

# 2017 VENDOR HANDBOOK

# Christmas Arts & Crafts Emporium

Register early!  
This show sells out!

Saturday, November 18, 2017, from 10am to 6pm

Sunday, November 19, 2017, from 11am to 5pm

*held at the*

Dena'ina Civic & Convention Center

Idlughet [Eklutna] Exhibit Hall

39th Year

**Webb's Consulting & Management Services, Inc.**

741 East 13<sup>th</sup> Avenue ♦ Anchorage, Alaska 99501

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<https://shows.map-dynamics.com/ace2017/?register>

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## 2017 is the 39th Season for the Arts & Crafts Emporium

### Mission Statement

Arts & Crafts Emporium strives to provide the Anchorage community and its visitors with a winter holiday show featuring a large variety of Alaska-made arts and crafts, sold by their creators, thereby enhancing the quality of life of Anchorage residents, visitors and vendors; to provide vendors with a low cost, premier location that affords them an opportunity to showcase and display their products to a broad base of consumers and potential customers; and add to the vitality of downtown Anchorage.

The 2017 Arts & Crafts Emporium will be held in the Dena'ina Civic & Convention Center's Idlugnet Exhibit Hall on Saturday, November 18, 2017, from 10:00AM to 6:00PM and on Sunday, November 19, 2017, from 11:00AM to 5:00PM.

### Code of Ethics

Arts & Crafts Emporium and its organizers are committed to providing a show that is free of discrimination and unlawful harassment. Actions, words, jokes or comments of vendors, their agents, servants, employees, invitees, guests or customers based on an individual's sex, race, ethnicity, age, religion, disability or any other legally protected characteristic will not be tolerated. It is the policy of the Arts & Crafts Emporium to comply with the letter and the spirit and intent of Federal Equal Employment Opportunities laws and rules and other similar state and municipal laws and rules. Vendors observing or having knowledge of illegal incidents or practices or violations of this policy are encouraged to immediately report such incidents to the Arts & Crafts Emporium manager.

### Arts & Crafts Emporium Manager

Webb's Consulting & Management Services, Inc. owns and operates the Arts & Crafts Emporium. It's owner and president is William "Bill" F. Webb. Throughout this handbook, reference is made to the Arts & Crafts Emporium manager and this reference shall mean Webb's Consulting & Management Services, Inc. and its authorized or designated representatives.

Webb's Consulting & Management Services, Inc.  
741 East 13<sup>th</sup> Avenue  
Anchorage, Alaska 99501-4621  
Phone (907) 272-5634 Fax 272-5635  
Email: [info@anchoragemarkets.com](mailto:info@anchoragemarkets.com)  
Web site: [www.anchoragemarkets.com](http://www.anchoragemarkets.com)



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## Policies and Vendor Criteria

Arts & Crafts Emporium manager has complete authority to interpret and implement policy, the lease agreement and this handbook at the Arts & Crafts Emporium site, and to act on any breach or violation of any of these items. Vendor agrees to abide by the decisions of Arts & Crafts Emporium manager concerning all matters pertaining to the administration and success of the show, including interpretation of the terms and conditions of this contract. Vendor agrees to abide by decisions of Arts & Crafts Emporium manager that are not specifically addressed in vendor's lease agreement or this handbook. Vendors and others are encouraged to provide written suggestions for improvement and for consideration of the Arts & Crafts Emporium manager.

Vendor's lease agreement for booth space is between the one vendor named on the contract and the Arts & Crafts Emporium manager. Requests for changes in the named vendor must be submitted in writing for approval by the Arts & Crafts Emporium manager. All uses of Arts & Crafts Emporium premises shall be consistent with the Arts & Crafts Emporium mission and the intended atmosphere and use. The Arts & Crafts Emporium manager intends to prevent the display or sale of drugs (including marijuana), alcohol, drug paraphernalia, firearms, BB guns, air guns, paintball guns, paintball supplies, fireworks, poppers, stink bombs and lethal martial arts items, as well as materials depicting or presenting the following to the casual passer-by: violence, inebriation, boisterous behavior, nudity, obscenity, pornography or any other violations of law. It is the policy of the Arts & Crafts Emporium that no vendor will offer for sale any item that would be deemed inappropriate for sale to an eight-year-old child. The Arts & Crafts Emporium is intended to encourage use by all members of the family and actions, products, displays, language and dress must all be compatible with this intent. The Arts & Crafts Emporium manager will be sole judge of the appropriateness of these items and vendors agree to cooperate in immediately removing from display or for sale any item deemed inappropriate for family viewing or listening. Sale of knives, swords or non-lethal martial arts weapons to persons under the age of 18 is prohibited and vendors selling these items must prominently display, in their booths, a sign indicating that sales to persons under the age of 18 are prohibited. All items for sale must be new merchandise.



