



VENDOR HANDBOOK

Our policies & procedures for the events we operate



The Springs Market

The Springs Market (TSM) develops and operates “buy local” events for the greater North Tampa area in the Sulphur Springs. We provide the opportunity for local vendors to sell products made right here in our neighborhoods. Each market we organize welcomes a diverse array of products tailored to the needs of North Tampa, ensuring that we support our community while avoiding direct competition with local merchants.

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OUR PROCESS: VENDOR SELECTION & PRODUCT GUIDELINES

We require all potential vendors to submit an application via email to our The Springs Market Organization each season. This application is the initial step for vendors interested in participating in our markets and events throughout the year. Once approved, vendors will have the opportunity to register for all active Spring Market events during the current season. Our vendor selection committee carefully evaluates numerous applications each season, prioritizing vendors that offer locally made products. The selection process takes various factors into account, including product quality, sourcing, presentation, safety, growing practices, licensing and compliance, customer service, sustainability, and the overall product mix to ensure a successful vendor lineup for our markets. To consistently deliver the best “Buy Local” events to our community, we:

We designate a specific number of spaces for each product category at every market we operate. Our focus is on selecting vendors who design, create, or produce the items they sell. We also strive to maintain diversity in the products and goods available each market season by curating a balanced mix of different vendors at each of our markets.

Each market location has a finite amount of space available. When the spaces fill up, we work to create a wait list of vendors who can join the market when space becomes available.

We do not book vendors on a first come first serve basis, but instead focus on vendor rotation as a key value in our booking process. This ensures that each market is balanced properly for vendor sales and overall success. While we do consider boutique applications for approval in our marketplaces, most boutique vendors do not make what they sell. We have available space but we will not make a boutique vendor a priority.

TSM is committed to creating diverse marketplaces with the highest quality, regionally produced products available. TSM reserves unconditional discretion to accept or refuse anyone as a market vendor.

ACCEPTED PRODUCT CATEGORIES:

Agriculture: locally farmed and resale produce, plants, farm raised meats, eggs, dairy and local seafood.

TSM “Market Fresh Food program”: We are very interested in cultivating relationships with local farmers as well as supporting the expansion of their sales for North Tampa!

Our “Market Fresh Food program” program offers FREE space to any local grower who wants to sell farmed items for

consumption including fresh fruits, vegetables, eggs, dairy and farm-raised meats.

In order for a local grower to qualify for this program they must provide evidence that 80% of the product in their booth space is grown locally. Please email ‘Market Fresh Food’ program inquiries to thespringsmarket@gmail.com.

- **Take Home Foods:** This category includes locally produced jams, dips, nut butters, granola, spreads, spices, sauces, pickled products, as well as baked goods and breads.
- **Ready to Eat Food & Drink:** Featuring unique food and drink vendors, this includes setups with a 10x10 tent, food trucks, or food carts.
- **Hand Crafts:** This encompasses pottery, glasswork, art, photography, knitted items, clothing, jewelry, and accessories.
- **Textiles:** We prioritize vendors who handcraft their own textiles and apparel or print their designs on clothing, representing local apparel and clothing companies.

ACCEPTED PRODUCT CATEGORIES: (cont.)

Bath & Body Products: cosmetics, soaps, lotions, shaving cream, candles, lip balms and deodorant.

Pet Products: Onsite homemade treats, wellness products, unique themed gifts. knife sharpening & onsite massage.

Service Vendors:

RESTRICTED PRODUCT CATEGORIES:

Restricted Products by Market:

TSM does not allow vending of the following products across all markets and events we operate: Firearms, Alcohol, THC & Smokeables, IV treatments

Resale Products: Resale products or boutique style vendors are not prioritized for space allocations and are limited to 20% of each market's available spaces.

CBD Products: While we accept both topical and ingestible CBD products at our markets, the cannabinoids product category is not a priority for us to accept at any of our market locations.

CBD Market Restrictions: Some of our market & event locations do not allow CBD to be sold.

Each TSM market & event application will contain messaging alerting new vendors of market-specific restrictions.

CBD Licensing Requirements : Vendors who sell CBD that is ingestible must carry a Hemp Food Establishment Permit issued by the FL Department of Agriculture.

