



Umm Al Emarat Park | Member Information Pack

We are so glad to be welcoming you back to the Ripe Market at Umm Al Emarat Park that will take place and be open to the public every Saturday from Saturday 28th October 3pm – 9pm.

Upon arrival please ask one of the Ripe Team to show you to your position. Please make sure you have a copy of your booking with you so we can help you to get to your position as quickly as possible.

Arrivals & Departures



*** Please ensure you have trolleys to deliver to your spot from your drop off point ***

To experience a smooth arrival please ensure you arrive on time, and if travelling from Dubai allow an extra 40 minutes to allow for delays at the point of entry to your arrival point.

Please ensure you have **Emirates ID, copy of your Trade License and Food Permit on you always.** Any member of your team may be refused access without one.

Food trucks & trailers before 12:00PM

- To get to your spot on the grassy area will need to be done one by one so be patient and arrive on time so we can manage your arrival and park up safely and with minimal damage to the grass.
- Gate closes at 2pm
- Please follow the instructions you are given by Ripe staff and Park Operations & Security
- Please see Site Rules below.
- Trucks & trailers cannot move out of the Park until 12 midnight when the park closes.
- You can continue serving until 12midnight if there are customers, however, our electricians will cut off the power at 9pm.

Live cooking Members @ 11am

- Please ensure that you arrive on time and wait in the queue patiently whilst you unload and remove your vehicle to allow the next Member to do the same.
- Gate closes at 2pm
- Please ensure that you have trolleys that are suitable for outdoor use.
- Please see Site Rules below.
- Trucks & trailers cannot move out of the Park until 12 midnight when the park closes.
- Live cooking Members can depart from 9PM

Craft & Food retailer's Members @ 1pm

- You are arriving at a Drop Off point only (VIP entrance). Please ensure that you unload as quickly as you can so that the car /van behind you can do the same. Cars will need to be parked in general parking after unloading.
- Please ensure you have your own trolleys and stick to the path from the drop off point.
- Please ensure that you have battery operated lights.
- Craft & Food Retailers can depart from 9PM.

Table Packages and Registration Fee

Packages are as follows:

- **Seed** – 300AED
1 x Table (1.5m wide)
- **Blossom** – 375AED
1 x Table (1.5m wide) and shade.
- **Harvest** – 575AED
1 x Tent (3m x 3m) and 2 x Table (1.5m wide each)

NB: For the above packages, a weekly power charge of 75aed will be added if required

- **Live Cooking** – 875AED
1 x Tent (3m x 3m) and 2 x Table (1.5m wide each) Power Included.
- **Food Truck** – 1000AED

Food truck location & Power Included

Registration fees are a one-off payment to be made each new market season prior to your first booking of a Ripe Market, the Prices are as follows:

- **Arts and Crafts:** 300 AED
- **Foodies:** 550 AED

How to make a booking

All bookings should be made by email to bookings@ripeme.com. Please ensure all information is provided or your booking will not be completed. Ripe Markets will be operating on monthly bookings only for food trucks and live cooking, meaning we can only accept bookings for a minimum of 4 consecutive markets. If you wish to book for more than one-month kindly note, Ripe Markets may require pre-dated cheques for upcoming months beforehand (either before the beginning of the season or no later than 2 weeks before the first participating market).

To make a booking simply email the following information:

Name of your Company

Name of Market

Date of Market

Type of Table

Your name and mobile number

Payment terms

Ripe is a prepaid market, therefore all payments must be cleared before the market date. A late payment fee of AED50 is charged weekly from for any unpaid booking. Ripe Reserves the right to cancel your booking at any time if you have not paid in advance. Kindly note, a booking is not confirmed until you have received a confirmation email.

For all Arts & Craft members we can only accept the two following payment options:

- **Debit or Credit Card** – Please complete our Member Payment Form which is at the back of your Member Information Pack and email it to bookings@ripeme.com. Or call our team to pay over the phone.
- **Cheque** – Beneficiary Name: Ripe Fresh Trading LLC

Food members who are paying for monthly bookings, please see your invoice for dates of post-dated Cheques.

Table selection

For all Food Trucks and Live Cooking, we will be running market bookings monthly. For this reason, we can ensure that you will be allocated the same area for your time with us at Ripe Markets. As an Arts and Crafts member, we can only offer you an allocated spot at our Markets if you book and pay in advance for a minimum of 4 consecutive markets. Both are subject to the Terms and Conditions of each Market Venue.

Cancellation policy

We understand that at times cancellation must be made, we are happy to accept a cancellation providing it must be emailed to bookings@ripeme.com. We cannot accept a verbal cancellation at a market or over the phone.

Arts and Craft members: Full refunds will only be provided to members who cancel 7 days prior to the market date. As an example, if you are cancelling a Saturday market we must receive an email from you before close of business the previous Saturday. Cancellations made between 5-7 days prior to the date of market, will be offered 50% of the original booking price back in credit, this can be used towards your next table booking within in the same Market season.

Food Members: If you cancel 4 weeks prior to the Market month you will receive your Cheque back in full. However, if you cancel within 4 weeks of the Market month you will only receive 50% of the original booking price back in credit to use within the same Market season.

