



# MERCHANT HANDBOOK

V.20211101

The policies and procedures in this handbook are intended for participating MERCHANTS of the Pennsylvania Renaissance Faire and Festivals. No policy is intended as a guarantee of a MERCHANT'S right to continuing participation. No permanent Agreement or Agreement for any term is intended or can be implied from any statement in this handbook.



## COMMITMENT TO OUR MISSION STATEMENT

The Merchant Community is one of the most important aspects in recreating a working 16th century village. You and your employees are vital in meeting our mission statement and we challenge you to be creative.

*“Building interactive, magical environments that create unique and entertaining experiences for every guest, every time.”*

A visit to the Pennsylvania Renaissance Faire is a day for our patrons to escape their high-tech world and travel back in time to Merrie Olde England to join lords & ladies, pirates & puppeteers, minstrels & troubadours in festive celebration of Queen Elizabeth's annual visit to the shire of Mt. Hope.

Pennsylvania Renaissance Faire Handbook is a guide to our operational policies. This handbook's purpose is to summarize or highlight current policies and practices for MERCHANTS. All policies are subject to change.

## Merchant Coordinator

All questions concerning all sections of this Merchant Handbook or any other Agreement or document relating to the FAIRE and the MERCHANT should be directed to the Merchant Coordinator.

Merchant Coordinator: Erica Cabrera

Email: [erica@parenfaire.com](mailto:erica@parenfaire.com)

Website: [www.parenfaire.com](http://www.parenfaire.com)

Office Phone: 717-879-4000



# MERCHANT HANDBOOK

## General Policies and Procedures

### Pets

Pets Any MERCHANT wishing to bring a pet on site must provide service certificates and veterinary papers on file with the Merchant Coordinator, prior to opening day.

### Technology – Phone Service

If Merchant utilizes local phone service, it is the MERCHANT's responsibility to contract with a local service provider.

Tablet/Register/POS/Phone Usage is permitted provided the Merchant is using for payment processing.

### Wireless Access

If available, Merchant may have access to the Faire's Wireless System provided proper fees are paid for the sole use of Point of Sale or Credit Card processing.

### Phone Usage - Faire Day

On an operational Faire or Festival day no MERCHANT or MERCHANT'S employees are permitted to use cellular phone in view of a customer including, talking, texting, Bluetooth and push to talk. The one exception is if MERCHANTS are utilizing for payment options.

### Security

Faire Security has the authority to enforce all policies in the Pennsylvania Renaissance Faire Merchant Handbook.

### Change and Check Cashing Policy

MERCHANTS must always be prepared with sufficient cash and change banks for their individual booths. The FAIRE does not carry extra change and will decline any request to make change. The FAIRE will not cash personal or third-party checks for any person at any time.



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## Smoking/Vaping

No smoking/vaping will be allowed in any enclosed area at any time. Smoking/Vaping is only permitted in one (1) designated area on a FAIRE or Festival day. This area is located outside the Participant Entrance/Exit pedestrian gate by the Joust Participant Gate.

## Alcohol Consumption/ Illegal Substances

The consumption/possession of any alcoholic beverage or illegal substance by any MERCHANT prior to or during a Faire day is strictly prohibited. No one under the legal drinking age of 21 will be permitted to consume or purchase alcohol at any time. The use/possession of an illegal substance on Faire property by any one at any time is strictly prohibited.

## Period Weapons- Costuming

All weapons must be period, sheathed and peace-tied at all times.

## Period Weapons- Merchant

Any MERCHANT selling weapons must adhere to a FEDERAL, PA state or local laws concerning sale of period weapons. If MERCHANT is found to have sold any form of weapon to any patron in violation of Federal, State, or local laws MERCHANT PARTICIPATION AGREEMENT will be terminated.

## After Hours Policy

MERCHANTS, without prior approval from the FAIRE, are not permitted on site after 10:00 PM and prior to 6:00 AM.

