

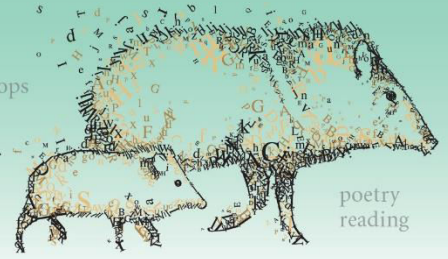


free to the public

where
Words & Imagination
come to life

meet authors
children's activities

book signing workshops



poetry
reading

University of Arizona Campus • March 2 - 3, 2019 • 9:30am to 5:30pm • TucsonFestivalofBooks.org

Tucson Festival of Books 2019

FOOD VENDOR HANDBOOK

A Celebration of Books, Authors, Literacy and Reading

Saturday, March 2 & Sunday, March 3, 2019

(revised August 2018)

Festival Contacts:

April & Andres Ramos
Food & Beverage Co-Chairs

Food@TucsonFestivalofBooks.org

PLEASE FAMILIARIZE YOURSELF WITH THE HANDBOOK CONTENTS
MOST QUESTIONS ARE ANSWERED IN THIS DOCUMENT

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2019 TUCSON FESTIVAL OF BOOKS FOOD VENDOR AGREEMENT

Agreement between Tucson Festival of Books, LLC (TFOB) and Food Vendor

1. In order to be a Food Vendor and sell food / beverages at the 2019 Tucson Festival of Books (the Event) you must first apply for consideration, meeting all deadlines identified on the TFOB website. Food Vendors will be notified of their status and must meet registration and payment deadlines outlined in email communication. The TFOB reserves the right to allow or refuse participation by any company or organization at its sole and absolute discretion.
2. Food Vendor may distribute printed advertising, samples and souvenirs and may perform music, have costumed characters and display artwork only from within the Food Vendors' own booth; provided that all distributed, performed or displayed materials ("Food Vendor Material") shall be subject to the approval of the TFOB, in its sole and absolute discretion. In addition, Food Vendor shall be solely responsible for obtaining (and warrants to the TFOB that it has obtained) all necessary licenses and permissions to distribute, perform or display any Food Vendor Material which is protected by copyright, trademark, publicity or misappropriation laws, or any other intellectual property or other laws.
3. The Food Vendor Contacts shown in this contract are authorized to make all decisions regarding food vending and to execute this Agreement on behalf of the Food Vendor.
4. The Festival has an exclusive contract with a beverage sponsor. All soda and bottled water must be purchased from the beverage sponsor for consumption and sale. No competing beverages may be sold (with the exception of lemonade and coffee by Festival approved lemonade and coffee vendors). Selling any other type of beverage is in violation of Festival policy and may result in a Food Vendor being excused from the Festival without a refund of fees. Beverage pricing will be determined at the time of the Event by the beverage sponsor.
5. Food Vendor hereby grants to the TFOB, or its designees, non-exclusive permission to use its (and its agents') voice, image and likeness in any photographic, digital or audio recording in any manner and in all media, in perpetuity.
6. Food Vendor shall, and does hereby, indemnify, defend and hold harmless the TFOB, and the Event sponsors and their employees, representatives and agents of each from claims, liabilities, costs and charges (including attorneys' fees and costs) for injury, loss, or damage to property or persons (including death) arising out of Food Vendor's activities in connection with the Event or any breach of any representation, warranty or covenant in this contract.
7. The TFOB, Event sponsors and their employees, representatives and agents of each shall not be liable for any claims, liabilities, costs and charges (including attorneys' fees and costs) arising out of any injury, loss or damage to the person or property of Food Vendor, its employees, representatives or agents, except to the extent arising out of the sole negligence of the TFOB or Event sponsors.
8. All Food Vendors conducting business at the University of Arizona must provide a certificate of insurance approved by TFOB and the University of Arizona. Specific details related to insurance coverage are provided in the Food Vendor Handbook.
9. Food Vendor shall provide and maintain in effect workers' compensation and employee liability (if applicable) and comprehensive general liability insurance containing a waiver of subrogation in favor of the TFOB in such amounts acceptable to the TFOB. Evidence of such insurance shall be provided to the TFOB promptly upon its request.
10. Food Vendor shall pay all sales or other taxes, fees and assessments required by any applicable federal, state or local law in connection with Food Vendor's participation in the Event. Food Vendor shall indemnify, defend and hold the TFOB harmless for any taxes (including fees and penalties, if any) required to be paid by the TFOB in connection with Food Vendor's activities under this contract. Food Vendor shall provide the TFOB with all requested documentation to evidence Food Vendor's compliance with tax laws and rules.