(Kindly note, a late payment fee of AED50 is charged weekly from for any unpaid booking)

Food Members

All companies selling food including pre-packaged food sold in sealed containers, providing food sampling, live cooking stations and food trucks **must have a valid UAE Trade License** relevant to the food being sold or prepared. It is your responsibility to obtain the proper permits to take part in the event and Ripe will not be held responsible for any fines for not carrying out proper procedures.

Live Cooking, Sampling and Food Truck Members handling food on site at any Ripe Market must also have a valid **Health Card and conform to UAE Food Control Regulations**. Please ensure the following:

- Those handling foods should wear a hair net or hat properly and wear gloves as required under UAE Food Control Law
- All cooking takes place under the canopy of the tent provided by Ripe Market or inside the Food Truck.
- A waste bin is provided with lid for all food waste on site. Food Waste must be removed by Member and not left on site.
- Ground protection even on grass is provided so that no liquid waste of any kind can damage the ground/grass on which they are sited
- Proper hand washing facilities are provided using mobile tank and sink and that hand sanitizer is available always and visible to Food Control Inspectors
- Food is stored hygienically in closed containers and/or fridge
- Display Food should always be covered with cling film or a dish cover to avoid flies and ants.
- Spare uniforms are provided for staff so that soiled uniforms can be replaced on site
- Your stall front, inside and back is kept neat and tidy always
- Electrical cables and plugs are covered under tables or storage units to avoid any liquid leaking onto plugs and displayed safely preventing any trip hazards
- You have kitchen fire extinguishers and fire blankets if providing a live cooking service

Abu Dhabi Food Control personnel will be present on site throughout each event and have the authority to cancel any issued Food Permit and therefore the Member's attendance at the market if the UAE Food Control standards and guidelines are not being met and upheld. The Food Control personnel have the right to ask any Member to stop serving food and leave the market.

Food Permit

When you book we will prepare an NOC Letter for you, using your company trade license. Please make sure that you have emailed us the updated version of this for our records. Without this we are not able to prepare the NOC. To process your Food Permit, you will need go to the following website.

<https://www.dm.gov.ae/wps/portal/home> Please have your credit card and the mobile phone linked to

this card, as this will be required to finalize the process. This is a one-off fee of 180aed. If you do not know how to apply, please download our step by step guide to help you [here](#).

Power Requirements

If you require power at the event, please send an email to asher@ripeme.com. In the Subject header please write:

- Name of the company
- Contact name and number
- List of each equipment that requires power along with the amps of wattage and the connection type. I.e. Fridge, 220w, single phase.

Rubbish removal & liquids - All Members

Please ensure that you do not leave your discarded packaging or rubbish at the venue. NO liquids including water/ oil/ ice to be discarded onto the grass/ sand or anywhere onsite. A 500aed penalty charge will automatically be added to your account if you do not clean up after the event.

Branding

Please make sure you follow the below:

- Unfortunately, no flags are allowed.
- All standalone branding including roll ups and blackboards must be contained within your allotted space and behind your table, not in front or blocking your neighbors stand.
- Members need to bring their own tablecloths and it is recommended that they are from table top to ground to help hide storage boxes or personal possessions. Table dimensions are 150cmw x 75cmd x 80cmh
- No branding allowed that blocks other Members or that compromises the look and feel of the market.
- No branding of any kind can be placed on any Park property or on any tress, bushes or other foliage.
- No branding to be place on tent canopies.
- If bringing your own tent, it must be WHITE color and approved in advance by Ripe.

Marketing

It is in the interest of every member that if they want their business to succeed at a Ripe Market, they must inform their existing customers and follower base about their participation at all Ripe Markets. We suggest you do this via social media platforms, company website and any other network channels to create awareness. We have created a lot of marketing collateral to help you spread the word. If you would like something specific you can email markets@ripeme.com and we can happily help you. We will also make sure you have access to flyers for each market too.

Member Terms & Conditions

Member Terms and Conditions (T&C) – [CLICK HERE](#). It is a condition of your attendance at a Ripe Market that you have read and accepted the T&C.

Sponsorship

Masafi will be the Official Water of Ripe Market For the upcoming season 2017/2018. Therefore, all our market members will be kindly required to sell Masafi water only from their business. By signing this agreement, you are confirming that Masafi will be the only brand of water sold by your company always, during the Ripe Markets.

Disclaimer

Ripe Reserves the Right to amend their Terms & Conditions at any time. Please refer to the Markets Section of our website for the most up to date version of the Terms & Conditions that will always apply.

The Ripe Markets Team wish you a very successful Market Season ahead! If you have any questions about this Member Information Pack, please do not hesitate to get in touch.



Credit/ Debit Market Payment Form

I authorize Ripe Fresh Trading LLC to take payment for the participation in Ripe Markets on the below credit card for my outstanding dues.

MARKET MEMBER COMPANY NAME	
MARKET MEMBER NAME	
CONTACT EMAIL	
CONTACT MOBILE NUMBER	

NAME ON THE CARD	
CARD NUMBER	
CREDIT CARD EXPIRY DATE	

PLEASE SPECIFY THE AMOUNT YOU WISH TO PAY IN AED

AMOUNT	
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Please email this form to markets@ripeme.com