Trader Initials/Sign Here: _____

ICE CREAM CONCESSION
MAIN ARENA CATERERS - FESTIVAL TERMS & CONDITIONS 2027

References to:

a. 'Festival' are to the Cambridge Folk Festival;
b. 'Council' are to Cambridge City Council ('Council'), 3 Parson's Court, Wheeler Street, Cambridge, CB2 3QE
c. 'You', 'trader' and 'applicant' are to the applicant whose details are on page one of this application form.
d. 'Staff' are to any staff of the trader.

GENERAL CONDITIONS

1. **TRADING SPACE -** Space is extremely limited on site. Preference will be given to those with smaller lengths and depths. Your size will affect your application and depths greater than 7m will only be considered dependent on space available. Tender amounts should reflect the space required. Tables and chairs will not be provided. The trading space requested on the application form must reflect the entire footprint required for your pitch including but not limited to; space to accommodate any chiller units, storage units, storage vehicles, equipment and/or infrastructure.

2. **SITE POSITION & ARRIVAL/DEPARTURE - You will be sited in a Festival decided pitch, which is non-negotiable.** Once sited by the Festival, units should not move without agreement from Festival HQ, this includes but is not limited to; any chiller units, storage units, storage vehicles, equipment and/or infrastructure. **You must arrive on Thursday 29 July, no earlier than 10:00hrs and no later than 15:30hrs**. Earlier or later arrival is by written agreement only and only **exceptional circumstances** will be considered. No vehicles will be allowed to depart the site until after 02:00hrs **Monday 2 August** and only then at the discretion of the Event Manager or Production Manager depending on ground conditions and whether the campsite/access route is clear of pedestrians and tents. **All units will need to be escorted**, vehicles must not move before they have an appropriate vehicle marshal in attendance. Vehicle marshals must be requested through staff at the Festival's Event Control, the Event Manager or Production Manager.

3. **VEHICLE MOVEMENT, STORAGE VEHICLES & COLD UNITS -** Cold units are permitted to park behind your pitch. **Only diesel-powered vehicles may be parked within or directly behind a pitch/stall footprint. Petrol-powered vehicles are not permitted to park in these areas and this will be strictly enforced onsite**. If you require space for a cold unit or storage vehicle, this must be requested in advance and the dimensions required must be included within your overall requested pitch footprint on your application. There is provision for one further storage vehicle at Netherhall Upper School car park. **Camping in tents or vehicles at Netherhall Upper School car park is prohibited and this will be strictly enforced onsite**. Any power requirements for stock vehicles or cold units must be requested on the application form. Power cannot be provided at Netherhall Upper School car park. No vehicle movement is permitted within the campsite from 09:00hrs Friday 30 July to 13:30hrs on Monday 2 August. Deliveries to the campsite must be escorted by an appropriate vehicle marshal. Where it is unsafe for a vehicle marshal to facilitate vehicle movement, deliveries must be moved by hand from the production area. Wherever possible, please limit deliveries to the morning before 12:00hrs noon. No vehicles of any type will be allowed onsite without a valid vehicle pass. All cars requiring access to Cherry Hinton Hall will be given an unloading pass and must park at Netherhall Upper School car park once unloading is complete. **Vehicles entering Cherry Hinton Hall must be strictly necessary**

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for the operation of the trading unit/stall. Traders must unload equipment and stock in the area adjacent to or near their pitch and must not use the campsite for unloading or transporting camping equipment, personal belongings, equipment or stock to or from their camping pitch. Vehicles must not be left unattended in the campsite while traders are setting up or operating their stall. Any vehicle parked within a pitch footprint must remain static for the duration of the Festival and cannot be moved until the Festival has closed. Please keep deliveries and shopping trips during the Festival to a minimum to reduce carbon emissions and, where possible, share with other caterers. Please bring as few vehicles to the event as possible and car share where practical. Strictly no engine idling. Please encourage local staff to arrive by public transport, walk or cycle.

4. **TRADING TIMES –** Unless otherwise agreed in writing, you must be open from *17:00-22:30hrs* on **Friday 30 July**. The main arena will then open from 10:00-22:30hrs **Saturday 31 July 2026 and Sunday 1 August 2026**. We do not have set trading hours but would expect you to be open to meet customer demand on all days until the Festival closes.