11. If for any reason the Event is cancelled or rescheduled, Food Vendor's sole remedy shall be the recovery of the fees paid pursuant to this contract (on a pro-rata basis if only a portion of the Event is canceled).
12. Under no circumstances shall the TFOB be liable for consequential, indirect, special or punitive damages or profits of any kind in connection with its activities or omissions under this contract regardless of whether such damages were foreseeable.
13. Failure to adhere to any deadlines set forth in this agreement may result in forfeiture of related benefits. Food Vendor may not assign this contract or trade, sell, share or otherwise transfer the advertising or vending rights granted herein. This Agreement shall become void and of no further force or effect in case of such an assignment.
14. Waiver of any term of this contract or failure of the TFOB to terminate this contract on account of any breach by Food Vendor shall not be deemed a waiver of the TFOB's rights to subsequently enforce any term or to terminate this contract by reason of any subsequent breach of Food Vendor.
15. This contract, together with any exhibits or attachments and the rules and regulations of TFOB, constitutes the parties' entire agreement with respect to the subject matter hereof and supersedes all prior statements or agreements, both written and oral. Food Vendor agrees that no representations of any kind have been made to Food Vendor by the TFOB or by any of its agents and that no understanding has been made or agreement entered into other than as set forth herein.
16. This contract shall be governed by the laws of the State of Arizona. This contract shall be deemed to be entered into and performed in the County of Pima, where the principal office of the TFOB is located, and such County shall be the forum of any legal action relating to this contract.
17. The parties agree that all claims and disputes arising from or related to this contract shall be subject to mediation and any matters not settled by mediation will be subject to binding arbitration. Unless the parties agree upon a mediator or an arbitrator within 20 days of notice from a party, the mediator and/or arbitrator shall be chosen by the Chief Civil Judge in the Superior Court in and for the County of Pima. The parties shall share equally in the cost for mediation and arbitration. The prevailing party shall be awarded reasonable attorneys' fees, costs of arbitration and any expert witness fees and costs.
18. All appropriate fees must be paid in full by October 31, 2018.
19. Food Vendor booth locations are assigned by the Festival Food committee based on:
 - a. prior participation in the Festival;
 - b. menu selection;
 - c. completed application; and
 - d. receipt of payment in-full.

Food Vendors may not relocate themselves. Location assignments by the Festival are final.

20. Communication with the TFOB Food Committee shall be addressed via email to Food@TucsonFestivalofBooks.org

Food Vendor Options	Cost (payable by October 31, 2018)
Food Court Corner – 10x20 Tent	\$1,100
Food Court Interior – 10x20 Tent	\$950
Snack Vendor – 10x20 Tent	\$850
Snack Vendor – 10x10 Tent	\$700

Cancellation Policy: If this Agreement is cancelled by Food Vendor for any reason whatsoever, a 50% cancellation penalty shall be paid by the Food Vendor. All cancellations must be in writing and emailed by October 31, 2018. No refunds given after November 30, 2018.

TUCSON FESTIVAL OF BOOKS – FOOD VENDOR INFORMATION & INSTRUCTIONS

Event Location and Information:

Location: University of Arizona campus
Dates: Saturday, March 2, 2019 9:30am to 5:30pm
Sunday, March 3, 2019 9:30am to 5:30pm
Admission: The Festival is free and open to the public
Website: TucsonFestivalofBooks.org
Rain Policy: The Festival will be held rain or shine

Cancellation Policy: 50% cancellation penalty. All cancellations must be in writing and emailed by October 31, 2018. No refunds given after November 30, 2018.

