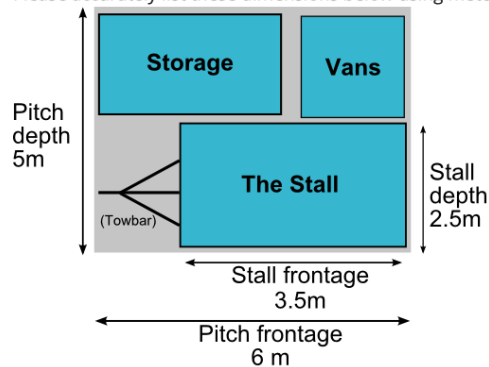
Use of Dines EPOS / Card processing terminal required (See page 7).

All pitch fees are non-refundable.

PITCH SIZES

When working out the size of your pitch, please include stall, storage, camping, towbars, guy ropes etc. Use the diagram below as a guide:

Please accurately list these dimensions below using meters.



- All Pitch holding fee will be invoiced at the time of your pitch being approved payable within 14 days of invoice.

- F&B, Services, and Activities will be invoiced post-event for the final balance based on 20% commission of your gross sales. These are to be paid within 14 days of the event.
- We recommend you get trade insurance to cover any potential losses in the event of cancellation.
- There will be space for one stock vehicle behind your stall (Subject to you requesting this size within your application). Whilst we allow camping behind stalls in the main arena, if space is tight then you may be asked to move into the trader/exhibitor's campsite.
- Your application will only be submitted once you have ticked the box on our booking form agreeing to these terms.
- Your application can only be submitted once you have uploaded the relevant H&S documents (further details below).
- Power is charged at £190 + VAT per 32A & £100+ VAT per 16A. All other power requirements will be charged on a case-by-case basis.
- Please note that we are unable to offer traders a direct water supply. Water will be available from nearby standpipes.
- All traders will be required to submit names of staff via the accreditation system no later than 7 days before the event. Details of this will be sent to you directly by the trade manager. Traders will not be permitted access to the site without an application on the accreditation system.
- Food traders aren't permitted to serve coffee at their pitches unless agreed in writing at the time of application.

FOOD TRADER REQUIRED DOCUMENTATION

All concessions will be required to comply with relevant food hygiene standards, which shall be subject to enforcement by the Local Authority Environmental Health Department.

All caterers must submit in advance of the show for review, appropriate paperwork that will include:

1. Local Authority Registration & Food Hygiene Rating
2. Documented Food Safety Management System
3. Food Hygiene Training or Written Health & Safety Policy
4. Written Health & Safety Risk Assessment
5. Employee Liability Insurance
6. Public Liability Insurance
7. PAT Certificates (if applicable)
8. Gas Safety Certificates (if applicable)
9. Names of competent people to change LPG cylinders (if applicable)
10. Fire Risk Assessment (if applicable)

TRADING HOURS AND CAPACITY

- **Teddy Rocks Festival – 7000 CAPACITY**
 - Friday 1st May 17:00 – 00:00
 - Saturday 2nd May 11:00 – 00:00
 - Sunday 3rd May 11:00 – 00:00
- **Dorset Tractor Fest – 4000 CAPACITY**
 - Friday 5th June 17:00 – 23:00
 - Saturday 6th June - 12:00 – 23:00
 - Sunday 7th June – 12:00 – 23:00
- **Upton County Park Festival - 4th & 5th July 2025 – 4000 CAPACITY**
 - Friday 4th July 16:00– 23:00
 - Saturday 5th July 13:00 – 23:00
- **Country in The Park – 6th July 2025 – 4000 CAPACITY**
 - Friday 4th July 12:00– 22:00
- **Rock n Ribs Festival – 18th – 20th July 2025 – 12000 CAPACITY**
 - Friday 18th July 17:00 – 00:00
 - Saturday 19th July 12:00 – 00:00
 - Sunday 20th July 12:00 - 00:00
 - Monday 21st July 07:30 – 12:00 – CAMPSITE ONLY

STAFF PASSES

- Please indicate on your application how many staff passes will be required per day in the notes.