CBD Insurance Requirements: In addition to a current General Liability Insurance policy, vendors who sell CBD will need an additional insurance endorsement, rider or separate hemp or CBD insurance policy in order to participate with TSM.

VENDOR APPROVAL & SELECTION:

The Springs Market is unable to accommodate every application submitted for approval. TSM retains the unconditional discretion to accept, reject, or dismiss vendors and/or products for any reason within our marketplace. We will not provide specific explanations for the non-approval of applications. Please note that the application fee is non-refundable, and we will only respond to applications that align with our criteria and requirements as outlined in our vendor handbook.

The Springs Canoe for Community Program

Join our 6-week Canoeing Program in the beautiful Sulphur Springs community along the Hillsborough River! Designed for children and families aged 14 to 26, this program focuses on local flora and fauna, environmental conservation, and community engagement. We aim to introduce residents to their environment and how to show more appreciation

Program Highlights:

- Duration: 6 Weeks (May to June)

Activities Include:

- Introduction to canoeing and safety training
- Guided trips exploring local wildlife and plant life
- Hands-on conservation activities, including river clean-ups
- Community engagement sessions discussing local history
- Advanced canoeing techniques and team-building challenges
- Final canoe adventure with a community picnic

Fundraising Component:

This program is part of the Kids on the River initiative and aims to raise funds to support its operation. A portion of the proceeds from our Spring Market will directly contribute to ensuring the success and sustainability of this program.

Staff:

Our team includes experienced instructors, an environmental educator, a community engagement specialist, and dedicated volunteers to ensure a safe and enriching experience.

What You'll Need:

- - Canoes, paddles, and life jackets (provided)
- - Safety gear and first-aid kits
- - Refreshments and educational materials

How to Get Involved:

- Register Now! Secure your spot by signing up through our website or contacting us directly.
- Support the Cause: Participate in our Spring Market to help fund the Canoeing Program and support local youth engagement and conservation efforts.
- - Stay Engaged: Participate in follow-up activities to continue the conversation about conservation and community involvement.

Keep Sulphur Springs Beautiful: Community Cleanup Initiative

Our mission to keep the Sulphur Springs community clean and vibrant through our "Keep Sulphur Springs Beautiful" conservation program. This initiative is part of the Kids on the River program and focuses on engaging the community in regular cleanup efforts to enhance our local environment.

Program Overview:

Our community cleanups are designed to bring residents together to actively participate in preserving the beauty of Sulphur Springs. We will host four cleanup events throughout the year, encouraging community involvement, environmental stewardship, and fun!

Cleanup Dates:

- Spring Cleanup
- Date: Saturday, March 16, 2024
- Time: 9:00 AM - 12:00 PM
- Description: Get ready for Earth Day!

Summer Cleanup

- Date: Saturday, June 8, 2024
- Time: 9:00 AM - 12:00 PM
- Description: Summer clean-up!

Fall Cleanup

- Date: Saturday, September 21, 2024
- Time: 9:00 AM - 12:00 PM
- Description: International Coastal Cleanup Day

Winter Cleanup

- Date: Saturday, December 7, 2024
- Time: 9:00 AM - 12:00 PM
- Description: Kick off the holiday season with community service

How to Get Involved:

- Volunteer: Sign up to participate in one or all of our cleanup events. Volunteers of all ages are welcome!

Together, we can create a cleaner, healthier environment for everyone in Sulphur Springs. Join us in our efforts to keep our community beautiful! For more information and to register, please visit our website or contact us directly.

Sulphur Springs Birdwatching Program

Our 4-week Birdwatching Program in the Sulphur Springs community, hosted by Keia on the River as part of the 501(c)(3) initiative! This program will focus on native birds and migratory species that visit our beautiful area.

Program Overview:

This engaging program is designed for a group of 10 students and will provide a unique opportunity to learn about local bird species, their habitats, and conservation efforts in the Sulphur Springs area. Participants will enjoy hands-on experiences and field trips, enhancing their appreciation for our feathered friends.

