

Giftbox Events – Stallholder Terms & Conditions

Last updated: 19/08/2026

1. Booking and payment

A stall is only confirmed once Giftbox Events has accepted the application and the required payment has been successfully received via the Stripe Payment Link provided.

Payment details and the applicable stall fee will be provided for each event and may be displayed on the event information on the website or communicated directly to the stallholder.

All Christmas events must be paid in full to secure a placement due to high demand. For other events, any payment deadline or deposit requirement will be clearly stated at the time of booking.

A booking is not secured until the required payment has been successfully processed. Giftbox Events cannot guarantee a stall placement where payment has not been received by the relevant deadline, if stated.

Giftbox Events reserves the right to limit the number of stallholders selling similar or competing products at an event.

2. Stall spaces and allocation

Spaces are allocated in advance of each event.

Each allocated space varies per event, usually fitting a standard trestle table around 6ft x 2.6ft unless otherwise stated. Giftbox Events aims to provide a space around 7ft x 5ft. This space may vary up to the event start time.

All displays, banners, rails, additional tables, shelving and anything else brought or used by the stallholder must fit safely within the allocated space and must not obstruct walkways or interfere with neighbouring stallholders.

If additional space is required, a second stall space should be booked where available.

The layout and positioning of stallholders is determined by Giftbox Events.

If a stallholder has requirements which may need a table in a specific location, or any other requirements, these should be provided at the point of booking. Giftbox Events cannot always guarantee that requirements will be met.

3. Arrival, setting up and leaving

Stallholders may arrive no earlier than 1 hour and 30 minutes before the event starts and should be ready to trade from the advertised start time.

Stallholders must continue trading until the advertised finish time and must not begin packing down before this time unless expressly agreed by Giftbox Events.

Stallholders may begin packing down no earlier than the advertised finish time and must be fully packed up and have left the venue no later than 1 hour after the event finishes. A fee may be incurred where a stallholder remains beyond this period.

Stallholders should arrive with sufficient time to set up before the market opens. Unless otherwise agreed, stallholders must arrive no later than 15 minutes before the start time.

If you are delayed, please contact Giftbox Events as soon as possible by telephone on 07879 224885 or email info@giftboxevents.co.uk. Please note that email may not be monitored during the 48 hours before an event, so telephone contact should be used for urgent delays.

If a stallholder has not arrived by the required time and has not contacted Giftbox Events, we reserve the right to reallocate the stall space. Where a space has been reallocated because of non-attendance or unexplained lateness, the original stallholder may lose their right to attend the event and may not be entitled to a refund.

Stallholders are responsible for removing all rubbish, packaging, boxes and personal belongings from their stall and leaving the area clean and tidy.

4. Products, licences and legal compliance

Stallholders are responsible for ensuring that all products they sell or display comply with all applicable UK laws, regulations and safety requirements.

Only products declared on the application form or otherwise agreed with Giftbox Events before the event should be sold from the stall.

Giftbox Events reserves the right to ask a stallholder to remove products that were not declared or that do not fit with the product category agreed at the time of booking. This is particularly important because Giftbox Events carefully considers the overall mix of products at each market.

Stallholders are responsible for obtaining and maintaining any licences, registrations, certificates, insurance, training or other documentation required for their particular products or activities. Depending on the nature of the business, this may include requirements relating to food hygiene, cosmetics, toys, electrical products, children's products, product safety, weights and measures, trading standards or other relevant legislation.

Giftbox Events may request evidence of relevant documentation before or during an event. If a stallholder cannot provide documentation that is reasonably required,

Giftbox Events may require the affected products to be removed or may require the stallholder to leave the event.

The stallholder remains responsible for ensuring that their products are safe, legal and appropriately labelled.

Giftbox Events does not certify or approve products on behalf of a stallholder and does not accept responsibility for a stallholder's failure to comply with applicable legislation.

5. Stallholder insurance

All stallholders must hold appropriate Public Liability Insurance (PLI) for their business and activities at the market.

Proof of PLI is required at the point of booking. If this has not been provided at the time of booking, the application will not be successful.