BUILD ACCESS

- Limited vehicles will be allowed on site – please ensure you request pre-event crew & vehicle passes when applying for site accreditation no later than 7 days prior to the event.
- Full siting information will be sent prior to the event. Pitch location is allocated in advance by the Trader Manager. The Management reserves the right to reallocate stalls if necessary for operational reasons or if traders arrive late.
- One stock vehicle is permitted behind your stall where space allows, please include this in your application. Support vehicle & staff parking will be in a designated car park. Please bear in mind that in the event of wet weather vehicle movement may be restricted to preserve ground conditions during the show.
- Whilst power & water will be made available to you asap, it is not always possible to provide these the moment you arrive on site. Please bare this in mind when considering your stock &

refrigeration. **Please note that onsite power will not be turned on until 24hours prior to the event (Thursday 5pm) unless agreed in advance with the trade manager.**

FESTIVAL ACCESS

- Delivery access is by advance request only and limited to one vehicle per trading pitch, the details of which must be provided in advance, including approximate date and time of access needed, car reg, color, and model when applying for accreditation.
- The speed limit on site is 5mph
- Please ensure that you have booked a large enough pitch to accommodate your trading vehicle and structure.
- No motorcycles or unlicensed off-road vehicles will be permitted.
- Parking for delivery vehicles is in a separate area.
- All vehicles are brought on-site at their owners' risk.
- Vehicle passes are non-transferable and must not be moved to any other vehicle.

TAKE DOWN / BREAK

- In the interest of public safety, we cannot allow traders to close down their stalls while the venue is open to the public. Traders must not remove their external structure before advertised event hours have ended confirmation of times will be sent to all traders as part of the end of show information and only once the Trader Manager has declared it to be safe, but internal de-rig away from the public line of sight is permitted after 01.00 on the final day of the show.
- DO NOT attempt to move your vehicle until it has been pre-agreed by the Trader Manager
- Power & water will be disconnected at 12pm on Monday following the show unless agreed with the Trade Manager
- In the interests of the location of event, make sure you dispose of your waste appropriately. Any cooking fat must be taken away with you. Wastewater must be put in IBC containers in the Trader back of hours areas.

GENERAL

- Traders are responsible for setting up their own structure and equipment.
- Stall location is allocated in advance by the Trader Manager. The Management reserves the right to reallocate stalls if necessary for operational reasons or if traders arrive late.
- All stalls must be staffed and operational during event times. At no time will any trader be permitted to open late or close before the event closing time, without permission of the Trader Manager.

- The festival cannot accept responsibility for any loss or damages that may occur during the festival.
- No rebates will be given to traders as a result of adverse weather conditions, nor as a result of changes in performance programs or re-siting stalls within the festival.
- The festival will not accept responsibility for the level of trading during the event.
- Brought in generators are not permitted on site for health, safety and noise reasons.
- All gas appliances must comply with relevant regulations.
- Traders are not permitted open fires at any time. All structures will be checked by the Event Safety Officer for flame retardancy and stability.
- Unsuitable or unsafe structures will be required to be removed and no refund will be given.
- Traders are responsible for keeping the area in front of their stalls as well as the back of the stall tidy and free of rubbish.
- Wristbands must be worn by all staff at all times while on the festival site. No wristbands may be transferred.
- Traders are required to comply with the terms of the site license.
- A copy of the festival license will be held at the main site office.
- Traders must cooperate fully with Festival Security in any search of vehicles or stalls.
- Traders must comply with the general ticket sale terms and conditions. A copy of the terms and conditions will be held at the site office.
- An emergency access route will be established into each trading area of the main festival site, this must be kept clear of traffic and obstacles at all times.
- Traders are required to cooperate fully with the site management and affiliated authorities.
- Our Event Safety Officer and local H&S authorities will be monitoring stalls throughout the event.
- One camping/live-in space will be allocated per trader, but this should be included in your pitch parameters. All other staff must camp in the staff campsite.

INSURANCE

- You are obliged to have Public Liability Insurance for no less than £5 million for Food Traders to cover any hazard or loss that may occur at the festival.
- If you have a staff of 5 or more persons, including yourself, you must also have Employers Liability Insurance. Staff includes anyone paid or unpaid, managers, and yourself.
- We will ask for a copy of your valid insurance certificate(s) along with the other health & safety documents. No trade pitch will be finally confirmed without insurance details.

Mandatory Use of the Dines System for Food and Activity Traders

Our Festivals will operate exclusively using the Dines Payments and EPOS system for Food and Activity Traders.

Dines is a powerful, feature-rich platform built specifically for hospitality, events, bars, and restaurants. All traders are required to use the system for the full duration of the event to ensure accurate reporting, transparent reconciliation, and efficient payouts.

The Dines team will contact you directly to assist with the creation of your Dines account and provide training and support.

Account Setup

All traders must create a Dines Account prior to arriving on site. You'll receive a separate email from Dines containing account setup instructions.