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All goods sold at the Arts & Crafts Emporium must be substantially handcrafted or manufactured by a person residing in the State of Alaska. **No imports may be sold.** Definition of handcrafted or manufactured as used in the Arts & Crafts Emporium means:

*Crafter/artist must have originated the product and seen it through to its completion. Additionally, the product can only be sold with their permission. Buying component parts for your product is acceptable as long as the components are substantially changed (merely touching something up with a dab of glue does not make it handcrafted.) The "creativity" of an item, i.e. the idea or inspiration for the item, does not qualify the product for sale in the Arts & Crafts Emporium if the item is not produced in the State of Alaska by an Alaska resident. Books written and illustrated by Alaska authors and illustrators but printed outside will be allowed for sale in the Arts & Crafts Emporium.*

Starting with the 2011 Arts & Crafts Emporium we will no longer allow mass-produced items to be sold in the Arts & Crafts Emporium. In the case of clothing, any decorative element added to items purchased outside must be printed or embroidered by the booth lessor or their immediate family members. Jewelry must include some major component that was crafted by the booth lessor or their immediate family. Merely adding beads or pendants that are made outside to a wire or string that was also made outside will not qualify the product to be sold at Arts & Crafts Emporium.

Arts & Crafts Emporium supports our nonprofit charities and congratulates them for all of the good works that they do in our community. Games of chance are often used by nonprofit groups to raise their much needed funds. Within limits, Arts & Crafts Emporium will work with nonprofit organizations to make their raffles, auctions, lotteries or other efforts successful. Certain forms of gaming and/or partnerships are not allowed at Arts & Crafts Emporium, namely, pull-tabs in any form, raffles or lotteries or other games of chance that involve an "operator," "fundraiser" or "consultant" who shares in the receipts or profits from the ticket sales. Only games of chance that are in every respect operated by the nonprofits' regular staff and nonpaid volunteers will be allowed in Arts & Crafts Emporium. All gaming activities must be in compliance with federal, state and local laws.

By signature on 2017 Arts & Crafts Emporium lease agreement or online registration, vendor certifies that they will be in compliance with the above condition of the lease. Distributors may sell other crafter's or artist's products as long as the items and maker meet all Arts & Crafts Emporium rules and standards. No petitions or other political actions are allowed. This show is to sell Alaska-made merchandise only and local services that make appropriate gifts, i.e. ski passes, facials, etc. Arts & Crafts Emporium manager is the sole judge as to a product's acceptability to be sold in the show.



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## Rental Charges

The Arts & Crafts Emporium manager each year shall establish and make known to vendors the rental charges applicable to that year. Rental will vary due to various booth sizes and location, i.e. end caps, etc. Fifty percent (50%) or more of the total lease amount is due with submittal of application for space. The balance owed is due 60 days prior to the event (September 18, 2017) and a \$100 late pay penalty will be assessed for late payment to cover cost of collection, interest, postage, etc. if vendor has not made prior written arrangements to extend payment terms.

## Cancellation and Refund Policy

Any cancellations or changes must be in writing and received by Arts & Crafts Emporium manager no later than 60 days prior to the event's opening day (September 18, 2017). Upon written request, refunds will be made less a \$100 handling fee. Cancellations received within 60 days of the Crafts Emporium opening day will not be eligible for refund. All canceled space reverts to show management for rental to other vendors.

