



VENDOR F.A.Q.

Please review our frequently asked vendor questions **BEFORE** contacting us.

GENERAL FESTIVAL QUESTIONS (ALL VENDORS)

Q: When is the SC Pecan Music & Food Festival?

A: Saturday, November 7, 2026. The festival is a single day, from 10 a.m. until 7 p.m.

Q: How can I apply to be a vendor at the SC Pecan Music & Food Festival?

A: We have an easy online application available on our website, www.scpecanfestival.com. Simply click on BECOME A VENDOR in the appropriate category at the bottom of the screen. The SC Pecan Music & Food Festival uses Eventeny as our application hosting partner. You may be prompted to create an account with Eventeny (free) to complete the application. This will give you the ability to review your application status at any time, review vendor materials, and be notified of booth assignments via email.

Q: Where can I find vendor rules or policies?

A: Vendor policies and the vendor code of conduct can be found on our website, www.scpecanfestival.com or in the documents section of our vendor application on Eventeny.

Q: What kinds of vendors are accepted at the SC Pecan Music & Food Festival?

A: Food vendors, retail vendors, and arts & crafts vendors are accepted at the SC Pecan Music & Food Festival.

Q: Do you have space available?

A: If the application you wish to fill out is still available, then space is still open for that booth type. Once all spaces are sold out, we will start a waiting list for applications.

Q: When is the festival application period?

A: The regular application period runs from February 1 through August 31.

Q: Does submitting an application guarantee acceptance into the festival?

A: No, submitting an application does not guarantee acceptance into the festival. The SC Pecan Music & Food Festival reserves the right to select or reject any and all applications for any reason or no reason. Rejected applications will receive a refund of their application fee(s) and vendor compliance deposit(s). If paid by card, your refund will deduct card processing fees on both the vendor compliance deposit and application fee.

Q: When is the application deadline?

A: The regular application period ends on August 31.

Q: What happens if I submit my application after the deadline?

A: Applications post-marked after August 31 will incur late fees appropriate to application type. Late applications will also be assigned booth space later than regular application period applicants. Late applicants will receive their booth space notification two weeks ahead of the festival.

Q: What payment methods are accepted for applications?

A: Online application is preferred through Eventeny. Applicants who submit online can choose to pay their application fees online via credit card or ACH. ACH fees may be lower for higher-priced booths.

Those unable to complete the online application may request a paper application, which must be mailed in or hand-delivered. **No emailed applications will be accepted.** Mailed applications may be paid for using check, money order, cashier's check, or cash. Credit card payments must go through the Eventeny application portal. Applications delivered via mail or by hand will be subject to longer processing times.

Q: Is the late fee refundable?

A: No, late fees are not refundable.

Q: Are vendor fees refundable if I cancel or cannot attend?

A: Refund Policy: No refunds will be given due to your inability to attend the festival for any reason once accepted. If your cancellation takes place prior to September 1, you may transfer your vendor fees to the following year. No refunds will be issued due to disruption or interruption of the festival because of weather or any cause beyond the control of the Pecan Festival organizers.



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GENERAL FESTIVAL QUESTIONS (ALL VENDORS)

Q: What kind of vendor do I qualify as?

A: Please read the vendor types carefully on our website, www.scpecanfestival.com. There are three vendor categories available for application—Food, Arts & Crafts, and Retail.

Food Vendors are those who wish to cook on-site or serve prepared foods including beverage-only vendors. Beverage only vendors such as lemonade, sweet tea, smoothies, etc. ARE considered food vendors at this festival and must submit a food vendor application.

Arts & Crafts Vendors are those who handmake 100% of their merchandise. This category typically includes artists, crafters, farmers, value-add products, jellies/jams, soaps, etc. Vendors who have a mix of handmade and non-handmade products should fill out a Retail application.

Retail Vendors are those who re-sell, do not handmake items, or have a mix of handmade and non-handmade items for sale in their booth. This category also includes all business/marketplace, MLM, service providers, non-profits, and community organizations who wish to have a presence inside festival grounds.

Q: How will I know if my application has been accepted?

A: Accepted applicants will be notified via email from Eventeny, our application processing partner within two weeks of application. Your booth space will not be assigned until after August 31, at which time you will receive another email with your booth space assignment.

Q: When will acceptance notifications be sent?