Food Vendor Contract: This Food Vendor Handbook provided to each Food Vendor is considered part of the binding contract between the Food Vendor and the Festival.

Eventualities: In case the facilities shall be destroyed by fire, or the elements, or by any cause, or in case any other circumstances make it impossible for Festival Management to permit the contracted space to be occupied by the Food Vendor, this agreement will terminate. The Food Vendor agrees to waive any claim for damages or compensation except the pro rata return of the amount paid for the food vending space.

Licenses, Taxes & Permits: Food Vendors shall obtain at their own cost and expense any necessary licenses and official permits required for the purpose of selling food and beverages at the Tucson Festival of Books. Festival Management may require copies of all applicable permits. The individual food vending company must collect and remit to the proper municipal or state agencies all applicable local and / or state taxes. ***It is the responsibility of the vendor to comply with all permit expectations.***

A Temporary Resale Permit may be obtained from:

City of Tucson*

<http://www.tucsonaz.gov/files/finance/Revenue/SpecialEvents.pdf>

*For questions, please contact the Business License Section: 520.791.4566

Arizona Department of Revenue

<http://www.aztaxes.gov>

A Temporary Food Vending Permit should be obtained at least 14 days in advance of event from:

Pima County Health Department**

http://webcms.pima.gov/health/food-safety/permitting_and_inspections

**For questions, please contact: 520.724.7770

Certificate of Insurance: All Food Vendors conducting business at the University of Arizona must provide a certificate of insurance. The certificate provided shall clearly establish that:

- The coverage provided is primary and that any insurance carried by the University is excess.
- The coverage limit must be Commercial General Liability with a minimum of \$1,000,000 (one million dollars) combined single limit (CSL) each occurrence.
- The certificate shall name the State of Arizona, Arizona Board of Regents, the City of Tucson, the University of Arizona and the Tucson Festival of Books as additional insureds.
- The certificate must include the dates of the festival, March 2-3, 2019
- The certificate shall include this address:
 - UA Contracting Office, Annex 6th Floor
 - PO Box 210300A
 - Tucson, AZ 85721
- COI must be submitted along with payment for booth space.

Staffing Requirements: All staff must be at least 16 years of age or older. Food Vendors must have their booths staffed continuously during the following hours:

Saturday, March 2 9:00am - 5:00pm Sunday, March 3 9:00am - 5:00pm

Published hours of the Festival are 9:30am to 5:30pm

Please be ready to serve by 10am both days and remain open to the public until 5:00pm both days
There will be no early tear-down for food vendors on Sunday; load-out will begin after Mall is clear of pedestrian traffic per **Food Vendor Load-Out** information on page 10.

Coca Cola and Water Sales: - The Tucson Festival of Books will no longer be providing beverages. All food vendors are required to sell Coca-Cola products and Dasani water. Snack vendors are encouraged, but not required to sell beverages. The water **MUST BE DASANI**. If you choose to sell soda or iced tea, they **MUST BE COCA-COLA products**. Canned or bottled soda is acceptable. Please purchase and bring your own beverages to be sold. The Festival will no longer have a Coca-Cola truck to purchase from. Please remember, you are not allowed to sell freshly brewed iced tea and only the designated lemonade vendors are allowed to sell lemonade. If you violate this policy, you will forfeit your opportunity to participate in future Festivals. Ice will be available to purchase at the Festival. A representative from American Ice will introduce himself and give you his contact info at the start of the event.

Telecommunications, Internet or ISDN Services: No phone lines are available for booths. Food Vendors are encouraged to bring cell phones for communication and processing of credit cards. UA Public WiFi service is available without charge in the UA Mall area, however there is no guarantee of connectivity. Please refer to <http://www.uits.arizona.edu/services/wireless> for details.

