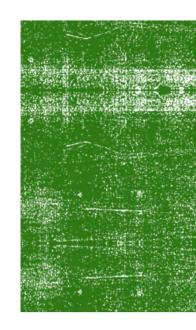
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Best Practices for Vendor Management & Relationships

BRANDI EBNER,
DESCHUTES COUNTY FAIR & RODEO





About Me

- Grew up in events industry
- 6 years at Benton County Fairgrounds
- 8 years in the Chamber of Commerce industry
- 8 years of owning Festivals
- Almost 4 years at Deschutes County Expo Center
- 20+ years in the events world!
 - Fun Runs, 5 & 10k Runs
 - Conferences & Conventions
 - Trade Shows & Expos
 - Trainings & Meetings
 - Fairs & Festivals
 - Fundraisers & Banquets
 - SOOOO many vendor events.....

Current Events



Deschutes County Fair & Rodeo

175,000 attendees over 5 days40 food vendors250+ commercial vendorsVendor committee (3 amazing ladies)



One Decision Management, LLC

Prineville Western Days – 150+ vendors

Prineville May Market – 75+ vendors

Creators & Culture Festival – 75+ vendors

Me, Myself, and I (and my mom) = the committee!

I am only going to please 95% of the vendors... I plan for 5 to not be happy out of every 100!

...HOWEVER, you are the Vendor Advocate on your team. Represent them well!

Recruiting Vendors

- Is your website and social media updated? Do they look professional?
- Is your vendor packet available BEFORE they sign up?
- Have you announced your future event date?
- When will applications be available?
- Look like you have it together all year!
- Be honest with your attendance, demographics, etc.
- Listen to them, take their ideas/experience

Recruiting Vendors

- Go to other events to find vendors
 - Have business card/flyer to hand out
 - Take their card or info and follow up
- Post your event on FB groups
- Go to other events websites, look for vendor lists and reach out
- Ask vendors for referrals
- Not all vendors fit into all events don't just recruit everyone





WooHoo! Prineville May Market is offically SOLD OUT!! I am still accepting a handful of applications for a wait list.

NOTE: ANYONE who says it is not sold out is a scammer.

Brandi Ebner is the ONLY event contact for this event.





BJ Hereford

we still have booth space remainging...kindly message me the products you sell and you contact information. I am the only event contact.

1m Like Reply Edited

Scammers!

- They target Facebook
- Comment on events and posts
- Be diligent delete daily, block profiles
- Turn off commenting and posting



Fake Event Posts

- Scammers forge your event
- Generic event name
- Unprofessional email
- Often no location name
- Low cost for booths, tables, chairs
- Begging for MLM and odd types of vendors
- Promises high attendance
- Grammatical and spelling errors



Application

- Have it out as early as possible
- Paper versus electronic
 - DCFE uses Eventeny (approximately \$2,800 per year)
 - I use Cognito Forms (free to low cost)
- Questions
 - Utility Needs
 - Photos of set up booth and products
 - Stock trailer or storage needs
 - Who is contact for contract and payment
 - Who is contact onsite checking in
 - Menu (we set drink prices)

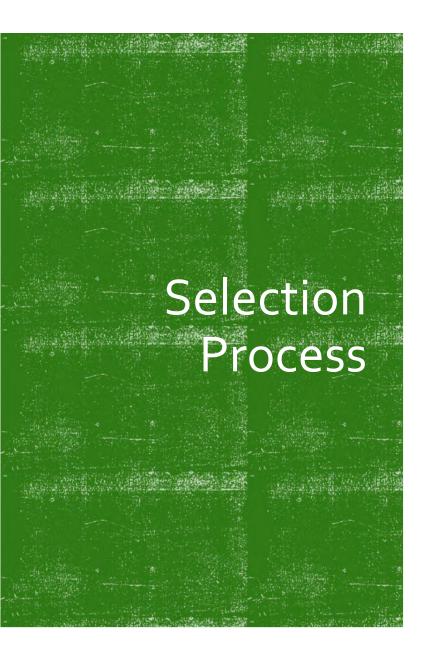




- Camping Needs (if offered)
- Other events they have attended
- References (and call them!!)
- What area do they want to be in
- Want the same space (no guarantees)