A: Applications are reviewed and processed in the order in which they are received. Acceptance notifications will be made within two weeks of application. Booth assignments will not be made until after August 31.

Q: How can I check on the status of my application?

A: With Eventeny, it's easier than ever. When you fill out an application, you will be asked to create a unique log-in and password to create an account. Once you've submitted an application, you can log into Eventeny and check your application status. You will also receive an email notification once your application has been approved and once booth assignments have been made.

Q: When is payment due?

A: Payment of all fees and compliance deposit are due at time of submission of your application. If your application is rejected, you will receive notification and refund of your submitted fees minus any credit card processing fees.

Q: What happens if the festival is canceled due to weather or an emergency?

A: *The SC Pecan Music & Food Festival runs rain or shine.* The festival will only be cancelled due to a declared state of emergency or due to extreme life-threatening weather events. In the event the festival is canceled in advance due to pandemic or threat of events affecting life safety, vendors will be given the option to transfer their application fees to future years or receive a refund minus any credit card processing fees.

Q: Can I transfer my booth space to another vendor?

A: No. Booths may not be transferred to another vendor.

Q: Is electricity provided, or do I need to supply my own power?

A: Limited electrical access is available for an additional fee based upon application type. Electrical service must be requested and purchased at the time of application. Electrical service includes one outlet. If more than one outlet is required, additional charges will apply. Please review all electrical requirements in our application.



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GENERAL FESTIVAL QUESTIONS (ALL VENDORS)

Q: Are generators allowed? If so, are there restrictions?

A: Personal generators are allowed with prior review and approval by the SC Pecan Music & Food Festival. All personal generators must be “quiet run” and generators may not have open mufflers. Generators must be placed in such a way as to prevent injury to vendors, volunteers, and festival attendees.

Q: Can I choose my booth location?

A: Vendors are asked to review the festival map at the time of application and suggest areas of the festival they are interested in based upon application type and booth availability. Those requests are taken into consideration for booth assignment, but we cannot guarantee your requested festival location will be available. The festival takes a number of factors into consideration when assigning booth spaces including, but not limited to, power access/requests, booth type, product diversity, prior festival participation, booth type paid for, etc.

Q: How are booth locations assigned?

A: Booth locations are assigned based on a number of factors including, but not limited to: power access/requests, booth type, number of booths purchased, product diversity, booth type paid for, etc. While every effort is made to accommodate your desired area of the festival and any special accommodations requested, we cannot guarantee your requested space or location will be available. **NOTE:** Booth assignments are made at the sole discretion of the SC Pecan Music & Food Festival after the regular application period ends on August 31.

Q: Can I be assigned to a booth next to family or friends who are also vendors?

A: Any accommodations or special requests should be indicated in the space provided in the application. Please include the person’s name and business name for us to reference. While every effort to accommodate desired areas of the festival and any special accommodations are made, we cannot guarantee your requested space will be available.

Q: What are the booth dimensions?

A: Booth dimensions vary based on application type. Platinum food vendor spaces are 50 ft. long by 12 ft. deep from the curb. Silver and bronze food vendor spaces are 25 ft. long by 12 ft. deep from the curb. Food vendors are limited to purchasing one (1) booth. Retail and Arts & Crafts spaces are 12 ft. long by 12 ft. deep. Retail and Arts & Crafts vendors may purchase more than one (1) booth to accommodate their space needs.

Q: Can I request multiple booths?

A: Only Retail and Arts & Crafts vendors may request multiple booths. Please indicate at the time of application if you’d like your booth spaces to be located next to one another or separated in the festival.

Q: Are corner booths available?

A: Corner booths are reserved for Platinum Food Vendor spaces. There are a limited number of platinum food vendor spaces available.

Q: I don’t like my booth assignment. Can I change locations?

A: No. Booth assignments are carefully and thoughtfully made by festival organizers using a variety of factors. Booth assignments are made at the sole discretion of the SC Pecan Music & Food Festival.

Q: How many people attend the festival?

A: The festival attracts 50,000+ attendees annually. The festival utilizes cell phone heatmap data to accurately collect attendance numbers.

Q: What are the festival hours?

A: The SC Pecan Music & Food Festival is open from 10 a.m. until 7 p.m. on festival day.



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GENERAL FESTIVAL QUESTIONS (ALL VENDORS)

Q: When can vendors arrive for setup?