Security: The Festival will provide security throughout the Festival and overnight on Saturday evening. No other guards or exhibitor staff will be allowed on the Festival grounds overnight. Our security staff will roam the grounds but will not be stationed at one particular booth. **Food Vendors that leave materials in their booths do so at their own risk.** If you are concerned about the safety of your equipment or product, you are encouraged to remove such items from the booth. Vehicle access to load-in areas is not allowed on Saturday evening. **Please be advised that there will be no overnight storage service provided by the Festival.**

Booth Package:



Each standard booth package includes (per 100 square feet of booth space):

- One canopy (booth) – with vinyl sides and back walls. Size to be determined based upon location and type of vendor. *Photos above {L to R} – Corner Food Court; Interior Food Court; 10x20 Snack Booth.*
- Two 8' tables with leg risers, one plastic table covering and one folding chair **per 100 square feet of booth space** (a 10x20 vending booth includes four 8' tables, two table coverings and two chairs). Additional tables, chairs and equipment may be rented with prior arrangements. Food vendors will be charged for equipment provided by the Festival that is missing from the booth at the end of the event.
- Basic 110v electricity and ground cover matting are provided.
- One Vendor Listing on-line on the Tucson Festival of Books webpage and a printed listing in the Arizona Daily Star Festival insert published the Sunday prior to the Festival.

- One loading zone placard per contract for access to assigned load-in zone at the Festival which serves as a parking pass on the University of Arizona campus (good both days of the Festival).
- **NOTE:** No water will be provided to vendors; you must supply your own. In addition, all grey water must be transported out of the Festival per Pima County Health Department regulations.

Food Vendors may furnish their booths with their own tables, storage shelves, etc., as long as all items conform to the guidelines herein. Tables and other furniture may be placed anywhere in an exhibitor's booth as long as all furniture stays within the dimensions of the booth and setup does not pose a safety hazard.

Booth Banner: Each Food Vendor will be responsible for their booth banner and signage. All banners and signage must comply with Festival guidelines. ***If you will be using a banner you already have, a picture must be submitted for the Food Committee to approve.*** If it is not within the Food Committee's parameters, or you do not have a banner, you must order one through the Festival's official sign company, Signs Now. Additional information related to banners and signage will be provided to all food vendors that are accepted following the application review process. All signage, including menu boards, must be professionally produced. No handwritten signage is allowed.

Booth / Snack Assignment & Placement: The Festival assigns booths / snack spaces at its sole discretion. The Festival does not guarantee that any Food Vendor will be assigned a specifically requested space. You will be informed of your assignment in December. The Festival of Books booth assignment process is extraordinarily complex. The complexity results from a strong effort to place booths in safe locations within a limited space while maintaining a high quality guest experience.

Festival management strives to make the booth / snack assignment process fair and balanced. Several factors are considered in making each assignment. Primary factors used for placement are: 1) previous year(s) as a Festival Food Vendor; 2) the date the Festival receives your completed application; 3) the menu offerings; and 4) collection of booth payment in full. Local vendors may also be given priority.

Festival staff read the requests for booth / snack placement written on the application. In each case, an attempt is made to fulfill the request. Festival staff may contact Food Vendors by telephone during the booth assignment period to ask for a clarification of their request.

Booth Décor: Each Food Vendor booth measures 10' feet high (nominal), with vinyl side- and back-walls. Food Vendors must not take down or change the location of any booth side-walls.

- Food Court Vendors may **not** bring their own booths or their own canopies.
- Snack Vendors will be informed regarding use of personal enclosures / equipment.
- Display items must conform to the interior dimensions of the booth and must not be affixed to the wall, sides or roof of the booth with the exception of the menu board.
- If Vendors wish to hang something from the inside of the booth, the item must be hung from the rear horizontal metal frame tubing (approximately 8' from the ground). Weight of all items to be hung in a booth cannot exceed a total weight of 10 pounds. No signs may be hung on exterior side- or exterior back-walls.
- No items may extend beyond the dimensions of the booth. Any items that do so will be removed. No A-frames, stations or propped-up menu boards will be allowed in front of the booth.
- No whips or flags are allowed to be mounted or attached to the booth or displayed outside of booth.
- Vendors are not allowed to bring their own generators.

