



SATURDAY 28th NOVEMBER 11am - 7pm
(rain day = Sunday 29th November)

SOLD OUT - 6,500 patrons (up from 6,000 last year)

The event is licensed as a Restricted Venue. This means that ALL people on site must be 18 or over. This includes all staff, attendees, and “helpers”.

VENDOR PACK IN: Saturday morning as below timings

Main Contacts:

Vendor Information:

Damien - 027 291 9884

On the Day Contact - SAVE HIS DETAILS

Thomas - 021 822 590

PLEASE READ THROUGH THIS INFO IN FULL!

KEY TIMES:

Saturday 28th November

7am - 9am: Food Vendor Pack In (see below for vendor specific info)

9am: Food Vendor AWOP briefing (please ensure at least ONE of your key staff attends this)

10.15am: Final H&S Check

11am - 7.30pm: EVENT TIME, FOOD OPEN! (bars close 7pm, food MUST be available until 7.30pm)

7.45pm: Site clear of public

8pm - 9.30pm: Pack Out

NOTE: If we have to use the postponement date of Sunday 29th November we will make this call ASAP on Saturday (very unlikely to be made before this) and you will be informed accordingly. All timings from Saturday will roll over to Sunday if this is the case.

What's included in your "site":

- Ground protection
- Food License for the event
- Power (as specified with us)
- AWOP units

PACK IN TIME:

Depending on your site, the pack in times follow. Note that these have been specifically chosen based on your vendor type (trailer, truck, etc) and size to ensure as smooth of a pack in as possible.

Please note your pack in time and ensure you are on time, as we need to run a ply board road across the grass for vendors and bring you in one by one. Please be patient with us!

Arrive at the SOUTHERN end of the Basin Reserve (McDonalds end) via the south gate entrance (see area marked "SOUTH GATE" on the vendor map). [See Location](#)

Section 1 (pack in 7.00am)	
Trailer / Caravan	Fritzs Wieners
Trailer / Caravan	LOUKO MELI GREEK DONUTS
Trailer / Caravan	Roy's Dumplings
Trailer / Caravan	Taco Addicts
Truck	The Greek Food Truck
Truck	The Hungry Monkey Wellington
Trailer / Caravan	The Iki Sushi Burrito
Section 2 (pack in 7.20am)	
Truck	Double Dutch Fries
Trailer / Caravan	Dutchy's Burger Joint
Trailer / Caravan	Mao and Co - Dumplings and Noodles
Trailer / Caravan	ROCO Pop-Up
Trailer / Caravan	The Crab Shack
Truck	Zelati Gelato & Sorbet
Section 3 (pack in 7.50am)	
Trailer / Caravan	Food Xpress
Truck	Garuda Food Truck
Trailer / Caravan	Hot Like A Mexican
Trailer / Caravan	Meat Candy BBQ
Truck	Roti Bay

PACK OUT:

Saturday after the event from 8pm

(Unless we use the postponement day, in which case it will be Sunday from 8pm)

As with pack in, we need to do this one by one. Please bear with us as it can be a lengthy process. You can assist us by being efficient in your general pack down so that you are ready to go as soon as our team is ready to lead you out.

HEALTH & SAFETY INDUCTION:

On arrival you will be given a health & safety briefing. You will be expected to pass on any relevant information to any staff you may have throughout the day regarding this.

Electrical Certs: Note that as per general requirements, all electrical items are required to have a current safety tag (including electrical certificate for the truck/trailer) – please ensure you have these all sorted prior to the event.

A pre-event safety check will be conducted at approx. 10.15am, and we anticipate that Wellington City Council's food safety team will also be conducting checks around this time. All vendors are expected to comply with any health & safety (including food safety) requirements from event staff and/or Council/venue staff.

STAFF PASSES:

When you arrive, please check in with Thomas and he will direct you to your site, do a quick health & safety induction, give you the lay of the land + issue you with staff wristbands.

Please note these are for staff working at the event only and cannot be used by patrons as they will not have a glass issued, or be able to be loaded with credit.

As the event is sold out we do not have any staff tickets available sorry.

R18

The event is licensed as a Restricted Venue. This means that ALL people on site must be 18 or over. This includes all staff, attendees, and "helpers".

MENUS:

YOUR MENU - 5 items + 1 optional sweet item and priced at a maximum of \$9 (no meals, the idea is cutlery not required style) - keep it simple!

Your menus will be loaded onto the AWOP unit prior to the festival so it is important that you have provided us with accurate details around these.

Patrons will also receive an event guide on entry with your menus included.

You will need to display the appropriate menu and pricing on your Food Truck/Trailer.

If you need help to print your menu we can organise this on coreflute

Pricing indication as below, we can print any size

\$12 for an A1

\$22 for an A0

STOCK:

It is EXTREMELY important that we have ALL menu items available for patrons throughout the day. This is both for our event licensing, and also as any items that are sold out are usually the biggest complaint that we receive.

Wait times! Our other main complaints received are wait times for food (as well as vendors being under prepared and selling out), so please keep on top of this – 2-3 minutes from order to completion should be your maximum target. The quicker this process is the more sales there will be across the board.

With short wait times, we expect patrons to purchase at least 2-3 menu items each through the day. Based on the number of food vendors and number of attendees, you will need to plan accordingly (it's always better to be over prepared than sell out!).

Last years consumption per vendor, ranged from 350 to 700+ with an average of 480+ portions per vendor

PAYMENT SYSTEM = AWOP:

All event sales will be run through the cashless payment system called AWOP. If you haven't used this before, don't worry, training will be provided.

Food vendor training on the AWOP system is at 9am on Saturday at the main bank area (near the entrance). Please ensure that you or at least one of your key staff members attend this session.

Patrons all have wristbands which they load with currency and then swipe these to make purchases. You will just need to select the items the patrons order and then they swipe their wrist band to complete the transaction (rather than paying cash or eftpos).

Your AWOP units will be pre-loaded with your menu items at appropriate pricing.

Contact info for AWOP issues/errors on the day is: Andrew, 021 360 773.

GRASS:

The Basin Reserve is an iconic cricket ground and they are (rightly) VERY protective of the turf. Please respect this as we have a large reinstatement bond in place which will be on-charged if necessary.

NO vehicles on the grass.

NO waste to be disposed of on the grass.

RUBBISH:

You are responsible for all rubbish in your "site" during the festival and pack in / pack out.

There are large skips on site for you to empty any rubbish into.

Please DO NOT use the wheelie bins around the event but use the gantry skips back of house.

POSTPONEMENT:

NOTE: If we have to use the postponement date of Sunday 29th November we will make this call ASAP on Saturday (very unlikely to be made before this) and you will be informed accordingly. All timings from Saturday will roll over to Sunday if this is the case.

VENDOR PAYOUTS:

At the conclusion of the event AWOP will provide a full stock breakdown of items sold across the individual vendors, and communicate the final fees and payout.

Funds will then be reimbursed to each vendor within 5 working days.

The 15% turnover charge (or the minimum, whichever is higher) will be deducted from your payout. There is a processing fee charged via AWOP, (which we now cover in your total turnover %)

Note: as mentioned above, any damages to the turf or similar will be on-charged if necessary.