A: Vendor check-in is staggered based on vendor type. Vendors will receive their check-in time with their vendor packet, which will be mailed and delivered electronically two weeks prior to the festival. Please see individual vendor category policies for additional check-in information.

Q: What time must vendors be fully set up on festival day?

A: All vendors must be sales ready by 9:45 a.m. on festival day. Vendor vehicles must be off the roadway inside festival grounds no later than 9:00 a.m. No vendor vehicular traffic is allowed inside festival grounds between 9:00 a.m. and 8:00 p.m.

Q: Are early breakdowns allowed?

A: Vendors must remain open and sales-ready until 7:00 p.m. Vendors are **NOT ALLOWED** vehicular access inside festival grounds from 9:00 a.m. - 8:00 p.m. Vendors are advised to bring dollies should they need to leave between 7:00 and 8:00 p.m. to transport goods to their vehicles. This also applies to vendors parked inside festival ground lots.

Q: Is there a rain plan?

A: The SC Pecan Music & Food Festival runs rain or shine. There is no rain date for the event.

Q: Is Wi-Fi available for vendors?

A: No, Wi-Fi is not available for vendors. Vendors should come prepared to handle transactions via hot-spot or their own cellular network. The festival grounds do have 5G cellular access.

Q: Are restrooms available for vendors?

A: There are public port-a-jon restroom units placed throughout the festival grounds. Port-a-jons are serviced several times throughout the day.

Q: Is parking provided for vendors?

A: There is no designated vendor parking inside festival grounds. There are several **FREE** public parking garages and surface parking lots surrounding the festival grounds a convenient few minute walk away from festival boundaries. Parking is first come, first-served. The festival does not operate paid parking lots. Please be aware that this is a street festival and private property owners may refuse to allow parking at their business/property. The festival is not responsible for towed vehicles parked illegally or on private property.

Q: Can I bring additional staff or helpers?

A: Yes, vendors may bring staff or helpers for booth setup and management. Vendors are responsible for sharing parking and access information with their support staff. Policies and the code of conduct that apply to vendors also apply to their support staff and helpers.

Q: Do all helpers need to be listed on the application?

A: No, helpers or staff do not need to be listed on the application; however, if the person(s) who show up on site for check-in and operations are different from the applicant and contact person, the applicant/contact person is responsible for ensuring that those staff members are aware of and comply with vendor policies and the code of conduct for vendors. Failure of anyone associated with your business to comply with vendor policies and the code of conduct for vendors will forfeit their vendor compliance deposit and may affect your future participation in the festival.

Q: Are tents provided, or must vendors bring their own?

A: Vendors are responsible for bringing all set-up equipment for their booths including, but not limited to, tents, trailers/food trucks, display materials, tables, chairs, power accessories, etc. The festival will not provide these items.



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Q: Are there restrictions on tent colors or types?

A: No, there are not restrictions on tent colors or types. All tents should be secured with appropriate tent weights. Drilling or affixing tents to the sidewalk or pavement is **NOT ALLOWED**. Only industry standard water bags/barrels, commercial tent weights, or commercial pop-up tent weights may be used to secure tents.

Q: Is signage allowed inside or outside of my booth?

A: Yes, however; Total of vendor booth and signage may not extend more than 12 ft. from the ground and may not extend more than 12 ft. from the curb. Vendor signage may not extend more than four (4) feet from the lowest point of your tent or trailer canopy. Violators will be required to adjust.

Q: Can I distribute flyers, samples, or promotional items?

A: Sales and promotions are limited to assigned booth spaces. No distribution, canvassing, flyers, yelling/barking, nor vending of any kind may be done by strolling through the festival. Additionally, no amplified music, yelling at attendees, megaphones, or speakers are allowed at vendor booths.

Q: Where do I park?

A: There is no designated vendor parking inside festival grounds. Vendors should plan for a short walk to their vehicles as parking behind vendor booths is not guaranteed nor possible in most booth locations.

Free public parking is available in surrounding public surface lots and free parking garages surrounding the festival area. Those areas will be indicated on your festival map. Parking is first come, first-served. Please be aware that this festival is a street festival and private property owners may not allow access to private lots. The festival is not responsible for towing should you park on private property illegally. The festival does not operate paid parking lots.

APPLICATION & DOCUMENTATION QUESTIONS (ALL VENDORS)

Q: What information is required to complete the application?