- Application does not = contract
- Returning vendor deadline (early)
- New vendor or final deadline
- When will you alert them on your decisions?
 - Earlier the better for 'professional' vendors
 - Bigger your event, the more they route around you
- Who is making the decisions?
 - Just you (not always ideal)
 - Vendor committee (IDEAL)
 - Board (not ideal)



- Weigh the number of vendors who offer similar products
 - Limit the number of booths 1 vendor can have in different places
- Start smaller, add more vendors as needed
 - Too many vendors potentially means less revenue for all of them
- COMMUNICATE frequently pre-event, during event, post event
 - Alert all applicants whether selected or not as soon as you can
 - Send them contract with rules/regulations, get deposits or booth fees
 - Event layout changes let them know soon
 - Schedule trailer vendors before tent vendors
 - Map where to enter for check in
 - Hotels, RV Parks, etc.

Rip-Off and Re-Use! Vendor Handbooks

- Research 3-4 Handbooks
- "Borrow" the components to make your own
- Include EVERYTHING you can think of
- Make it a '1-Stop' doc
- Have available before people fill out the application
- Include a notice in the application and contract that vendors have read it and will abide by it
- Have print copies available on site
- Have electronic copies available for all volunteers

Insurance

- Standard is: Comprehensive General Liability insurance (primary policy) with coverage limits of at least:
 - \$1,000,000 per occurrence;
 - \$2,000,000 aggregate;
 - naming "XYZ and its officers, employees, agents and volunteers" as additional insured
- Verify with carrier for validity
- Send example certificate to vendors

Contracts

- Clear details cover everything
- Have an attorney review
- Have them initial key elements
- Clause to allow event to make changes as needed
- Clause for cancelation (protect you)
- Clause for removal
- Clause for change in ownership



Communicate Some More...

- Vendor webinars prior to the event
- Recorded videos covering handbook
- Vendor meeting prior to the event opening
- Vendor social during event
- Emails
 - 6 months out
 - 3 months out
 - 1 month out
 - 1 week out
- Text system for on-site

Help Them Help You

- Make a Facebook event they can share
- Email them the poster to send out
- Promote them on your pages
- List of vendors on your website



Prineville May Market

Check In Packet

- Highlight key event rules
- Event days/hours/gate schedules
- Schedule for services: ice delivery, etc.
- Contact phone numbers for Vendor Coordinator, Police non-emergency, office
- Schedule for key event elements
- Map of venue with: ATM, restrooms, major activities (concerts, rodeos, competitions, etc.),
 Lost & Found, Lost Kid protocol, Security/Police
- Contact information for local suppliers: grocery stores, club warehouses, ice, propane sales, gas stations, RV dump stations, recommended restaurants, lock out services, etc.
- Incident & Emergency planning information

Accountability



Vendor team watches 24/7



Track in Eventeny Vendor Notes every time there is an issue

Patti: Thurs – 9 am, verbally warned regarding 5' rule



Warning notes (Yellow / Red)



Have copy of the vendor agreement to show (all my team has a copy on IPads)

Be prepared to pull the signed copy if needed



Vendor team meetings daily to review offenders



Notification if not allowing to return or warning about rule breaking to main contact



Reject application in future



• NEW in 2025! Daily Newsletter

- Share daily schedules
- Promote and support sponsors
- Highlight event history
- Share how the event supports the community
- Make vendors 'In-the-Know'
- Emergency information
- Reminders & Key Contact information

SATURDAY, AUGUST 24TH

EXHIBITS OPEN: 11AM-10PM CARNIVAL OPEN: 12PM-CLOSE



FRIENDS OF THE FAIR AWARDS

Fair Person of the Year Award:



Ken and Elaine Cook

We proudly recognize Ken and Elaine Cook for their exceptional service and contributions to the North Idaho State Fair. Thank you for your unwavering dedication and for being the heart and soul of our fair. Congratulations)

Business of the Year Award:

Thorco Thorco's contributions have

HORCO INC.

facilitated major improvements on the fairgrounds, enhancing the experience for all attendees. Additionally, their enthusiastic participation in our popular demolition derby, bringing their entire team to join in the fun, has made a significant impact on our community spirit.