Program Schedule:

- Duration: 4 Weeks

Weekly Outline:

Week 1: Introduction to Birdwatching

Activities:

- Overview of birdwatching techniques
- Introduction to binoculars and bird field guides
- Discussion on the importance of birds in the ecosystem
- Evening birdwatching at a local park to observe early migratory species

Week 2: Native Birds of Sulphur Springs

Activities:

- Field trip to local habitats to identify native birds (e.g., Northern Mockingbird, Red-shouldered Hawk)
- Engage in bird identification games and activities
- Learn about local conservation efforts and the impact of habitat preservation

Week 3: Migratory Birds

Activities:

- Presentation on migratory patterns of birds visiting Sulphur Springs
- Field trip focused on observing migratory species (e.g., American Robin, Barn Swallow)
- Discussion on the significance of migratory birds and their conservation

Week 4: Birdwatching and Community Engagement

Activities:

- Final birdwatching field trip to a designated area known for bird activity
- Participants will create a birdwatching journal documenting their observations throughout the program
- Wrap-up session discussing the importance of community involvement in conservation efforts

Fundraising Opportunity:

This Birdwatching Program is also a sponsorship opportunity! Funds raised during our Spring Market will support the operation of this program and further conservation initiatives in Sulphur Springs. Participants and their families are encouraged to donate or support the Spring Market event to help sustain our efforts. Also, donors will have the opportunity to participate with children and family sharing valuable knowledge

This program promises to be an enriching experience for participants, fostering a love for birdwatching and an appreciation for our local ecosystem in Sulphur Springs! For more information, please visit our website or contact us directly.

- **Valued Collaborations:** TSMP actively partners with top organizations in Tampa to expand reach and engagement with markets and events.
- **Participation Opportunities:** Community organizations and local non-profits can apply for participation to connect outreach efforts and share initiatives that enhance local communities.
- **Space Allocation:** Space for Friends of the Market program sponsorships, small business spotlights, and community outreach is rotated by location throughout the market season.
- **Limited Availability:** As we are not business expos, space is limited for each market date and event location.
- **Contact Information:** For inquiries, please email thespringsmarket@gmail.com.
- **Integrated Approach:** This initiative supports local youth while fostering community engagement and collaboration, reinforcing The Springs Markets mission as a hub for entrepreneurship and culture.

OUR PROCESS: VENDOR APPLICATIONS

We offer year-round opportunities for vendors to showcase and sell their high-quality products to the communities we serve. Our focus is on featuring farm-fresh, locally made, handcrafted, innovative, fair-trade, sustainable, eco-friendly, and wellness products at our markets and events.

Our Market Season runs annually from October through September, with occasional seasonal or limited engagement events. We welcome applications from both new and returning vendors year-round.

TSM Organization Application:

All prospective vendors must apply each season by emailing thespringsmarket@gmail.com. This is the first step for anyone wishing to participate in our markets and events throughout the year. Approved vendors are required to renew their application annually.

Before You Apply:

Please review the Application Checklist below to ensure you have all required documents and photos. Additionally, consult the TSM Vendor Guide for step-by-step application tips.

Application Status:

Once submitted, each TSM Organization Vendor application will be reviewed for completeness. Applicants will receive either an Approved or Declined status via email.

Approved TSM Vendors:

Upon approval, each vendor will receive a Welcome Letter via email, which includes private registration links for the events and markets we operate.

Registering for Specific Market Dates:

Approved vendors can register for their preferred market dates using the market-specific applications provided in the Welcome Letter. Vendors will need to list their available dates and product details for each market or event they wish to participate in.

Market Curation:

Each market we operate accepts a diverse range of products based on the needs of the community we serve.

Please note: TSM Organization-approved vendors are not guaranteed space at a specific market or on a specific date.

Vendor Pro-Tip:

We highly recommend visiting the market you wish to apply to before submitting your application. This allows you to assess whether your product is a good fit for that location. If you discover that a vendor is already selling a similar product, your registration may be placed on a waitlist for that market.

Vendor Rotation:

TSM implements a vendor rotation system when scheduling each event to ensure that vendors offering similar product lines have fair opportunities to secure space.

