

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. 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, after submitting proof of enrollment to the Market Day Coordinator, 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. Any requests to reschedule after this deadline are at the discretion of the Market Day Coordinator and are not guaranteed.

- ***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.

- ***When is the latest I can check in for my Market Day reservation?***

Check-in begins at 8:15 a.m. All vendors must be checked in by 12:00 p.m. Vendors who do not show up for their reservation by 12:00 p.m. will be charged a \$50 no-show fee.

Due to high demand and limited space, we want to ensure that every reserved spot is actively used.

- ***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.

- ***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

- ***Can I give out free samples or sell food at Market Day?***

The University has strict guidelines for any food-related activity at Market Day. Homemade goods are not permitted to be sold or distributed. All food vendors must go through an approval process handled on a case-by-case basis. If you're interested in giving out free samples or selling prepackaged or prepared food, please note the following requirements:

- Vendors must provide at least 30 days' notice prior to the event.
- Vendors are required to submit all necessary documentation, which may include:
 - Valid operating food permit (DBPR or DACS)
 - Manager-level food handling certification for the on-site representative
 - Temporary Event Permit approved by the Department of Health
 - Certificate of liability insurance with appropriate endorsement
 - SAFE form
 - Proof of proper food storage and temperature control methods
 - Other documentation as required by Risk Management and Environmental Health & Safety

Products must also not conflict with exclusive University contracts (e.g., Coca-Cola). The Student Union reserves the right to deny any food vendor if appropriate notice is not given or if the required paperwork is incomplete or not approved.

Please contact the Market Day Coordinator for further guidance and to begin the approval process.

- ***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.

If you have more questions regarding Market Day,
please contact the Market Day Coordinator at 407-823-3677 or marketday@ucf.edu.