Your account must be active and fully configured (including menus, VAT details, and hardware setup) before trading begins. Traders who fail to complete setup in time may not be permitted to trade.

Hardware Requirements

All sales must be processed through a Dines Payment Terminal, consisting of:

An Apple iOS device (iPhone or iPad) running iOS 15 or above, and a Wisepad 3 Bluetooth card reader.

You will receive full training on using your Payment Terminal, and the Dines team will provide onsite or remote support during the event.

All sales, card and cash, must be processed through Dines.

Our Festivals are not a cashless event, so any cash sales must still be entered into your Dines Payment Terminal.

Use of any alternative payment systems (e.g. Zettle, Square, SumUp) is strictly prohibited.

Failure to comply will result in an automatic penalty of £100 +VAT, deducted from your payout. Repeated non-compliance may result in removal from site.

Menus & VAT

It is the trader's responsibility to ensure that menus are fully built and VAT settings are correct before trading. Standard VAT rate (20%) applies by default.

Zero-rated items must be manually adjusted within your Dines account.

If you are VAT-registered, ensure your VAT number is entered correctly when setting up your account.

Dines provides menu training and support, but final responsibility for accuracy lies with the trader.

Vouchers

Where we operates a voucher scheme, these vouchers must be entered into your Dines Payment Terminal at the point of redemption.

Voucher transactions will be included in your reconciliation and payout. Make sure all vouchers are recorded correctly to avoid discrepancies at settlement.

Card Processing Fees

Card processing fees are charged by Dines and deducted automatically at payout. For the latest rates, see www.dines.co.uk/pricing.

Reporting & Payouts

You can view live sales data and download reports via the Dines Dashboard at dashboard.dines.co.uk.

Payouts are made weekly on Fridays. Sales from Monday - Sunday are paid the following Friday.

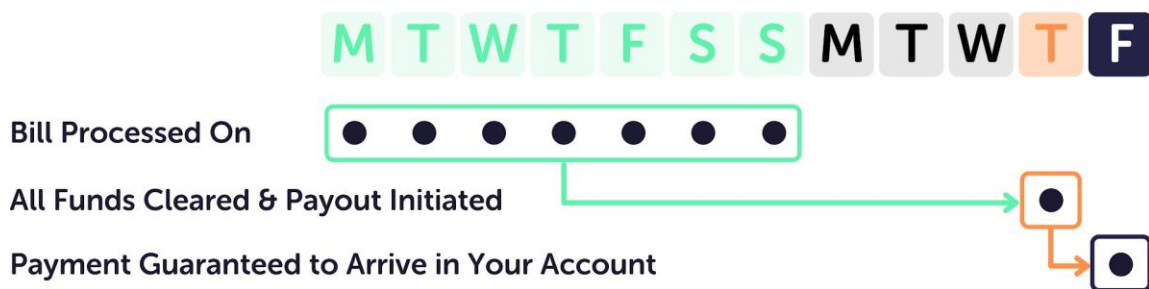
Less:

- Event commission or fixed deductions
- Dines card processing fees
- Any applicable penalties

Voucher values will also be included in your reconciliation.

Funds will be paid directly into the bank account linked to your Dines account.

Weekly Monday to Sunday cycle



Food & Activity Traders EPOS and Payment processing system Terms & Conditions

1. General

1.1. The Festival will utilise the Dines electronic point of sale ("EPOS") and payment processing system for all trading activity conducted during Our Festivals ("the Event"). Dines is a third-party platform that provides payment processing and EPOS services for hospitality, events, bars, and restaurants.

1.2. All traders participating in the Event ("Traders") are required to use the Dines System for processing all transactions, including cash and card payments, throughout the duration of the Event.

1.3. Traders must create a Dines Account prior to the commencement of the Event. Access to the Dines System is available via the Dines – Venues application on a compatible iOS device, or through the Dines Dashboard, accessible at <https://dashboard.dines.co.uk>

2. Payouts and Deductions

2.1. Payments for all sales made at the Event shall be processed by Dines on the Friday following the conclusion of the Event.

2.2. The total amount due to each Trader shall be calculated as the gross sales amount recorded through the Dines System, less the following deductions:

- a. Festival Commission: 20% of total gross sales.
- b. Device Hire Fees: £60 per device for the duration of the Event.
- c. Dines Card Processing Fees <https://dines.co.uk/events-pricing>
- d. Any applicable meal or drink voucher reimbursements and pitch deposit refunds;

- e. Any applicable penalty charges or fixed deductions agreed in writing.