A: Standard application questions include basic business contact information, questions about your products or services, power needs, vendor policies and conduct, and photos of booth setup and product(s).

Q: Can I submit my application electronically or by mail?

A: The SC Pecan Music & Food Festival prefers all applications go through the Eventeny application portal and be submitted online. **Emailed applications are not accepted.** Paper applications are available for those who wish to pay by check, money order, or cashier's check; however, those must be remitted via mail or hand-delivered to reduce fraud.

Q: Do I need a South Carolina business license?

A: All vendors are required to obtain a South Carolina Retail License, www.dor.sc.gov unless exempt by state law. Vendors are also solely responsible for remitting any required sales tax on all sales made at their booth. To verify your state license requirements, [use this link](#).

Q: Do I need a City of Florence business license?

A: No, A single-day municipal license is included with your vendor fee.

Q: Is proof of insurance required?

A: All food vendors or vendors selling food products, including beverage vendors, are required to obtain general liability insurance naming Florence Downtown Development Corp. as additional insured.



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APPLICATION & DOCUMENTATION QUESTIONS (ALL VENDORS)

Q: When is my certificate of insurance due?

A: Once your application has been accepted, vendors required to carry insurance will receive an email prompt requesting upload of your Certificate of Insurance. Certificates of Insurance are **due by Wednesday, October 21**.

If you need to purchase liability insurance, an option will be available for you to obtain that online through Eventeny's partner ViCoverage. You are not obligated to use Eventeny's insurance provider; however, you must upload a valid Certificate of Insurance listing the festival as additional insured in order to complete your application and confirm your participation in the festival.

Q: Do I need to list the festival as additionally insured?

A: Yes, Florence Downtown Development Corp. should be listed as additional insured.

Q: What happens if my insurance expires before the festival date?

A: Expired insurance will not be accepted. If your insurance expires before the festival date, you must provide current proof of valid insurance in order to participate in the festival. Food vendors who fail to provide proof of insurance by October 21 will forfeit their vendor booth space and no refunds will be issued.

ARTS & CRAFTS VENDOR - FREQUENTLY ASKED QUESTIONS

Q: How big are arts & crafts booths?

A: All arts & crafts booths are 12 ft. X 12 ft. Arts & crafts vendors may purchase more than one booth space to accommodate their needs. Please indicate on the special requests section if you prefer your booths to be together or separated in the festival.

Q: What qualifies as "handmade" or "original" work?

A: Handmade work means that 100% of the products you sell have been handmade by you.

Q: Are buy-sell or resale items allowed in arts & crafts spaces?

A: Buy-sell or resale items, even if handmade by someone other than the applicant, are only allowed under the Retail Vendor category. If your booth will have a mix of items handmade by you and items that qualify as buy-sell or resale/retail, you will need to apply under a retail vendor booth.

Q: Can I sell items made from commercial molds, kits, or patterns?

A: Yes, as long as the item is 100% handmade/handcrafted by the applicant, you may sell items from commercial molds, kits, or patterns.

Q: Do I need to list every item I plan to sell?

A: You should list items in categories that you wish to sell (i.e. hand-poured candles, not "pumpkin scented candles). Only items you list will be allowed to be sold at your booth. Accurate item lists will help us ensure vendors with like items are not next to one another during booth assignment.

Q: Can I add products after my application is accepted?

A: Product additions are on a case-by-case basis. You may request to add products to your list after acceptance by reaching out to us through the Eventeny platform or via email to pecanfestival@florencedowntown.com no later than October 1. Please allow reasonable time for a response.

Q: Is there a jury or review process for fine arts vendors?

A: We do not have a formal jury process for fine art vendors. Fine art vendors are treated the same as general arts & crafts vendors at this festival.



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ARTS & CRAFTS VENDOR - FREQUENTLY ASKED QUESTIONS

Q: Why are photos required, and what kinds of photos should I submit?

A: Photos are required so we can verify if your work is handmade, look at the quality of craftsmanship of the items you intend to sell, and ensure product diversity in the festival. Photos should be high resolution (at least 1MB) and be clear and legible. Please note that products you upload may become part of your Eventeny public profile, so you want to ensure what you upload looks great.

Q: Can I share a booth with another artist/crafter?

A: Yes, you may share a booth with another artist or craftsman; however, you will need to identify in your photos and contact information that there are multiple artists or craftsmen represented and selling directly from your booth. Booth spaces for Arts & Crafts are 12 ft. by 12 ft.