Volunteer Group of the Year:

Lake City Jr Rodeo



The North Idaho State Fair Board is thrilled to announce that the Volunteer Group of the Year has been unanimously awarded to the Lake City Jr Rodeo. This recognition celebrates their dedication. commitment, and outstanding contributions to our community and the sport of rodeo.

Clyde Boatwright Award:

Michael and Gayle Stegmann

We are delighted to recognize Michael and Gayle Stegmann, long-time friends and partners of the North Idaho Fair & Rodeo Foundation and the North Idaho State Fair, as recipients of the prestigious Clyde Boatwright Award. Gayle served on the Foundation from 2015-2021, chairing numerous committees, including the Cowboy Ball Committee for several years.







PATRIOT DAY

\$1 off Fair Admission with Military ID

11 am - 3pm DAILY EVENT STATUS

Day	Arena Event	Time	Sold Out
Fri 8-16	Western Grand National Truck & Tractor Pulls	6:30 PM	
Sat 8-17	Western Grand National Truck & Tractor Pulls	6:30 PM	
Sun 8-18	Demo Derby	4:00 PM	SOLD OUT
Mon 8-19	Concert - Ernest & Nate Smith	7:30 PM	SOLD OUT
Tue 8- 20	Concert - Sugar Ray with Smash Mouth	7:30 PM	
Wed 8-21	PRCA Rodeo - Ag Day	6:30 PM	SOLD OUT
Thur 8-22	PRCA Rodeo - Xtreme Bulls	6:30 PM	SOLD OUT
Fri 8-23	PRCA Rodeo - Pink	6:30 PM	SOLD OUT
Sat 8-24	PRCA Rodeo - Patriot	6:30 PM	SOLD OUT
Sun 8-25	PRCA Rodeo - Family	2:00 PM	SOLD OUT

COMMUNITY CONTESTS - SATURDAY

Time	Contest	Location
12:00 PM	Bingo	VIPTent
1:00 PM	Steinhoisting	Nutril Bar

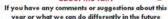


PRCA Rodeo

Aug 24, 2024 | 6:30 PM Sponsored by:







year or what we can do differently in the future Please Let Us Know!

Send your thoughts to Fair@NorthIdahoStateFair.com put "Bucky Thoughts" in the subject line.

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SATURDAY, AUGUST 17TH

EXHIBITS OPEN: 11AM-10PM CARNIVAL OPEN: 12PM-CLOSE

COMPETITIVE EXHIBITS



STATE FAIR SATURDAY

First 5,000 Fair guests receive FREE return admission ticket

DAILY EVENT STATUS



Take part in the fair challenge and share your talent, skill, history, and passic with everyone who visits the North Idaho State Fair. With almost 30 different departments to enter, there's guaranteed to be a class that fits you!

In Building 9, you'll find many scents from the fresh herbs and crops, to flowers, and an assortment of fruits and vegetables. Be sure to stop by the honey booth to learn sbout pollinators, and jump in on the Veggie Creature Contest!

certainly will as you make your way through the culinary entries in Building B. Curb your cravings by participating in a daily community contest on the Demonstration Stage. Take your cookies with you as you check out the variety of craft projects on the way through.

Across the way, you'll find some softer items in Building 3 that have been handmade, including sewing, knitting, crocheting, weaving, needlework, and quilting. They help connect agriculture from the field to the items you use every

With lots of new things, Building 17 is sure to be exciting! Check out the new classes and division in photography and industrial arts as well as some delicate makings in the literary and fine arts.

You'll certainly need to continue Under the Grandstands, to check out what the local youth have been busy preparing in 4-H and FFA. These youth are involved and meet requirements year round to help promote agriculture in our community.

Don't get lost as you'll see animals almost everywhere you turn. Between entertainment, our new North Idaho State Fair Farm, the petting zoo in Farm Park, even more open class departments, and the new Youth Stock Show, our furry cohosts are bound to have you smiling!