## Returned Check Fees

Should the bank for any reason return a vendor's check there will be a \$35 fee assessed. The fee and the face amount of the check must be paid in cash, by money order or by certified check to Arts & Crafts Emporium manager within five days or booth lease will be canceled and booth assigned to wait listed vendor.

## Sharing, Subleasing and Cancellation of Booths

Vendor may share their booth with someone else; however, the person sharing vendor's booth will have no rights in terms of future shows and the leasing vendor is responsible for compliance by the sharing vendor and their products with show policies. Persons sharing a booth must make known at least seven days in advance of first show date (November 10, 2017), in writing, to Arts & Crafts Emporium manager the name and contact information and product description and photos of the person who will be sharing the booth. All booths must be occupied during show hours by the vendor leasing the booth. Subleasing is not allowed.

If a vendor cancels booth space, the space reverts back to Arts & Crafts Emporium manager for wait listed vendors. The canceling vendor has no right to the booth and may not sublease it or obligate it to another party. In the event vendor fails to occupy leased space in the Dena'ina Center prior to 7:00PM on Friday, November 17, 2017, or make known their intention to move in on Saturday morning, November 18, 2017, he/she shall forfeit his/her right to the space, all prepaid rents will be retained by show management and the Arts & Crafts Emporium manager will assign booth to a vendor on wait list.



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## Procedures for Booth Assignment

Booths are assigned in the order they come in or are selected during online registration. 2016 vendors, defined as a vendor named in a 2016 lease agreement who fully performed the terms of the lease agreement for the 2016 season, may sign up for the 2017 Arts & Crafts Emporium commencing immediately upon release of the 2017 Arts & Crafts Emporium Handbook, and shall do so by delivering to Arts & Crafts Emporium manager by the established deadline, by mail or in person only at the offices of Webb's Consulting & Management Services, Inc., 741 East 13<sup>th</sup> Avenue, Anchorage, Alaska 99501-4621, during regular business hours, or online by going to <http://www.map-dynamics.com/hf2017/?register> before or on Friday, January 6, 2017, or <http://www.anchoragemarkets.com> on or after Tuesday, January 10, 2017. The following items are required:

- A fully executed 2016 lease agreement, filled in with all required information
- A booth request form indicating choice of booths and/or booth requirements
- 50% of booth or table rental plus 100% of phone connection and/or food fee as a lease deposit. (Balance will be due on Tuesday, September 19, 2017.)

For 2016 vendors to be given preference (grandfather rights) in the assignment of 2017 spaces, lease packages must be returned to Webb's Consulting & Management Services, Inc. (using the above procedure) by 4:00PM AST on Friday, January 6, 2017. Vendors who fail to get their paperwork and payment in on or before the deadline will be placed in any remaining booths or on the wait list in a first-come-first-served order, should a wait list become necessary. Vendors are responsible for ensuring the Arts & Crafts Emporium manager has a record of their current address, telephone number and email address. New vendors will be assigned booths in the order that their application and deposit were received in our office.

## Exclusives

Food vendors will be granted exclusives for selected products that are approved. No other vendor can serve a same or similar item. Food vendors are the only vendors who may sell food or beverages for consumption on site.

No other exclusives are sold or granted. Multi-tiered distributed products, i.e. Mary Kay, Scentsy, Tupper Wear, etc. are responsible for dividing their territories themselves (usually district manager's responsibility).

## Wait List

Arts & Crafts Emporium manager will maintain a wait list for vendors desiring space in the show who have not previously been assigned a space in the show. This list will be updated each year and used as space becomes available, including the day of the show's opening. Vendors desiring to be on this wait list should complete the procedures for booth assignment above. Once awarded a space you may request a move to a more advantageous position if you desire. You will be required to acknowledge your desire to remain on the wait list annually as well as current contact information.

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## Dispensation

2017 vendors who have fully paid for the 2017 season and find the need or desire to take the year off, but want to preserve their grandfather rights to their booth, may do so by requesting permission from the Arts & Crafts Emporium manager and the payment of a \$100 administrative fee prior to the deadline for grandfather rights for the 2017 Arts & Crafts Emporium. Dispensation may be repeated for one additional year upon written request and payment of an additional \$100 administrative fee. Should vendor fail to participate in the next available Arts & Crafts Emporium for any reason all money paid will be forfeited and no refund made.

