



TIMES SQUARE CENTRE

We are so glad to be welcoming you to the Ripe Market at Times Square Centre taking place and open to the public every Saturday from April 22nd until October 21st 2017 from 9am to 3pm.

Important information:

When checking in, you will need to ensure that all your outstanding balances are cleared and that you have paid for the market you are attending. If you have any outstanding balances you will be requested to pay on site. We can accept both credit card and cash for this.

Once this has been settled you will be allocated your table positioning so you can get set up for the day. Everyone will be required to do this so if you are aware that you have an outstanding balance or questions with the amount that you need to pay, we kindly ask that you call the office to settle this before the market – 04 315 7000. Please note that if you have a long overdue outstanding balance you will also have received a late payment charge as per Ripe Market's Terms and Conditions.

Please also note we do not provide statement of accounts or additional invoices as all our markets operate on payment up front and you are given a receipt upon payment. All your bookings automatically have an invoice attached for your records, so please refer to this and you also receive a receipt email once you have paid.

If you are unclear about any of the above, the Ripe Team will be more than happy to assist you at the Ripe Registration Desk.

Kind regards,
Ripe Markets Team

ARRIVALS & DEPARTURES

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

Please click on the link for location map:

https://www.google.ae/maps/place/Times+Square+Center/@25.1396937,55.2198966,15z/data=!4m2!3m1!1s0x0:0x625190607a7e36d8?sa=X&ved=0ahUKEwjz7qbR1uzSAhVhJ5oKHVY3BWoQ_BllbjAN

ARRIVAL & DEPARTURE TIMINGS

In order to have a smooth arrival please ensure you arrive on time and if travelling from outside 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 on you at all times. Any member of your team may be refused access without one.

CRAFT & FOOD RETAILERS MEMBERS ACCESS - 7am

- All members are advised to use the underground car park and access the ground floor market location by using the lift or travellator. We recommend that you bring a trolley as it is a short walk.
- **We ask all members after drop off to park every car on the outside carpark for visitors to have more space in the underground carpark**
- If you require using the loading bay for large items, please contact the Ripe office for a Gate Pass 5 days in advance
- Please ensure you have your own trolleys and stick to the path from the drop off point.
- Please do not start to pack up until 3PM

ON SITE MOBILES for assistance

+971 52 693 3731

+971 52 693 2769

+971 52 693 2776

TABLE SELECTION

Unfortunately, due to the high volume of members, we cannot accommodate reviewing every person request for table positioning.

We are now working on the first arrival allocation basis – First come first serve!

The only exception to this is for anyone who has booked and paid for the full month (at least 4 weeks advanced payment, no cancellation), in which case your location has already been discussed and confirmed in advance, everyone is welcome to do this and we will be available from 9am to 10am on Saturday at the Registration desk for further information.

Please do note as per our policy if you do not get to the venue before 8.30 we will offer pre-booked position to anyone who is still waiting and all excess tables will be removed before 9am which is the mall policy.

Our registration desk opens at 7am and everyone must register and set up before 8:30am.

FOOD MEMBERS

Dubai 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. In order to process your food, permit you will need to do the following, go to the following website. Please have your credit card and the mobile phone linked to this card ready as this will be required to finalize the process. This is a one-off fee of 180aed.

<https://www.dm.gov.ae/wps/portal/home>

If you do not know how to apply, please download our step by step guide to help you [here](#).

Power Requirements

Please note that if you require power, it is an additional 50 AED. If you require power at the event, please send an email to marketadmin@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 ALL MEMBERS

Any food retail member should have a proper solid bin for waste disposal.

Please ensure that you do not leave your discarded packaging or rubbish at the venue. 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.
- **Roll-up stands are banned inside Times square mall**
- 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.

MARKETING

It is in the interest of every member that if they want to succeed at a Ripe Market they must use their social media channels, website, and other networks to create awareness of the market they are attending and encourage visitors to their stall.

We have created a lot of marketing collateral to help you spread the work please download it [here](#). 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.

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.

PAYMENT TERMS: If this is your first booking, please make sure you have paid one-off registration fee as follows. This can be paid in advance or at the time of booking your market.

Food Retail and Craft is 250aed

A booking is not confirmed until you have received a confirmation email. Ripe Reserves the right to cancel your booking at any time if you have not paid in advance.

Payment methods are as follows:

- Cash or Credit card at Ripe Shop – OPENING HOURS & LOCATION [HERE](#)
- Credit Card – Please complete a Credit Form at the bottom of this page and email it to bookings@ripeme.com
- Cheque made payable to Ripe Fresh Trading LLC and delivered to the Ripe Shop
- Bank Transfer | a copy of the bank transfer must be emailed to markets@ripeme.com if you do not send a copy of this transfer we are not able to process this payment.

Ripe Fresh Trading LLC
Commercial Bank of Dubai
AC No: 1001370046
BIC CODE: CBDUAEAD
IBAN: AE240230000001001370046

If you do not pay for your market prior to the day ripe reserves the right to apply a 50aed late payment fee weekly. After 2 weeks of payments not being made all your future bookings will be cancelled until your outstanding balance has been settled.

CANCELATION POLICY

We understand that at times cancellation must be made and we are happy to accept a cancellation providing it is done in the following way:

All cancellations must be made in writing via email to bookings@ripeme.com stating your company name, name of the market and cancellation date.

All cancellation must be made 1 week before the scheduled booking date by email. Otherwise, you will be charged for the booking and no refunds will be given.

MEMBER T&C

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.

PACKAGE COSTS:

- SEED TABLE | 300aed – 1 x Table 1.5m | No Power
- BLOSSOM TABLE | 350aed – 1 x Palette and 1 table | No Power
- Harvest TABLE | 550aed – 2 Palettes and 2 tables | No Power

HOW TO MAKE A BOOKING

The only way you can make a booking is by emailing bookings@ripeme.com. Please do not copy in any other emails or people at Ripe as this simply clogs up our emails and stops us from focusing on our tasks. We do not take market enquiries over the phone as all the information you need is in here or on our website.

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

If you do not send this information we will not be able to process your booking.

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.



CREDIT CARD APPLICATION 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