COMMUNITY CONTESTS - SATURDAY

Time	Contest	Location
12:00 PM	Penny Stacking Contest	Building 8
1:00 PM	Watermelon Eating Contest	West Park
	Fairest of Them All Food Contest	Building 8



Western Grand **National Truck** & Tractor Pulls Aug 17, 2024 | 6:30 PM Sponsored by:



inspil'o

We want your feedback about the fair!



If you have any comments or suggestions about this year or what we can do differently in the future

Please Lot Us Know!
Send your thoughts to Fair@NorthIdahoStateFair.com put "Bucky Thoughts" in the subject line.

MONDAY, AUGUST 19TH

EXHIBITS OPEN: 2PM-10PM



BULLETIN

Celebrating Tradition and Growth at the North Idaho State Fair

Market Analysis: The Secret to Our Success

Our location in Coeur d'Alene is not just pictures que; it is a key factor in our success. The North Iddno State Fair is more than a local event—it's a regional attraction that draws visitors from across the state and beyond. Here's why our location plays such a pivotal role:

- Accessibility: Coeur d'Alene (a easily accessible via major highways and is a short drive from Spokane International Airport. This convenience encourages attendance from neighboring states and makes it an attractive destination for exhibitors and visitors alike.
- Tourism Appeal: Nestled near stunning lakes and mountains, Coeur
 d'Alene is a tourist hotspot. Visitors often extend their stay beyond the fair,
 exploring local attractions, which boosts the local economy year-round.
- Community and Cultures Our fairgrounds are a reflection of the vibrant community and rich cultural heritage of North Idoho. The support from local businesses, volunteers, and residents creates a unique and welcoming atmosphere that visitors remember and return to year after year.

Economic Impact: A Boost to the Local Economy

The economic impact of the North Idoho State Fair cannot be overstated. According to our recent Economic Impact Study, the fairgrounds generated an estimated \$30 million in total economic output in 2022. This impressive figure includes:

- Employment: The fairgrounds supported 260 jobs, providing valuable employment opportunities within the community.
- Local Spending: Visitors spent significantly at local hotels, restaurants, and retail stores, contributing \$3.6 million in total revenue.
- Tax Revenues: The fairgrounds generated approximately \$2 million in tax revenues for local and state economies.

These figures highlight the foirgrounds as a major economic driver, benefiting not just Coord "Alene but the entire region. The year-round events hosted at our facilities further echanose this impad, bringing continuous economic benefits and cultural enrichment to our community.





donated to local organization for awareness DAILY EVENT STATUS

MENTAL HEALTH MONDAY

\$1 from every ticket purchased will be

Benefiting:

Span

Day	Arena Event	Time	Sold Out	
Fri 8-16	Western Grand National Truck & Tractor Pulls	6:30 PM		
Sat 8-17	Western Grand National Truck & Tractor Pulls	6:30 PM		
Sun 8-18	Demo Derby	4:00 PM	SOLD OUT	
Mon 8-19	Concert - Ernest & Nate Smith	7:30 PM	Nearly Gone	
Tue 8- 20	Concert - Sugar Ray with Smash Mouth	7:30 PM		
Wed 8-21	PRCA Rodeo - Ag Day	6:30 PM	SOLD OUT	
Thur 8-22	PRCA Rodeo - Xtreme Bulls	6:30 PM	SOLD OUT	
Fri 8-23	23 PRCA Rodeo - Pink		SOLD OUT	
Sat 8-24	PRCA Rodeo - Patriot	6:30 PM	SOLD OUT	
Sun 8-25	PRCA Rodeo - Family	2:00 PM	SOLD OUT	