## Rates

We have established rates for booths in the Dena'ina Center based on 10' x 10' booths (Booth 1051 is 9' 6" wide and is considered premium). Rates are as follows:

First booth by one vendor	\$475.00
Second+++ adjoining booth by <u>same</u> vendor	\$400.00
End cap or premium booth fee per booth	\$100.00
Double booth <b>with post</b> (4 available)	\$715.00
Additional Dena'ina Center food booth charge	\$125.00
Phone line per show	\$65.00

Nonprofit organizations serving Anchorage area clientele may be given a free table or booth on a space available basis one week prior to show date upon presentation of a copy of their IRS letter verifying their nonprofit status. Or, they may reserve a booth and receive a 50% discount.

## Booths and Furnishings

Each vendor must confine their selling activities, merchandise, equipment and supplies to their leased booth area. Soliciting or sitting outside of your booth area will not be permitted or tolerated. Sound-emitting devices that can be heard outside of a booth area are not permitted.

Vendors need to bring their own displays, backdrops, curtains, tables, or rent these from Alaska Event Services, the show decorator, in advance at a discount or at the show at regular rates. Show decorator rental form is included with this handbook. Dena'ina Center's Exhibit Hall is not carpeted. Arts & Crafts Emporium manager will provide carpeting for the aisles. Vendors desiring carpeting in their booths should either provide it themselves or order from show decorator.



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## Product Delivery

Vendors having products delivered should coordinate with show decorator and/or Lynden Logistics. **NOTHING SHOULD BE SENT DIRECTLY TO THE DENA'INA CIVIC & CONVENTION CENTER AS IT WILL BE REFUSED.** For Lynden Expo Services call (877) 856-9696 or (907) 243-6150. For Alaska Event Services, Inc., show decorator, call (907) 345-8789.

## Damages to Leased Space

Vendor is entirely responsible for the space leased and shall not injure, mar, or deface the premises. Vendor shall not drive nor permit to be driven any nails, tacks or screws in any part of any building. Vendor shall not affix to the walls or windows of building any advertisement, sign or other item or use Scotch tape, masking tape or any other adhesive type materials on painted surfaces. The vendor agrees to reimburse the Arts & Crafts Emporium manager for any loss or damage to the premises or equipment occurring in the space leased to the vendor. Vendors should bring or rent self-supporting backdrops from show decorator if that is what is needed for proper display.

Arts & Crafts Emporium manager reserves the right to restrict or remove exhibits, without refund, that may have been falsely entered or may be deemed by the management unsuitable or objectionable. This restriction applies to imported items in booth, noise, PA systems, persons, animals, birds, things, conduct, printed matter or anything of a character that might be objectionable to Arts & Crafts Emporium manager, in the sole opinion of Arts & Crafts Emporium manager. Vendor's children must be supervised at all times. No animals of any kind are allowed in Arts & Crafts Emporium.

## Electricity

Electrical service is provided to each booth; however, there are no guarantees that all demands for electrical service will be met. Electrical outlets will be shared and Arts & Crafts Emporium manager retains the right to allocate electrical resources. Food booths will be a priority for electrical use.

## Aisles

The aisles, passageways and overhead spaces remain strictly under the control of Arts & Crafts Emporium manager and no signs, decorations, banners, advertising matter or special exhibits will be permitted except by special permission in writing by the Arts & Crafts Emporium manager. Vendors' chairs should remain entirely within their booth and their sales efforts must be made within the confines of their booth rather than the aisle.



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## Liability

Neither the Arts & Crafts Emporium manager, Dena'ina Civic & Convention Center, Anchorage Convention and Visitors Bureau, Municipality of Anchorage, any subcontractors, nor their representatives, nor any member of the above named will be responsible for any injury, loss or damage that may occur to the vendor or the vendor's employees or property from any cause whatsoever. The vendor on signing the lease agreement expressly releases the aforementioned from any and all claims for such loss, damage or injury.