3. Use of the Dines System

- 3.1. Traders are required to record all sales, including cash transactions, through the Dines system.
- 3.2. The use of any alternative payment processing system, or the failure to record cash transactions within the Dines System, is strictly prohibited.
- 3.3. Any breach of clause 3.2 shall result in a fixed penalty charge of £100, which shall be deducted from the Trader's payout. Repeated breaches may result in further action, including but not limited to removal from the Event site and/or exclusion from future events.

4. Hardware and Account Setup

- 4.1. Traders are required to hire a Dinespad device ("Hired Equipment") from the Organiser for use with the Dines System. The use of personal devices is not permitted at the Event.
- 4.2. The cost of hiring the Hired Equipment shall be £60 per device for the duration of the Event. This charge shall be deducted from the Trader's post-event payout in accordance with Clause 2.
- 4.3. The Organiser will provide the Hired Equipment on-site at a designated collection point prior to the commencement of trading. Traders shall be responsible for the care and proper use of the Hired Equipment during the Event and must return all equipment in good working condition at the end of the Event.
- 4.4. Traders shall ensure that their Dines account is fully created by the deadline communicated by the Organiser. Any delays in account setup may affect the Trader's ability to trade at the Event.
- 4.5. Traders are responsible for creating and uploading their complete menu to the Dines account prior to the event. This includes ensuring that all products, prices, and applicable VAT rates are correctly entered. Traders must check and verify that the VAT rates applied to each item are accurate.

5. Trader Responsibilities

- 5.1. Traders shall be solely responsible for ensuring that all account information, including banking details, provided within the Dines System is complete and accurate.
- 5.2. The Organiser and Dines shall not be liable for any delays or failures in payment resulting from incomplete, inaccurate, or outdated account information provided by the Trader.

6. Summary of Charges

Description	Amount / Rate
Festival Commission	20%
Dines Card Processing Fees	https://www.dines.co.uk/pricing
Device Hire	£60 per device

Penalty for Non-Compliance (per breach)	£100
Payout Date	Friday after the event closes

7. Data Access and Reporting

7.1. By participating in the Event and using the Dines System, the Trader expressly authorises Dines to provide the Organiser with full access to the Trader's sales data processed through the Dines System for the duration of the Event.

7.2. Such access shall include, but is not limited to, real-time and historical sales reports, transaction volumes, product-level sales breakdowns, and any other data reasonably required by the Organiser for the purposes of event management, operational oversight, reconciliation, commission calculation, and financial settlement.

7.3. The Organiser agrees to treat all Trader sales data as confidential and to use such data solely for the purposes outlined in Clause 7.2. Data shall not be disclosed to third parties except where required by law or with the prior written consent of the Trader, unless disclosure is necessary for the proper administration of the Event (for example, to accountants, auditors, or payment processors).

7.4. Traders acknowledge that this data access is a fundamental condition of trading at the Event. Refusal to grant such access, or any interference with data reporting, may constitute a breach of this Agreement and may result in immediate suspension of trading privileges and/or withholding of payouts.

By submitting an application, you agree to abide by the Festival's Health & Safety Site Rules. A copy of these can be found below.

HEALTH & SAFETY

SITE RULES

1. Personal Protective Equipment (PPE), in the form of high vis and boots are required at all times during build and break.
 - Please note – During build/break, only YELLOW or ORANGE hi-vis that conforms to EN471 are acceptable, PPE must provide high visibility during hours of daylight as well as darkness.
2. No one is to operate plant or equipment or carry out any other tasks for which they have not been properly trained. Proof of suitable training will be a prerequisite before any person is given authorisation to operate plant.
3. Persons observing unsafe equipment, unsafe acts or conditions, faulty plant or tools must report the fact to their supervisor and render such equipment inoperable, if it is safe to do so.
4. All site-wide safety signage and notices must be observed and obeyed. No warning signage can be removed without the consent of the Site Manager.
5. All incidents, near misses and accidents must be reported to Event Control as soon as possible.
6. All personnel must be aware of, and work in accordance with, their employers submitted safety documentation.

VEHICLE MOVEMENT

1. Site speed limit is 5mph. Unless you are using the production track, a banksman must be in place before vehicles move around the site.
2. Once the event goes live, no vehicles are allowed on site, unless deliveries during the allotted time have been pre-agreed.
3. The entrance to the site will be manned by security personnel, who will check all vehicles onto the site. Please listen to and follow all instructions they may give you.
4. Once vehicles are within the site, they will be issued with a vehicle pass by security or Box Office.
5. When walking around the site, staff should be aware of drivers' blind spots and stay in pedestrian areas as far as possible.
6. If vehicles have a flashing beacon, this should be used when driving around the site. Hazard lights should not be used for this purpose. Hazard lights are for indicating your direction of travel.

