



RIDGE MEADOWS HOSPITAL FOUNDATION

SUPPORTING THE BEST IN HEALTH

Merchant Guidelines

Commission Rate

- A commission of 15% of the total daily sales OR \$50 (**whichever is the higher amount**) will be submitted to Ridge Meadows Hospital Foundation within 10 working days of your vendor date. **(This means -- If your sales for the day equal \$330 or higher, the commission would be 15% of your total sales, if your sales for the day equal lower than \$330, the commission would be the minimum \$50)**
- Late payment may result in loss of future scheduled sales dates, and in removal from the Merchant program.

Bookings

- The calendar year is divided into two booking periods of 6 months each. (January to June & July to December)
- Booking priority (eg. Mother's Day, Christmas, paydays) is based on commission levels paid to the Foundation previously.

Payment Options

- Cash or cheque (payable to Ridge Meadows Hospital Foundation) may be given to the Foundation office or the cashier's office. Please label envelopes appropriately, including the date you were here.
- Credit cards numbers can be kept confidentially on file for future payments. You may phone or e-mail the Foundation with amounts to process.

Cancellations

- Cancellations must be made no later than 24 hours prior to booking; failure to do so will result in being charged the minimum \$50.00 merchant fee.
- More than 2 cancellations per year will result in a review of the merchant and possible removal from the program.
- No-shows will result in automatic removal from the program.

Hours of Operation

- Merchant tables are open for booking Monday to Friday from 8:30am to 4:30pm. These hours may be extended.
- Merchant tables are closed weekends and statutory holidays.

Location

- The Merchant tables are located just inside the new main entrance to Ridge Meadows Hospital.
- The tables may be arranged in a configuration that works best for the Merchant.
- The walk way must be kept clear in case of emergency.

Parking

- Parking fees are the responsibility of the Merchant.
- All posted parking rules and restrictions will apply.
- Payment of parking violations is the responsibility of the Merchant.

Advertising

- Ridge Meadows Hospital Foundation posts a monthly Merchant Calendar on our website, as well as various locations throughout the hospital. Additionally, a weekly e-mail is sent to all hospital staff listing the week of upcoming Merchants.
- The posting of Merchant's flyers around the hospital by the Merchant is not permitted.

Conduct

- Merchants must be respectful of staff, patients, volunteers and visitors while at Ridge Meadows Hospital.
- Respectful conduct includes maintaining professional behaviour at all times; aggressive sales techniques will not be tolerated.
- All patient and visitor enquiries are to be directed to the Way Finder desk or Patient Registration.
- If you need to leave the merchant area, you do so at your own risk and we ask that you take cash and valuables with you.
- Merchants are not to have staff, patients, volunteers or visitors 'watch' their tables for breaks (food or washroom), etc.

Restrictions

- The following products are not permitted:
 - Scented products
 - Stuffed animals or baby items
 - Latex balloons
 - Flowers and floral arrangements
 - Investments, insurance and real estate opportunities or other services
 - Catalogue sales
 - Vitamins and health supplements
 - Used or previously owned items