COMMUNITY CONTESTS - MONDAY

Time	Contest	Location
4:00 PM	Pizza Eating Contest	Farm Park



Ernest & Nate Smith Aug 19, 2024 | 7:30 PM

TODAY'S SCHEDULE

Time	Entertainment/Event	Location	Time	Entertainment/Event	Location
All Day	Brad's World Reptile Show	Barn 10	4:00 PM	Extreme Dogs	North Midway
	Community Library Network Booth (CLN)	Building 19		Friends of the Fair Award	Main Stage
	Corly's Funtastic Kid Zone	Midway		Ceremony	
	NASCAR Racing & Hang Bar	Jacklin Square		Koolenai Fire CPR Demo	Jacklin Square
	Pony Rides	Arena Gate		Robocars	Strolling
Open-7:00 PM	Farm Park	North Midway		Special Awards	Main Stage
11:00 AM-	Idaho Fish & Game 3D Youth	Building 6	4:30 PM	Adam the Great	Strolling
8:00 PM	Archery			Herding Dog Demonstration	Farm Park
1:00 PM-7:00 PM	All Aboard! Trackless Train	Train Depot		HypnoFX	Park Stage
9:00 AM	Youth Livestock Sale	Building 25		Improv Comedy by Levity Theatre	Dance Floor
11:10 AM	Technique Gymnastics	Dance Floor		Major League Circus Show	Building 7 Laws
11:45 AM	Adam the Great	Park Stage	4:45 PM	Nu Jack City	Main Stage
	Monroe Bridge	Main Stage	5:00 PM	Animal Cracker Conspiracy Stilt Walkers	Strolling
12:00 PM	Bingo	VIP Tent	5:30 PM	Youth Round Robin Fitting & Showing Championship	Building 25
	Draft Horse Pull	Findley Arena			
	The Silver Starlets	Building 7 Lawn	6:00 PM	Courtney + Co.	South Midway
12:30 PM	Technique Gymnastics	Dance Floor		Extreme Dogs	North Midway
1:00 PM	Angora Goat & Shetland Sheep Demo	Farm Park		Jake Rozier	Stampede Room
	Koolenai Fire CPR Demo	Jacklin Square		Robocurs	Strolling
	Sara Twister	Park Stage		The Silver Starlets	Building 7 Laws
1:30 PM	Major League Circus Show	Building 7 Lawn	6:15 PM	One Street Over Trio	Park Stage
2:00 PM	Adam the Great	Park Stage	6:30 PM	Adam the Great	Strolling
	CLN - Spin Art	Building 19		Gem State Stampede PRCA Rodeo	Findlay Arena
	Extreme Dogs	North Midway	7:00 PM	Animal Cracker Conspiracy Stilt Walkers	Strolling
	K Tigers Taekwondo	Dance Floor		Outlaw Mariachi	Main Stage
	Kootenai Fire CPR Demo	Jacklin Square	7:30 PM	Major League Circus Show	Building 7 Laws
	Nu Jack City	Main Stage	8:00 PM	Robocars	Strolling
2:30 PM	Ask Me Anything	Building 8		Youth DJ	Dance Floor
	KCSO K-9 Demo	Farm Park	9:00 PM	НурпоЕХ	Park Stage
3:00 PM	Angora Goat & Shetland Sheep Demo	Farm Park			
	Animal Cracker Conspiracy Stilt Walkers	Strolling			
			IF THE DIET	The state of the s	45 THE RES

