



2020 Big Fresno Fair Concessionaire Handbook

Linda Hulet
559-650-3213 or 714-479-7831
Commercial / Concessions Manager

CONCESSIONS VENDORS

IMPORTANT DATES AND DEADLINES

MARCH

MARCH 16

Application, Order Form, Health Dept. Form (if required)
Item List with prices (must be typed)

JUNE

JUNE 8

Contract due
Credentials due

JULY

JULY 16

1/3 of Guarantee Due

JULY 20

Deadline to receive Insurance Certificate
Any "NEW" food must be submitted with prices

AUGUST

AUGUST 1

All final price changes due

AUGUST 16

1/3 of Guarantee Due

SEPTEMBER

SEPTEMBER 1

Final Invoice Payment Due by 4:30 pm
(\$100 Late Fee after This Date)

NO PERSONAL CHECKS WILL BE ACCEPTED AFTER AUGUST 16TH;
CASH, MONEY ORDER, CASHIER CHECKS OR CREDIT CARDS.
WE NO LONGER ACCEPT AMERICAN EXPRESS

Vendor Office Hours:

Pre-Fair 8:00am – 5:00pm

During Fair 8:00am –6:00pm

After 6:00pm we will be on Grounds

Linda Hulet (714) 749-7831 Cell

LOAD IN/SET UP PROCESS

CHECK INTO VENDOR TRAILER BEFORE YOU UNLOAD OR SETUP

We will be checking in **EVERYONE** at the trailer on the south side of the administration building inside Gate 2. **YOU ALSO MUST HAVE SLIPS ON EVERY TRUCK AND TRAILER TO LEAVE ON LOT. NOT HAVING A SLIP WILL RESULT IN VEHICLE BEING TOWED AT OWNERS EXPENSE. ONCE THE FAIR STARTS YOU CAN GET SLIPS IN THE VENDOR OFFICE.**

Any vehicle parked blocking or interfering with the flow of traffic will be **towed**. After you have unloaded, you must proceed to find parking off of the fairgrounds. You will be responsible for any fines if you are towed. Please be mindful of other vendors and their vendor space, keep aisles/streets clear from trash and boxes, **EVERYONE MUST** breakdown cardboard boxes.

Early planning and vendor construction will avoid much of the last minute confusion. All boxes, crates and debris must be removed prior to opening day of the Fair.

PRE FAIR DATES- NEW HOURS

If you would like to place your stand early, you may do so by making prior arrangements with the Vendor Office. Please call the office to set up the time and date.

SEPTEMBER

SEPTEMBER 30 Check in hours 8:00 A.M. - 5:00 P.M.

OCTOBER

OCTOBER 1 Check in hours 8:00 A.M. - 5:00 P.M.

OCTOBER 2 Check in hours 8:00 A.M. - 5:00 P.M.

OCTOBER 3 Check in hours 8:00 A.M. - 5:00 P.M.

OCTOBER 4 Check in hours 8:00 A.M. - 5:00 P.M.

OCTOBER 5 Check in hours 8:00 A.M. - 5:00 P.M.

OCTOBER 6 Check in hours 8:00 A.M. - 5:00 P.M.

OTHER IMPORTANT DATES

OCTOBER

Monday 12th

Seniors Day & Special Interest Day 10:00 A.M. - 10:00 P.M.

***MUST BE OPEN**

OCTOBER

Wednesday 7th

Dark Days (NO HORSE RACING)

Tuesday 13th

Wednesday 14th

OCTOBER

Thursday 8th

**Fair Education Days- Kids come on fairgrounds by
8:30am Thursdays and Fridays**

Friday 9th

Thursday 15th

Friday 16th

LAST DAY

Sunday 18th LAST DAY

Outdoor Food & Beverage

10:00 A.M. – 11:00 P.M. or Until Fair Closes

2020 Concession Hours

FAIR TIME HOURS: OPENING & CLOSING TIME FOR 2020

OUTDOOR FOOD BOOTHS

Wednesday, October 7		11:00 a.m. - 11:00 p.m.
Thursday, October 8	(Fair Education Days optional early opening)	11:00 a.m. - 11:00 p.m.
Friday, October 9	(Fair Education Days optional early opening)	11:00 a.m. - 12:00 a.m.
Saturday, October 10		10:00 a.m. - 12:00 a.m.
Sunday, October 11		10:00 a.m. - 11:00 p.m.
Monday, October 12	(Senior Day)	10:00 a.m. - 11:00 p.m.
Tuesday, October 13		11:00 a.m. - 11:00 p.m.
Wednesday, October 14		11:00 a.m. - 11:00 p.m.
Thursday, October 15	(Fair Education Days optional early opening)	11:00 a.m. - 11:00 p.m.
Friday, October 16	(Fair Education Days optional early opening)	11:00 a.m. - 12:00 a.m.
Saturday, October 17		10:00 a.m. - 12:00 a.m.
Sunday, October 18		10:00 a.m. - 11:00 p.m.

ALL FOOD CONCESSIONS
MUST OPERATE DURING THE ABOVE TIMES.
OUTDOOR FOOD CONCESSION
HOWEVER MAY OPEN EARLIER AND REMAIN OPEN LATER.

All autos/trucks on ground must be off grounds by 8:00 a.m. on Senior Day (Monday 12th) and Fair Education Days (Thursdays/Fridays) AND 9:00a.m. all other days.

NO VENDOR MAY
OPEN LATE OR CLOSE EARLY.

(Violations will result in a fine of \$50 per occurrence and a written violation which may hold bearing on returning in the future)

GUARANTEE/VENDOR FEES

1/3 of the Guarantee is due July 16th, 1/3 is due August 16th, **and the balance is due on/or before September 1st by 4:30 p.m.** If you are late it will be a \$100.00 late fee. Any **NEW** agreements issued past the due dates stated above will be due immediately upon issuance of a contract.

No personal checks will be accepted after September 1st

The Fair will charge **\$35.00** on all checks refused by the bank.

Displays/stands cannot be placed until all monies due the Fair have been paid in full.

Fees thereafter must be paid by cash, money order, cashier's check or credit card. We no longer accept American Express.

CANCELLATION REFUND REQUESTS

It is further understood and agreed that should a contractor fail, neglect, or refuse to pay their agreement fees at the time and in the manner they become due, or fail, neglect, or refuse to submit notification to the Association of cancellation of agreement by **August 17th**, neglect or refuse to open and/or conduct business in said agreed space and/or stand as agreed, Association will retain all monies paid herein as liquidated damages. The parties agree that the above is considered a material breach and the Association may terminate said agreement and reassign said space to another party. It is further agreed that should a vendor notify Association of cancellation of their agreement by **August 17th** the Association will retain 50% of any monies deposited.

After **August 17th** **there will be no refunds issued.**

All cancellation refund requests must be submitted in writing explaining reason for cancellation. Request for refunds will be submitted for approval at the next regularly scheduled Board of Directors meeting.