## Violence/ Sexual Harassment

The FAIRE will not tolerate any form of violence or sexual harassment committed by or against any MERCHANT, staff member, patron, or employee. In the event this harassment occurs, an internal investigation may occur by the FAIRE or its security force. These acts may result in immediate termination of MERCHANT, MERCHANT'S employee and may result in the termination of the MERCHANT PARTICIPATION AGREEMENT.

## Weather

The FAIRE is held rain or shine. In the event that the FAIRE must close due to weather you will be notified by the FAIRE.



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## Emergency Action Plan

The FAIRE'S Emergency Action Plan is a vital operational plan to ensure the safety of all personnel, entertainment, MERCHANTS, and patrons in the event of an emergency. A yearly updated EAP will be distributed to the MERCHANT electronically prior the first operational day of the Faire Season. MERCHANT will attest that they are familiar with the plan and have shared with all MERCHANT'S employees.

## Merchant Meetings

The FAIRE requires all MERCHANTS to attend weekly MERCHANT meetings. Meetings will begin at 10:00 AM every Saturday morning beginning the second Saturday of the Faire season at the Children's Discovery Garden. All MERCHANTS or MERCHANT'S designated representative are required to attend. MERCHANTS are required to attend the pre-opening mandatory meeting at a time and place as designated by the MERCHANT COORDINATOR.

## Complimentary Passes

Contracted booths for which all fees for the season have been paid in full will automatically receive four complimentary ticket vouchers valid for any public day of the FAIRE season.

## Photos, Video Images, Recordings and Logos

MERCHANT understands that during the course of the FAIRE, the MERCHANT may appear in photographs, video, film, recordings and the like in connection with MERCHANT'S participation at the FAIRE. MERCHANT hereby consents to the use of any such audio or visual portrayal of the MERCHANT or the MERCHANT'S structure by the FAIRE for advertising, promotional or any other purposes, and agrees that any of such portrayals are the sole property of the FAIRE. MERCHANT further agrees to comply with any reasonable requests of the FAIRE for MERCHANT to assist in the public relations activities of the FAIRE while on the FAIRE site. MERCHANT will not use, publish, or display the name, or any logos, trademarks or service marks of the FAIRE, or any names, logos, trademarks or service marks which are similar thereto, without the express written permission of the FAIRE.



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## Decorations

MERCHANT shall provide period appropriate decoration for their booths. Inappropriate décor that does not fit the scope of the FAIRE'S vision will be asked to be removed. All Booths must participate in Halloween Decorations consisting of natural items such Straw Bales, Corn Shocks, Mums (with plastic pot fully covered). Inappropriate décor that does not fit the scope of the FAIRE'S Halloween vision will asked to be removed.

## Locks/Keys

MERCHANTS will provide the FAIRE with key or combination to any lock for any structure.

## Right of Entry

FAIRE shall have the right to enter MERCHANT's booth at all times to examine the booth to determine whether MERCHANT is in compliance with all obligations under the MERCHANT PARTICIPATION AGREEMENT and this Handbook, to post notices of non-responsibility and to make such repairs, alterations, improvements or additions as FAIRE deems necessary or desirable.

## Minors

Merchant agrees that all minors under 16 years of age for whom MERCHANT is responsible shall be supervised at all times by a responsible adult while on the FAIRE site.

## Trash Removal

The FAIRE provides trash pickup service on performance evenings. Trash must be suitably tied and placed next to regular FAIRE trash receptacles. The weight limit of any bag is not to exceed 15 pounds. If MERCHANT trash exceeds the 15-pound weight limit, the trash will be left for the MERCHANT to dispose of.

MERCHANTS must comply with the FAIRE'S recycling program. Trash needs to be sorted into three categories: Paper (paper, cardboard, catalogs, magazines, newspaper), Glass & Aluminum (drink bottles, drink cans, glass jars), and Trash (plastic utensils, food, cups, etc.) with each bag labeled accordingly.

Trash must not be placed outside any building or tent any earlier than posted closing hours. Boxes must be broken down and piled neatly for removal. Any trash from a MERCHANT'S normal operations accumulated on a non-FAIRE day is the responsibility of the MERCHANT to remove, taken directly to and neatly placed into the containers designated for such purpose.