Draft Horse Demo - Braiding

Kootenai Fire CPR Demo

Steinhoisting

Sara Twister

3:15 PM

The Silver Starlets

VIP Behind the Chutes

Building 15

Nutril Bar

Jacklin Square

Building 7 Lawn

Findlay Arena

Park Stage







Planning Considerations



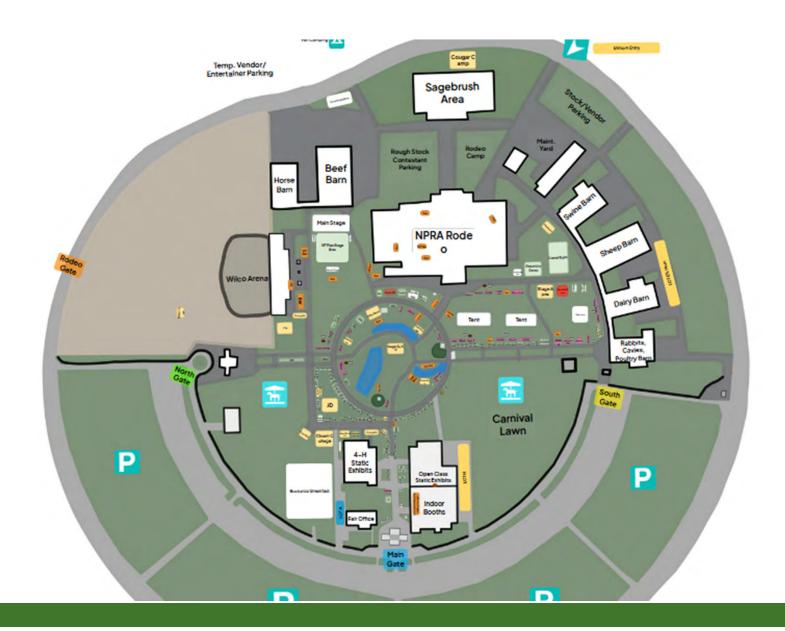
- What is the plan if there is a storm?
 - Water run off?
 - Ponding?
 - Electricity goes out?
 - Internet goes out?
 - Show Pause, Show Stop, CLOSE
- Take into consideration other event elements that will share space and utilities (i.e. stages, bars, entertainment)
- Reserved vendor parking
- Stock truck parking
- Enter/Exit gates and traffic flow