BEFORE YOU APPLY: YOUR TBM APPLICATION CHECKLIST

1. Complete an application that includes a thorough review of the requirements.

2. Provide photos of your products and your outdoor vending equipment/setup, including:

- 1-2 pictures of your booth display that clearly showcase the following elements:
- Tent Requirements: Tents must be weighed down with sandbags or water ballast, with a minimum weight of 40 lbs. on each leg.
- Weights should be securely attached to both the canopy roof and legs, with no loose ropes or straps.
- Tents should be set up at least 3 feet away from sidewalks, lawns, or other public pathways.
- Tables: Include tables covered with appropriate tablecloths.
- Ensure tables are securely placed to avoid posing any hazards.
- Signage: Display clear signage that complies with event guidelines.

3. Food Vendors

• Licensing Requirements:

Vendors must adhere to all state and local licensing requirements.

• Fire Safety Guidelines:

Follow the City of Tampa Fire Marshal's guidelines, provided by the event promoter.

• Cooking Safety:

Food vendors cooking or using a heat source must provide a 2A-10BC tagged and serviced extinguisher. If cooking produces grease-laden vapors, a Class K extinguisher must be provided.

• Propane Connection:

Propane must be connected by a hose that is a minimum of 5 ft in length and away from the flame source.

• Power Source for Food Trucks:

Food trucks must have an external source of power while the vehicle is not operating during the event.

NEXT STEPS: MARKET REGISTRATION & REVIEW PROCESS

Vendor Registration Guidelines

• Registration Requirement:

Approved **TSM** Organization vendors must register for each market or event they wish to participate in for the current season via private registration links.

• Product Viability:

All applicants must review the restricted product list to ensure their offerings are viable for sale at each market.

Product Details Submission:

Vendors must provide their product details for each market or event and submit additional photos for any products that are market-specific or not represented in the TSM Vendor Application.

• Requested Dates Selection:

Vendors will select their "requested dates to attend" for any or all available dates in the scheduling section of the application. Please choose all dates that are viable for your participation to maximize booking consideration during the market review process.

UNDERSTANDING YOUR MARKET REGISTRATION STATUS

Vendor Registration Process

Submission and Review:

Once you submit your registration, the TSM vendor coordinator will review each vendor's application. They will assign a status of either "approved for date" or "pre-approved/waitlist," depending on available space and product category. Please allow up to 12 working days for this review process.

Approved Vendors:

Vendors who receive approval for specific dates may use any of the dates they submitted in their application. TSM Vendor Managers will communicate the status of each vendor's product and market availability

Pre-Approved/Waitlist:

If a vendor is pre-approved but not assigned to a specific market event, they will be placed on a waitlist. Returning vendors will be given priority for market space on a rotational basis each season.

New Season Applications:

New season applications for returning vendors will be launched annually on August 1 and will be reviewed throughout the season.

Screening for New Vendors:

- For new vendors, once your registration is submitted for a specific market or event, the TSM Vendor Managers may request additional screening. You may be asked to participate in 1-3 screening dates, or you will be placed on a waitlist until space becomes available for your participation.

Vendor Screening Process

Each scheduled screening date provides vendors with a chance to experience the market operations firsthand while allowing us to evaluate their sales approach and booth display. After all vendor screenings are completed, TSM Vendor Managers will follow up with each vendor via email within 12 working days of the final screening date.

Vendors will receive one of two outcomes:

- Approval Confirmation: An official welcome to the market or event.

Denial Letter:

- Notification by email if the vendor's product and presentation are not a suitable fit for TSM at the time.

FAQ: VENDOR APPLICATIONS

HOW LONG WILL IT TAKE FOR MY APPLICATION TO BE PROCESSED?

Once your application submitted, please allow up to 12 working days for processing. All vendor applications are processed by our Application Team.

Once your application is submitted it will be received and reviewed to ensure it has all of the proper information, pictures, applicable licenses and insurance. **Submitting an application does not guarantee approval and participation.**

What If My Application Is Incomplete?

If your application is deemed incomplete, the TSM team will assign a "RESUBMIT" status and provide feedback via email detailing the missing or incomplete elements. They will also include steps on how to correct these issues.

