



Umm Al Emarat Park | Vendor 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 3pm – 10pm October 2016 – May 2017.

Important information:

At the start of each market, everyone will be required to check in at our New Registration Desks. At each market we will be located inside a White Tent with Registration printed on the outside.

When checking in, you will need to ensure that all of 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, we can accept both credit card and cash to do 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.

Please also note we do not provide statement of accounts or additional invoices as all of our markets operate on payment up front and you are given a receipt upon payment. All of 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.

ARRIVALS & DEPARTURES



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

ARRIVAL & DEPARTURE TIMINGS

In order to have 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** on you at all times. Any member of your team may be refused access without one.

FOOD TRUCKS & TRAILERS @ 10:00AM

- 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.
- 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!

LIVE COOKING VENDORS @ 11noon

- Please ensure that you arrive on time and wait in the queue patiently whilst you unload and remove your vehicle to allow the next vendor to do the same.
- Please ensure that you have trolleys that are suitable for outdoor use.
- Please see **Site Rules** below.
- Live cooking vendors can depart **@ 11PM**

CRAFT & FOOD RETAILERS VENDORS @ 1PM

- You are arriving at a Drop Off point only. Please ensure that you unload as quickly as you can so that the car /van behind you can do the same.
- 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 **@ 10PM**

ONSITE MOBILES for assistance

+971 52 693 3731

+971 52 693 2769

+971 52 693 2776

FOOD VENDORS

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 vendors handling food on site at any Ripe Market must have a valid Health Card and conform to UAE Food Control regulations. Please ensure the following:

- Those handling food 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 vendor 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 at all times and visible to Food Control Inspectors
- Food is stored hygienically in closed containers and/or fridge
- All food is covered at all times
- 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 at all times

- 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
- No LPG or live flames are used in any cooking process
- You have kitchen fire extinguishers and fire blankets

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 vendor'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 vendor 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.

<http://www.adfca.ae>

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 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 VENDORS

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.
- All standalone branding – for example roll ups, blackboards have to be contained within your allotted space and behind your table not in front and not blocking your neighbors stand.
- Vendors 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 vendors or that compromises the look and feel of the market.

- No branding of any kind whatsoever is allowed to 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 colour and approved in advance by Ripe.

MARKETING

It is in the interest of every vendor 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 Vendor Information Pack please do not hesitate to get in touch.

PAYMENT TERMS

To enable Ripe to make bookings, you will need to pay a one-off registration fee as follows. This can be paid in advance or at the time of booking your market.

Food Trucks and Live Cooking: 500aed and 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 of your future bookings will be cancelled until your outstanding balance has been settled.

CANCELATION POLICY

We understand that at times cancellations have to 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. Otherwise, you will be charged for the booking and no refunds will be given.

VENDOR T&C

Vendor 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.

TABLE SELECTION

Unfortunately, due to the high volume of vendors, we cannot accommodate reviewing every persons request for table positioning so table locations are selected by Ripe. These locations cannot be changed, and to avoid your time being wasted we hope you understand and appreciate this.

JOIN OUR OTHER MARKETS



Ripe Markets

Please check our website regularly to see if we have any new markets. [Check Website Here](#).

We currently have the following main markets that we run weekly:

Zabeel Park Dubai – Every Friday – 9am – 3pm

Al Barsha Pond Park Dubai – Every Saturday 3pm – 9pm
Umm Al Emarat Park Abu Dhabi – Every Saturday 3pm – 10pm
The Westin Dubai – Every Wednesday 2pm – 9pm

PACKAGE COSTS:

- SEED TABLE | 250aed – 1 x Table 1.5m | No shade & No Power
- BLOSSOM TABLE | 350aed – 1 x Table 1.5m | With Shade & No Power
- Harvest TABLE | 550aed – 3 x 3m Tent 2 x Table 1.5m | No Power & with Shade
- LIVE COOKING | 850aed – 3x3m Tent 2 x Table 1.5m | Power & Shade
- FOOD TRUCK | 1000aed – 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 of 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 VENDOR COMPANY NAME	
MARKET VENDOR 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