Stallholders remain responsible for arranging all other insurance required for their business, including additional insurance where relevant to products or activities such as food, alcohol or cosmetics. Evidence of such insurance must also be provided to Giftbox Events at the point of application where required.

6. Electrical equipment

All electrical equipment brought to an event must be safe and suitable for use. Where appropriate, equipment must have evidence of current electrical safety testing, such as PAT testing, where required by the nature of the equipment or venue requirements. This includes electrical cables and extension leads where applicable.

Stallholders must not secure cables to floors or walls using tape or other materials where doing so could cause damage or create a safety risk.

Any equipment supplied by a stallholder must be used safely and must not create a trip, fire or other hazard.

If electricity is required, this should be requested at the time of booking. Electricity cannot be guaranteed where it has not been requested in advance and, in some cases, may not be available.

7. Loading and unloading

Stallholders may unload their vehicles as close to the venue as reasonably possible, subject to venue restrictions and instructions. Once unloading is complete, vehicles must be moved to an appropriate parking area as soon as possible.

Stallholders must follow any loading, unloading and parking instructions provided by Giftbox Events or the venue.

Giftbox Events is not responsible for parking fines, traffic penalties or other charges incurred by a stallholder.

Where possible, Giftbox Events will assist stallholders with unloading and loading, but assistance cannot always be guaranteed.

8. Stallholder behaviour

Giftbox Events is committed to providing a friendly, professional and welcoming environment for stallholders, customers, venue staff and our own team.

Abusive, threatening, discriminatory, intimidating or aggressive behaviour towards Giftbox Events staff, venue staff, customers or other stallholders will not be tolerated. This includes behaviour in person, by telephone, email, social media or other forms of communication relating to Giftbox Events.

Giftbox Events reserves the right to ask a stallholder to leave an event or refuse future bookings where their behaviour is considered unacceptable.

9. Keeping stalls and venues safe and tidy

Stallholders are responsible for keeping their stall and surrounding area clean, tidy and safe throughout the event.

All rubbish, packaging, boxes and personal belongings must be removed at the end of the event unless otherwise instructed.

Stallholders must ensure that their displays and equipment do not create hazards or obstruct customers, walkways, entrances, exits or neighbouring stalls.

Any damage caused to the venue or its fixtures, fittings or equipment by a stallholder or their equipment may be the responsibility of the stallholder.

No smoking or vaping is permitted in any circumstances at indoor events.

10. Cancellation by the stallholder

Giftbox Events does not automatically guarantee a refund where a stallholder cancels an event booking.

If Giftbox Events can provide adequate cover for the cancelled stall and full payment is received from a replacement stallholder, the original stallholder's payment will be refunded less a £10 administration charge.

Any cancellation terms specific to an individual event will be clearly stated at the time of booking and will take precedence over these general terms where applicable.

11. Cancellation or changes by Giftbox Events

Giftbox Events will make every reasonable effort to hold each market as advertised. However, circumstances may arise where an event needs to be cancelled, postponed, relocated or changed. This may include circumstances involving the venue, safety, severe weather, fire, flooding, utility failures, government restrictions, public emergencies or other circumstances outside our reasonable control.

Where Giftbox Events cancels an event, we will communicate this to affected stallholders as soon as reasonably possible.

If an event is relocated or its date is changed, Giftbox Events will provide affected stallholders with the relevant information and explain any available options.

Where a refund is applicable, this will only be paid back to the stallholder once Giftbox Events has been reimbursed by the venue where this is required under the venue's policy.

12. Footfall and sales

Giftbox Events will make reasonable efforts to promote its events and attract visitors.

However, we cannot guarantee a particular level of footfall, sales, revenue or profit.

Attendance can be affected by circumstances outside our control, including weather, local events, transport, competing events, economic conditions and other factors.

No refund will be provided solely because a stallholder considers visitor numbers or sales to have been lower than expected.

13. Advertising and promotion

Giftbox Events may promote markets through social media, websites, printed materials, local advertising, venue advertising and other promotional activities.