You will not incur an additional processing fee for resubmitting your application. However, to ensure timely processing, we recommend submitting a thoroughly completed application with your initial submission.

Do I Really Need Insurance?

Yes, we require all vendor applicants to have a Commercial General Liability insurance policy. Please refer to our vendor insurance guidelines document for detailed requirements. Note: All approved vendors at Springs Market must have a Certificate market or event. Our Insurance Guidelines document is located on our website (Vendor Tools). It describes details

What Food License Do I Need?

Food vendors must adhere to the Springs Market Food Vendor Guidelines, which outline the necessary licenses and permits required to operate. All applicants are responsible for ensuring compliance with local health regulations and obtaining the appropriate licenses from the Florida Department of Agriculture or other relevant authorities.

What Are Your Equipment Requirements?

All applicants are required to provide a list of equipment for their outdoor setup, including tables and mobile units. Click [here](#) for a list of recommended items to purchase for your vendor setup.

Do I Collect Sales Tax?

Yes, the seller is responsible for collecting and remitting sales tax as required by the State.

AT OUR EVENTS:

TYPES OF BOOTH SPACES AVAILABLE

- Standard Booth: Vendors will have the option to select a 10'x10' space or a 10'x20' space.
- Food Truck Space: Larger spaces available for food truck vendors, with additional requirements for setup and operation.

OUR VENDOR VIEWPOINT

The Springs Market is committed to creating a memorable experience for both vendors and customers. We encourage vendors to present their products in a way that engages and attracts attendees.

We Welcome Vendors Who:

- Offer high-quality products.
- Have a distinctive brand and eye-catching presentation.
- Are friendly and approachable.

The Vendor Display: Your Outdoor Storefront

Each vendor is responsible for the display and presentation of their booth. All vendors must ensure their setup is professional and inviting. We recommend submitting 2-3 photos of your display along with your application for review and feedback.

TSM does not provide any equipment for operation in the market.

Requirements for tent space vendors:

Any vendor looking to set up in a 10x10 tent space must have the following equipment in order to be approved for market participation:

- Commercial Grade Functioning 10' x 10' tent. (8x10 tents or tents with slanted legs are not allowed.)
- Table Cloths that cover the Legs of all tables
- Front valance banner 9' x1' (or similar)
- Back banner 6'x3'(or larger)
- Signage/Flyers about your business
- 4X 25lb. weights for each tent leg (no milk jugs or uncovered cinder blocks)
- Weights must be tied down -
- 15ft of Rugs and duct tape to cover any electrical cords you may be using.
- If you are a food vendor you must have the proper up to date permits, licenses, fire extinguishers (if applicable) and hand washing stations onsite with you that are required for inspection.
- Clean working 6ft table
- Atable cloth that covers the legs of the table
- Company signage including logo/brand visibility

***Important Notes:**

If needed *New vendors are given time to obtain the proper banners and will be allowed to come in as a "Screener" to try out the market before purchasing this signage.

*In addition to renting a 10x10 space you can also rent a smaller "Table Space" that fits a 6ft table. This space has the option of adding an umbrella for shade. Vendors looking to rent a table space must have the following:

To find a list of recommended items to purchase for your Outdoor Storefront [Click Here.](#)

ELECTRICITY AT OUR EVENTS

Electricity is not guaranteed at any market we operate. If it is available it is limited and is given to food and beverage vendors first and foremost. We give priority to vendors who can supply their own quiet generator or those who can operate with gas and be self-sufficient.

- All electrical cords need to be intact, free of defects and should never be personally repaired (for instance, wrapped electrical tape on an opening in the cord casing).
- Any and all extension cords and power strips need to be able to accommodate the amount of watts/amps of the device(s) a vendor is being connected to. *If they are hot to the touch, that's a big warning sign, you aren't using the right cord!

VENDOR PRODUCT CHANGES & ADDITIONS

- We strive to balance and curate our markets based on the demographics we serve and the needs of the communities in which we operate. To maintain fairness, we ask vendor applicants to specify their primary product line (80% of what they sell) and their secondary product line (20% of what they sell).
- Vendors are allowed to sell up to 20% of products that may overlap with another vendor's offerings. However, vendors are not permitted to add additional products or extend their product line without prior written approval. Requests for changes must be submitted through our established communication protocol.