5. **POWER -** Your own generators are not allowed on site. All cooking should be powered by LPG. **Power must be paid for and requested on the application form**. Only low energy or LED lights will be permitted. Strictly no tungsten. All external lighting should be switched off during daylight and overnight hours. All equipment both gas and electrical should be switched off when not in use. Please ensure staff are aware of the importance of reducing power consumption. Please provide an itemised list of all electrical equipment prior to the festival including kilowattage for each one.

6. **PASSES -** A maximum of four passes will be allocated per unit. Please state the minimum number of passes you require to trade. Additional passes must be requested at the time of tendering. Their value will be deducted from your tender bid. If your pass requirements exceed 7 passes, any additional passes will need to be purchased as tickets in advance of the event through the Cambridge City Box Office. Wristbands must be worn at all times and are not transferable, re-saleable or refundable. Persons found doing so or not wearing wristbands will be removed from the site.

7. **STAFF PARKING & CAMPING -** There is no provision for staff parking or unauthorised camping at Cherry Hinton Hall. Staff must park at Netherhall Upper School car park. Parking is not permitted in any of the local resident's streets, anyone caught doing so will risk being invited to trade at the Festival in future years. Cherry Hinton Hall 2-3 berth tent pitches and Caravan/Campervan passes **must** be requested on the application form; these are not guaranteed and will be charged at full price. Any additional requests made after the tender process will be charged at full price. No camping (including RV or campervans) are allowed in car parks. You may not camp in your catering unit, prep area or supply vehicle. **There will be designated areas onsite for caterers and traders to camp at Cherry Hinton Hall.** You **must** check in with a member of staff before pitching up your tent and check you are in the correct area of the campsite. Anyone caught camping outside of the designated areas will be required to move.

8. **FIRE EXTINGUISHERS -** You must provide the appropriate fire fighting equipment, tested within the last 12 months (minimum one dry powder extinguisher and one fire blanket for purpose built trailer, double for caterer in marquee). The Festival will check all equipment on arrival. You will not be allowed to start trading until satisfactory equipment is present.

9. **SAFETY** - In accordance with Festival policy, all traders must undertake appropriate risk assessments and comply with the requirements of the Health and Safety at Work Act 1974 and all appropriate regulations made under this Act. All electrical items and installations should conform to appropriate BS or CE standards and be inspected and compliant to current BS 7671 IET Wiring Regulations (as updated or replaced from time to time)

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standards. All traders must comply with any directives specifically relating to safety by the Festival over the weekend.

10. **ENVIRONMENTAL IMPACT & ETHICAL PRACTICES** - Please note under our Terms and Conditions these requirements are non-negotiable. These will be checked and evidence required on-site. These terms and conditions are updated each year and must be read carefully:
ALL food packaging and cutlery must be compostable. We are allowing compostables only and RPET is not permitted. Please note: All containers or wrappings used for food servings should be minimal to cut waste and if requested by the audience, their own reusable containers should be used for serving. Avoid excess packaging to help minimise waste. Please ask your suppliers to cut packaging to bare minimum and take trays away with you at the end of the festival. **STRICTLY NO** plastic bags allowed. **STRICTLY NO single use plastic, plastic straws, stirrers OR plastic bottles are permitted**. Drinks only to be sold in cartons or aluminium cans. Water is available for free in the arena and campsites for the audience to refill their bottles. Disposable paper straws must not be available to everyone and only available for small children or medical reasons. **ALL** coffee, tea, cocoa and chocolate must be Fairtrade. **ALL** eggs and egg products must be free range. **ALL** fish must come from sustainable supplies and evidenced on labels. **All** meat must be British and reared in a sustainable environment and evidenced on labels. All other food must be grown and reared using environmentally positive practices and use local fresh produce and drinks. We will provide a list of local suppliers who can supply Red Tractor and organic supplies. Please tell us where produce is to be sourced, what products are organic and any other information to assist your bid. Please use refillable sauce/condiments – **NO** individual sachets. Please use water wisely onsite and limit usage where possible. Please ensure all staff use refillable drinking water containers and hot drinks cups for personal use. All outlets selling tea and coffee to provide a discount to customers for using their own reusable cup/mug. **Food Waste and Collection:** There is a Monday collection of any leftovers for a local food charity. We award a Sustainable Stand Award for the caterer and trader demonstrating the best practices each year and promote them through our website and social media, as well as awarding a certificate. The Festival plants trees each year out of its own pocket in Festival Wood to balance the power and other production environmental impacts, including traders and caterers power.