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Appliances, building materials, and any other non-FAIRE generated trash must never be disposed of in FAIRE-supplied containers or otherwise on the FAIRE site. Violators will face severe penalties and fines as determined and imposed by the FAIRE.

MERCHANTS are responsible for keeping an area within twenty (20) feet of their structure clean before, during, and after every FAIRE day. This includes picking up cigarette butts, wiping tables and benches and removing trash.

## UPS and Mail Deliveries

MERCHANTS should utilize either the Manheim (17545) or Cornwall (17016) Post Offices for receipt of mail. The FAIRE will accept no mail for any Merchant. If a FAIRE address must be supplied for UPS or other delivery services, MERCHANTS delivery address is:

{Merchant Name}  
C/o Pennsylvania Renaissance Faire  
2773 Lebanon Road  
Manheim, PA 17545

Packages delivered to this address will be delivered to the unlocked drop off box in the Back 40. Packages should be picked up Monday through Friday from 7:00 AM to 3:30 PM.

## Deliveries to the Fairgrounds

MERCHANTS shall advise all suppliers/vendors that no vendor trucks are permitted on the FAIRE site. MERCHANTS are responsible for any damage done to the grounds, including sod, building, sign and blacktop damage, by any vehicles delivering merchandise to MERCHANT'S building in violation of this policy. No MERCHANT or Service vehicles over 2 ton are allowed on the FAIRE site without express written permission of the FAIRE.

## Coin of the Realm/King's Mint

The FAIRE will be continuing a Coin of the Realm/King's Mint program for the 2021 Faire season. All MERCHANTS are required to participate. Details will be issued prior to the start of the 2021 season.



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## PARTICIPANT PASSES

No Participant Passes will be issued for any booth for which there are outstanding fees owed to the FAIRE, or if there is no proof of a valid insurance certificate covering MERCHANT'S activities at the FAIRE in accordance with the Merchant Participation Agreement between the FAIRE and MERCHANT.

Participant Passes will be issued in the name of the MERCHANT who shall assume responsibility thereof. Participant Passes are to be used exclusively for that day's workers only. You may request on an Additional Pass Form to obtain extra Participant Passes stating the reasons why additional passes are required. Extra passes will not be issued until payment is received.

Employees without Participant Passes may gain admission to the FAIRE only by purchasing an admission ticket at the Front Gate through a Ticket Window. Friends or non-working family members may not use a Participant Pass as a patron ticket for admission to the FAIRE.

## Participant Entrances

Participants with valid Participant Passes may enter the grounds prior to opening at the Joust Gate (pedestrian) and Joust Entrance Gate entrance (vehicle). The front gate will not be available to Participants prior to opening. Driving onto the grounds will be permitted through the Joust Entrance Gate ONLY from 7:00 AM until 9:20 AM on Public Days and 7:00 AM until 7:50 AM on School Days and Summer Youth Day, and at the end of the performance day when determined safe to enter by FAIRE personnel. Merchant Vehicles must be off grounds by no later than 9:30 on operational Faire days.

## Presenting Passes at Participant Entrances

Each Participant must present his/ her pass to the gate and/or parking attendant upon arrival. If driving onto the grounds, everyone in the car must possess and present a valid Participant Pass.

## PARKING PASSES AND PARTICIPANT PARKING

Each Participant vehicle is to park in the designated Participant Parking Lot and must display a valid Parking Permit for the 2020 season. Parking Permits are issued in accordance with the guidelines of the Participant Parking Policies.



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Parking Permits are issued, with a current online Participant Parking Pass Form, free of charge, until August 1, 2021. Thereafter, the charge for Permits and replacements is \$10.00.

Parking in the Participant Parking Lot or the Handicapped Participant Parking lot without a valid, visible, parking permit and valid handicapped placard will result in first and second offense fines through a ticketing system. Any further offenses will result in the vehicle's loss of parking privileges for the remainder of the season.