LOAD IN/SET UP PROCESS

Before any setup can begin, an authorized representative from your vendor space must check in at the trailer on the south side of the administration office to pick up your credentials packet. Vehicles that are unloading during the time they are setting up their trailer, stand, or booth, must display a "Vehicle ID Permit" visible on the dashboard, or they will be **towed away**. Any vehicle parked blocking or interfering with the flow of traffic will be **towed**. After you have unloaded, you must proceed to find parking off of the fairgrounds. You will be responsible for any fines if you are towed. Please be mindful of other vendors and their vendor space, keep aisles/streets clear from trash and boxes, **EVERYONE MUST breakdown cardboard boxes**. Early planning and vendor construction will avoid much of the last minute confusion. All boxes, crates and debris must be removed prior to opening day of the Fair.

BOOTH/STAND IDENTIFICATION

Each location **MUST BE** properly identified with the space name and number placed in a conspicuous location visible from in front of the booth/stand for the public to view. For this purpose, you **must** use official Fair space number provided by the Fair.

BOOTH/STAND LIMITATIONS

Concession spaces are set up precisely. If your stand changes after your application has been submitted to management you must submit in writing any changes prior to arrival on the fairgrounds. Additional space may or may not be available.

Any stock trucks, trailers, additional tents, that are kept on grounds will be subject to a stock truck fee of \$125.00. Prior approval is needed.

PERSONNEL FOR BOOTH CONSTRUCTION

Contractors will arrange for their own personnel, or hire outside labor, to install prefabricated displays. If carpentry work is needed it will be necessary for the contractor to obtain personnel outside of the fair. Materials needed in the preparation of the vendors such as lumber, wiring, light fixtures, tables, chairs, etc., are not available on the fairgrounds. You should bring all the necessities with you or plan on purchasing or renting them at local stores.

WORKING CREDENTIALS

Credentials will be in books of 12 tickets. Each ticket is good for any day of the fair. Books will sell for **\$12.00** each or a photo badge for **\$15.00**. Any books over the maximum will be sold for **\$48.00** a book. Individual tickets may be bought for \$4.00 each. **These credentials are not for "be back customers", friends, relatives, etc. They are for working staff only.** The office put on your order form what you bought last year. If Misuse or resale of these tickets is strictly prohibited and doing so will be cause for cancellation of your contract. Your cooperation with this will help us keep costs down for the fair and all vendors.

If a photo ID badge is purchased and lost, a new photo ID badge must be issued for an additional **\$15.00**. **The Photo ID badges are required for vendors staying in the RV parking lot on Kings Canyon, the RV lot off of Butler, and behind the Greenhouse/Maintenance. NO EXCEPTIONS.** RV photo ID badge is good for entry into the fair. The photo ID badge will eliminate the need to stand in line to wand. Tickets will still require the need to stand in line and be wand. WFA badges are acceptable as entry admission to fair only, not RV lot.

CREDENTIALS WILL NOT BE GIVEN OUT WITHOUT ALL FEES BEING PAID IN THE VENDOR OFFICE.

PARKING AND GATE INFORMATION

All parking permits are to be obtained through the Vendor Office. Parking on grounds is prohibited during regular fair time hours. All grounds passes must be obtained through the Vendor Office. All vehicles entering the grounds must have a pass and enter through Gate #2, which is located south of the Administration Building on Chance Ave. Gate #2 will be issuing temporary delivery passes to all vendors. You must have company name, phone number, space number, and place the pass in a visible location on your dashboard.

Parking for Concessionaires: will be in the employee parking lot, which is located on the North East corner of Butler and Maple/Chili's Lot.

A shuttle will take you to and from the Fairgrounds. Hours begin at 6:00 a.m. every day; last shuttle during the week is 11:30 p.m. and weekends 12:30 a.m.

Employee parking: is available on Maple and Butler. You will be issued parking permits. If you do **NOT** need this number of parking passes, please indicate on the credentials request form. **Concessionaires must request the number of passes needed on Order Form, to be approved by management.**

Friends of the Fair parking is available in the lot located at the North West Corner of Chance and Lane for **\$150.00** and can be purchased in advance at the Vendor Office. **(LIMITED AMOUNT AVAILABLE)**

SEASON PARKING & SEASON ADMISSION

Season parking is available for \$100 and is only in Infield and Butler Lots.

Season admission passes are \$38.00.

OVERNIGHT PARKING/DEAD STORAGE/SHOWERS

There are no facilities for overnight parking. Overnight parking is **not allowed** in the paid parking lots (Butler/Infield/Chance Parking Lots) of the Fair. Large trailers and vehicles (**dead storage only**) can be parked in the Employee Parking Lot located at the northeast corner of Maple and Butler Street; you must obtain a parking pass from the Vendor Office.

There is **NO** sleeping in any parking lot, including the RV parking; anyone caught sleeping in vehicles other than their RV will be subject to fine and removal from the premises.

There are **NO** showers available on grounds. If anyone is caught showering inside the fair they will be subject to losing their vendor space and removal from the premises.

TELEPHONE

If you require telephone or internet service, please contact AT&T at 1-800-750-2355. In some areas where telephone wires must be flown, the Fair may deny phone service due to aesthetic or safety purposes.

ELECTRICAL AND PLUMBING

All electrical and plumbing changes must be approved by the Vendor Office.
Electrical surcharge for concessionaires: see order form for pricing.

Electrical installations will conform to the Electrical Safety Code of the State of California (**The use of over length extension cords will not be permitted inside of any building or outside stands. Cords must be 3 wire grounded and of appropriate size for load and U.L. approved.**) Do not connect extension cord to extension cord, provide the proper amount of extension for the space needed.

Overhead lighting adequate for ordinary purposes is provided. There is one 120V, 60 cycle A.C. 120 duplex outlet in each booth (maximum electrical load per 10' booth: 1000 watts). Any special requirements must be approved by Vendor Office. Additional wiring is to be arranged and installed at vendors' expense by Fairgrounds maintenance staff.

VENDORS MUST NOT USE SO MUCH ELECTRICAL POWER THAT IT WILL OVERLOAD THE CIRCUITS. If you require more power than is available, please contact the Vendor office. NOTE: Electric appliances such as coffee pots, space heaters, air conditioners, hot plates, refrigerators, and microwaves which are intended for the personal convenience of vendors and their staff **ARE NOT PERMITTED**. All items connected to fairgrounds power source **must be 3 wire grounded.**

All trailers, lighting, and displays must be LED. All string lights must have bulbs/caps.

RUBBISH

Please do not throw or sweep rubbish into the aisles/streets. Trash containers are provided for this purpose in or near all areas and buildings. **Breakdown Boxes** and stack them outside neatly at you're stand. **All cans must be emptied each night for early morning pick up.** Vendors should keep their areas neat and clean during open hours and swept nightly at closing time.

SIGNS

All signs, banners, or posters **MUST** be professionally made, neat in appearance and placement must meet the Big Fresno Fair guidelines.