11. **HEALTH & SAFETY AND ENVIRONMENTAL COMPLIANCE, TWO-STRIKE RULE –** All traders are required to adhere to the Festival's environmental and ethical practice policies, which are central to our Greener Festival Award and overall ethos. Compliance will be monitored onsite. If a trader is found in breach of these policies, a first strike will be issued as a formal warning. A second strike will result in immediate blacklisting, and the trader will be prohibited from trading at the Festival and any other events organised by us in future years. However, where a breach is considered serious, or where there is significant misconduct or a failure to comply with the Festival's Terms and Conditions or reasonable instructions from Festival staff, the two-strike process will not apply and the trader may be required to cease trading and/or be removed from site immediately. This may include, but is not limited to, ignoring or deliberately breaching the vehicle movement and access requirements set out in these Terms and Conditions.

12. **ACCESSIBILITY -** As part of the Festival's Bronze award with Attitude is Everything, you must accommodate customers with disabilities. Please provide; a lowered counter, if a lowered counter is not possible please take orders directly by coming in front of the bar or counter to speak with the customer, taking money, and returning with drink/food and change; there must be menus provided and there must be large print versions of these, these should have black print on white background, be laminated, be large print (min. 18pt) and be available on the bar or counter for customers to hold if they wish; please consider that picture-based menus make choosing items far more accessible for some people, so where possible these should be implemented.

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13. **CATERING PROVISION FOR ARTISTS, VOLUNTEERS, AND PRODUCTION STAFF** -
Caterers will provide hot meals for artists, volunteers, and applicable production staff at a cost of **£4.00–£5.00 per meal**, redeemable via authorised meal vouchers issued by the Event Organiser. Each voucher is valid for **one meal only**. Caterers must collect and retain all redeemed vouchers and submit them to the organiser for reimbursement. All meals must be of good quality, hot, of a good portion size, and comply with current food hygiene and safety regulations, with vegetarian, vegan and gluten free options available where possible. Caterers are required to **submit a menu and recharge costs** for approval prior to the event, detailing options available, dietary options, and the cost per meal. Any changes to the menu or pricing must be approved in advance by the organiser. **The menu and recharge costs must be submitted as part of the application form.**

14. **MENUS & PRICES** - Menus and price lists must be submitted with your bid, be clearly displayed to the public throughout the Festival and will be checked on site. Any changes must be agreed by the organisers in writing by **Friday 4 June**. Please also ensure your sustainability credentials for the food is advertised including, Fairtrade, organic, local, British, sustainably sourced.

15. **ALLERGENS** - You are required by law to provide allergy information on all food sold unpackaged. You will need to provide allergen information, documentation showing this information and proof of training for all staff.

16. **PAYMENT** - Successful applicants will be invoiced by the Council in two stages. First payment will be due by **Friday 2 April** and the final payment by **Friday 7 May**. Failure to meet payment deadlines will affect your opportunity to return to the Festival in the future. Any late payment issues must be submitted in writing and reach us by no later than **Friday 19 March**.

17. **DRINKS -** You may purchase your own proprietary brands of soft drinks and sell them on site only on payment in advance of an additional £129 per unit to the Council. This will be strictly enforced. **All soft drinks including water will need to be provided in cans as per clause 10 and the Festival's ban on single use plastic bottles.**

18. **GLASS** – No glass of any kind is permitted on site, for sale or personal use.

19. **FIELD KITCHENS** - Any caterers not cooking within a purpose built catering unit will be required to provide method statement, plan and risk assessment in advance of the Festival and be subject to an inspection on site before trading can commence.

20. **INSURANCE -** A copy of your third-party liability insurance (minimum £5million) valid for the duration of the Festival must be provided in order to trade.

21. **MUSIC -** If you wish to play music from your stall please play music appropriate to the nature of the Festival and only at an appropriate level. Music must not be audible from your unit and this will be strictly enforced onsite.

