

ZHF 2026 Stallholder Information Guide

Thank you for booking your stall at the 2026 ZHF Festival.

This guide is here to answer as many questions as possible before the event takes place. ZHF staff will be available to help with any questions you have on the day.

Included in this guide are various sections that you may find useful:

- Event information
- Rules and regulations
- Useful contacts

If you have any queries, please do not hesitate to contact us by emailing

admin@zimheritagefest.com

We hope you enjoy the event!



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Important Notes for Stallholders

General information

- Stewards will be located throughout the festival with brightly-coloured t-shirts (with 'ZHF' on them) and/or lanyards. Feel free to ask them any questions or report any issues or incidents to them. Security will be located at the entrances and exits of the festival and are available for you to report any incidents to.
 - Please heed any advice or instruction from stewards or security. Their first purpose is to ensure the safety of those visiting the festival; please support them with this.
 - St John's Ambulance will be the first port of call for any injury. A first aider will be always on-site.
 - When you set up your stall, please note their location.
 - Do not block gangways or rows where you or others may require a prompt exit in case of emergency. Clear gangways are everyone's responsibility.
- ZHF may need to temporarily stop access to any area of the festival for safety reasons. Please do not be alarmed by this and be reassured that any need for a queue is simply to ensure the safety and comfort of those participating in or attending the event.
- You are responsible for your own belongings, so please always keep valuables with you.
- Security is authorised to search bags and other articles of which they may become suspicious; please be aware that this is protocol for peoples' safety and not a deliberate intrusion. If security or stewards ask you to evacuate the event please comply.

How you can help stewards

- Stewards will attempt to monitor any suspicious activity; please report any suspicious behaviour to a steward or security. We will monitor unsafe Behaviour, warn individuals of unsafe activity, and act if warnings are ignored (e.g. by forcibly removing persons from the venue).
 - If stall holder activities or antics are unsafe in any way, stewards will act appropriately to remedy any risk posed by a stall (e.g. by removing any pieces of equipment or attempting to stop risky activity by warning participants).
 - Persons acting in an unsociable or intimidating way will be ejected from the festival. If you are unhappy with a steward's actions or attitude, please speak to a member of ZHF staff as rude behaviour will not be tolerated.
 - Persons either engaging in aggressive Behaviour or blocking access to any part of the event will be forcibly removed by security staff if they refuse to comply with instructions to desist.
 - ZHF will not hesitate to call the police in dangerous situations or when any participant is being aggressive or showing violent behaviour.

Event Information

Times and locations

The festival will be held on Saturday 30TH MAY 2026

- You should arrive at the festival to set-up your stall between 07:00-10:00, ready for the festival.
- Please head straight to your stall and in that hour, a steward will register your arrival. On your table will be some condensed stallholder information and your stallholder lanyards.
- We provide each stall with a higher number of lanyards; this is so that they can be distributed amongst stall staff members.
- Please ensure that anyone behind your stall is always wearing their lanyard so to be identifiable to stewards and security.
- If you have special requirements, please ensure you cover these beforehand to make sure the event runs as efficiently as possible. All enquiries should go to admin@zimheritagefest.com
- If you need to drive into the stalls area, this must be confirmed in advance. The driver, registration number, and vehicle make will be noted upon arrival.
- Toilets will be provided.
- There will be bins (including recycling bins). You will be expected to clean up any litter from your stall.

The times of the festival are as follows:

- 07:00: Stallholders may arrive to begin setup
- 10:00: Event open
- 21:00: Event Shuts Down Stall Holders take down tables
- 21:30: Stall holder complete packing up

Stall Rules and Regulations

1. No more than three people are permitted behind the stall
2. Do not create open flames inside the venue. If you are in an electrified area, only use equipment that is approved by ZHF.
3. You may not set up in any other areas of the festival outside your defined pitch without prior, explicit permission from the ZHF.
4. If you wish to use a vehicle to transport equipment to the site you must liaise with the ZHF Coordinator regarding the hours that the park gate will be open. Any vehicles used must be parked with due care and respect for other stalls' activities, and due care taken for pedestrian safety when driving on and off the site. All vehicles should be removed once stalls are set up unless they are part of the stall/for display. No vehicle access will be allowed on the grounds during the event.
5. All equipment or other self-build structures should be of sound construction and must be clearly marked to ensure that they do not present a hazard.
6. Open flames are banned from the event without exception.
7. You must completely clear your own stall when you leave the festival, including the setting down of your table and chairs (if you have any accessibility requirements with regards to the setting down of your table and chairs, please inform the ZHF).
8. To get your cleanup refund, you must clean up your pitch when you depart the festival at the end of each day, leaving the site as you found it.
9. Please dispose of rubbish from your stall in the bins provided.

General Rules and Regulations

1. By attending the ZHF Festival, you agree to comply with the instructions of the festival organisers and stewards.
2. The festival will not tolerate any abuse inflicted on ZHF staff or stewards, volunteers or other attendees/visitors.
3. If anyone is found in breach of this conduct, they will be asked to leave immediately.
4. ZHF cannot and will not accept any liability for any losses incurred.
5. All items brought into the festival are brought at the risk of the stallholder involved.
6. No one other than the marquee company is permitted to touch or access any equipment erect or dismantle the stalls except for the designated provider.
7. Only personnel from the hired electrics company will be permitted to attend to electrical equipment.
8. Food merchants should ensure that their hygiene certificates have been submitted.
9. If your activities do not show due consideration to others at the event, you may be ordered to leave the event. Remarks, behavior or language that is aggressive, disrespectful, threatening, intimidating, or designed to cause harm or disruption is unacceptable and will not be tolerated.
10. Any violation of the above rules may result in the removal of a stallholder from the festival, possible banning from future festivals, and/or other penalties as may be enforced by ZHF or the Police.

Setting up and taking down your stall (TBC)

You will be required to set up your wares in your designated stall before the event.

- Ensure you arrive on time with adequate assistance to help you set up
- Ensure that all your equipment is certified
- For electrics, ensure the designated ZHF electrician inspects the installations

Useful Information and Contacts

- **Venue address**

Campbel Park Amphitheatre,
Milton Keynes , Buckinghamshire
MK9 4BA

- **Before the event**

Prior to the event, your primary contact details will be: admin@zimheritagefest.com

- **During the event**

On the day, please use you have adequate manpower to assist you as you set up. All ZHF staff members will have radio equipment to contact each other throughout the festival. For strictly urgent matters only, please speak to any member of the ZHF staff.

- **Following the event**

If you are concerned or have any queries, please contact ZHF's Membership Team via admin@zimheritagefest.com

- **Complaints**

We hope there won't be any issues that arise at the festival but should there be any cause for complaint following the event, please contact the team via admin@zimheritagefest.com