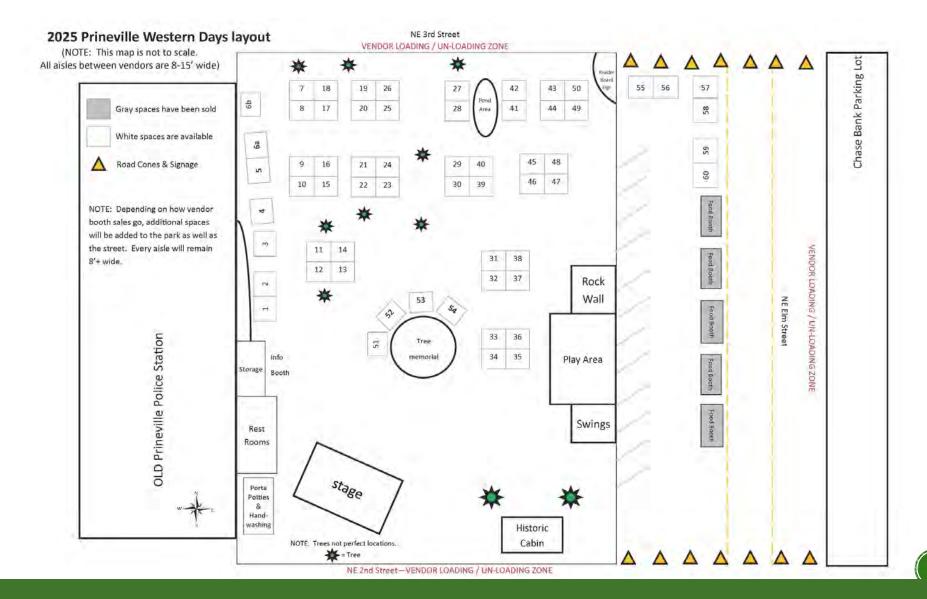
Layout Considerations

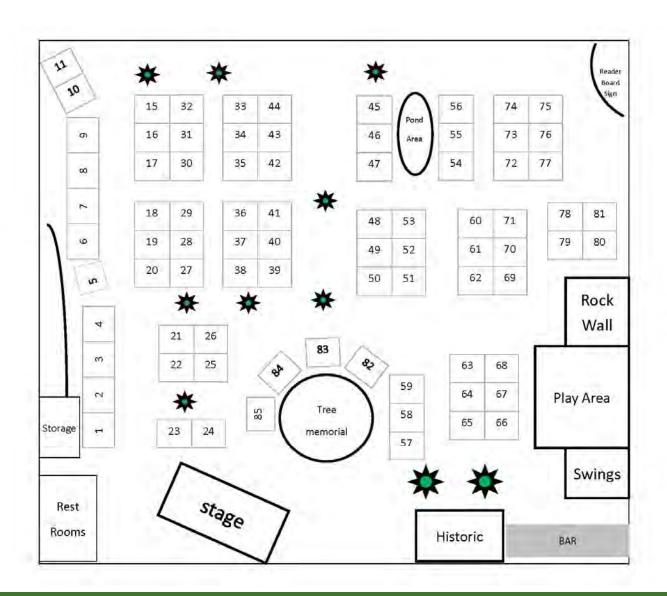
- Traffic flow for set-up and tear-down
- Sound and smell from other event elements
 - Entertainment, Stages
 - Animal exhibits
 - BBQ, Cotton Candy, and other food vendors
- Utilities
 - You only have so much electrical!
 - Water hot tubs, etc.
 - Lighting at night
 - Wi-Fi accessibility

- High Traffic areas (charge more) & Low Traffic areas
- Different schedule (1-day vendors, rodeo only, special hours)
- In/Out times food vendors or trailer vendors a day before tent vendors
- Similar products/services near each other
 - Commercial vendors do not like to be near vendors who sell similar items
 - Food vendors thrive in 'courts'
 - Will you do exclusives?









Space Issues

- Lots of issues with our 5-foot rule
- Expansion out of front, sides, up
- Adding a space to the back without paying
- Awnings, etc. going over 10x10 footprint
- Staff soliciting outside of booths
- Walls blocking other vendors and sightlines
- Plan for lines (like Face Painting, etc.)









Sponsor Space

- Sponsors need to be accounted for as vendors
- They need to follow same rules
- Entitled, rule breakers
- Vehicle displays
- Vehicles coming/going from space

Duplication



Political, Religious, Controversial



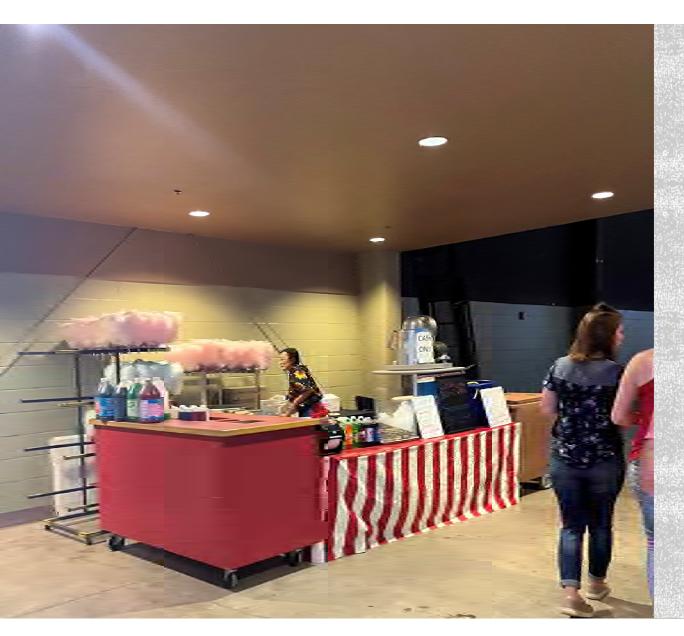






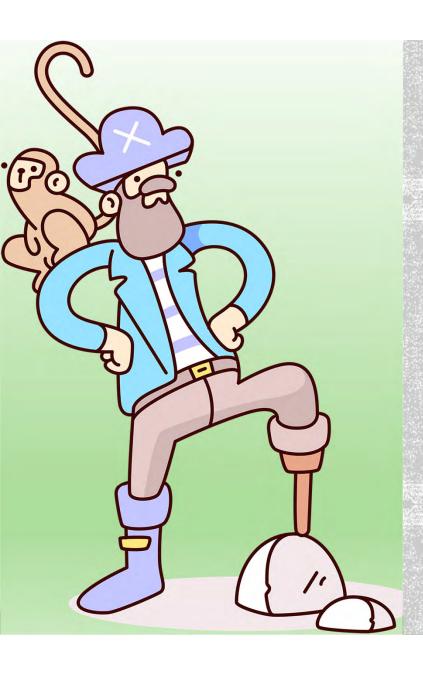
Document EVERYTHING!

