Vendor Terms for Enchanted Faire & Artist Alley Events - 2027
Last updated 22/10/2026

This agreement is applicable for any business or social group selling physical items, food, drinks, alcoholic beverages or promoting their event or social group.

Where the term “vendors” are mentioned, this includes stallholders, food trucks, permanent interactive entertainment installations, and any area or person that is set up for the express purpose of selling, exhibiting or showcasing.

Violations of this agreement may result in:

- Removal from the event without prior warnings
- Warnings and restrictions on booth or items for sale
- Temporary or permanent bans from future events

General Vendor Guidelines

As an Enchanted Faire vendor or retailer, you agree to:

- Follow all bump in and out guidelines per venue
- Have at least 90% of your products at your stall completely handmade by you (not applicable to stalls who have specifically been accepted under the "retail" banner). “Handmade” definition can also include "designed by", even if the final product is not entirely handmade by you. Eg. Pins and badges, or upcycled clothing. Proof may be requested.
- Have appropriate signage on non-handmade products
- Not sell any mass produced products directly from: Temu, Shien, or other major retailers known for poor ethics and work standards without personalising or changing the product in some way
- Not sell taxidermy, entomology, bones or fur products unless you can explicitly track where it came from and can produce evidence if questioned by patrons or staff.
- Keep your stall tidy and clean, and within set bounds. If your market display exceeds boundaries set by Enchanted Faire, we may request:
    - That you move your setup
    - Payment for additional space used
- Follow all reasonable instructions by Enchanted Faire staff and volunteers
- Be respectful of patrons, other stallholders, volunteers and staff - our community comes from all walks of life.
- Have your own public liability insurance for all set up and trading days

Retail Vendors

Retail vendors can sell things that have not been handmade directly by them, within certain categories. Acceptances of these types of entities are solely at the discretion of the Enchanted Faire team - if this is the case, the handmade rule will not apply to the products approved under this rule. Please note we may ask you to withhold certain items from sale if we deem them inappropriate, or if they do not align with Enchanted Faire values. You must still adhere to all other policies.

AI Policy

Enchanted Faire does not accept or approve of any AI generated content to be sold or displayed at their events. We believe it is directly harmful to artists and it does not belong in artists' spaces. As a vendor for Enchanted Faire, you agree to:
- Refrain from using AI generated content on your social media page/s, in promoting your products or your attendance at our event
- Not use AI generated content in your work flow, final products or stall decoration (including any music that you may play at your stall (applicable to outdoor stalls only))
- Provide proof, if requested, that artwork and products are genuinely handmade/hand drawn

Sharps, Weapons & Armour
If selling anything in this category, you must:
- adhere to weapons guidelines set by Enchanted Faire (see cosplay and costume guidelines, may change per venue)
- adhere to weapons laws in each state
- have all sharp objects in a secure location which cannot be handled by customers eg. Glass display case, zip tied to wall display
- package all items within this category in a sealed box or bag, and instruct patrons not to remove item from packaging while inside the event

Outdoor stalls
If you have booked an outdoor site, you agree:
- to follow all bump in and out guidelines per venue
- that you will adequately secure your site with pegs and weights, and have emergency weather equipment handy
- that you will appropriately secure your site overnight, including securing your stock

Banned items
- Bat specimens
- Products that are unethical, immoral, harmful or offensive (including cultural appropriation)
- Products including AI imagery

Failure to abide by this agreement may result in a warning, us asking you to remove products from your stall, removal from the event, or a ban.

Conflict of Interest
By being an Enchanted Faire vendor, you agree that:

- You will not be involved in running or organising a future competing event (unless approval is provided in writing). This only applies if you are organising an event, such as a ball or market in the fantasy or medieval space. You can be excluded from this rule with written consent or if the event is established and/or has been publicly known about prior to January 2026. Please email info@enchantedfaire.com for written consent.
- You will not promote other events at the Enchanted Faire without prior written approval. This includes handing out flyers or encouraging ticket purchases verbally.
- Photographs taken at Enchanted Faire cannot be used to promote other events (photographs of stallholders promoting their own stall at other events are the exception to this clause)

Vendor Behavior
Enchanted Faire staff, volunteers, vendors and entertainers deserve a happy and safe place to work. Bullying and harassment in any form will not be tolerated in the lead up to or at our events. This could look like:

- Direct or indirect harassment through private or public platforms
- Publicly bad-mouthing, insulting or shaming
- Spreading misinformation to Enchanted Faire staff, vendors or patrons

Complaints & Disputes
For all complaints & disputes that are not immediately life-threatening or an urgent concern, please send an email to info@enchantedfaire.com.au and we will address your concerns as soon as possible. **This includes any concerns during an event in relation to other vendors.**

info@enchantedfaire.com.au
Subject: Complaint/Dispute
Email body (please include the following details)**:**
Name:
Business name:
Event:
Description of concern:

Emailing us gives you the best chance of getting your concern or dispute resolved quickly.

Liability
Vendors shall comply with all laws, ordinances, rules and regulations of any lawful authority, agency or government unity which apply to the use of its vending space, including without limitation, any state or local applicable fire and building code and/or health regulations applicable to the locality in which the event is taking place.

The Vendor shall be solely responsible for any and all injuries to persons or damages to property or any other injury, claim, damage or loss of whatever nature, arising from or related to the Event. Vendor shall indemnify, save and hold harmless Enchanted Faire, its agents and volunteers from and against all liability, loss, damages, claims, costs and expenses (including reasonable attorney's fees) arising out of injury to person (including death) or damage to property or any other injury, claim, damage, loss, cost or expense arising from the Event performed by vendor including, but not limited to, any negligence, act or omission of vendor.

Any damage made to venue property will be the sole responsibility of the individual or business that booked that space.

The Vendor agrees to accept responsibility for all materials and goods furnished by them, and used or displayed in the booth area and accepts full responsibility for their personal property. Vendor agrees that Enchanted Faire, its volunteers and agents shall have no responsibility whatsoever for any loss or damage to vendor's equipment, supplies, goods or other property.

Enchanted Faire shall not be liable for any loss or damage to the property of vendor or any of its representatives, employees, agents, patrons and guests, because of fire, robbery, accidents, or any other cause whatsoever that may arise from vendor's use or occupancy of its allocated space during the Event.

Payments
At the time of acceptance, a non-refundable $50 deposit is required for each table space booked. This will reserve your space at our event. Remaining amounts will be due 2 months prior to the event.

If deposit payment is not received within 14 days of acceptance, and we are unable to contact you by phone or email, your booking will be cancelled immediately and we will give your spot to the next person on the waitlist.

If full payment is not received by the due date on the invoice, and we are unable to contact you within 7 days, your booking will be cancelled and no deposit will be refunded.

Cancellations & Refunds:
In the event you need to cancel your booking for the event, refunds will only be provided in the following circumstances:

- Cancellations 2 months or more prior to the event - full refund minus deposit
- Cancellations within 1 month - 50% refund* minus deposit
- Cancellations within 7 days of the event (including no-shows) - no refund*

*If we are unable to fill your table space with someone on our waitlist, this applies. If your space is able to be filled by someone else on the waitlist, we may provide a full refund at the discretion of Enchanted Faire staff.

Please note the $50 deposit is non-refundable in all cases.

Cancellations by the event due to acts of God, weather, war, or venue cancellations will be entitled to a partial refund or credit depending on circumstances.

If you are asked to leave during the event, you will not be entitled to a refund.