(NO HAND WRITTED SIGNS WILL BE ALLOWED) A sign maker is available on grounds, however you must check in with Vendor Office to inquire about services.

PERSONNEL - SERVICE

It is the utmost importance that our rapport with our guests be a positive experience for all.

ABSOLUTELY NO SUBLEASING OF BOOTHS IS PERMITTED, DOING SO WILL RESULT IN A \$1,000 FINE AND YOU WILL NOT BE ASKED TO RETURN IN THE FUTURE.

- YOUR BOOTH/STAND MUST BE STAFFED AT ALL TIMES DURING OPEN HOURS. AN UNOCCUPIED SPACE HAS VERY LITTLE VALUE TO YOU OR TO YOUR PATRONS.
- Put into consideration personal breaks for smoking, restroom, eating, phone usage, and any other personal time needed. Have trained and knowledgeable staff to occupy your booth while you need to leave.
- Any unoccupied space will be written up.
- For your convenience in hiring additional personnel to staff your booths you may contact the State Employment Office.
- Insist on smart appearance and no loafing.
- Emphasize courtesy and avoid all offensive situations.

- Contractor is responsible for all claims, liabilities and actions relating to the conduct and representations of personnel in said space.
- Contractor hiring anyone under the age of 18 years **MUST** have a work permit issued by school authorities. Permit must be available in booth for inspection by the proper authorities.
- **All employees** must have a way to contact the owner for problems and any concerns.

STATEMENTS

Statements for special electrical service, installation charges and other services will be presented to contractors and are due and payable before the close of the Fair.

FINES

Any fines that the fair receives as a result of a vendor will be passed on to the commercial or concession vendor.

LEAVING LONG TERM

Any owner that will not be available on grounds must assign a person in charge and let the Vendor Office know, as well as leave contact information.

FAIR EDUCATION DAYS

Fair Education Days occur **Thursdays & Fridays**. Schools will arrive at **8:30 a.m.** each day. **All** vehicles must be off grounds by 8:00 a.m.

SENIOR DAY

Senior day is October 12, 2020. **ALL** vendors must be open and ready to operate by 9 a.m. There are no exceptions. All vehicles must be off grounds by 8:00 a.m.

GLACIER ICE COMPANY

The Fair has contracted with Glacier Ice Company for ice during the Fair. The price per bag will be determined before fair. Arctic Ice will be visiting each concession stand to fill your ice needs. If you need assistance arranging ice delivery, please contact the Vendor Office. **Harry** will be your starting contact (559) 351-8413.

If you are renting ice boxes from Harry to put your food in, it will be \$100.00 per box for electricity payable to The Big Fresno Fair.

MAINTENANCE REQUESTS

If you require maintenance assistance for hookups, plumbing or electrical, please come to the Vendor Office to fill out a Maintenance Request Form.

If there is an emergency or power outage, contact us by phone at 559-650-3213 or Linda's Cell: (714) 749-7831.

AREA/BUILDING SUPERINTENDENTS

During fair time, an area representative from the Vendor & Concessions Department is assigned to each area of the grounds and is available for assistance. Area representatives are an integral part of the Vendor & Concessions Department and report directly to the Vendor Office. The Area Reps are representatives of the Big Fresno Fair and have the right and authority to inspect and regulate activities as outlined in the rental agreement and the Food Concessionaires Handbook under the direction of the Vendor Supervisor.

RV/STOCK TRUCK

Small RV's will be put on one side and large RV's will be on the other side. No Exceptions.

RV's spaces are extremely limited. Food concessions are given first priority. Anyone requesting an RV space will be put on a waiting list. An RV Camp Host will be on grounds throughout the Fair. The location of the Camp Host will be in the RV lot. Any issues that arise regarding the campgrounds will be addressed by the Camp Host.

Stock trucks with sleeping quarters in them will be placed on the opposite side of the fence in the Butler parking lot, and allowed to plug into, if available, one 110 outlet for electrical only. Water and sewer will not be available. If you would like to be placed inside the RV lot with full hookups, you will be required to pay the full RV price.

Vendors will be responsible for your animals business, and any kind of **TRASH** left in your RV space. Please check out with RV attendant to confirm your space is clean. If you leave anything behind you will be charged a cleanup fee of \$250.00.

NO STOCK TRUCKS WILL BE ALLOWED INSIDE THE RV LOT SPACES UNLESS YOU ARE PAYING FULL PRICE.

If vendor is requesting a guest, they must ask permission prior. They will need to provide names of guest to camp host. RV guests may be permitted to enter in the RV lots. They must check in to sign in and out with the RV camp host. They will need to provide who are the visiting and will be provided a temporary badge. Any issues or problems that occur will be held the responsibility of the RV owner with the guests.

GREASE BARRELS

You will be issued a lock and key for your Grease barrel. The lock and key must be returned on closing night at checkout or a \$100 fine will be added to your account. Any grease barrels that are needed must be ordered in the Vendor Office. Once the barrels are full please advise the office so they can make arrangements to exchange the barrel for an empty one. Some extra barrels are behind the vendors in the sports zone. When you need your barrel emptied you will get an orange cone from us and put it outside of stand.

PROPANE

Propane is available to purchase during the fair. Price will be determined and given prior to opening day of fair. You are responsible to take your tanks to the maintenance department to be filled. Closing day propane is only available until 3:00 p.m.

IMPORTANT RECYCLING POLICY

The Big Fresno Fair has embarked on an aggressive recycling program in an effort to address environmental concerns. We are committed to doing our part to insure a clean, environmentally safe world for future generations to enjoy and we need your cooperation!

All vendors are required to breakdown (flatten) **all** cardboard boxes and place them beside the designated trash dumpsters behind the buildings or beside your stands for easy pick up each day.

Other items which must be recycled include: glass bottles, plastic beverage containers and aluminum cans. Please use the recycling receptacles provided for public use throughout the grounds and buildings.

Use of polystyrene (Styrofoam) is prohibited for all concessionaires. (There is a biodegradable recyclable polystyrene available at most wholesale & retail stores.)

Polystyrene (Styrofoam) packing/shipping materials will need to be removed from the grounds by the vendors. It will not be allowed to be disposed of on grounds. Polystyrene foam or Styrofoam packaging products are an environmental hazard when they escape into the ground. Please do your best to request the use of biodegradable or water-soluble packaging material from your manufacturers.

We ask that you steer away from handing out plastic bags and use recycled content paper bags instead for your customers if at all possible.

ANY VENDORS FOUND TO NOT BE ADHERING TO THE MANDATORY RECYCLING POLICY WILL BE PUT ON WRITTEN NOTICE FOR THE FIRST VIOLATION AND YOUR BOOTH SPACE FOR 2020 MAY BE IN JEOPARDY. FINES WILL BE IMPOSED IF NECESSARY. LET'S ALL WORK TOGETHER!



INSURANCE

The Big Fresno Fair and the State of California requires all contractors to have a liability policy that shall be provided and maintained throughout their occupancy at the Fairgrounds.

