

## **GOT CRAFT CODE OF CONDUCT**

Got Craft is committed to fostering safe and successful markets that celebrate artisans, designers, makers, and creatives in an inclusive community and we expect all those involved in each event to uphold these values.

Our code of conduct outlines the expectations for everyone involved in our events including vendors, staff, attendees, volunteers, venue staff, and sponsors / partners. Cooperation and compliance to this code are expected to ensure a safe, inclusive, and successful event.

We recognize that no one is perfect, but we believe in our ability to learn, grow, and change. We are all capable of showing common courtesy and respect, and we share the goal of building community, empowering small businesses, and creating a positive experience for everyone.

## **COMMUNITY**

Help us create a kind and inclusive space that leverages the collective knowledge, creativity, and enthusiasm of our community to empower everyone for success.

Treat yourself and others with respect, welcoming attitudes, and tolerance. This includes fellow vendors, attendees, venue staff, event staff, volunteers, and Got Craft, regardless of ethnicity, gender, gender identity and expression, economic status, sexual orientation, disability, physical appearance, age, national origin, race, or religious beliefs.

Respect personal space and boundaries. Do not touch individuals or their assistive devices and / or equipment without consent. Be mindful of common courtesy and your surroundings.

Inappropriate behaviour or harassing behaviour is not tolerated. This includes, but is not limited to, general rude behaviour and language, the use of foul language or insulting remarks, racial slurs, offensive displays, jokes, threats or threatening behaviour, destruction of property, leering, stalking, staring, physical violence and verbal assault towards Got Craft, event staff, venue staff, attendees, volunteers, and the vendor community both in-person and online.

Discussions pertaining to the show should be constructive, aiming to encourage healthy conversations to help improve the market. We ask that you share feedback in a way that promotes dialogue and debate rather than negativity.

It is your responsibility to ensure that everyone working within your booth is aware of and complies with this code of conduct. You are accountable for violations by those in your booth.

## **CUSTOMER SERVICE**

We are dedicated to providing exceptional service, and we expect all participants to maintain the same standard of excellence.

Ensure your booth is open, staffed, and professional during show hours, and ready to engage with everyone. Early takedowns are not permitted.

Our relationship with customers extends beyond the market. Ensure you fulfill orders, respond to customer inquiries, and address any concerns related to the market promptly.

Inappropriate and harassing behaviour will not be tolerated. If you are asked to stop such behaviour, you must comply immediately.

Got Craft reserves the right to deny entry or remove any offending party from the market without refunds of admission fees, vendor fees, parking fees, rental fees, or any other expenses/payments.