

LAINE VINTAGE UNDERGROUND MALL: VENDOR GUIDELINES

Welcome to the Laine Vintage Underground Mall!

Our goal with the vendor mall is to help facilitate the success of all our vendors by making sales, and building a community. We've established a few essential guidelines for our vendors to support this.

HOURS

- The vendor mall hours will match the hours of our main floor retail store.
- We will be open from 11 to 5, Tuesday through Saturday, and closed on most holidays.
- If we need to close or change our hours during any other times, we will do our best to notify vendors (in advance) via social media, or email.
- Please note that unexpected circumstances outside our control (such as illness or staff shortages) may occasionally occur, causing the vendor mall to be closed without notice.

RENTAL TERMS & FEES

- An initial deposit will be required to reserve your booth rental.
- Booth deposits will total an entire month's rent, plus your 1st month's rent (ex: the monthly booth fee is \$175 + gst, therefore \$350 + gst will be due upon booking your 1st month).
- Booth rental terms will begin on the 1st day of every month, and end on the last day of every month.
- After your initial booking, your monthly booth fee will come out of your monthly payout, issued on the last day of the month.
- A lack of sales within 1 month will require that booth fees be paid on time, on the 1st of every month.
- Booth fees can be paid by cash, credit card, etransfer, or online invoice.
- There are no long-term commitments required. Booth rentals will be offered on a month-to-month basis.
- We require a standard 30-day written notice to end your booth rental (ex: A notice must be given on *June 30* for last day of your booth rental to be *July 31*).
- Cancellations made with less than 30 days written notice, will not have their deposits returned.
- Vendors who have caused damage to their booth space or any other

area of the vendor mall, common areas, or upper retail space (beyond usual wear), will not have their deposits returned.

- After 15 days of non-payment, abandoned or unpaid booths will have their inventory absorbed by Laine Vintage to recoup costs, or items will be donated.

CODE OF CONDUCT: TERMINATION CLAUSE

Laine Vintage reserves the right to terminate a vendor booth rental agreement at any time, effective immediately, should a vendor fail to adhere to the guidelines outlined in this document.

Immediate cancellation of the rental agreement may occur for causes including, but not limited to:

- **Misconduct:** Inappropriate behavior, verbal or physical abuse, harassment, or threats.
- **Reputational Damage:** Slander, libel, or the dissemination of false information regarding the business or its owners.
- **Legal Violations:** Theft, and/or unauthorized use of assets.

In the event of such a breach, the vendor will be subject to immediate eviction, waiving the standard 30-day notice period. Furthermore, the vendor will forfeit their booking deposit in its entirety as a consequence of the contract violation and to offset the administrative costs of the expedited termination.

Laine Vintage reserves the right to secure and pack the vendor's inventory for off-site collection to maintain the safety and professional integrity of our store.

VENDOR INVENTORY

- At the Laine Vintage Underground Mall, we are committed to offering our customers a unique retail experience. Our curated selection of vendors can feature a wide variety of vintage items, including but not limited to the following styles or descriptions:

- > kitsch
- > eclectic
- > repurposed
- > rustic
- > industrial

- > antique furniture
- > smalls
- > costume jewelry
- > MCM (mid-century modern)
- > clothing, linens, and textiles (in clean, odour-free condition)
- > lamps and lighting fixtures (with safe wiring if in use)
- > books and paper items (odour-free)
- > wall art
- > sculptures
- > architectural salvage
- > taxidermy
- > toys

- No soiled textiles (including rugs).
- No culturally inappropriate or disrespectful items - we want to promote a welcoming space for customers and vendors.
- No food products.
- No OUIJA boards or haunted items.
- No sanding or painting on site.
- No construction work on site, other than simple furniture assembly/disassembly projects.
- No items containing alcohol or any flammable liquids
- No firearms or ammunition
- No fireworks or explosives
- No prescription drugs
- No pornographic materials. Exceptions will be made for vintage Playboy style magazine as long as they are in sealed packaging and labelled with a "DO NOT OPEN" label.

PLEASE NOTE: Due to the location of the vendor mall, as well as security and staffing reasons, we will be limiting the use of locking display cases in booths, and only allowing them for specific vendors that we have pre-approved. Alternatively, we can provide space (within limitations) in our main-level locking display case for any vendors who would like to sell their higher-priced items in a more secure setting. These items can include jewelry, and other small items that would fit within the case.

BOOTH MAINTENANCE

- Vendor booths should be consistently stocked, well-organized and

displayed, and kept as tidy as possible. Adhering to these standards will not only help sales but also help build a loyal customer base.

- Vendors are responsible for cleaning and maintaining their booths regularly, including floors and dusting. We have a vacuum cleaner and brooms onsite for anyone who needs one.
- No harsh-smelling chemicals or smells can be used with the vendor mall space.
- No perfumes or fragrances.
- No lit candles.
- All items must be tagged and priced appropriately. We recommend using tags that are at least 2" in size to make sure item details can be written out clearly.
- Please respect your vendor neighbors and stay within your booth spaces.
- If needed, Laine Vintage can assist with booth staging and styling services, for a fee. Please contact us for more information.

BOOTH LAYOUT & CONSTRUCTION

- Vendors are encouraged to create their booth space, by bringing in their own display furniture.
- Please use sturdy shelving and furniture items within your space.
- Shelving that may appear to be unstable should be fastened to the wall area of your booth whenever possible.
- Faux walls are also encouraged, but must be on a sturdy base, and must not exceed 5 to-6ft in height, depending on their location.
- Please note - the following construction materials or items will not be allowed in the vendor mall area for aesthetic reasons.