YOU MAY PURCHASE INSURANCE THROUGH THE FAIR'S VENDOR OFFICE IF YOU DON'T HAVE YOUR OWN.

CONCESSIONS \$ 195.00

The State of California requires proof of Workers' Compensation Insurance coverage for all concessionaires and commercial vendors who are not an independent contractor and have paid or volunteer employees. A certificate of Workers Compensation Coverage **must be provided**.

CERTIFICATES OF INSURANCE

Certificates of Insurance **MUST** specify coverage for both electric or gas powered golf carts, powered cards, and cycles for those of you who have those vehicles, or listed with CFSA. If name on insurance is different from name on Fair's contract, **make sure you have both names on certificate.**

VERY IMPORTANT.

Insurance is due by July 20th. If your insurance renews later just let us know and we will make that note.

The Following MUST be on your insurance:

List as Additional Insured:

"THAT THE STATE OF CALIFORNIA, THE DISTRICT AGRICULTURAL ASSOCIATION, COUNTY FAIR, THE COUNTY IN WHICH THE COUNTY FAIR IS LOCATED, LESSOR/SUBLESSOR IF FAIR SITE IS LEASED/SUBLEASED, CITRUS FRUIT FAIR, CALIFORNIA EXPOSITION AND STATE FAIR, OR ENTITIES (PUBLIC OR NON-PROFIT) OPERATING CALIFORNIA DESIGNATED AGRICULTURAL FAIRS, THEIR DIRECTORS, OFFICERS, AGENTS, SERVANTS, AND EMPLOYEES ARE MADE ADDITIONAL INSURED, BUT ONLY INSOFAR AS THE OPERATIONS UNDER THIS CONTRACT ARE CONCERNED."

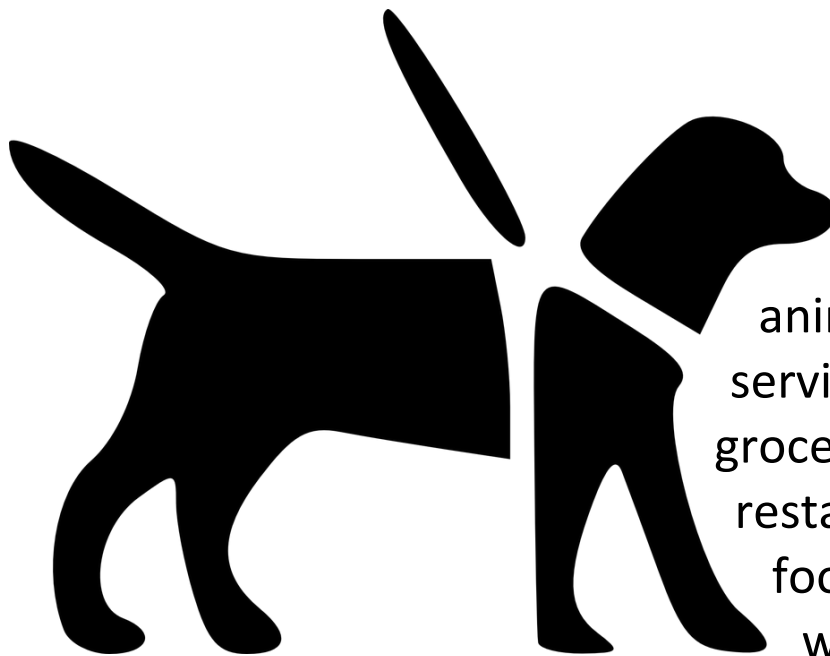
- 30 DAY CANCELLATION
- CERTIFICATE HOLDER

**FRESNO FAIR
1121 S. CHANCE AVE
FRESNO, CA 93702**

**PLEASE SEND HARD COPY TO ATTENTION "LINDA"
PHONE NUMBER IS: 559-650-3213 EMAIL: Lhulet@fresnofair.com**

Sorry pets are not allowed

Service animals are trained working animals, not pets. *



State and Federal law prohibits all animals, except for service animals, in grocery stores, restaurants, and other food establishments where food is being

served, sampled, and sold, such as fairs.

The Americans with Disabilities Act (ADA) authorizes the use of service animals in a food establishment ONLY for the benefit of the individuals with disabilities. A service animal is a dog that is individually trained to do work or perform tasks for people with disabilities. If you have a question regarding the use of a service animal in this fair, please speak with a member of management.

*Dogs and pets whose function is to provide comfort or emotional support DO NOT qualify as service animals according to the ADA.

FIRE REGULATIONS

The State Fire Marshal requests the following Rules and Regulations be brought to the attention of all contractors. Also find enclosed, Code Enforcement pamphlet. These rules are in accordance with State Fire Laws:

BOOTH LOCATION

Booth location must be a minimum of 20 feet from any permanent structure.

FLAME PROOFING

All flammable, decorative material, table cloths, etc. must be flame proofed to meet the requirements of the State Fire Marshal. All flame proofing must be done prior to installation in any building or fairgrounds premises. All tents and canvas covering shall be flame proofed in accordance with fire regulations. A certificate of flame proofing WILL be required to be inspected by the State Fire Marshal. For information on flame proofing you may contact any fire extinguisher company.

COMBUSTIBLE TRASH

All combustible trash must be removed daily. There will be no combustible trash storage allowed behind any of the displays (inside or outside of the buildings).

FLAMMABLE LIQUIDS

All demonstrations or display stands using flammable liquids, must have approval by the State Fire Marshal.

LIQUID PETROLEUM GASES

No person shall install or maintain an L.P. gas container without a permit.

AISLE & EXIT WAYS

All aisles and exit ways are to be kept clear of all storage, etc. at all times.

EXIT DOORS

All exit doors shall be operable from the inside without any special effort or knowledge. All locks and chains shall be removed.

FIRE HOSES & EXTINGUISHERS

All fire hoses and extinguishers shall be accessible and unobstructed at all times.

PARKING

Parking in and around buildings will not be allowed. Fire lanes shall be maintained and unobstructed at all times. Yellow contact card with driver information with name and phone number must be placed in vehicle window or vehicle will be towed. Violator's vehicles will be towed away at owner's expense.

FIRE HAZARD

All automobiles on display shall have the gas tanks sealed and battery disconnected.

CYLINDER STORAGE

All compressed gas cylinders shall be secured against tipping.

*******THESE LAWS WILL BE STRICTLY ENFORCED*******



GOLF CART RULES

THE USE OF GOLF CARTS ON THE FAIRGROUNDS HAS BECOME A SERIOUS CONCERN OF FAIR MANAGEMENT. IF THE FOLLOWING RULES ARE NOT SERIOUSLY ADHERED TO, THE PRIVILEGE OF USE MAY BE REVOKED TO ALL.