22. **GAS SAFETY** - All caterers are required to comply with the Festival's outdoor event gas safety checklist which must be completed as part of your online application submission. Max 2 safely secured, spare canisters are allowed at stalls. Extras or empty canisters must be kept in the gas cage in the production compound. You must

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ensure you have the means to transport your canisters safely. Local supplier will deliver gas daily. All LPG storage and cooking will be subject to inspection. If you fail to meet required standards, you may not be allowed to trade. No cooking or in use gas appliance is to be left unattended. **If you require more than two gas canisters, these must be stored in the safest manner possible. Please note that 'Calor Gas' and 'AvantiGas' cylinders are not permitted to be left anywhere onsite. You must discard of these cylinders elsewhere. If you fail to comply with this and leave it by your pitch, you will receive a strike under the Festival's environmental compliance 2-strike policy, which may ultimately affect your participation in future events.**

23. **APPEARANCE & WASTE** - Your stall space must be kept clean and tidy always. All waste must be placed in designated bins as per onsite guidance. You must dispose of waste carefully and segregate cardboard, food composting, mixed recycling and general waste. Waste water must be collected in the waste water only containers provided and not poured into the ground. Please take used cooking oil away with you. The pitch must be clear and tidy when vacating on the Monday. All rubbish is to be placed in the proper containers.

24. **SAFETY COMPLIANCE** – All trading is subject to these Terms and Conditions, satisfactory completion of Food Safety Pack, Food Safety legislation and any other Health and Safety legislation. The Council will take appropriate action against any none compliance including stopping you from trading and/or exclusion from future festivals. Please note inspections will be carried out during the event and therefore evidence of your Food Safety, Health & Safety procedures should be available for inspection. They may also check that your menu and prices match those in your application.

25. **OTHER COMPLIANCE -** The Council takes bribery and corruption and discrimination seriously. Any bribe or any attempt to bribe any personnel in connection with the Festival is prohibited and will entitle the Council to terminate the agreement immediately and require your removal from the Festival site. You must comply with the requirements of the Equality Act 2000. Failure to do so will entitle the Council to terminate this agreement immediately and require your removal from the Festival site.

26. **SUBLETTING** - Sub-contracting is not permitted without the written consent of the Council. Any agreed sub-contracting shall not relieve the accepted company, trader, caterer or pitch holder of any obligation or duty attributable to the accepted company, trader, caterer or pitch holder under any part of this agreement or terms and conditions.

27. The Council reserves the right to photograph or photocopy insurance, food safety certificates, or other documents presented on site for their records.

Signed _____ Dated _____
(Trader)

Signed _____ Dated _____
(Festival)

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ICE CREAM CONCESSION
CAMPSITE CATERERS - FESTIVAL TERMS & CONDITIONS 2027

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GENERAL CONDITIONS

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2. **SITE POSITION & ARRIVAL/DEPARTURE - You will be sited in a Festival decided pitch, which is non-negotiable.** Once sited by the Festival, units should not move without agreement from Festival HQ, this includes but is not limited to; any chiller units, storage units, storage vehicles, equipment and/or infrastructure. **You must arrive on Thursday 29 July, no earlier than 10:00hrs and no later than 15:30hrs**. Earlier arrival is by written agreement only and only **exceptional circumstances** will be considered. No vehicles will be allowed to depart the site until after 13.30hrs **Monday 2 August** and only then at the discretion of the Event Manager or Production Manager depending on ground conditions and whether the campsite/access route is clear of pedestrians and tents. **All units will need to be escorted**, vehicles must not move before they have an appropriate vehicle marshal in attendance. Vehicle marshals must be requested through staff at the Festival's Event Control, the Event Manager or Production Manager.

