



KORDIA – TRADER TERMS AND CONDITIONS

These Terms and Conditions ("Agreement") govern the relationship between Kordia ("we," "our," or "Kordia"), a UK-based vegan market company, and the trader ("you," "your," or "Trader") who wishes to participate in Kordia's markets and events. By completing the application and accepting our invitation to trade, you agree to comply with the terms set out below.

1. APPLICATION AND ACCEPTANCE

- By submitting an application to trade at Kordia's market(s), you agree to abide by these Terms and Conditions.
- Kordia reserves the right to accept or reject any trader application at its sole discretion.
- Upon approval of your application, you will receive an official confirmation, after which your participation is confirmed.

2. MARKET DATES AND LOCATION

- Kordia will notify you in advance of the dates, times, and location(s) for each market event you are approved to attend.
- Kordia reserves the right to change the market location, dates, or times with reasonable notice. In such cases, you will be notified promptly.

3. FEES AND PAYMENT

- A market fee will be applied for each market event you attend. This fee will be provided to you in the confirmation email and is due upon receipt of the invoice.
- Fees are non-refundable once payment has been made, except in exceptional circumstances (e.g., event cancellation by Kordia).
- Payment must be made by the date specified in the invoice.

4. PRODUCT REQUIREMENTS

- All products sold must be 100% vegan (free from animal-derived ingredients, by-products, and testing).
- The products must comply with all UK legal standards, including food safety, labelling, and health regulations.
- Kordia reserves the right to refuse products that do not meet these requirements.

5. STALL SET-UP AND OPERATION

- Traders must set up their stalls in the designated area provided by Kordia. Setup times and stall dimensions will be provided in advance.



- All traders must have commercial-grade gazebos, this usually means the gazebo has hexagonal, steel legs. The trader must also supply adequate gazebo weights, this is 12kg per leg as a standard.
- All stalls must be open and ready for trade at the specified market opening time. Late arrivals may not be allowed to set up, and no refunds will be issued.
- You are responsible for your stall and must ensure it is staffed at all times during trading hours.
- Traders are responsible for cleaning up their stall area at the end of the market and disposing of waste appropriately.

6. SAFETY AND INSURANCE

- You must maintain valid Public Liability Insurance for your business and provide a copy of your insurance certificate to Kordia upon request.
- You are responsible for ensuring your stall, products, and activities are safe and do not present any risks to others.
- Kordia will not be responsible for any loss, theft, or damage to trader property during or after the market event.

7. CONDUCT AND BEHAVIOR

- Traders must conduct themselves in a professional and respectful manner at all times.
- Aggressive or inappropriate behaviour toward customers, other traders, or Kordia staff will not be tolerated and may result in immediate expulsion from the market without a refund.
- Traders must adhere to any additional rules or guidelines set by Kordia to ensure a smooth and positive event for all involved.

8. CANCELLATION AND NO-SHOW POLICY

- If you are unable to attend the market, you must notify Kordia at least 30 days in advance. Failure to do so will result in the forfeiture of the market fee.
- Kordia reserves the right to cancel or reschedule any market event with reasonable notice. In such cases, fees may be refunded or credited towards a future event, at Kordia's discretion.

9. MARKETING AND PROMOTIONS

- By participating in Kordia markets, you grant Kordia permission to use photos or videos of your stall/products for promotional purposes on Kordia's website, social media, and other marketing materials.
- Traders are encouraged to promote their participation in the market on their own social media platforms, tagging Kordia and using any designated event hashtags.



10. COMPLIANCE WITH LAWS

- You agree to comply with all applicable laws and regulations, including those related to trading, health and safety, and the environment.
- You are responsible for obtaining any necessary permits or licenses required for your products or activities.

11. MODIFICATIONS TO TERMS

- Kordia reserves the right to amend or modify these Terms and Conditions at any time. Any changes will be communicated to traders in advance and will apply to future market events.

12. DISPUTES

- In the event of a dispute between Kordia and the trader, both parties agree to attempt to resolve the matter amicably.
- If the dispute cannot be resolved, the matter will be referred to an independent mediator or arbitration as per UK law.

13. LIABILITY

- Kordia's liability for any breach of this Agreement will be limited to the amount paid by the trader for the specific market event in which the issue occurred.
- Kordia will not be liable for any indirect, incidental, or consequential losses arising from the trader's participation in the market.

By submitting your application, you confirm that you have read, understood, and agree to the above Terms and Conditions.