Stallholders are encouraged to promote the events through their own channels where appropriate.

Giftbox Events may provide promotional materials for stallholders to use.

Stallholders must obtain permission from the owner or occupier before displaying promotional materials on private property and must gain permission from Giftbox Events before promoting at one of our events.

14. Photographs and promotional content

Giftbox Events may photograph or record markets for promotional purposes. Where appropriate, images may include stalls, products, displays and stallholders behind their stalls. Giftbox Events will obtain the stallholder's agreement where appropriate before using identifiable images of them for promotional purposes.

15. Loss, theft and damage

Stallholders are responsible for the security of their own stock, equipment, money and personal belongings during the event.

If stallholders leave property overnight, any overnight security will depend on the venue owner and will only be provided if stated by the venue and/or Giftbox Events.

Giftbox Events cannot guarantee the security of stallholder property and stallholders should take reasonable precautions to protect their belongings.

Giftbox Events is not responsible for loss, theft or damage to a stallholder's property except where caused by our negligence or where liability cannot legally be excluded.

Stallholders are responsible for any damage they cause to the venue, equipment or property belonging to Giftbox Events, the venue or another person.

Nothing in these Terms & Conditions excludes or limits any liability that cannot legally be excluded or limited.

16. Quotas and product mix

Giftbox Events aims to provide a varied and balanced mix of traders at each event. The number of stallholders selling similar products may therefore be limited. Quotas may vary depending on the size, layout and nature of each event.

Giftbox Events may decline applications or limit particular product categories where we believe this is appropriate for the overall balance of the event.

Giftbox Events will aim to apply its product mix policy fairly and consistently.

17. Right to refuse an application

Giftbox Events reserves the right to decline an application where the products do not fit the market, the relevant product category is already full, the applicant cannot provide required documentation, the application does not meet the requirements of the event, the applicant has previously breached these Terms & Conditions, or there is another reasonable business or operational reason for declining the application.

Giftbox Events reserves the right to decline any stallholder.

18. Removal from an event

Giftbox Events may require a stallholder to stop trading or leave an event where reasonably necessary, including where the stallholder breaches these Terms & Conditions; products are believed to be unsafe, unlawful or inappropriate; required insurance or documentation cannot be provided; the stallholder creates a health and safety risk; the stallholder behaves abusively or aggressively; the stallholder materially

misrepresented their business or products during the application process; or the stallholder fails to follow reasonable instructions from Giftbox Events or the venue.

Any refund will depend on the circumstances and the reason for removal.

We will aim to deal with concerns fairly and promptly.

19. Personal information

Giftbox Events will collect and use stallholder information for purposes including processing applications, managing bookings, communicating event information and administering payments.

Personal information will be handled in accordance with our Privacy Notice, which is available [here](#).

By submitting an application, you acknowledge that you have been given access to our Privacy Notice.

20. Internet and payments

Stallholders will need to provide your own cash float for your stall. We will not be able to provide change to stallholders. Whilst free wi-fi is available, due to the nature of the building it is not completely reliable. Please be mindful of this and bring along devices that can connect to 4G or 5G if necessary.

21. Changes to these Terms and Conditions

Giftbox Events may update these Terms and Conditions from time to time.

The version applicable to a booking will normally be the version provided or made available to the stallholder at the time of booking.

Where a significant change is made that affects an existing booking, Giftbox Events will communicate the change where reasonably necessary.

22. Governing law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes will be subject to the jurisdiction of the courts of England and Wales, unless applicable law provides otherwise.

Agreement

By submitting your application, you confirm that:

- you have read and agree to these Terms & Conditions;
- the information provided in your application is accurate;

- you are responsible for ensuring that your products and business comply with all applicable legal requirements; and
- you have read or had the opportunity to read the Giftbox Events Privacy Notice.

Giftbox Events

Business/legal name: Giftbox Fine Art and Furniture

Trading name: Giftbox Events

Business address: 16 St Hildas Road, Hythe, Kent, CT21 6HF

Email: info@giftboxevents.co.uk

Telephone: 07879 224885