## Force Majeure

Arts & Crafts Emporium manager shall not be liable for any damage or expense incurred by vendor in the event the show is delayed, interrupted or not held as scheduled, and if for any reason beyond the control of the management the show is not held, management may retain so much of the amount paid by vendors as necessary to defray expenses already incurred by the management.

## Food and Beverages

The Dena'ina Center will have their concession stand and espresso stand open during most show hours. Vendors desiring to sell food for consumption at the show should contact Arts & Crafts Emporium manager to obtain forms and procedures to apply for a food booth. Food booths to sell items for consumption in or near the premises are limited and must pay an additional \$125 food fee. Vendors selling packaged food items to go, i.e. jams, jellies, candies, chips, etc. must obtain appropriate permit from the Anchorage Department of Health and Human Services and display that permit in their booth or be told by the Anchorage Department of Health and Human Services that a permit is not necessary and provide that information in writing to Arts & Crafts Emporium manager.

## Fire Safety

ALL BOOTHS and decorations MUST comply with facility regulations, city ordinances and local fire codes. Any violations may result in the removal of any materials found to be in violation. Materials for booth decorations and construction must be fire retardant. No open flame is allowed. Contact the Arts & Crafts Emporium manager if at all in doubt.

Exhibit booths shall be constructed of noncombustible or limited combustible materials. Pipe and drape and decorative draping shall be of flame retardant materials. No booth will have any part of its roof covered with solid materials so as to impede sprinkler system functions. Use of wire or material mesh is acceptable. Each booth should have a fire extinguisher in it and a person knowledgeable in its proper use.



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## **Move In – Dena’ina Civic & Convention Center**

8:00AM to 8:00PM Friday, November 17, 2017, and 7:00AM to 9:00AM, Saturday, November 18, 2017, are times allotted for move in. Vendors will each be assigned a “vehicle/check-in pass” that indicates the time range on Friday that the vendor may use the drive-through door of the Dena’ina Civic & Convention Center to unload their product. The top portion of the “vehicle/check-in pass” will be a tear-off stub to be used for booth check-in. Give the top portion to a helper, manager or staff person assisting with move in or deliver it to Arts & Crafts Emporium manager’s office. This will constitute “check-in”. Arts & Crafts Emporium manager will provide a more detailed move-in and move-out plan at a later date.

No parked or abandoned vehicles are allowed adjacent to the Dena’ina Civic & Convention Center at any time. Any unattended vehicle that is not being actively unloaded will be towed. Arts & Crafts Emporium manager will have a limited number of assistants and carts available to assist in unloading activities but makes no warranty as to the availability for any specific vendor or any given time. No move in or move out through the Dena’ina Civic & Convention Center’s lobby is allowed at any time.

Vendors located in the Dena’ina Civic & Convention Center must deliver to Arts & Crafts Emporium manager their check-in pass, as discussed above, prior to 7:00PM on Friday, November 17, 2017, indicating that vendor is present and their booth is occupied. Failure to timely check in by 7:00PM may result in vendor’s booth being assigned to a waiting vendor. Vendor’s should call Arts & Crafts Emporium manager @ 272-5634 and tell them they will be late if they cannot check in by 7:00PM Friday for any reason.

## **Move Out – Dena’ina Civic & Convention Center**

Tear down and move out will begin at 5:01PM on Sunday, November 19, 2017, and must be completed by 9:00PM that day. Move out will not commence in any way until the show is closed at 5:00PM and nothing may be placed in the aisles on the south side of the Exhibit Hall (booths ending in 08-14 and 58-64) until the show decorator has rolled the aisle carpet. Vendors may not begin tear down activities prior to the close of the show at 5:00PM Sunday, November 19, 2017.

## **Booth Signs and Nametags**

Arts & Crafts Emporium manager will supply at no cost to vendor one 8 ½” x 11” booth sign with vendors’ name and booth number on it and however many name tags are necessary for all of booth’s occupants. Nametag order must be in Arts & Crafts Emporium manager’s office by Friday, November 10, 2017, to be sure of obtaining printed nametags at no cost to vendor. Name tags and holders will be available on a “when we have time basis” at the Arts & Crafts Emporium for those vendors who failed to order nametags on time.