- Golf Cart fee is \$100.00 to be paid in full with credentials.
- In order to operate a cart (electric or gas powered) on the fairgrounds, you must have an official BIG FRESNO FAIR permit sticker obtained at the Vendor Office.
- You must have prior approval from the Vendor Office in order to operate a cart. Insurance coverage must be included on your liability insurance policy. Credentials will be enclosed in packet.
- **ONLY LICENSED DRIVERS** may operate carts on the Fairgrounds.
- No open alcoholic beverage containers are allowed on carts, and no cart driver shall be under the influence of alcohol.
- Cart drivers must use perimeter roads whenever possible.
- Cart usage must be limited to business purposes only. **NO JOYRIDING.**
- Carts should be kept at a reasonable speed at all times. If, in the opinion of the Fair you are caught speeding or driving recklessly, the Fair's decision in the matter will be final. If any cart or use of cart, in the opinion of the Fair is deemed unsafe, the permit for said cart will be revoked.
- Carts operated on the Fairgrounds must have a key for operation and must not have the key left in the ignition.
- Carts **MUST NEVER** be parked in pedestrian traffic areas.
- All golf carts are to yield to pedestrians and vehicles at all times.
- Cart drivers **MUST** avoid heavily congested areas.
- **DO NOT LEAVE YOUR CART IN DOORWAYS.**
- You must schedule your deliveries with carts prior to 3:00 P.M.
- **In order to relieve congestion on the Fairgrounds all golf carts must be parked by 5:30 P.M or earlier when warranted.**
- Legs, feet, and arms must be kept inside the cart at all times during operation.
- California Motor Vehicle Laws apply to all operation of golf carts.
- Every passenger on the golf cart must have a seat as described by the manufacturer.
- All riders must have credentials to enter the fair
- Bicycles also require permits, and fall under the same rules and regulations as carts. Bicycle permits are free of charge and may be obtained from the Vendor Office.

FAILURE TO COMPLY WITH THE RULES WILL RESULT IN CANCELLATION OF THE PERMIT AND THE CART WILL BE IMPOUNDED BY THE FAIR FOR THE DURATION. SHOULD CART PERMIT BE CANCELED, THE FEE WILL NOT BE REFUNDED.

REGULATION FOR CONDUCT AND ACTIVITIES

The Big Fresno Fair recognizes that a Fair is a proper forum for the free exchange of ideas necessary to a free society, yet reserves the right to regulate all activities, concessions and exhibitions on the Fairgrounds with regard to time, manner and place in pursuance of its valid interest in maintaining peace and order and protection of the general public. Contractor shall comply with all applicable State and Federal laws and be familiar with the procedures and information set forth in the rental agreement.

The Fair reserves the right to prohibit a concession or vendor or any part which in the sole judgment of the fair detracts from the character of the concession or vendor or which may be objectionable or offensive to neighboring contractors or the public. This restriction extends without limitation to persons, things, conduct, signage or printed matter.

ADVERTISING MATERIALS

No person shall be permitted to distribute advertising material, handbills, coupons, fliers, tokens, or other material at the Big Fresno Fair, except from their contracted vendor booth or display space. Tracking or posting of an advertisement, bill, sign, banner or printed matter other than within the contracted space is prohibited. No one shall be allowed to solicit or distribute materials in aisles or while roving on the grounds. Anyone violating this rule is subject to removal from the Fairgrounds. It is your responsibility to be knowledgeable of the formal regulations, which are listed herein. It is also important to have all representatives, employees, and volunteers working in your exhibit to be aware of these rules and regulations. All regulations will be **STRICTLY ENFORCED**. Disregard of any regulations or misrepresentation on the part of the vendor will forfeit all privileges granted, fees paid, and rights to further participation in this and future fairs.

THEFT

Security is on grounds 24 hours a day in all areas. However, it is impossible for them to be everywhere all the time. Plan to lock up or remove any valuable items which may be carried by hand. Also, small items should be placed to the rear of the booth or under counters each night. **On closing night, security will not be provided in buildings after 1:00 A.M.**

IF THEFT OCCURS, PLEASE CONTACT THE FAIR OFFICE IMMEDIATELY, SO A REPORT MAY BE FILED AND SECURITY AND THE POLICE ARE NOTIFIED.

UNITED PARCEL AND FEDERAL EXPRESS DELIVERIES

Generally United Parcel Service and Federal Express deliveries arrive between 9:00 A.M. and 11:00 A.M. The deliveries are dropped off behind the Commerce Building (Westside). The responsibility ultimately rests with you for knowing you are expecting deliveries. You may check with the office staff to verify if attempts have been made by the delivery companies. **To expedite our attempts of notification, please notify your senders to include your vendor booth number (i.e.; C-201). The name on the address label should be the same as that on your contract.** All packages are your responsibility to be picked up, Fair will **NOT** be delivering small packages or mail. If a large order will be delivered please make prior arrangements with fair staff if assistance is needed with a golf cart. All mail must be picked up by 3:00 p.m. or will need to be picked up the following day.

If any product is coming before the fair make sure it is properly addressed and leave notice in the Vendor Office. Any deliveries that are being sent and incomplete could be sent back to sender. **YOU MUST HAVE YOUR COMPANY NAME ON THE PACKAGE.**

NEW: If you will need a forklift to move your product around during fair time (not before), it will be a fee of \$50.00.

All products that you are requesting to be shipped from the Fresno Fair after closing day **must** be picked up by 12:00 P.M. October 19, 2020.

PLEASE NOTE PROCEDURE CONCERNING C.O.D. DELIVERIES

You may leave checks or Money Orders with the secretary in the office located at the rear of the Commerce Building, prior to parcel arrival.

WE WILL NOT ACCEPT CASH.

A guard will watch over shipments for one (1) hour after delivery. Those not picked up after one (1) hour will be left at the rear entrance of the Commerce Building **UNATTENDED**. We will **NOT** deliver your parcel to your booth.

RETURN TO SENDER

All products that you are requesting to be shipped from the Fresno Fair after closing must be picked up by 12:00 P.M. October 19, 2020.



CLOSING NIGHT INFORMATION

The 2020 Big Fresno Fair will close at 11:00 P.M. Sunday, October 18th. Buildings close at 10:00 p.m., outside vendors close at 11:00 p.m.

To minimize closing problems, the fair has established the following closing rules which will be strictly adhered to:

DO NOT GO THROUGH THE COMMERCE BUILDING, AG BUILDING, HOME ARTS BUILDING OR THE PHOTOGRAPHY BUILDING WHEN TAKING YOUR PRODUCT OFF THE GROUNDS.

DO NOT CLOSE EARLY

Early closing will seriously affect your invitation to return in the future.

On closing night **NO** vehicles will be allowed on the grounds until management deems it safe. There is no priority given to any vendor to park or come into the grounds. All vehicles must enter in through Gate 2. Staging will begin one hour after closing. Commercial Vendors in buildings will be escorted on grounds before Concessionaires due to building closure. Cars are to begin lining up going east bound on Lyell from Cedar. We suggest not jamming up the traffic. Upon closing to the public, teardown can begin using hand carts. No security is provided after 1:00 A.M. on closing night. Any product left will be at vendor/owner risk. The Big Fresno Fair assumes no responsibility for theft/loss of products. Release forms will be delivered closing Sunday about 9 p.m. Area Representatives will be stationed around the grounds to make your entrance and exit go as smoothly as possible.

