

Student Union Market Day FAQ

FREQUENTLY ASKED QUESTIONS

- ***What is Market Day?***

Market Day is an event held on Wednesdays throughout the semester and serves as an incredible opportunity for vendors and student groups to showcase their products and services to the UCF population. The event is hosted on the South Patio of the Student Union, a high foot-traffic area.

- ***My company would like to request a reservation. Can you hold dates for my company?***

A reservation request form can be made at <https://studentunion.ucf.edu/about-market-day/>. Depending on availability, we can hold dates for up to three business days, or until the client makes full payment for their reservation.

- ***What is the payment policy and how do I make payment?***

Our payment policy requires vendors to make payment for their booking(s) in full, within three business days of receiving a wait list confirmation email from the Market Day Coordinator. Payment is made by calling our Accounting and Operations desk at 407-823-2256 or visiting our office on Monday – Friday, from 8am to 5pm.

- ***I am a new vendor to Market Day; can I get a discount?***

Currently, we have a student incubator rate for UCF student vendors wanting to participate in Market Day for the first time. We verify your student status by asking for your UCF student ID number on our Market Day reservation request form. Your name and student ID number will be sent over to the UCF Registrar's Office, in which we will verify your enrollment at the university in the given semester. The standard pricing for student vendors is \$75 per booking. Please note that discounted rates are exclusively for students who will sell their own goods and services, not for a company by which they are employed.

- ***What happens if it rains during Market Day?***

Our current inclement weather policy states that in the occurrence of heavy rain before 12pm on Market Day, a vendor may receive a complimentary Market Day reservation in a regular location if the weather is deemed disruptive of productive business by the Market Day Coordinator. It is the vendor's responsibility to reach out to the Market Day Coordinator to book their reservation when offered a complimentary date. Vendors must reach out to the Market Day Coordinator within three business days to rebook their reservation. Failure to request the credited date within this time frame will result in a forfeit of the reservation credit.

- ***Can I reschedule my reservation?***

Your reservation can be rescheduled up until the Wednesday before your booking, by 4pm and must be requested through emailing or calling the Market Day Coordinator.

- ***What if I need to cancel my reservation?***

Cancellations for a Market Day booking can be made up until the Wednesday before your booking by 4pm, and must be requested through emailing the Market Day Coordinator at marketday@ucf.edu. Any requests received after 4pm the Wednesday prior to your Market Day reservation will result in the forfeit of full payment. The Student Union reserves the right to deny or discontinue business at their discretion. If your reservation gets cancelled by the Student Union, you will receive a full refund.

- ***Do I have access to power?***

As Market Day is hosted in an outside patio area, there are some limitations when trying to gain access to a power source. If your company requires a power outlet, please make note of this when filling out the reservation request form. The Market Day Coordinator will then notify the vendor if there is an available power source for their particular Market Day.

- ***I'd like to give out free samples of food or drinks as part of promoting my company, is this possible?***

The University has specific requirements when it comes to sampling opened products. Some of the regulations are:

- Vendor would need to have a valid operating food permit. That would include a DBPR or DACS.
- Need to have an approved manager food handling certification for the person on-site.
- Vendor must have methods of keeping food in correct temperatures.
- Have a temporary event permit filled out and approved by Dept. of Health and attaching food permit to the form.
- Make sure that the product being sampled does not conflict with any exclusive contracts (i.e. Coke and their partnerships).

- ***Can I give away store-bought food at my booth?***

Vendors can distribute food and drink items during Market Day if they have received pre-approval from the Market Day Coordinator, along with other conditions. Only the following items will be considered:

- Coca-Cola brand beverages
- Store bought, pre-packaged, nonperishable, personal sized, individually wrapped items (such as candy bars or granola bars); food from grocery store delis or bakery counters are not considered pre-packaged.
- All together must be no more than \$100 worth of food items

- ***I make and sell my own food; how can I participate in Market Day?***

Vendors seeking to sell and distribute their own food products are required to submit multiple forms which can include: a certificate of liability insurance endorsement, insurance agreement, agriculture license or business license, temporary event permit, and lastly, a SAFE form. You may be required to turn in additional paperwork per our Risk Management and Environmental Health and Safety offices. Please note this process may take up to 30 days due to necessary paperwork. More details and instructions can be discussed with the Market Day Coordinator.

- ***What products and services are prohibited at Market Day?***

At Market Day, we cannot allow any form of solicitation that violates any existing university contract. According to University Regulation 6C7-4.010, competitive products and businesses are prohibited from being promoted or used in forms of solicitation, such as participating in Market Day. Please also refer to our specified list of items and services that are not allowed at our event, located at <https://studentunion.ucf.edu/market-day-policies/>. The Market Day Coordinator may require photos of the items the vendor intends on selling and it is the Coordinator's discretion whether those products will be prohibited or not based on our policies. No one is guaranteed a Market Day spot.