- Rules for adding Branded Apparel to any one market booth: Branded apparel such as t-shirts and hats with a company logo or slogan on it is a fantastic way to get your local brand out to the community. As we do have vendors with apparel based primary product lines, we need to protect those vendors with our fair market rules. Therefore, in order to add branded apparel of any kind to your booth space, you must receive written approval from the market manager for the specific location, using The Springs Market Communication Protocol and uploading pictures for approval.

RULES FOR CERTAIN PRODUCT TYPES

- While we permit the sale of products that burn, such as candles, wax melts, incense, and cigars, these items must not be lit or actively burning during any market event. This policy is in place to protect both vendors and customers from fire hazards and to accommodate those with fragrance allergies. It also helps prevent scent cross-contamination in vendors' selling areas.
- Generators may operate during the market only with permission from the Market Manager. If allowed, power cords must be covered or taped down and comply with local Fire Department regulations. Vendors requiring electricity must provide rugs or cord covers to conceal their cords, along with duct tape to secure the rug in place on each market day.
- Given the damp conditions often present in Florida, OSHA recommends using a Ground Fault Circuit Interrupter (GFCI) in such environments. Please note that Tampa Bay Markets is not responsible for maintaining or approving the use of electrical equipment, nor are we liable for any damage or injury resulting from the vendor's use of electrical equipment.

VENDOR FEE STRUCTURE:

Booth and table space fees vary based on the location and volume of each market. Below is a guideline for your budgeting purposes:

Vendor Space Pricing

- Standard 10x10 Space: \$50 - \$85
- Standard 6ft Table Space: \$40 - \$50

Farm to Fresh Market Program

- Local Farms: Local farms or growers (including plants, herbs, fruits, vegetables, meat, dairy, eggs, and honey) intending to sell 80% of locally grown products can participate for FREE in their first season. The participation fee for subsequent seasons is \$30 per 10x10 space.
- Produce Resellers: \$30 per 10x10 space.
- -Community Group/Non-Profit Vendors: Receive a \$10 discount on any booked vendor space.

VENDOR FEE PAYMENT GUIDELINES:

Invoice timing: TSM invoices booth fees thespringsmarket@gmail.com. Vendors automatically receive invoices for market reservations **21 days prior to each event date**. The date that the payment is due will be listed on the invoice.

Invoice Due Date: Invoices are due **14 days prior to each event date**. This is also the last date a vendor can cancel their reservation without a payment penalty if unable to attend.

Late Fees:

Unpaid Invoices will impact vendor space reservation confirmations: Any vendor who has not paid an invoice 7 days prior to the event date will be removed from the vendor list for the upcoming event date and will not be booked for any future reservation until the invoice is paid in full.

Advance Payments: Invoice payments via credit or debit card payments through The Springs Market are easy to set up.

Cash Payments: TSM does not accept cash payments. **Check / Money Order:** TSM can accept a check or money order on the day of an event for upcoming event space reservation fees.

VENDOR LOGISTICS:

Market Vendor Logistics containing guidelines for set-up are sent the week of the market event. These logistics come from thespringsmarket@gmail.com 1-2 days prior to the day of the event. They are instructions that provide directions and steps for setting up and breaking down. The vendor map and space location are listed in thespringsmarket@gmail.com under the market location a vendor has been approved for.

After both the vendor Pre-Approval Screening Dates and Final Approval Confirmation, TSM Vendor Managers will assign a space at each market you applied to. The location of your space will be based on the type of products you offer, as well as the overall appearance and size of your display. Vendor spaces are also allocated according to the market layout and available space.

Please be aware that the space number assigned to you on your first rental day may change to meet the needs of the market and/or your specific requirements. While we aim to provide each vendor with a consistent space to help build a customer base, we cannot guarantee that this location will be permanent.

Vendors must check in with the onsite manager on the morning of the market day to confirm their space location, as it may vary due to missing vendors, scheduling changes, and other circumstances.

OUR POLICIES COMMUNICATION PROTOCOL:

We use Marketspread to communicate to all of our vendors company wide. Once you have applied you can use this Communication Protocol to send us a comment to any market you have applied to.