DRUG & ALCOHOL-FREE POLICY

1. No one is permitted to work on-site under the influence of alcohol or drugs.
2. It is also expected that your behavior, with regard to the use of alcohol after work hours, will not compromise your ability to perform your work safely and effectively at your next shift. This rule is non-negotiable and must be strictly adhered to. Any person found to be in breach of it or not fit for work will be asked to leave the site.

KEY HAZARDS

1. **WORKING AT HEIGHT:** Staff are reminded of duties under the Work at Height Regulations 2005 which must be complied with.
2. Working at height includes, but is not limited to, the following:
 - Ladder Work,
 - Scaffold Towers,
 - Mobile Elevated Work Platforms
 - Working on Steel Deck/Staging platforms
 - Truss Work
 - Working in the vicinity of deep ground trenches / cellars / silos
3. When working at height all staff must ensure that:
 - Work at height is avoided where possible
 - All work at height is properly planned and organised
 - Those involved in work at height are competent
 - If appropriate, a harness must be worn and the wearer must ensure that it is clipped off to a secure and suitable anchor point
 - Appropriate precautions are taken when working on or near fragile surfaces
 - The risks from work at height are assessed and appropriate work equipment is selected and used.
 - The risks from fragile surfaces are properly controlled and equipment for work at height is properly inspected and maintained.
 - A suitable emergency evacuation procedure is in place.

- Work equipment or other measures are used to prevent falls where they cannot avoid working at height; and where they cannot eliminate the risk of a fall, use work equipment or other measures.
- The distance and consequences of a fall, should one occur, are minimised where possible.

4. LADDERS

- Ladders should only be used for short term work
- Staff must ensure that a ladder is the correct piece of access equipment for the job by considering the time frame and reach needed
- Staff must ensure that the ladder is set up on even ground, extended fully with the support beam correctly lowered
- Staff must never stand above the second from top rung, or have a foot either side of the apex
- Staff must ensure that the ladder is not installed next to trailing cables, rope or anything which could threaten its stability
- Only one person should work on a ladder at a time
- Whenever possible a second member of staff should foot the ladder
- Staff should never work outside of their reach when using a ladder

5. SLIPS, TRIPS AND FALLS: Due to the nature of the event, a large amount of materials, tools and cable will be around the site and on the ground during the build/break. To minimise the risk of slips, trips and falls all contractors must ensure that:

- Their work area is kept clean and tidy
- Cables are covered or taped down as soon as possible
- Tools and materials are stored away from main access routes
- Spillages are cleaned up immediately
- They are vigilant for any items on the ground when moving around the site in vehicles
- Your pitch should be left in the condition you found it

6. ELECTRICITY: Only qualified electrical staff from the power company are permitted to work on electrical systems.

7. Please report any faults or defects to the Production Team immediately.

8. MANUAL HANDLING: Manual handling is one of the most common causes of absence through workplace injury and so individual risk assessments and method statements must be provided by each trader/contractor.

9. When undertaking manual handling ensure that you:

- Use mechanical means or trolleys whenever possible
- Minimise carrying distances, especially if the task is regularly repeated
- Avoid tasks which require twisting whenever possible
- Never lift anything outside your capabilities
- Always ask for assistance when lifting especially heavy or large items
- Wear gloves to protect against sharp edges or splinters

WELFARE

- FIRST AID:** Traders should provide their own first aid kit and a person responsible for administering it, where possible.
- The First aid / Ambulance locations will be made aware to you at the time of collecting accreditation.

3. Please ensure that you are aware of the local Accident & Emergency and Minor injury department.
4. Please ensure all first aid incidents, including near misses, are reported to, and recorded by, Event Control.
5. **FIRE SAFETY:** During live days, when you enter a new venue for the first time, please make a note of the emergency exits and the clearly signposted fire points. Exits are signposted with the green running man. If you hear the alarm (air horn) or an emergency announcement please leave the venue safely and calmly through one of these exits.
6. Please ensure that your pitch includes suitable fire safety equipment. This will be different depending on your stand requirements.
7. Never attempt to fight the fire yourself, unless you have been properly trained to do so. **Please listen out for instructions during an emergency announcement.**