Moving Product & Equipment: Due to UA facilities regulations, Food Vendors cannot drive up to their booth. The Food Vendor load-in system enables Food Vendors to get to designated loading zones near their booth while remaining off the pedestrian walkways. Food Vendors are responsible for moving product and equipment from their cars (or trucks) at the assigned loading zone to their booth(s). Please

bring hand-trucks or wagons to assist in the movement and restocking of supplies.

Inventory Management: Food Vendors are advised to have enough product for the entire day at their booth. The loading zones used for load-in each morning prior to the Festival's opening are not accessible by vehicles after 8:00am.

Food Vendors are Advised to Bring:

- Extra clothes to dress in layers (the morning can be chilly and then the day typically gets warmer).
- Sun block, sunglasses and hats if you think you might need them.
- Inexpensive plastic tarps, especially to cover merchandise and the openings to your booth overnight.

Food Vendors are Expected to Bring: As a Food Vendor, your responsibilities include, but are not limited to bringing:

- All food product, water and equipment. Ice will be available for purchase Saturday and Sunday mornings only.
- Parking/loading zone placards (will be provided Friday at load-in appointment).
- Equipment to decorate the interior, other than what's provided in your standard booth package.
- Table covers for your 8' table(s) (we recommend a fresh set for each day of the event).
- Sufficient funds (cash and coins) and credit card forms to handle purchase payments.
- City of Tucson Business Tax & License. Please refer to the information provided by the City of Tucson to understand your responsibilities.
- Pima County Health Department Temporary Food Vending Permit.

Food Vendor Load-In Appointment (prior to Festival): Load-in will happen on Friday March 1 between 8am-1pm. Any additional load-in on Saturday or Sunday morning will need to be done prior to 8am. Please bring the appropriate amount of help for your Friday load-in as the mall will be very busy and parking near the food court will be limited. The Festival will not provide volunteers or staff to help move product or equipment.

Food Vendor Parking Pass: When you arrive at your load-in appointment (as described in preceding section), a Festival traffic coordinator will greet you. On Friday, you will receive your load-in zone placard / Food Vendor Parking Pass. You will then be directed to the load-in zone nearest your booth. *NOTE:* You may bring only one vehicle and one trailer through the vehicle entrance for load-in. You should select a vehicle with sufficient capacity to complete your load-in in one trip.

The placard / parking pass will indicate your assigned load-in zone nearest your booth. Your placard / parking pass must be clearly displayed on your dashboard while your vehicle is temporarily parked in your assigned load-in zone during your load-in time period and in the Food Vendor parking area. You have no more than 90 minutes to unload your vehicle and then proceed to the Food Vendor parking area. As you can understand, the time limit will be strictly enforced. Food Vendors unloading at a time or zone other than the one to which you have been assigned or leaving your vehicle in the load-in zone beyond the allowed time risk having their vehicle ticketed and / or towed. Specific details related to Food Vendor parking will be provided via the load-in email instructions. Additional parking information will be available on the Festival website. Please safeguard your parking pass in order to be admitted to the load-in zone and Food Vendor parking areas on each day of the Festival.

Care of Booth Space: Festival Management will ensure cleanliness of aisles and common areas, but each Food Vendor is responsible for keeping their booth space clean and in good order. Food Vendors are solely responsible for safe storage and operation of product and equipment.

All Items Must Stay Within Your Booth: All tables, chairs and display items must stay within your food vending booth. No item of your booth can extend beyond the point at which your tent ends. If any of your materials are positioned outside of your booth you will be asked to move them.

Sound Level: No amplified sound in or around your booth is permitted. Festival Management reserves the right to determine at what point sound constitutes interference with other Festival Venues and / or Food Vendors.

