

## **Rules for Vendors / Dealers**

Every dealer and vendor who attends the South Bend Record Show agrees to and is bound by the following guidelines:

### **Table locations**

Many dealers have been coming to the show for years and request the same general spot. We are happy to oblige whenever possible. The key to any location request, established or new, is in booking early. The longer you wait, the harder it's going to be to fit you into a specific location.

New dealers should be general in your location requests – “in the middle, toward the front, on the back wall, next to Greg” etc. No location is guaranteed but I will try to accommodate requests.

### **Theft**

The South Bend Record Show is not responsible for any stolen items. You can find thieves at any record show, large or small. The best defense is paying attention to your table, and looking out for your fellow dealers when they need to step away. If you observe anyone with sticky fingers, make sure of the facts then talk to me right away.

### **Cancellations**

If something happens that makes your attendance at the show impossible, just let us know as soon as you can. If we can resell your table, you won't be penalized. If we cannot resell your table, then we may charge a \$10 per table cancellation fee. Every dealer gets one free pass, no questions asked, and we usually can resell a table. It's always about the timing, so let us know ASAP when your show attendance is in doubt.

### **Dealer responsibility**

Dealers are responsible for what is sold at their tables. Any customer who requests a refund under reasonable circumstances should be complied with. If you think a customer is being unreasonable, please bring them to me. If their complaint has merit, we will see if we can work out a compromise.

### **Dealer etiquette**

We want everyone to have a good time. Being kind and courteous to customers, fellow dealers, hotel staff and organizers is expected and required.

Most dealers know the unwritten rules in the community, but for new dealers and for everyone else, here are a few items worth noting:

- Do not criticize another dealers' inventory or prices within ear shot of customers (unless it is clearly in good fun and they are in on the joke).
- Do not poach a customer shopping someone else's table. If you overhear them ask a dealer about an album or an artist that you happen to have, wait until they are done doing business, before letting the customer know that you might have what they are looking for.
- Treat customers with respect. Do not make fun of customers who like bad music. We need to sell that, too! Some customers can be chatty, humor them as much as possible. If a customer is rude, let me know and I will deal with it.
- If you can help a customer by handing them a card to the next show, or send them to a dealer you know will have the album they are looking for, please do so. This helps everyone in the end.
- Help out your fellow dealers when you can – give them change for a \$20, lend them your cart, watch their table while they go to the restroom, etc. We are a community that looks out for each other. If that's not your style, this isn't the show for you.
- Follow guidelines set forth by organizers. Most are listed here or are common sense. Some guidelines may be updated and sent in an email

or as circumstances warrant, in person during an event. Please, respect that decision.

### **Distributing flyers at the show**

Any flyers or materials distributed to dealers or customers at the show should be approved by the South Bend Record Show. We're fine with handing out business cards, helping promote other record shows and stores and various other things. We want our dealers to benefit from interacting with customers and have a table set up for that very thing, just please ask first.

### **Leaving early**

Since we advertise the hours of the show as 11 a.m.-5 p.m., I prefer dealers try to stay until the end. Unless you have an emergency or a very good reason that you have notified me about, I expect dealers to stay *at least* until 3 p.m. Empty tables are bad for business. It's also bad form to have dealers loading out while customers are still coming in.

After 3 p.m., if you need or want to leave early, please come and see me first. I may have arranged for a bus load of nuns from Notre Dame to come by at 4:30 p.m. and I wouldn't want you to miss out. If not, and customers are scarce late in the day, I am OK with an early exit. I know many of you have long drives home. Just let me know.

### **Three strikes**

We know that everyone can have a bad day, but don't let a bad day turn into bad judgment. On the (hopefully rare) chance that it does, there is a three-strike policy in place. If you make a bad judgment call, depending on the severity and guidelines above, you will receive a written warning and/or a first strike. If you have one strike and there is no further issue after a year, the slate is clean.

A second violation, however, will receive another strike. A third, and you will not be returning to this show – ever. No one wants it to get to that point so don't let it.

Any questions or concerns, please direct them to Jeremy Bonfiglio at [jeremybonfiglio@att.net](mailto:jeremybonfiglio@att.net).