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## **Security**

Arts & Crafts Emporium manager will ensure that security guards are on duty Saturday night but can make no guarantee that theft or damages will not occur. Items of high value should be removed from vendor's booth and taken off premise Saturday night by vendor. Arts & Crafts Emporium manager, its agents, servants, employees or contractors including the Dena'ina Center shall not be responsible for any vendor losses or of damages to equipment or merchandise due to fire, theft, vandalism or for any other reason including "mysterious disappearances". We recommend all vendors contact their insurance agents to confirm proper coverage of exhibit materials. (Please read carefully the coverage provided by decorators and shipping companies to determine if additional coverage is necessary.) Any additional security must be arranged by the vendor at his or her own expense, directly from the facility. The facility will be locked when the event is over each night and appropriate security measures will be taken.

## **Lost and Found**

Any found items or lost children or parents who have lost their child should be taken to the Arts & Crafts Emporium manager's office. A description of a lost child will be broadcast immediately upon our knowledge that the child is lost. Vendors should immediately look around their booth area to see if the lost child is in their area. Report lost children immediately by calling 272-5634 or telling a staff or security employee. Vendors by doors or exits should be especially observant of any children of the lost child's description being taken from the building. Emergency and security numbers will be printed on back of vendor nametags.

Lost credit cards should be taken or called into the show office at 272-5634 and the booth name where card is located. We will announce the person's name over the public address system and ask that they return to the booth to retrieve an item of value left there. Vendor stays responsible for the lost card and if it is not retrieved; we suggest cutting the card in half and mailing it to the bank of issue.

## **Licenses and Permits**

Any and all city, municipal, state or federal licenses, inspections or permits as required by law of any vendor in the installation or operation of his or her display, shall be obtained by the vendor at his/her own expense prior to the opening of the show.

## **ADA Compliance Clause**

Vendor shall comply with the applicable requirements of all laws, ordinances and regulations of federal, state, county and municipal authorities. Vendor is also responsible for compliance with the Americans with Disabilities Act, which became effective January 26, 1992, as it relates to the show, performances and services to be provided in relation to the show for individuals with disabilities.

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## Smoking

No smoking is allowed at any time in the Dena'ina Center.

## Advertising and Promotion

Arts & Crafts Emporium manager will devise and implement an advertising and promotion campaign to ensure large attendance at the show. Vendors are requested to assist in this effort for mutual benefit by distributing a minimum eight post cards to store bulletin boards, beauty and barber shops, churches and other locations of high visibility as well as give or mail to their key customers. More post cards are available from Arts & Crafts Emporium manager.

Vendors are encouraged to donate a door prize to be given away by drawing every half hour or hourly, dependent on number of prizes donated. Prizes should be of a minimum \$25 retail value. Prize donor's booth and company name will be announced and winners will pick up prizes at donor's booth. Vendors and persons working in their booth are not eligible to enter or to win a door prize.

## Vendor Handbook

Arts & Crafts Emporium manager encourages each vendor to read and understand all items in this handbook as well as their lease agreements to eliminate, as much as possible, any misunderstandings or conflicts. It is recommended that these documents be brought to the show and referred to should a question or disagreement arise. Arts & Crafts Emporium manager may be reached at 272-5634 during the show. Other staff cell numbers and emergency numbers will be listed on the reverse side of vendor name tags should the need arise.



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## 2017 Important Dates

Friday, January 6, 2017	Deadline for Grandfather Rights & 50% Deposit
Tuesday, September 19, 2017	Balance of lease amount due/last day to cancel. Last day for partial refund.
Friday, November 10, 2017	Notice of shared booth deadline – 4PM
Friday, November 17, 2017	Move-in and Set-up - 8AM to 8PM Check-in required by 7PM
Saturday, November 18, 2017	Move-in and Set-up - 7AM to 9AM Arts and Crafts Emporium - 10AM to 6PM
Sunday, November 19, 2017	Vendor Restocking – 10AM to 11AM Arts and Crafts Emporium - 11AM to 5PM Move out – 5PM to 9PM



