



Times Square Centre | Member Information Pack

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 21st until October 20th, 2018 from 9am to 3pm.

IMPORTANT INFORMATION

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 you drop off point *****

Please click on the link for location map: <https://goo.gl/maps/kDTyGLxKc8p>

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

TABLE PACKAGES & REGISTRATION FEE

Packages are as follows (inclusive of 5% VAT):

- **Seed** – 315 AED
1 x Table (1.5m wide) | No Power
- **Blossom** – 394 AED
1 x Palette and 1 table (1.5m wide) | No Power
- **Harvest** – 604 AED
2 x Palettes and 2 tables (1.5m wide) | No Power

NB: For the above packages, a weekly power charge of 79aed will be added if required

- **Food Retail – Blossom** – 394 AED
1 x Palette and 1 table (1.5m wide) | No Power
- **Food Retail – Harvest** – 604 AED
2 x Palettes and 2 tables (1.5m wide) | No Power

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

- **Arts and Crafts:** 158 AED
- **Foodies:** 289AED

VAT

VAT is a consumption tax that the end user is obligated to pay and Ripe Market will be only acting as a collection agent on behalf of the taxation authority. Ripe Market is legally obliged to comply with this Government mandate from 1st January 2018. 5% VAT will appear on all our invoices starting from January 2018. Ripe Exhibition Organizer Co LLC TRN: 100233727500003

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.

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 AED 52.50 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 EXHIBITION ORGANIZER CO LLC

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

TABLE SELECTION

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. This applies for both, Arts & Crafts and Food Member. 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 AED52.50 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 and live cooking stations **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 and Food Retail 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
- Food Waste must be removed by Member and not left on site.
- Hand sanitizer is available always and visible to Food Control Inspectors
- Food is stored hygienically in closed containers and/or fridge
- 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

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. 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. A 500aed penalty charge will automatically be added to your account if you do not clean up after the event.

CRAFT & FOOD RETAILERS VENDORS ACCESS - 7am

- All vendors are advised to use the underground car park and access the ground floor market location by using the lift or traveller. We recommend that you bring a trolley as it is a short walk.
- We ask all vendors after dropping 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 day 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 2769 – Asher

+971 54 744 8203 – Corey

BRANDING

Please make sure you follow the below:

- Unfortunately, no flags are allowed.
- Roll-up stands are banned inside Times square mall
- 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.

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.



Ripe Markets | Market Card Payment Form

Thank you for choosing to pay by Credit or Debit Card, please fill in the boxes below and send back to the Bookings team on bookings@ripeme.com.

Package Costs

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I authorize RIPE EXHIBITION ORGANIZER CO LLC to take payment for the participation in Ripe Markets on the below credit card for and any outstanding or upcoming dues.

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

NAME ON THE CARD	
CARD NUMBER	
CREDIT CARD EXPIRY DATE	

PAYMENT FOR & AMOUNT	
SIGNITURE & DATE	

*prices inclusive of 5% Vat