Concessionaries will receive their release forms in the Vendor Office after they settle up.

Everything should be removed from the Fairgrounds by 5:00 P.M., October 18, 2020 unless prior permission is obtained through the Vendor Office. Storage fees may be charged on any item left after 5:00 P.M., October 18, 2020. If fairgrounds personnel must remove any exhibit from an area, a fee of \$30.00 per man hour plus \$35.00 per hour for equipment use will be charged. Any shipments/stock left to be picked up will be at the risk of the vendor/owner, The Big Fresno Fair takes no responsibility for damage/loss.

IF FORKLIFT IS NEEDED, PRIOR ARRANGEMENTS MUST BE MADE WITH VENDOR OFFICE PRIOR TO CLOSING NIGHT.

These procedures are being followed in order to attempt to protect you and to protect your property from being confiscated by unauthorized person and will be appreciated if you abide by these instructions. Failure to do so could result in a non-return invitation.

FORKLIFTS

Any person operating or driving a forklift on **Fair property MUST** be a CFSA certified forklift operator. There will be a Forklift charge of \$50.00 per pallet/item moved during Fair. A CFSA certified operator is included within the charge.

FAIR PROPERTY

All signboards, signs, sign letters, electrical fixtures, and plumbing fixtures (except those furnished by the contractor) are the property of the Big Fresno Fair and are not to be removed. Any such items missing during the 12 days of the Fair will be charged to the contractor occupying the space.

SUBLETTING

SUBLETTING OF SPACE BY A VENDOR IS NOT ALLOWED AND WILL RESULT IN A \$1,000 FINE, CLOSURE OF BOOTH, AND YOU WILL NOT BE ASKED TO RETURN IN THE FUTURE.

Booth Space is to be used solely by the company or persons and for the product stipulated in the contract.

EXCLUSIVITIES & METHOD OF SELECTION

Please note the Big Fresno Fair does not grant exclusivity for products, services or exhibits. As fair time approaches and as booth spaces become limited, vendors with similar or same products may, by necessity, be placed in close proximity. If you are found to be selling products not on your contract, you will be asked to remove these items immediately. You will also be issued a written violation. Issuance of 3 violations will result in closure/removal of your booth.

SPONSORSHIPS AND THIRD PARTIES

Contractor may not enter into any sponsorship/promotional partnerships(s) or marketing initiative(s) where a sponsor/third party receives advertising or promotional consideration without obtaining, annual written approval from Fair Management. Contractor must submit a plan six (6) months prior to each annual Fair in writing, for review by Fair Management.

TIP CUPS/JARS

No jars, cups, decorative items to give the incentive of customers leaving a tip is allowed. A tip jar may be left away from public eye in the case a tip is given but must be put away immediately after.

STAKES

Absolutely no stakes are allowed to be placed into the ground (asphalt, dirt, grass, cement or brick) without prior approval of management. Anyone who does so will be responsible for any damages and repair.

DAMAGES

You agree to promptly reimburse and pay the Big Fresno Fair for any damages to Fair property or equipment that you, your employees, or your agents cause during the term of the Rental Agreement/Contract by October 19th of contract year.

DRUG-FREE WORKPLACE

In a commitment to safeguard the health of our employees and to provide a safe environment for everyone, we have a DRUG-FREE WORKPLACE policy that extends to all of our vendors, commercial and concessions. Our policy now formally states that substance abuse will not be tolerated on the fairgrounds, including parking lots. This prohibition includes the possession, use or sale of illegal drugs or being under the influence of alcohol.

Any person in possession or under the influence of alcohol or illegal drugs will be immediately removed from the fairgrounds. It is important that all of us work together to deal with the substance abuse to make this a safer and even more rewarding place to work.

NO SMOKING EVENT POLICY

The Big Fresno Fair is a **SMOKE FREE FAIR**. There will be no smoking on the grounds except in designated smoking areas. Positively NO smoking will be allowed in All Booths. Violation notices will be given if anyone is caught smoking in Booths.

There is no smoking allowed within **20 feet of any building doors.**

DESIGNATED SMOKING AREAS

The following are designated smoking areas (subject to change)

- WINE GARDEN
- SPORTS ZONE
- CANTINA
- AREA SOUTH OF PAUL PAUL THEATER
- GRANDSTAND (Except for areas established for non-smoking)
- *VENDORS* BEHIND COMMERCIAL BUILDINGS (Designated by Building Supervisor)



FAIR TIME INFORMATION

ATM MACHINES

There are ATM machines located throughout the Fairgrounds.

- All information booths
- First floor at the main entrance to the Brian I. Tatarian Grandstand
- Front of the Commerce Building
- Located at the water feature between The Home Arts Building & Industry Commerce Building
- Industry Commerce Building doorway on the west side
- Entrance to The Greenhouse
- Inside the Butler Gate by the Cinnamon Rolls.

Locations are subject to change. Check grounds maps or information booths for location verification.

FIRST AID

Professional medical personnel are on the grounds during all operating hours of the Fair. Please direct any persons needing medical assistance to our **First Aid Office**, which is located on the South Side of the Gems & Minerals Building.

GUEST SERVICES

Guest Services and our Found Child Center the “Gingerbread House” is located West of the Commerce Building and to the North of the Chance Entrance. Anyone seeking information, assistance, wishing to make suggestions, complaints or find a lost child should be directed to the Guest services/Found Child Center.

INFORMATION BOOTHS

Information Booths provide directions, daily schedules, answer questions and offer general assistance to all Fairgoers. We have three booths located on our grounds which are open from the time gates open until 10:00 PM of the Fair. The four locations are at the **Chance Entrance**, the **Butler Entrance**, and connected to the **Grandstand**. A cup of water is available to patrons in all booths.

COPIES

If you need assistance in making copies, they can be made in the Vendor Office for a fee. Each copy will be 15¢ for black and white 8.5x11 single sided and 70¢ color 8.5x11 single sided.

MEDIA PROTOCOL

The Media on grounds at The Big Fresno Fair are critical to the Fair's overall success. As such, please respect our media and their time. Do not approach the media regarding your product/business directly. Our public relations team works diligently to feature a wide variety of exhibitors and vendors at The Big Fresno Fair. If you have a product that you would like the media to be aware of, please contact our public relations team directly. Should media approach you for an interview, please be sure a member of the public relations team is there. Public Relations Team Contact Information: Danielle Griffin, Communications Director 559-994-3133 or danielle@cohencommunications.com.

LOST PARENTS

Wristbands are FREE to every child and patron who walks in as a guest of the Big Fresno Fair. Wristbands are to help provide your information to police and guest services in case of a separation from group or party. Patrons are responsible to put their phone number clearly on wristband.