- > no white lattice
- > no white peg boards*
- > no white slat walls*
- > no fake brick walls
- > no sponge painted walls
- > no vinyl banners

** Please feel free to use painted peg board or slate walls freely*

- Vendors must do all of their painting and building of any display structure off-site.
- Vendors are encouraged to use branding for their booth space including signage (and personalized tags).
- All signage must be pre-approved.
- If needed, Graphic Design services can be provided (for a fee) by [Starling Memory Creative](#).

LIGHTING AND ELECTRICAL USE

- Outlet usage in the vendor mall will be limited, therefore all vendors needing additional lighting in their booths are encouraged to use low-wattage (warm) *LED rechargeable lightbulbs*, which can be purchased online for a very reasonable price (ex: [on Amazon](#)).
- Vendors will not be permitted to use outlets in the vendor mall for any other form of electrical equipment (ex: radios, etc.)
- If your booth has an electrical outlet within it, please keep the area in front of the outlet clear for general access (ex: vacuuming).
- Outlets within a booth space are not included in that booth space specifically, and must still be shared within the vendor mall communal area.

INSURANCE

- Laine Vintage will not be providing insurance coverage on vendor booth items, including inventory.
- Most retail insurance policies require a \$1,000 deductible on loss or theft, so it will be up to each vendor to decide if they feel that it will be worth the monthly fee to get insurance coverage.

TAGS & TRACKING

- Vendors are responsible for tagging and pricing each item within their space.
- Tags with individual booth branding is encouraged (ex: a logo, etc.)
- Tags will be used to track sales for each vendor, so tags must include the following information:
 - > price
 - > booth number
 - > item description
- Items without a tag, or with any missing information will not be sold under any circumstances and will be placed in a bin (behind our counter) until it has been claimed by the vendor it belongs to.
- Please ensure your tags are large enough to write on, and that the

information on your tags is written clearly and is easy to read. An approximate size of 1" x 2" is a good reference point.

PAYOUTS

- Vendor payouts will be issued MONTHLY, **on or before** the last day of each month.
- Payouts will be made via eTransfer only. We require that all bank accounts be set up for auto-deposits for security reasons.
- All vendor sales will be subject to a minimum 10% commission, plus booth fees. This fee helps cover each individual POS fee.

GENERAL SUGGESTIONS, ETIQUETTE & HOUSEKEEPING

- A well-maintained space tends to have the highest sales, therefore we encourage you to visit and maintain your space regularly (ex: at least once every 2 weeks)
- Please be kind and respectful towards your fellow vendors. We are providing our vendors with a communal shared space, which can only be successful if all vendors show care and compassion for each other. Our goal is to create a safe space where all vendors will feel mutual respect for one another. Any reports of inappropriate behavior should be reported so we can address the situation accordingly. Please help us maintain a healthy and positive environment.
- Please be mindful to the differences between your fellow vendors (i.e. some may feel very chatty while working on their booth displays, and others might need more quiet time requiring focus).
- Due to limited ventilation, please refrain from eating in the vendor mall area.
- To maintain a clean and inviting environment, please dispose of your personal garbage and recycling offsite.
- Vendors will have access to a private washroom, which vendors will also have to participate in keeping clean with the cleaning supplies provided by Laine Vintage. Please be respectful of this shared space and make every effort to keep it available to all vendors to use. The vendor washroom is for Laine Vintage staff and vendors only and is unavailable for public use.
- Garbage cans in the washroom should only be used for trash disposal associated with washroom use (ex: paper towels, etc.)

- Your cooperation in this matter is greatly appreciated as the city of Duncan does not supply garbage and recycling pickup to downtown business owners and all garbage and recycling must be taken offsite to be disposed of.
- The sink in the vendor mall corridor can be used by vendors for general cleaning and handwashing. Please bring your own rags and towels if needed. When using the sink; please make an effort to keep this area as tidy as possible so the sink can continue to be available for all vendors.

PARKING, ACCESS & LOADING

- Vendor mall access will be through our main-level retail space.
- The street-level access will remain locked at all times unless it is needed for vendors to move items in or out of the vendor mall area.
- Free 3-hour street parking is available on Station St, as well as in the back of the building in the city parking lot.
- Unloading of any materials or inventory can take place during our regular open hours. Moving dollies will be available if needed.
- Please be considerate of our neighbors and avoid blocking the back doors of any stores requiring access to the back parking lot.

SECURITY

- While we will have video security cameras in strategic areas of the upper-level retail space, and the vendor mall area; theft can still occur, therefore vendors are encouraged to take the necessary steps to minimize this risk.
- With this in mind, we do not recommend trying to deal with a potential shoplifter on your own - it is not worth the risk of having to deal with someone who could be mentally unstable and unpredictable.
- If you do notice someone acting suspiciously, we recommend engaging with them in a friendly way (as much as possible) to make your presence known. Feel free to follow them around the vendor mall area as much as possible, as you appear to be 'working in the space'. If you feel it safe to do so, you can also alert us upstairs so we can intervene if needed.

COMMUNICATION

- The best way to communicate with us will be via email, as we are often busy with customers and less available for phone calls.
- If you need to contact us via phone, please leave a message so we can call you back as soon as possible.
- You can also speak to us in person, in between serving our customers.

Thank you for your co-operation! Please sign, and date this document to confirm that you have read and understand the terms outlined in this document.

Yes, I have read the vendor guidelines and understand that the owners of Laine Vintage have the right to enforce these guidelines and may make changes as needed.

PRINT NAME _____

SIGNATURE _____

DATE _____

Laine Vintage reserves the right to change these Vendor Guidelines as needed.