3. **VEHICLE MOVEMENT, STORAGE VEHICLES & COLD UNITS -** old units are permitted to park behind your pitch. If you require space for a cold unit or storage vehicle, this must be requested in advance and the dimensions required must be included within your overall requested pitch footprint on your application. There is provision for one further storage vehicle at Netherhall Upper School car park. **Camping in tents or vehicles at Netherhall Upper School car park is prohibited and this will be strictly enforced onsite**. Any power requirements for stock vehicles or cold units must be requested on the application form. Power cannot be provided at Netherhall Upper School car park. No vehicle movement is permitted within the campsite from 09:00 Friday 30 July to 13:30 on Monday 2 August. Deliveries to the campsite must be escorted by an appropriate vehicle marshal. Where it is unsafe for a vehicle marshal to facilitate vehicle movement, deliveries must be moved by hand from the production area. Wherever possible, please limit deliveries to the morning before 12:00hrs. No vehicles of any type will be allowed onsite without a valid vehicle pass. All cars requiring access to Cherry Hinton Hall will be given an unloading pass and must park at Netherhall Upper School car park once unloading is complete. **Vehicles entering Cherry Hinton Hall must be strictly necessary for the operation of the trading unit/stall**. Traders must unload equipment and stock in the area adjacent to or near their pitch and must not use the campsite for unloading or transporting camping equipment, personal belongings, equipment or stock to or from their camping pitch. Vehicles must not be left unattended in the campsite while traders are setting up or operating their stall. Any vehicle parked within a pitch footprint must

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remain static for the duration of the Festival and cannot be moved until the Festival has closed. Please keep deliveries and shopping trips during the Festival to a minimum to reduce carbon emissions and, where possible, share with other caterers. Please bring as few vehicles to the event as possible and car share where practical. Strictly no engine idling. Please encourage local staff to arrive by public transport, walk or cycle.

4. **TRADING TIMES -** You must be open from *10:00hrs* on **Friday 30 July** (the campsite opens from 10:00hrs). There are no fixed trading hours, but traders are expected to be open in line with customer demand until the campsite is cleared on **Monday 2 August**. As guidance, we suggest the following trading hours:

   Friday 30 July:
   - 10:00 – 17:00hrs
   - 22:00 – 00:00hrs/midnight.

   Opening between 17:00 - 20:00hrs is encouraged but optional.

   Saturday 31 July & Sunday 1 August:
   - 07:00 – 13:30hrs
   - 22:00-00:00hrs/midnight.

   Opening between 13:30 - 22:00hrs is encouraged but optional

   Monday 2 August:
   - 07:00 – 12:00hrs/noon.

   If you intend to trade for fewer hours than those suggested above, please state your preferred opening times on the application form.

5. **POWER -** Your own generators are not allowed on site. All cooking should be powered by LPG. **Power must be paid for and requested on the application form**. Only low energy or LED lights will be permitted. Strictly no tungsten. All external lighting should be switched off during daylight and overnight hours. All equipment both gas and electrical should be switched off when not in use. Please ensure staff are aware of the importance of reducing power consumption. Please provide an itemised list of all electrical equipment prior to the festival including kilowattage for each one.

6. **PASSES -** A maximum of four passes will be allocated per unit. Please state the minimum number of passes you require to trade. Additional passes must be requested at the time of tendering. These passes allow access to the campsite only and are not valid for entrance into the main arena. If you require access into the main arena, passes will need to be purchased as tickets in advance of the event through the Cambridge City Box Office. Wristbands must be worn at all times and are not transferable, re-saleable or refundable. Persons found doing so or not wearing wristbands will be removed from the site.

7. **STAFF PARKING & CAMPING -** There is no provision for staff parking or unauthorised camping at Cherry Hinton Hall. Staff must park at Netherhall Upper School car park. Parking is not permitted in any of the local resident's streets, anyone caught doing so will risk being invited to trade at the Festival in future years. Cherry Hinton Hall 2-3 berth tent pitches and Caravan/Campervan passes **must** be requested on the application form; these are not guaranteed and will be charged at full price. Any additional requests made after the tender process will be charged at full price. No camping (including RV or campervans) are allowed in car parks. You may not camp in your catering unit, prep area or supply vehicle. **There will be designated areas onsite for caterers and traders to camp at Cherry Hinton Hall.** You **must** check in with a member of staff before pitching up your tent and check you are in the correct area of the campsite. Anyone caught camping outside of the designated areas will be required to move.

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8. **FIRE EXTINGUISHERS -** You must provide the appropriate fire fighting equipment, tested within the last 12 months (minimum one dry powder extinguisher and one fire blanket for purpose built trailer, double for caterer in marquee). The Festival will check all equipment on arrival. You will not be allowed to start trading until satisfactory equipment is present.

