


20th September 2023

Chelsea Physic Garden Christmas Fair 2023 - Stallholder Joining Letter

Dear Stallholders

As the fair approaches we thought it best to communicate joining details now before it gets even more hectic!

Thank you all very much for your support we are looking forward to this event  immensely.

PLEASE READ AND DIGEST THE INFORMATION BELOW.

ASK ANY QUESTIONS NOW!

1. **TIMINGS**

Public opening hours -

Thursday 23rd November 10-5pm

and VIP evening 6-8pm all stallholders are expected to attend the VIP evening.

Friday 24th November 10-5pm

Saturday 25th November 10-5pm

Sunday 26th November 10-4pm

All materials including **all rubbish** must be cleared away by 6pm on Sunday 27th November.

2. **VENUE ADDRESS**

Chelsea Physic Garden

66 Royal Hospital Road, London SW3 4HS

0207 352 5646

extension 227 reception

Amanda 07584 078608

fair@chelseaphysicgarden.co.uk

3. **Stall Set Up and arrival times.**

We will be open for set up from 12 midday until 5.30pm on the Wednesday 22nd (we would like to lock up at 6pm sharp) and from 6.30am on the morning of Thursday 23rd November.

The event will open to the public at 10am on the 23rd November.

Stallholders are required to book their arrival time with Amanda. Please advise your arrival time on the hour or half hour (e.g. 13:00 or 13:30) using the fair email fair@chelseaphysicgarden.co.uk.

Please add your vehicle registration number.


Timeslots will be allocated on a first come first served basis and numbers will be limited to even out the flow of arrivals so please start booking with me now.

You will only have a maximum of 30 minutes to unload your materials and remove your vehicle to ease road congestion and maximise the flow of goods onto the site.

Loading is through a normal sized single front door we have no facilities to accept pallets, lorries, and large refrigerators.

Please try to be as self-sufficient with loading by bringing your own helpers.

Report to the stallholder desk in the reception on arrival and you will be shown to your pitch.

Access to the site is level but involves a short stretch of gravel, sack trucks and trolleys with larger wheels cope better. 

On Friday 24th, Saturday 25th and Sunday 26th you will be able to access the site from 8:00 am to refresh your stalls.

4. Position Of stall and Storage of Stock

We do not discuss the position of any stallholder in advance of the event.

We have accommodated any special requests that you have made in advance, but we must stress that **NO STALL POSITION WILL BE CHANGED.**

We have no stock storage facilities.

5. The Marquee

The event is held in a large heavy duty, 'wedding style' marquee. The garden is quite sheltered but it is still the end of November and it can be cold and damp. In rainy and blustery conditions, the carpets may get wet, there may be condensation and it can become cold (despite the heaters). Please ensure you dress appropriately and bring plastic sheeting to protect any vulnerable stock.

6. Marketing

Flyers are already 'flying' here at the garden and the big fair banner is up on Royal Hospital Road. In the next few weeks we will be sending you a digital flyer so that you can let all your contacts know about the event.

7. Most Decorative Stand competition. 2023

As usual we are running a competition for the most exciting Stand in terms of decoration. It will be judged by our director during the fair. The prize will be £500 off your stand fee for 2023. So feel free to push the boat out! Should be fun to see what you all come up with!!

8. Parking

The event takes place in our beautiful 4-acre garden just off Cheyne walk. Cheyne walk is one of the most expensive residential areas of London and as such there is hardly any street parking on either the Thursday, Friday or the Saturday and only a small amount on Sunday.

Please look on the RBKC web site for parking restriction details.

For Wednesday, Thursday, Friday and Saturday we advise you unload and then drive over the Albert Bridge and park in Battersea Park. Please look on the Wandsworth Borough Council Website for more details.

This is a half hour process so please allow enough time.

9. Lanyards

On arrival you and your staff will be given a lanyard (2 per stallholder) please wear these throughout the duration of the fair in a prominent way. If extra lanyards are required, they are available at a cost of £5 each from the raffle table in the CPG marquee. Or in advance from Amanda.

10. Deliveries during the Fair.

Please try and avoid if at all possible. If unavoidable only use couriers not Royal mail. Morning deliveries only.

Pre-agree with Caitlin, James or Amanda to ensure reception are aware.

THEY PARCEL MUST STATE YOUR STALLS TRADING NAME.

11. Size of stall.

You have purchased a set size of stall which is identified in your agreement with us it will be marked out clearly on the carpet.

**Please remain within this area. To ensure adequate aisle widths for our visitors.
You will be asked to remove any equipment or stock overspilling your area.**

12. Raffle Prize

We are making 12 Christmas Hampers for our very popular raffle; we have asked all stallholders to provide at least one long shelf life food item for these (even if you do not sell food). Please hand your contribution to our staff on the stallholder reception table on arrival in the marquee and mark your name off on the list.

13. Stallholders' teas, coffee and biscuits

Will be provided in the gardeners potting shed. We ask that you keep this area tidy. Additional food will not be provided so please come prepared. There is a small Tesco off site but nearby. Please bring your own mugs and cups – we will not be providing paper cups. Please do not drink excess Alcohol whilst you are working at the fair.

14. Stallholder pack

This will be on your stand when you arrive. Alongside the health and safety briefing It will contain your signed agreement, lanyards, a map of the site, housekeeping details, WIFI access codes, Evacuation plan in case of emergency etc.

15. Security and Health and Safety

The stallholder pack will contain a health and safety and security note. As the main stallholder it is your responsibility to understand ensure that all staff on your stall are made aware of the key points. Please do not bring your children as **helpers**. Your friends are expected to pay to enter the fair. Stallholders are solely responsible for the safety and security of their goods, property and cash before, during and after the Fair. Security Officers will be on duty at all entrances. There will be overnight security provide by CPG on Wednesday, Thursday, Friday and Saturday. They are responsible for security on site but cannot be held responsible for stallholders' stock during the fair.

16. Food stalls must ensure all food stuffs are packed away in closed top plastic containers overnight
A clear description of Allergens contained in your products must be on display.

17. COVID

If it raises its ugly head we are ready to introduce suitable precautions.

18. PAT Testing

We expect all electrical equipment to be PAT tested before you bring it to the fair, green pat testing labels will be randomly checked by our staff.

19. Rubbish

Please take all rubbish home with you ensuring that you bring your own bin bags for this purpose.

If you leave any rubbish behind, you will not be asked to attend the fair in the future.

20. Wi-Fi

A Wi-Fi signal will be set up for you it has been boosted to the maximum. The password will be in your stallholder pack on arrival.

21. Breakdown

This normally runs smoothly, but the team will be focusing on clearing the fair and 'breaking down' the

marquee, so do ensure you have enough of your own 'manpower' to remove your stock and display equipment. We would like the site clear by 7pm. Exit will be via both doors on Royal Hospital Road.

Many thanks for all your help on this, as already mentioned please make any queries now to ensure that the event runs smoothly and happily!!

Best Wishes

The CPG Team

fair@chelseaphysicgarden.co.uk