No Flammable Materials & No Combustible Decorations Within Booth: The UA Fire Department requires that all materials used in your booth are flame-retardant. No open flames, heaters, candles, incense burners or similar paraphernalia will be permitted inside food vendor booths. As of August 25, 2014, the University of Arizona is a tobacco-free campus. No smoking is allowed.

Distribution of Literature: Distribution of literature, samples, business cards or any type of giveaway items must be done from within your booth space only. Food Vendors are not allowed to wander through the Festival to solicit visitors, sell products or promote activities. Please utilize social media and other forms of publicity in advance of the Festival.

Saturday Night: Before you leave your booth on Saturday night:

- Seal any trash in a trash bag and place the bag directly in front of your booth.
- Break down any boxes you may want to have recycled.

There will be some ground moisture on Saturday night; please take the appropriate precautions to move product from the floor of your booth. Please be aware that water may drip down from the top of the interior of the booth. It is suggested that you put up some sort of tarp over the front of your booth or over your product and equipment order to protect them from the elements and as a security precaution.

Food Vendor Load-Out (Sunday after 5:30pm): Festival Security will authorize load-out to commence following the Festival's 5:30pm close. Vehicles will not be allowed access to a loading zone until authorization is given by a security volunteer to permit motor vehicle traffic in the restricted areas. Food Vendors must have all product and equipment consolidated and ready to be loaded before driving their vehicles to the loading area. **Please note:** *The CSPAN / BookTV vehicle will depart the mall at approximately 4:00pm on Sunday; this does not indicate that the Festival is closed.*

FOOD VENDORS MUST REMAIN OPEN UNTIL 5:00PM ON SUNDAY - NO EARLY BREAKDOWN

All Food Vendors must maintain their booth intact and staffed until Sunday Festival closing at 5:30pm. Sessions end at 5:00pm each day; however, visitors continue to visit exhibits through 5:30pm. Failure to remain open through 5:00pm may result in not being invited to participate in future Festivals.

ONLY ONE VEHICLE AND TRAILER – SHOW YOUR LOAD-IN PLACARD AT ACCESS ENTRY POINT

You will enter at the same UA Mall access entry point that was accessed for Load-In. You may bring only one vehicle and trailer through the Food Vendor Vehicle Entrance for Load-Out. You should select a vehicle with sufficient capacity to complete your load-out in one trip.

Key things to remember when moving out on Sunday:

- Please remove everything from your booth that you brought to the Festival.
- The Festival will remove all tables, chairs, and other equipment provided for the booth after Food Vendors depart.
- Food Vendors will be charged for equipment provided by the Festival that is missing from their booth(s) at the end of the Festival.
- Place all bagged trash at the front of your booth for pickup at 5:30pm on Sunday evening.
- Please break down any boxes you want to have recycled.
- **Clean-up Fee:** *Food Vendors who fail to remove all product and materials from their booth(s) will be charged a \$100 clean-up fee per 10'x10' space.*
- **DO NOT dump grease or any food product on the ground. This will result in a \$100 clean-up fee and you will not be invited to participate in future Festivals.**

Speed Limit on UA Campus: While you are on the UA Mall, please drive with caution. The speed limit on campus is 20 mph; during load-in and load-out, please drive 5 mph as many pedestrians will be walking

through the area.

Food Vendor Listing: As a Food Vendor, you are provided with one vendor listing. The descriptive information that you provide when you register (including your website link) is posted on-line on the Festival website and via mobile apps. This information will also be published in the Arizona Daily Star newspaper's Festival of Books special section on the Sunday preceding the Festival. A limited number of copies of the special section or a portion of that section may be available at the Festival. Your contact information will enable Festival attendees to locate your booth at the Festival as well as to separately contact you.

Cancellation Policy: If this Agreement is cancelled by Food Vendor for any reason whatsoever, a 50% cancellation penalty shall be paid by the Food Vendor. All cancellations must be in writing and emailed by October 31, 2018. No refunds given after November 30, 2018.