To log into your The Springs Market dashboard, follow these steps:

1. On the left side panel, click on "EVENTS."
2. Select the specific market you want to address, such as "Dunedin Saturday" or "Wiregrass Market." Please note that if you need to make multiple changes to schedules for different markets, you must address each market location separately. For example, do not send a notice for the Wiregrass Market while simultaneously sending a notice for the Dunedin Market.
3. Scroll down to the "Comments" section.
4. Type your comment in the provided box and then click the "Send Comment" button at the bottom right. This action will immediately send an email notification to us regarding your update and will also keep a dated record in your file, ensuring all correspondence is vendor/market specific.

VENDOR SCHEDULE CHANGES

All dates submitted by you are reserved and posted to the Market schedule. You, as an approved vendor, are held accountable for renting space on the dates reserved. Once you submit certain dates on an application they cannot be changed by you. In order to make changes to your schedule - add a date or take a date off you must follow the communication protocol.

Important Note for New Vendors: Your location, vendor mix, and display at each event play a crucial role in your ongoing success! However, please remember that various factors can influence sales at any given market, including the economy, weather, competing events in the area, and a vendor's sales approach and presentation. It's normal for any vendor to experience a slow day at the market. We recommend participating in the market for at least four weeks before deciding to withdraw. A consistent presence will help build customer anticipation and familiarity with your products.

OUR CANCELLATION POLICY

To receive credit for a paid market date or to avoid charges for a missed day, all vendors must submit a written cancellation email at least three weeks prior to the scheduled market date. This allows us sufficient time to fill your space and reconcile your account.

All emergency cancellations related to health, family, or travel must be communicated via phone or text to the Market Operations Director or the contact manager for the market/event on that day. The phone number is provided to all approved vendors and is included in the Vendor Logistics email sent out the week of each event.

Vendor No-Call No Shows - All emergency cancellations related to health, family, or travel must be communicated via phone or text to the Market Operations Director or the contact manager for the market/event on that day. The phone number is provided to all approved vendors and is included in the Vendor Logistics email sent out the week of each event.

OUR WEATHER POLICY

- The contracts TSM has in place market to market requires that we operate are held on the date scheduled – RAIN OR SHINE! As a Vendor you are responsible for tracking weather reports and for reading your emails.
- Updates regarding bad weather conditions are sent out by us via messenger email through thespringsmarket@gmail.com. We send out emails and no-reply text messages.
- All vendors are also required to have a correct cell phone number for the person operating the booth listed in their profile so that they can receive the text updates when needed.
- **TSM** operates every event on a rain or shine basis. If the market closes early due to bad weather conditions, vendor fees collected are final and will not be returned or credited.
- All vendors need to make the best decisions for their business. If you decide not to participate, advise the market manager of your decision immediately, and we will adjust the market footprint accordingly.
- Please note that a market will continue in light rain or even have a delayed opening due to weather conditions at set up. We will continue to operate the advertised market unless the weather conditions worsen and it becomes a dangerous situation to continue with the market.
- In no way is The Springs Market responsible for any damage or injury incurred as a result of inclement weather and Tampa Bay Market's strongly encourage all vendors to have an inclement weather plan in place to ensure that your space is secure.

In the case of rain or bad weather we ask our vendors to please follow these steps:

- Check the weather the day before the market and the morning to make the best decision for your business at the market. Keep in mind that weather in Florida changes on a dime and it can go from rain to sunshine quickly. We feel it's always best to make the decisions in the morning by looking at the radar for the zipcode of the market location.
- Keep in mind a lot of rain predicted for market days are passing showers where it's projected to clear up and allow for us to do a delayed opening. If this is the case the market may call for a delayed opening. The manager on duty will be in touch with all vendors regarding this decision.
- Prepare your booth set up and pack accordingly. Make sure to pack (4) 25lb weights or more for your tent display. You may want to add on more weight to hold your tent down on windy days because this is only the minimal requirement. You must plan on setting up your booth with your tent walls if you have them and bring plastic covers to protect your products.
- Windy days make good for "tentless days". If strong wind conditions arise unexpectedly during the market, it may be necessary to remove the tent canopy or take the tent down completely. If for any reason you don't have weights for your tent you will be required to vend without the tent altogether.