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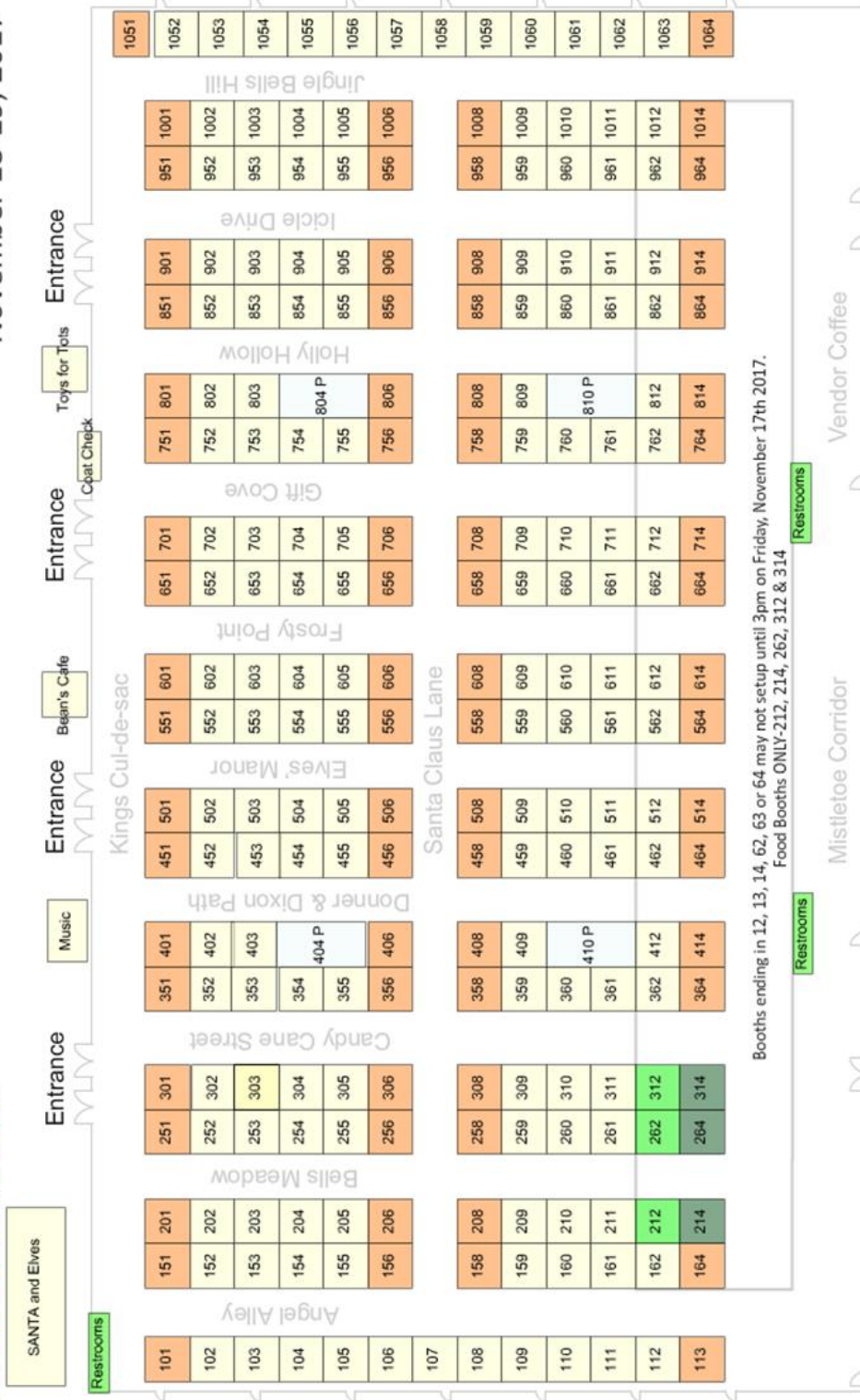


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MAP

**Christmas**  
Arts & Crafts Emporium

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Edlughet Exhibit Hall  
November 18-19, 2017



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