

Frequently Asked Questions (FAQs)

PLEASE READ CAREFULLY

Vendors are accepted on a first-come, first-served basis. Prior participation at Fort Rucker events does not guarantee a vendor space. We strive to provide a unique mix of vendors which causes vendor spaces and certain product line offerings to fill up before the specified deadline.

All registration forms and payments must be received prior to confirmation that your space has been secured. No exceptions!

Vendor information is subject to change and all updates will be posted on our website <http://rucker.armymwr.com/us/rucker/programs/special-events>. Vendor opportunities and a listing of items no longer being accepted can also be found at this website. Please visit this site prior to submitting your documents.

REGISTRATION FORM AND CONCESSIONAIRE CONTRACT

- **The Registration Form and Concessionaire Contract are two (2) separate documents. The Registration Form, W-9, and DUNS number are all necessary to issue you a Concessionaire Contract.**
- Deadlines are not flexible; please pay attention to these dates as government contracting takes time. The deadline will fall approximately 4 weeks out from date of event. Please contact Special Event Coordinator for exceptions or dates.
- Once the completed registration form and payment are submitted, you will receive a receipt confirming we received your payment and a Concessionaire Contract for your signature to secure your space. Prior to receipt of your registration form and payment, the space is not held.
- Ensure you identify your space and electricity requirements clearly on the registration form. If anything needed is different than the options listed please contact SE Coordinator.
- Vendors should read their concessionaire contract carefully before signing. Pay special attention to:
 - Booth space dimensions
 - Electricity provided
 - Items that the vendor is authorized to sell
 - Set up and tear down dates and times
- If there are any questions about the contract, please contact the Special Events Coordinator or Contracting Officer prior to signing.
- You will be held accountable to ADHERE to the provisions in the signed Contract. Please sign, date, and return the contract as stipulated by the Contracting Officer.

BOOTH SPACE & EQUIPMENT PROVIDED

- All booth spaces are 10' x 10' unless otherwise stated on the contract. Please include the total space you will need, to include room to open concession trailer doors, accommodate trailer hitches, etc. If you need additional space, please contact the Special Events Coordinator; additional fees may apply based on your spacing needs.
- NO equipment is provided to vendors including, but not limited to, tables, chairs, canopies, extension cords, etc.
- Vendors must be set up by the time specified on the contract. Late arrivals may not be allowed to set up.
- Booth location will be assigned on the event day and is at the discretion of the Special Events Coordinator. Requests for specific booth locations will be taken into account but cannot be guaranteed due to items offered and location of electrical outlets.

EXCLUSIVITY

- With the exception of Fort Rucker DFMWR activities, there is no exclusivity of items being sold at any event.
- The Special Events Coordinator reserves the right to limit number of food vendors and product lines offered (to avoid duplication)

PARKING AND VEHICLE LOCATION REQUIREMENTS

- There is NO parking on the event field.
- Vehicles can be used on the event field for setup however, must be removed no later than one (1) hour prior to the start of the event, unless otherwise stated in the contract.
- Food vendors may request to leave a concessionaire trailer, refrigeration truck, or other support vehicle on the event field behind their booth space. The Special Events Coordinator reserves the right to limit the number, location, and type of vehicle left on the event field during an event.
- Non-food vendors will not be able to leave a support vehicle on the field during an event.

ELECTRICITY

- To ensure your power requirements are met, fill out the registration form accurately.
- 110v-20amp and limited 110v-30amp, 220-30amp and 220-50amp electricity outlets are provided to booths as stipulated in the contract.
- Vendors requiring 110v-30amp, 220v-30amp, or 220v-50amp electricity will only be allotted one of that outlet types and up to four 110v-20amp outlets.

- Electrical outlets may be up to 50 feet away from a vendor's booth space. Vendors are responsible for bringing sufficient electrical cords to accommodate the distance. All cords must be rated for the voltage/amperage in use.

FOOD VENDORS

- All food vendors must complete the Lyster Army Health Clinic's Preventative Medicine Food Handlers Course to be eligible to sell food on Fort Rucker; the class is free.
- The Basic Food Handlers Course is offered on the second (2nd) and fourth (4th) Friday of every month at Lyster Army Health Clinic, in room K-108. For more information visit <http://www.rucker.amedd.army.mil/services/FoodHandler.html> or call them at 255-7930. This class should be taken *before* the event day.
- The certification you earn is valid for one (1) year. A refresher course (for those whose certification has expired) will be held at each event at the vendor check-in tent; times TBD.
- ServSafe certified vendors do not need to attend this class, but must have a copy of the certification with them at the event.
- Any meat products being sold must be USDA approved.
- Food vendors are responsible for their own food safety compliance. Preventative Medicine will inspect food vendors at each event, regardless if the vendor has participated in past Fort Rucker events. If a vendor is removed for food safety concerns, a refund will not be given.

PAYMENT

- Cash or checks are acceptable forms of payment (*write checks out to IMWRF*).
- To be eligible for an event, your W-9, DUNS, Vendor Registration Form, and payment (available for deposit) must be submitted by the event's vendor deadline.
- Post-dated checks are not accepted and cannot be used to secure a vendor space.

REFUNDS

- Once a contract is signed, refunds are at the discretion of DFMWR.
- Vendors who violate the contract provisions or do not adhere to the Fort Rucker safety regulations will not be issued a refund.
- In the event DFMWR **cancels** an event in its entirety, refunds will be issued. It takes approximately two (2) weeks for a refund check to be processed.