## The Application

All MERCHANTS are required to complete the online Participant Parking Permit Application Form. It is the responsibility of the MERCHANT to ensure all employees have it completed. MERCHANTS must apply for permits to be issued in the name of each employee who will be parking in the Participant Parking Lot.

This form must be submitted at the same time as the request for Additional Participant Passes. Parking permits are non-transferable between vehicles and are permanently assigned by name and number. Each MERCHANT is responsible for ensuring that his or her employees possess and display a valid Parking Permit at all times while on the FAIRE site, as well as ensuring that all employees abide by the Parking Policies established by the FAIRE. Violations by MERCHANT employees shall be considered violations of the MERCHANT.

## Parking Policies

- Parking for extended periods is limited to the Participant Parking Lot.
- Parking at the FAIRE is at the risk of the MERCHANT. The FAIRE is not responsible for any theft of or damage to any MERCHANT'S car or its contents while on FAIRE property.
- The speed limit on FAIRE grounds is restricted to 10 mph at all times. Violators of this rule risk loss of participant driving privileges.
  - All Pennsylvania traffic laws apply while on FAIRE grounds.
- Once assigned, parking permits are the responsibility of the MERCHANT, but remain the property of the FAIRE. If a permit is lost, there is a \$10.00 replacement charge.
  - Overnight parking is not permitted on the Fairegrounds.



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## Employee Drop-offs

All Participants must enter through the designated Participant Gate when arriving prior to opening. This includes all drop-off employees. All drop-off drivers must therefore possess visible parking permits.

## Requests for Replacement Participant Passes

MERCHANTS may apply for replacement Participant passes at a cost of \$10.00 per Pass. Requests must be made, with the appropriate payment, and an Additional Pass Form.

Requests for Additional or Replacement Passes must be marked to the attention of MERCHANT COORDINATOR and received in the FAIRE offices by 4:00 PM Tuesday to be issued for the following weekend. Pre-ordered additional passes issued will be available at the MERCHANT morning meeting.

## SCHOOL DAYS GUIDELINES

### Educational Program

The ever-popular School Days at the FAIRE, the program that began in 1986, welcomes students from all grade levels attend "School Days at the Faire" Each group (Elementary, Jr. High, Senior High) attends the Faire with unique educational objectives. It is your job to help the students become absorbed in the Faire experience, while remembering that this visit is most likely their first. Invest in them today and the future payoff will be unmistakable.

All FAIRE School Days run from 9:00 AM until 3:00 PM. As always, vehicles must be off grounds at least one (1) hour prior to opening.

All School Days students, Chaperones and Bus Drivers will have a color coded PRF School Days wristband to identify that they are indeed a part of a school. During School Days at the FAIRE, no outside patrons are permitted access to the grounds. If, for any reason, you feel that a patron is not part of a school and is unauthorized to be on grounds, please contact a Security person or the FAIRE immediately with a description of the person so that the FAIRE may resolve the situation at hand.



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## Weapons

No metal weapons are to be sold on any School Days. Wooden or foam swords must be wrapped and may be sold only with an adult present. Merchant must also inform Student that if the wrapper is removed, they risk get the sword taken by security.

## Child Conduct

In the event a child is disrespectful, unruly, or commits an illegal act, The MERCHANT should not try and detain the child. The MERCHANT shall try to get a detailed description of the child and the group they are with, contact the Merchant Coordinator via cell phone or locate FAIRE staff with a radio to contact security.

Additionally, MERCHANT's hands-off policy includes fitting costumes, hats, horns, and ears, anything that involves touching the children. Please use good judgment in all aspects of interaction with the children.

## Keep your Booth Open

MERCHANT may not rope off any area of their booth or any section of their booth on any School Day. MERCHANTS are permitted to allow an allotment of students inside at any given time with proper non anachronistic signage.

## Be Appropriate

MERCHANTS must use appropriate speech, dress, sales tactics and demeanor with children.

## Exhibit A Items

Items listed only on your Exhibit A can be sold on a school day.

## COSTUME GUIDELINES

The FAIRE has the right to refuse participation to any MERCHANT or MERCHANT employee who is not properly costumed.