- Keep notes of rule breaking, layout issues, good/bad/ugly
- Take pictures
 - 1 per booth with a portion of neighboring booths in pic
 - Aisleways and rows
 - Sides and backs of booths (especially food)
 - Spacing too tight, weird gaps, layout oddities
 - Arial if you can!
 - 360 Video
 - Drone footage even better



Questionable Products & Displays

- Cheap imitations
- Bad MLM companies
- Not clean or attractive
 - Handwritten signs
 - Messy display
 - Cooking under the table



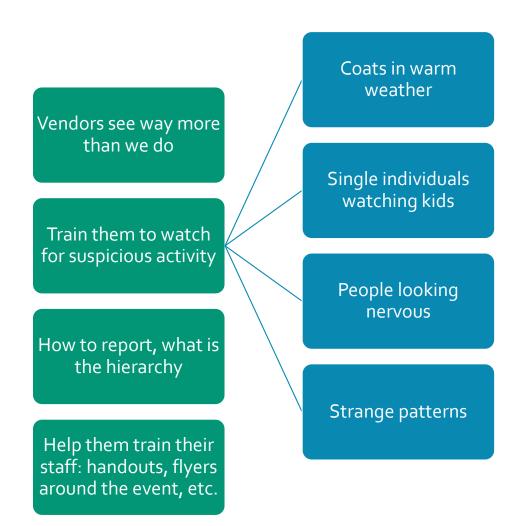
Don't Allow the Pirates

- Don't allow in the pirates
 - Solicit other vendors customers
 - Breaks space rules bad (like blocking aisles)
 - Sells expensive items with no warranty
 - Scams attendees
 - Brings items that we did not approve

Not Nice Vendors

- Don't be afraid to kick out the jerks
 - Vendors who do not follow rules
 - Vendors who constantly complain
 - Vendors who are entitled
 - Vendors who negatively talk about your/your event
 - To Other Vendors
 - On Social Media
 - Smoke, drink, etc.
 - Other vendors will support you enforcing your rules!

STOP ALLOWING THESE VENDORS IN



Danger Emergency Watch

Emergency Action One-Sheet

Credit: SCOTT INGALLS ©

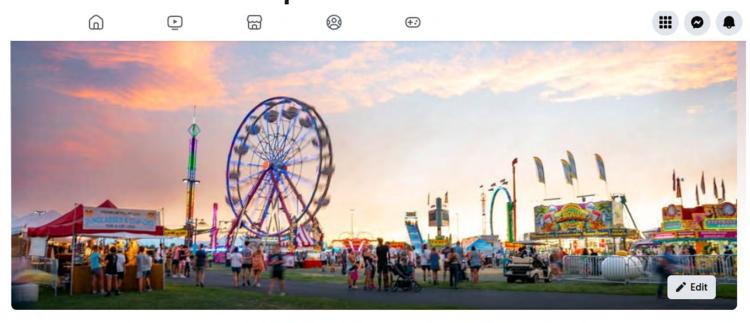
- Clear management description Clearly define who is first in charge of any immediate emergency action.
- **Landmarks (N,S,E,W)** Anyone with a radio needs to KNOW the site landmarks
- Radio protocol What to do if an emergency or Code Adam or STOP ACTION is called.
- Likely emergencies(list) If the situation is dire, call for a 'STOP ACTION' and get everyone with a radio involved in the effort as appropriate.
- Code Adam EVERYONE needs to be on the same page for a Code Adam.
- 'See something, say something' We all have intuition. If something seems wrong, it likely is.
- Expectations Talk about any given person's roles and responsibilities in the event of an emergency.

National Independent Concessionaires Assoc.

- Focus is strengthening relationships with the Fair, Festival, and Special Events Industries
- Membership includes over 1,000 mobile food and retail Concessionaires, Fairs, Festivals, and Associate Members in Industry-related companies



Facebook Group



Fair Vendor Coordinators

♣ Private group • 97 members









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