RULES FOR FOOD CONCESSIONAIRES

CLEANLINESS

- Food & beverage concessions **MUST BE** kept neat and clean. You are responsible for the area around your stand and any additional seating areas used by patrons.
- **DO NOT** sweep trash into the street. Pick it up and dispose of it in containers.
- Grease **MUST** be placed in sealed 5 gallon containers or in grease barrels provided in specified locations. Barrels must be kept behind stand curtain and not in public view.
All condiment tables **MUST BE** neat and clean at all times.
- Condiments **CANNOT** be placed on folding tables.
- All boxes, crates, beer kegs and soft drink canisters **MUST BE KEPT FROM PUBLIC VIEW.**
- Hire appropriate staff to keep area clean, stocked, and presentable at **ALL TIMES**
- Follow rules & abide by the County of Fresno Department of Public Health.

SKIRTING FOR MOBILE UNITS

All portable concession trailers must have proper skirting to cover from the bottom of stand to the ground.

APPEARANCE

Appearance of concession stand must be such that all customers should be able to see into the dispensing area.

SIGNS

Fresno Fair stand numbers and pricing signs must be readable instantly. **Nothing is to be placed in front of cash register.** Sign(s) must show whether tax is included or not in the price shown. All signs must be professional; **NO HANDWRITTEN** signs will be allowed.

SOUND DEVICES & FLASHING LIGHTS

Radios, television sets, loud speakers, amplification systems, musical instruments, etc., are subject to the approval of the Vendor Office. If used, they must be so controlled as not to interfere with other contractors. The use of amplification systems is a privilege. **All music will be monitored by Fair Management. You will get 1 (ONE) warning, next warning and you will be banned from playing music in your booth/stand. (DON'T ABUSE). THIS INCLUDES COMMERCIAL VENDORS AS WELL AS CONCESSIONAIRES.** No flashing lights, strobe, sirens, or any lights that cause a disturbance.

HEALTH DEPARTMENT REQUIREMENTS

All concessionaires selling food or beverages must comply with the requirements of the California Uniform Retail Food Facilities Law and have a current permit to operate, issued by the Fresno County Department of Health. Health Department permit fees must be paid prior to the first day of the fair, or you will not be allowed to operate. A copy of most recent environmental health inspection report must be retained at the food facility.

If you have any questions regarding Health Department requirements or permits, call Consumer Food Protection Program at (559) 600-3357

**ALL HEALTH FEES MUST BE PAID BEFORE YOU OPEN FOR BUSINESS (\$55.25)
PAYABLE TO THE BIG FRESNO FAIR.**

FOOD SAFETY CERTIFICATION

All food concessionaires will be required to provide verification of **FOOD SAFETY CERTIFICATION** with contract. Copy must be kept inside of booth as well and posted where it is visible to public.

BAR-B-Q'S

All BBQ locations must be located a minimum of 15 feet from booths and a minimum of 20 feet from any permanent structure. Any BBQ locations must be approved by the Big Fresno Fair prior to contracting with the Fair. Any food stand that has a BBQ unit outside of their stand must place the BBQ at least 3 feet back from counters, or front of trailer. BBQ's must not be accessible to the public for safety reasons. All BBQ's must have a safety barrier in front of them.

All concessionaires using a grill will need to follow of the County of Fresno Department of Public Health rules. You will be required to put a protective cover under the BBQ to keep the ground safe from any harm or destruction and have fire bricks and sand on top of the bricks.

DAMAGES

Outdoor food vendors are responsible for any damage to surface of the asphalt. To minimize damage, plywood may be placed under cooking equipment, grease barrels, etc. Charges for damages will be billed after the fair. To avoid charges, bring any pre-existing damage to the attention of the Vendor Office prior to occupying the space.

CLOSING

During the fair a check out list of times will be available. Make sure you sign up for a time to check out for Sunday night or Monday morning. First check-out begins at 11:15 P.M. Sunday night. If you will be checking out Monday morning please turn in tapes Sunday after closing. Monday check out is be no later than 11:45 A.M.

PAYMENT

When the percentage of gross, exceeds the prepaid payment guarantee, concessionaires are to pay on **Saturday October 10th, Wednesday October 13th, and Sunday October 18th**, or you may pay daily between the hours of **10:00 A.M. and 4:00 P.M.** in the Administration Office with Accounting.

TAX RATE

Tax rate for Fresno is **7.975%**

PRE FAIR CONCESSIONS

Any concession stand that wants to open before the Fair actually starts must have permission from Vendor Office. Registers must be checked in before you open and fees will be paid on the regular percentage on your contract. Please call Vendor Office to sign up to have registers checked in.

LOGOS

Cups, etc. **MAY NOT** have logos or advertisements from other fairs, shows, or beverage companies other than Pepsi. This will be strictly enforced.

PEPSI

Pepsi is the official beverage sponsor of the Big Fresno Fair. You may only serve Pepsi products in Pepsi cups or approved souvenir cups. They will begin making deliveries Tuesday before fair opening. You may set up a charge account at least six (6) weeks before fair starts, otherwise you will be on C.O.D. **NO CASH** Please contact: Dan Sigala at 559-351-2570 (New Accounts and Issues)
Joseph Aguilar 559-547-0567 (Orders)



THINGS TO REMEMBER & SHARE WITH STAFF

- Every guest should expect to receive a high standard of food and beverage delivery.
- Guests should walk up to an attractively decorated clean stand.
- Employees are focused on guests, not themselves.
- Guest is greeted with eye contact and a friendly greeting from an appropriately attired employee or volunteer.
- There is a display of products in view.
- Guest is told about other items to purchase.
- The correct price is posted, collected, and/or rung up on register in view of guest.
- Items are purchased from a well-organized stand.
- Items cooked and presented in a consistent manner.
- Guest receives exactly what was ordered attractively presented or wrapped.
- Drinks are served with lids and straws.
- Guests receive hot items hot and cold items cold.
- Standard expectation that food is fresh and tastes good.
- Complete satisfaction guaranteed or item exchanged or money back in same form or original payment of payment.
- At end of transaction thank customer for business and wish a good experience.
- Seating is clean and attractive (Places to sit: Blue Moon Yosemite Station, Sports Zone, Wine Garden, Starters, Museum park, and Butler Gate Entrance).
- Condiments and napkins easily located in a clean area
- Atmosphere includes lights, color, and/or plants (whenever possible)
- Health department rules and regulations followed
- Proper personal hygiene practiced by all employees
- Food is not given as a commodity
- Emphasis is on the complete guest experience being memorable and pleasant