Onsite Safety Steps for Sudden Wind or Storms:

1. Double check and make sure your tent weights are completely secured to each of your tent legs.
2. Cover your product and equipment with plastic or tarps. It is a best practice to always carry a rain kit in your market bin. Inclusive of plastic, tarps and additional weights, bungee cords.
3. Prop down your tent to the lowest level so it does not become a parachute.
4. Exit your booth and find shelter in a building or automobile. Standing in your tent during a thunderstorm is not advised.

Hazardous Weather Conditions

If hazardous weather conditions such as a hurricane, tropical storm, flooding and/or severe thundershowers and wind are predicted prior to the market date and don't appear to be changing prior to the opening, TBM will issue a market closure for that day within 24 -48 hours in advance.

Hazardous conditions are not conducive for an event to set up and is considered a liability to the market location, the vendors and TSM as a whole. If and when a market cannot be opened due to hazardous conditions a half day credit will be issued to the vendor for that event date.

VENDOR NON-COMPLIANCE POLICY

The Springs Markets values quality, collaboration, integrity, diversity, leadership and accountability with our team and our vendors. To ensure we create a consistent environment for those values to flourish, our non-compliance policy provides transparency and appropriate pathways for conduct and communication at our events. **The following examples indicate non-compliance to TSM guidelines that will be addressed with immediacy by market management staff.** Our goal is to resolve any safety or behavioral concerns in a timely and productive

Conflict Resolution between customers, vendors, and/or market staff

Occasionally, there may be differing points of view surrounding service or operational methods. TBM expects civil discourse to resolve any disagreements with the goal of a constructive, fair and positive outcome.

Vendor grievances. If a vendor has a specific concern surrounding their business arrangement with TBM should be brought to the attention of the Market Management.

Vendor complaints surrounding the actions of another vendor(s) should be brought to the attention of the Market Management and not directed to the vendor in question. This ensures the appropriate mediation and adherence to policy can occur. fashion.

Progressive discipline for non-compliance regarding behavioral or safety concerns

Any vendor who does not comply with the rules and regulations written in the Vendor Logistics Email will be given a written warning following the market date and depending on the severity of the situation the vendor may be issued a temporary or permanent suspension of future scheduled market dates.

- If a civil conversation fails to resolve a disagreement, a written warning may be issued to the vendor. Market management will address any repeated safety violations or instances of inappropriate or aggressive behavior with a written warning after the market concludes. If the issue persists after a second
- written warning, TSM will notify the vendor that they are prohibited from returning to any future The Springs Markets events.

● Vendor No-Call No Shows

- Temporary suspension of additional scheduled dates will be implemented if the initial no-call, no-show remains unresolved through communication and payment with the **TSM** market team. **TSM** reserves the right to deny participation to any vendor who fails to fulfill the schedule they committed to. Missing three or more consecutive dates may lead to termination due to the vendor's unreliable attendance.

● Additional Guidelines:

- When posting online, **TSM** emphasizes the importance of using social media platforms to promote our 'Best of Buy Local' events and the participating vendors. We encourage our vendors to engage with the community in a fun and authentic manner while maintaining transparency, integrity, and professionalism in their posts.
- **The Springs Markets** does not tolerate on-premise or digital communication that includes defamatory or dishonorable content, such as slurs related to race, ethnicity, gender, religion, or physical disabilities, as well as any inflammatory discussions.
- The Springs Market Staff reserves the right to identify inappropriate or aggressive behavior that undermines our market culture as grounds for temporary suspension or permanent removal from the event or market area.
- Solicitation of any kind is prohibited at all **TSM** events. This includes activities such as petitioning, fundraising, distributing flyers, and campaigning. Please report any solicitation activities to **TSM** market staff.

THANK YOU FOR YOUR INTEREST IN TAMPA BAY MARKETS!

The Springs Market thrives with the support and participation of our vendor community, team and the engagement of our customers. Our guidelines are created to ensure a consistently safe, equitable and quality experience for all involved.