TUCSON FESTIVAL OF BOOKS – GENERAL INFORMATION

Festival Website: The Festival of Books website is TucsonFestivalofBooks.org. We encourage you to visit the site prior to the Festival. There is an enormous amount of information available regarding the authors, exhibitors, programs and special events. Thousands of people are involved with the Festival and you will gain a sense of the community's active involvement in the event. If you are booking overnight accommodations, please refer to the discounts available from hotel and motels listed on the website. Please mention that you are participating in the Tucson Festival of Books.

Food Vendor Relations: Volunteers will wear brightly colored Festival T-shirts. Volunteers will assist you with your questions and monitor general food vendor rules and regulations. They will patrol your area and work to solve any problems in a timely manner. They also maintain the cleanliness of the Food Court.

Festival Parking: As described on the Festival website, there is an enormous amount of free parking available around the University of Arizona for use by the general public during the Festival of Books. As a Food Vendor, you will be provided one parking pass per booth for your use in the reserved Food Vendor parking area; please see the section titled **Food Vendor Parking Pass** on page 9 for more information.

Emergencies & First Aid:

Medical Emergencies: The Tucson Festival of Books will have a compliment of onsite emergency medical personnel. If an emergency medical situation arises at or near your booth, you can contact the appropriate personnel through the following:

- The closest Festival Information Booth
- The First Aid Tent
- Any Security Volunteer
- Any Festival volunteer and staff with walkie-talkie's

You will need to give the dispatcher or other personnel your name, the injured person's exact location (booth name, booth number, location in the Festival), and the medical condition.

Minor Injuries: The Festival has First Aid Stations located at the East and West end of the mall area. Please consult the Festival map for the exact locations. If the injury is non-life-threatening and the patient can safely walk, they should be directed to a First Aid Station for care and treatment. The First Aid Station can dispense items such as aspirin or other pain relievers, and administer first aid for cuts, scrapes, exhaustion, etc. All Emergency Medical Personnel for the Festival are dispatched from the First Aid Station, so if you cannot locate a medical technician, you may visit the First Aid Station for help.

Lost & Found - Items: Items lost during the Festival should be turned into the Lost and Found Booth or the closest information booth in your zone. Items will be kept until the end of the day on Sunday then forwarded to the Student Union Information Desk which serves as the central lost and found for the UA

campus.

Lost & Found – Children & Parents: A child who has become separated from his or her parent or guardian is a critical situation at the Festival due to the size and number of attendees. If a lost child is found at your booth, please ask that child to stay at your booth. Stay with the child and call the **UA Police** at **520-626-7589**, or, send *someone else* to report the situation to any of the following:

- The closest Festival Information Booth
- The First Aid Tent
- Any Security Volunteer
- Any Festival volunteer with a walkie-talkie

The person you send will need to know your booth name and number, your booth location in the Festival and the child's name. A notification will be dispatched and a search for parents will ensue. **DO NOT** allow the child to leave your booth or protection, even if the parents return, until the proper authorities have arrived at your booth, verified identities, and cancelled the notification.

Dining & Food Services: Festival Food Courts will be open on the UA Mall – south of the Student Union and west of Science City. Food Vendors must be ready to serve no later than 10:00am on Saturday and Sunday and must remain open until 5:00pm Saturday and Sunday. Failure to do so will result in forfeiting your ability to participate in future Festivals.

UA restaurants and concession stands will be open both days (Saturday and Sunday) during Festival hours. Major concession stands are located in the Student Union Memorial Center near the UA BookStore.

Time Zone Information: Arizona observes Mountain Standard Time throughout the entire year. In 2019, there is no daylight savings time change during the festival.

Questions: Because all of our committee chairs are volunteers, we respectfully ask that food vendors utilize our email communication system as the preferred method of communication for directing questions. Our volunteers are highly responsive to vendor needs and will return inquiries in a timely fashion. Should you have general questions about the Festival, please feel free to call 520.621.0302 between 9am and 4pm Monday through Friday. Student interns will make every attempt to address your question or connect you to the appropriate committee. If we are unable to answer, please leave a message and we will return your call.