9. **SAFETY** - In accordance with Festival policy, all traders must undertake appropriate risk assessments and comply with the requirements of the Health and Safety at Work Act 1974 and all appropriate regulations made under this Act. All electrical items and installations should conform to appropriate BS or CE standards and be inspected and compliant to current BS 7671 IET Wiring Regulations (as updated or replaced from time to time) standards. All traders must comply with any directives specifically relating to safety by the Festival over the weekend.

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15. **ALLERGENS** - You are required by law to provide allergy information on all food sold unpackaged. You will need to provide allergen information, documentation showing this information and proof of training for all staff.

16. **PAYMENT** - Successful applicants will be invoiced by the Council in two stages. First payment will be due by **Friday 2 April** and the final payment by **Friday 7 May**. Failure to meet payment deadlines will affect your opportunity to return to the Festival in the future. Any late payment issues must be submitted in writing and reach us by no later than **Friday 19 March**.

17. **DRINKS -** You may purchase your own proprietary brands of soft drinks and sell them on site only on payment in advance of an additional £129 per unit to the Council. This will be strictly enforced. **All soft drinks including water will need to be provided in cans as per clause 10 and the Festival's ban on single use plastic bottles.**

18. **GLASS** – No glass of any kind is permitted on site, for sale or personal use.

19. **FIELD KITCHENS** - Any caterers not cooking within a purpose built catering unit will be required to provide method statement, plan and risk assessment in advance of the Festival and be subject to an inspection on site before trading can commence.

20. **INSURANCE -** A copy of your third-party liability insurance (minimum £5million) valid for the duration of the Festival must be provided in order to trade.

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Trader Initials/Sign Here: _____

22. **GAS SAFETY** - All caterers are required to comply with the Festival's outdoor event gas safety checklist which must be completed as part of your online application submission. Max 2 safely secured, spare canisters are allowed at stalls. Extras or empty canisters must be kept in the gas cage in the production compound. You must ensure you have the means to transport your canisters safely. Local supplier will deliver gas daily. All LPG storage and cooking will be subject to inspection. If you fail to meet required standards, you may not be allowed to trade. No cooking or in use gas appliance is to be left unattended. **If you require more than two gas canisters, these must be stored in the safest manner possible. Please note that 'Calor Gas' and 'AvantiGas' cylinders are not permitted to be left anywhere onsite. You must discard of these cylinders elsewhere. If you fail to comply with this and leave it by your pitch, you will receive a strike under the Festival's environmental compliance 2-strike policy, which may ultimately affect your participation in future events.**

23. **APPEARANCE & WASTE** - Your stall space must be kept clean and tidy always. All waste must be placed in designated bins as per onsite guidance. You must dispose of waste carefully and segregate cardboard, food composting, mixed recycling and general waste. Waste water must be collected in the IBC waste water containers provided and not poured into the ground. Please take used cooking oil away with you. The pitch must be clear and tidy when vacating on the Monday. All rubbish is to be placed in the proper containers.

24. **SAFETY COMPLIANCE** – All trading is subject to these Terms and Conditions, satisfactory completion of Food Safety Pack, Food Safety legislation and any other Health and Safety legislation. The Council will take appropriate action against any none compliance including stopping you from trading and/or exclusion from future festivals. Please note inspections will be carried out during the event and therefore evidence of your Food Safety, Health & Safety procedures should be available for inspection. They may also check that your menu and prices match those in your application.

25. **OTHER COMPLIANCE -** The Council takes bribery and corruption and discrimination seriously. Any bribe or any attempt to bribe any personnel in connection with the Festival is prohibited and will entitle the Council to terminate the agreement immediately and require your removal from the Festival site. You must comply with the requirements of the Equality Act 2000. Failure to do so will entitle the Council to terminate this agreement immediately and require your removal from the Festival site.

26. **SUBLETTING** - Sub-contracting is not permitted without the written consent of the Council. Any agreed sub-contracting shall not relieve the accepted company, trader, caterer or pitch holder of any obligation or duty attributable to the accepted company, trader, caterer or pitch holder under any part of this agreement or terms and conditions.

27. The Council reserves the right to photograph or photocopy insurance, food safety certificates, or other documents presented on site for their records.

Signed _____ Dated _____
(Trader)

Signed _____ Dated _____
(Festival)

E: hazel.beale@cambridge.gov.uk
A: FAO: Cambridge Folk Festival, Cambridge City Council, 3 Parson's Court, Wheeler Street, Cambridge CB2 3QE