

VENDOR FAQ

1. DO WE NEED TO PROVIDE OUR OWN INSURANCE? YES

All vendors are responsible for liability insurance and compliance with any and all requirements of State of Florida. Vendors providing certain products or services may be required to have more than liability insurance coverage amount. You will be notified if this applies to you.

2. ARE WE RESPONSIBLE FOR CLEANING UP OUR STATION? YES

Vendors are responsible for leaving a clean area at closing. That includes all trash, personal, and/or business items must be taken with you.

3. WHAT HAPPENS IF WE LEAVE SOMETHING BEHIND OR AN ITEM IS STOLEN?

Genvien, LLC will not be responsible for any items left behind or stolen. It is your responsibility to keep up with all your personal and business items.

4. HOW LONG DO WE HAVE TO CLEAN UP OUR STATION AFTER THE EVENT?

Vendor will be informed prior to the event the time-frame they shall have access to the location after the Event's conclusion to dismantle and remove all things brought to the location by Vendor. Vendor shall leave the location clean of trash and substantially in the condition it was before Vendor occupied it.

5. IS THERE A CERTAIN DRESS CODE? YES

All vendors shall exhibit professional manners always. Vendor's staff shall be clothed and groomed in a clean, neat fashion and shall conduct themselves in an orderly fashion. This includes but not limited to inappropriate dressing that reveals body parts, racial gestures, inappropriate language, hate crimes, and whatever Genvien deems as inappropriate. As Vendors, we must present ourselves in a professional manner. Shoes and shirts are required always.

6. ARE WE ALLOWED TO DRINK AND USE PROFANITY? NO

No inappropriate language is allowed. No drinking of alcoholic beverages and the use of drugs on the premises! Coming to the events under the influence of drugs and/or alcohol is prohibited!

7. WHAT IS THE REFUND POLICY? NO REFUND

Before applying for a booth please ensure you can be there. We have limited Vendor booths and we count on you to be present. There are no refunds for booth or application fees! It is the Vendors responsibility to arrange backup plans to attend the event. Under some emergency circumstances, "*Genvien, LLC*" can issue a partial refund at "*Genvien, LLC*" discretion.

8. ARE WE ALLOWED TO ARRIVE EARLIER THAN THE TIME STATED? NO

Vendors are to arrive 1-2 hours before the event starts to check-in and set-up. Vendor shall have access to the location agreed upon by the parties no less than the hours stated in the agreement with the Vendor and *Genvien, LLC* before the Event's commencement. It is for setting up Vendor's vending station, goods, and other things necessary and reasonable to vending at the location stated in the agreement with the Vendor and *Genvien, LLC*.

GENVIEN, LLC

Office Address: 1000 Corporate Point, 101 Booth Road, Warner Robins, Georgia 31088

Mailing Address: P.O. Box 46, St. Augustine, Florida 32085

Office Telephone: (678) 789-0378, Email: info@genvien.com

9. ARE WE ALLOWED TO VEND GOODS AND/OR SERVICES THAT HAS NOT BEEN APPROVED BY Genvien, LLC? NO

Vendor shall not vend any goods or services other than those described within the agreement between Vendor and (Host) "Genvien, LLC" at and during the Event without the Host's written consent.

10. ARE THERE ANY REQUIREMENTS ON THE SIZE, LENGTH, WIDTH, AND HEIGHT OF THE ITEMS WE BRING IN FOR OUR VENDING STATION? YES

Vendor's vending station shall be no larger than the feet or height stated in the agreement between Vendor and Host. It shall be clean and orderly and shall comply with all applicable laws and regulations. If you are unsure about something it is better to ask. Please email us at info@genvien.com

11. ARE WE ALLOWED TO WALK AROUND ANNOUNCING OUR GOODS AND/OR SERVICES? NO

Vendor's staff may announce the availability of the goods to be vended only while they are within the confines of the vendor's location. Vendors goods and/or services may be announced by Genvien staff before the event, during the event, intermission, and after the event based on the agreement between the Vendor and (Host) "Genvien".

12. ARE WE ALLOWED TO USE SOUND AMPLIFICATION DEVICES? NO

No loud music, noise, or sound amplification devices shall be used by vendor's and it's staff at the location.

13. WHO ARE RESPONSIBLE FOR ANY CLAIMS OR DAMAGES? THE VENDOR

The Vendor is responsible for any damages or claims that may arise in connection with Vendor's presence at the Event and Vendor's activities of any kind.

14. ARE THERE ANY REGULATORY CODES AND PROVISIONS WE MUST FOLLOW? YES

Vendor must be in compliance with all regulatory codes and provisions as administered by Fire, Regional Public Health, provincially and local and by those of Genvien, LLC and the Events Committee.

15. WHERE DO I GO ONCE I ARRIVE TO THE EVENT?

Once you arrive to the event location please go to the Check-In Station and show your ID Badge. There will be staff on-site to direct you to your station.

16. WHAT IF I DON'T HAVE AN ID BADGE?

When you arrive to the event location please go to the Check-In Station and show your valid ID or Driver's License. You will be given your Vendor ID Badge once you have successfully checked in if you do not already have one. There will be staff on-site to direct you to your station.

17. AM I REQUIRED TO CHECK-IN IF I ALREADY HAVE MY VENDOR ID BADGE?

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If you have your Vendor ID, you are still required to check-in at the Check-In Station and show your Vendor ID Badge. There will be staff on-site to direct you to your station.

18. WHAT IF ONE OF MY VENDOR STAFF DON'T HAVE AN ID BADGE?

If one of your representatives do not have a badge they are not allowed to accompany you without purchasing a ticket.

19. WHAT IF I LOST MY ID BADGE?

PLEASE NOTE: *If you have lost your Vendor ID Badge you will have to pay fifteen dollars (\$15) for a replacement badge. You will be required to show a VALID ID OR DRIVERS LICENSE. You will receive your new badge by mail or at the next Genvien event.*

20. HOW MANY PEOPLE CAN I BRING TO ASSIST ME AT MY VENDING STATION?

All Vendor Representatives must be registered with Genvien, LLC and issued a badge in order to enter into the Event as a Vendor. Only one representative/staff will be issued a badge along with the Vendor. A total of two badges will be issued at each station. There are **NO EXCEPTIONS!** Additional representatives/staff must purchase a ticket in order to enter into the event.

21. DO WE NEED TO GET ADDITIONAL VENDOR STAFF APPROVED? YES

Vendor's must have additional representatives/staff approved prior to the event, in order for them to assist at the Vendors station. Each Vendor station has limited space and seating. There is no guarantee that extra seats will be provided for additional people that are approved to assist the Vendors at their station. If extra seating arrangements are made the Vendor will be responsible to pay for any and all additional fees 7 days prior to the event.

22. SHOULD WE WAIT TO PURCHASE TICKETS AT THE DOOR? NO

Genvien, LLC cannot guarantee the tickets will not be sold out on the day of the event. It is better to purchase tickets way in advance.

23. WHAT IF I PURCHASED SPECIAL ACCOMMODATIONS?

If you have purchased special accommodations, please inform one of our staff members at the time of check-in.

24. WILL THERE BE STAFF AVAILABLE TO ASSIST ME WITH QUESTIONS? YES

There will be staff available to assist with any questions or concerns you may have during the event.

23. WHAT IF I AM INTERESTED IN BECOMING A SPONSOR? If you are interested in becoming a sponsor for this event by monetary or in-kind donations, please contact Genvien Customer Service at 678-789-0378 or go online at www.genvien.com and complete a brief application.

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