



## VENDOR CODE OF CONDUCT

- Vendors, and those associated with a vendor, are expected to maintain a professional and courteous attitude towards other vendors, Stuart Main Street and Market on Main staff and volunteers, City of Stuart staff and emergency personnel.
- Vendors are expected to bring concerns about Market on Main to the management staff working the Market, not to patrons or other vendors.
- Vendors must not publicly disparage other vendors or their products. This behavior may be grounds for immediate dismissal and termination from Market on Main. Illegal, unethical and/or abusive behavior will be grounds for immediate dismissal and/or termination.
- Vendors shall not use any language or action to insult or harass another vendor, shopper or City staff.
- Vendors may not shout in a loud or aggressive manner to customers in an attempt to sell vendor's wares.
- Vendors are not allowed to stand in the walkways while providing samples to patrons and cannot sell from the exterior sides of their space. "Hawking" is prohibited. All vendor activity must be conducted within their assigned booth space(s).
- Vendors shall take the proper safety and health precautions to protect patrons, the Market, The City, the public and property of other vendors.
- Vendors shall be responsible for all damages to persons or property that occur as a result of vendor's negligence or misconduct. This includes any property owned by or provided by the City.
- Vendors, and those associated with a vendor, agree to park in vendor parking or assigned handicapped spaces and agree to additional penalty fees.
- Vendors agree to keep their booth space(s) attractive and clean during hours of operation and display required signage with pricing, and follow the [City of Stuart's 'No Plastics' ordinance](#).
- Vendors must clean up their spaces, remove trash and take boxes with them after the Market closes.
- Vendors agree to follow our attendance policy and understand failure to comply can result in their dismissal.
- Vendor understands that our Market is 'rain-or-shine' and agrees that all payments are due in advance prior to setup and that all payments are nonrefundable, and no rain dates will be refunded.
- Vendor agrees late rent payments will be subject to fees.
- Vendors are required to accept all forms of payment from customers.
- **Before** selling any new products, vendors **must have pre-approval**. New product submissions should be requested in writing a minimum of two weeks before vendor wishes to display.
- Vendors must follow all codes of conduct in order to continue their participation in the Market. Should a vendor breach any rule listed above, or rules outlined in the Market Manual, the following process will be set in motion:
  1. **Discussion** – The management team will bring any issues in question to the attention of the vendor.
  2. **Formal Action** – The management team will address the issue with the vendor, in writing, with the expectations and time frame for a resolution.
  3. **Suspension and/or Dismissal** – If a resolution does not occur, the vendor will be notified that they are being dismissed/or terminated from Market on Main without a refund. The final decision will be made by the management team. Based upon the magnitude of the infraction, any step in the process might be applied at the discretion of the management team.

*By signing this page, you agree and understand the rules, policies, procedures and expectations laid forth in our Market Manual and acknowledge and agree to all the rules, policies, procedures and expectations as they were stated above.*

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Applicant Print First & Last

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Applicant Signature

Date