CASH REGISTERS

- Register numbers will be checked in prior to opening of the Fair.
- Appointments do **NOT** need to be made with the **Vendor Office** prior to opening. Sara Rene will be coming by so when you see her let her know your registers are ready. -Cash registers must be placed in a position so that customers can read their total. Cash register must be visible at **ALL TIMES**.
- Appropriate cash registers must be used with a consecutive “Z” counter and a daily grand total. The using of any other method to keep cash or make change is **STRICTLY PROHIBITED**.
- Each person waiting on the public must ring up each sale, make change, and then close the cash drawer after each transaction. **Cash drawer must not be kept open in between sales. If this occurs, concessionaire will be immediately removed from the fairgrounds.**
- **NO SALES** are to be made from open drawers, cash box, under the counter, or from aprons.
- If a cashier makes an error after the sale is finalized on the register, it must be recorded on the over ring report and circled on the cash register tape. The correct sale amount must be re-rung in the cash register. Must be circled in **RED** or **BLUE** ink. **DO NOT USE HIGHLIGHTER**. Late receipts of over rings will not be considered. Excessive over rings and any over rings exceeding \$300.00 will put under review to be approved by the food committee. If any over ring is not circled, no credit will be given.
- Any breakdown of cash registers must be reported immediately to the **Vendor Office 559-650-3213** or **Area Rep**. Do not continue to operate.
- Proper maintenance of registers is the responsibility of the concessionaire. Registers downtime reduces concessionaire profits and fair revenue. Down time on registers must be reported to Vendor Office immediately.
- Previous day's cash register tapes must be dropped into the drop box next door next to the Vendor Office window before 10:00 A.M. next day or dropped each night after closing.
 - Any tapes not turned in will result
 - 1st time in a verbal warning
 - 2nd time in a \$100.00 fine and write up
 - 3rd time in a \$200.00 fine, write up, and a possible no return invitation
 - Any tapes turned in after 10:00 A.M. will need to be turned in directly to auditor office and are no longer accepted in the drop box. You will sign a form marking the time of tapes delivery.
- Tapes from previous day will be available the following day to be picked up with daily sheets in the Vendor Office window. If tapes are not picked up by end of fair, Vendor Office will be disposing of them.
- Daily register tapes must include **ONE (1) “X” readings and ONE (1) “Z” reading with “Z” NUMBER.**

CREDIT CARDS SALES

Credit card sales are to be rung through cash registers as well as through the credit card terminal. Cash registers have both 'cash' and 'credit' sales options, and that cashiers mark each sale as cash or credit in the register. This will be enforced. "Z" reports include a credit card sales total, a cash sales total, and a total sales total. **Concessionaires MUST submit batch reports from all credit card terminals to us daily. Batch reports must include daily totals as well as the detail of each transaction, including date and time. In the event that these amounts do not match we will add the discrepant amount into your daily sales totals and use the adjusted amount for rent calculations.**

REGISTER REQUIREMENTS

- "Z" counter non resettable type. GRAND TOTAL NON RESETTABLE TYPE
- "X" reading
- GRAND TOTAL NEEDS TO BE CIRCLED EVERYDAY. Must roll your tapes and use rubber bands to separate each register tape, label tapes by register, and put into Ziploc bag and label with company name and stand name.
- Description of each item being rung up.
Example medium soda that is \$3 must be rung up as Medium Soda @ \$3.00. It cannot just be a \$3 item. Each menu item must have its own description.
- Compulsory drawer closure.
- Cash drawer must be linked to the register and automatically open and close with each transaction.
- P. L. U. key (price look up)
- 30 day battery back-up with memory protection.
- "Current" printed date & time on detail "journal" sheet.
- Cash register serial numbers to be recorded.
- Consecutive transaction number.
- Readable tape (the key word here is **READABLE**)
- Concessionaries will be responsible for backup registers. Each back up will be given an ID number and must be reported daily.
- Registers **MUST** be positioned so customer can view total at all times (pivot display)
- **We suggest** you have a key protector.
- A copy of the register manual must be available.
- Concessionaire will not work from an open cash drawer.
- Register receipt tape should be available upon customer request.
- **"NO SALES"** are prohibited.
- **SHOW RUNNING GRAND TOTAL**
- Must have a backup cash register and the register must be closed out every night.
- Each register must have dual tape capability.

Point of Sale (P.O.S.) Systems

We will allow P.O.S systems on a case by case basis. You will be required to get in contact with the Vendor Office and request permission prior to arriving to fair.

- Cash drawer must be linked to the register and automatically open and close with each transaction.
- Compulsory drawer closure.
- Concessionaire will not work from an open cash drawer.
- **Must** have dual customer display. Customer must be able to view their total.
- Registers **MUST** be positioned so customer can view total at all times.
- Receipt printer is mandatory.
- Each customer must be given a receipt.
- **"NO SALES"** are prohibited.
- Concessionaries will be responsible for backup registers. Each back up will be given an ID number and must be reported daily.

YOU WILL NOT BE ALLOWED TO OPEN UNTIL ALL REGISTER REQUIREMENTS ARE MET.

REGISTER RENTAL

We have contacted the following company that has available equipment. You are responsible for acquiring your own registers.

THE CASH REGISTER COMPANY

2236 N. Fine Ave. #104

Fresno, CA 93727

559-252-3191

\$125.00 rental fee is good for 30 days.

Will deliver and pick up. Will train when delivered.

BIG FRESNO FAIR VIOLATION POLICY

Any violations concerning cash or sales by either the concession owner or his employees may result in immediate expulsion from the fair and will have a serious bearing on your invitation to return as a concessionaire in the future.

A violation includes, but is not limited to, non-compliance with any of the following:

- Personnel – neatly attired, well groomed, following hand washing and food handling requirements, courteous and responsive
- No smoking and/or drinking of alcohol in or around the stand/booth
- Customer service and consideration of neighbors
- **Ring of each sale at the displayed price and closing cash drawer after each transaction**
- General appearance of stand must be attractive and clean
- Business conducted within the assigned space, keeping the area around the stand dry, clean and unobstructed.
- Cleanliness of condiment area and seating area (if applicable)
- All signage professionally done and prominently displayed
- Items sold as listed on Rental Agreement (menu)
- No price changes after August 3rd
- No menu additions will be allowed after July 20th
- Cooperation with neighboring stands, noise level reasonable
- Appropriate language with patrons, fair staff and other Vendors

If you are found to be in violation of any of the above rules and regulations, the following will occur:

1st violation - Verbal warning. Will also be written simply stating that the matter had been discussed with you, date, time, etc.

2nd violation – If the matter has not been tended to in a timely manner (usually 24 hours, depending on the violation) you will receive a written citation.

3rd violation – No invitation to return will be granted or could result in escorting you and your stand off the property

Any violation having to do with money not being properly handled or reported is grounds for immediate removal from the grounds.

LOST ITEMS AFTER THE FAIR

CALL POLICE
OFFICER JANETTE OLSON:
559-621-2342

OFFICER OLSON TRY'S TO FIND THE PEOPLE WHO HAVE LOST THEIR ITEMS. IF SHE CAN'T FIND THE PERSON SHE WILL HELP GUIDE THEM TO THE PROPERTY ROOM (LOST AND FOUND).

LOST AND FOUND #
CALL OFFICER OLSON FIRST
559-621-2675



NOTES