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## Appropriate costume options for MERCHANTS include:

**Women:** undergarments can include bloomers and corsets; refrain from wearing these items as the outer layer of any costume. Chemise, peasant shirt must be worn at all times, and a bodice or waist cincher can be worn. Skirts should be around ankle length and can be layered. Accessories can include an apron, straw hat, muffin cap, head wrap, or cloak.

**Men:** shirt, breeches, jerkin, and a modest doublet with detachable sleeves. Accessorize with an apron, hat, or cloak.

Chinese slippers, leather sandals, boots, and moccasins (without fringe) are appropriate footwear choices.

Any modern hair colors (pink, purple, blue, bright red), any unnatural hair color must be covered with a scarf or hat.

Fabrics should be natural in color and content. Cotton, muslin, linen, and wool blends are appropriate choices. Earth tone fabrics were achieved during the 1570's by using organic dyeing methods; onions, saffron, and indigo were used to create colors. Tea dyeing can also give fabrics an aged appearance and is cost effective.

## ANACHRONISMS (Non PERIOD)

### Anachronism (uh-nak-ruh-niz-uhm) - noun

- 1) Something located at a time when it could not have existed or occurred
- 2) An artifact that belongs to another time
- 3) A person who seems to be displaced in time, who belongs to another age

### Examples of Anachronisms

Improper costuming  
Paper or plastic signs  
Smoking in costume  
Cellular phone use  
Visible modern drink ware  
Speech  
Plastic Storage Tubs and Tarps  
Cardboard Boxes

It is the responsibility of the MERCHANT to ensure all employees are versed on the information provided to the MERCHANT regarding Anachronistic behavior.



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## INDEMNITY

To the fullest extent permitted by law, MERCHANT shall indemnify, defend and hold harmless FAIRE, FAIRE's affiliated entities, officers, directors, shareholders, employees, agents, contractors, managers, accountants and attorneys, individually and collectively ("Indemnitees"), from any and all claims, demands, lawsuits, proceedings, losses, damages, debts, obligations and liabilities of any nature whatsoever which directly or indirectly arise out of or are alleged to arise out of any act or omission, in whole or in part, by MERCHANT and/or MERCHANT's employees and/or anyone whose acts MERCHANT may be liable, whether or not such act or omission is within the scope of the employment or engagement of such person or entity, including any claims for damage or injury to any person or property (real or personal). Without limiting the generality of the foregoing, this indemnity shall be deemed to cover (i) claims by employees of MERCHANT (including claims where MERCHANT is not specifically named) and (ii) claims caused or alleged to have been caused, in part, by the negligence of the Indemnitees. In claims against any Indemnitee, the indemnification obligations under this provision shall not be limited by a limitation on the amount or type of damages, compensation or benefits payable by or for any party under workers' or workmen's compensation acts, disability benefits acts or other employee benefits acts. MERCHANT shall also pay all costs, expenses and reasonable attorney fees that may be incurred or paid by the FAIRE in enforcing this indemnity provision.

MERCHANT hereby specifically agrees to abide by the terms and provisions of the Pennsylvania Renaissance Faire Merchant Handbook, with any additional supplements, if any; and that such document may be amended, from time to time, by the Faire and any such amendments shall become part of the Pennsylvania Renaissance Merchant Handbook.

MERCHANT will attest that a copy of the Pennsylvania Renaissance Faire Merchant Handbook will be distributed to all MERCHANT'S employees so that each Employees understands FAIRE's basic rules and guidelines.

MERCHANT hereby agrees that the Pennsylvania Renaissance Faire Merchant Handbook shall extend to multiple booths, carts, kiosks, and any and all other commercial activity conducted at FAIRE by MERCHANT.

By signing the MERCHANT PARTICIPATION AGREEMENT, MERCHANT acknowledges that this document is an integral part of and is incorporated therein as if textually set forth at length, the MERCHANT PARTICIPATION AGREEMENT, which set forth the underlying terms and conditions of MERCHANT'S involvement in the FAIRE. Any violation of the PRF Merchant Handbook shall be a basis for termination of this Agreement.