Q: Are arts & crafts demonstrations allowed inside my booth?

A: Yes, arts & crafts demonstrations are allowed inside your booth. No amplified music, yelling at attendees, megaphones, or speakers are allowed at vendor booths. Violations to this policy will result in loss of vendor compliance deposit and may affect future event participation.

RETAIL VENDOR - FREQUENTLY ASKED QUESTIONS

Q: What types of businesses can apply for a retail booth?

A: Retail vendors are those who re-sell or do NOT handmade items for sale in their booth. This category also includes all business/marketplace vendors, service providers, churches or non-profits who wish to have a presence inside festival grounds.

Q: Are multi-level marketing (MLM) or direct-sales companies allowed?

A: Yes, multi-level marketing (MLM) and direct-sales companies are allowed; however, the festival is not involved with nor responsible for MLM and direct-sales company policies regarding the number of individuals allowed at an event. MLM vendors should work within their own networks to determine eligibility for application.

Q: Can I sell food items as a retail vendor?

A: Only retail-packaged/pre-packaged and shelf-stable items such as, but not limited to, packaged and labeled beef jerky, packaged retail candy, packaged commercial snack products, etc. can be sold as a retail vendor. Food prepared on site, food prepared off-site and brought in for on-site consumption, and all beverage vendors must use the food vendor application.

Q: Are any items prohibited from being sold at a retail booth?

A: Yes. Absolutely no weapons, nicotine-containing products or paraphernalia, cannabinoid-containing products or paraphernalia including, but not limited to CBD, or alcohol-containing products may be sold by vendors at the festival. Counterfeit merchandise is also strictly prohibited. Vendors caught selling these products will lose their vendor compliance deposit and may be asked to leave the festival. No refunds will be issued and future participation may be affected.

Q: Are product exclusivity requests considered?

A: No. The festival grounds are extensive and the festival works hard to ensure that vendors with like or similar products are separated. The required list of items for sale is critical to ensuring that we are able to diversify the festival as much as possible.

Q: Why are photos required, and what kinds of photos should I submit?

A: Photos are required so we can verify the items you plan to sell, look at the quality of merchandise you intend to sell, and ensure product diversity in the festival, and look at your planned booth setup/display. Photos should be high resolution (at least 1MB) and be clear and legible. Please note that products you upload may become part of your Eventeny public profile, so you want to ensure what you upload looks great.



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FOOD VENDOR - FREQUENTLY ASKED QUESTIONS

Q: Do I need an SCDA (South Carolina Dept. of Agriculture) permit to participate?

A: No, but all established food safety standards for community festivals must be strictly adhered to at your booth. Those standards can be [found online](#) and are part of SCDA Regulation 61-25: Retail Food Establishments.

Q: Are food trucks allowed?

A: Yes, food trucks are allowed at this event.

Q: What are the space requirements for food trucks or trailers?

A: Vendors may select Bronze or Silver spaces, which are 25 ft. long by 12 ft. deep OR Platinum spaces, which are 50 ft. long by 12 ft. deep. Food vendors must occupy at least 50% of their desired space size with their tents, trailers, or trucks.

Q: Is water access provided?

A: Yes, the festival has two designated areas for vendors to obtain water. Vendors are responsible for bringing their own water containers and for transporting water to their booths via vendor-provided dolly once the festival is closed to vehicular traffic.

Q: Is grease/fats/oils disposal provided?

A: Yes, the festival has several grease barrels designated for grease disposal set throughout the festival. The barrel locations will be noted on your vendor map as "GB." Vendors who fail to dispose of grease properly will be fined by City of Florence Compliance and their future participation may be affected. Grease may NOT be poured down storm drains, in port-a-jon units, in trash cans, or in the streetscaping or landscaped beds. All vendors using fats, oils, and greases must review and acknowledge the City of Florence's Fats, Oils, and Greases policy.

Q: Can I sell bottled drinks or beverages?

A: Yes, but all bottled soft drinks or bottle beverages must be purchased through the SC Pecan Music & Food Festival. Pepsi products are available for purchase including bottled water. Vendors may purchase those products from a centrally located area in the festival to sell at their booth. See application for details on reserving product and purchasing product day-of.

Q: Do I have to purchase bottled drinks through the festival?

A: Yes. All soft drinks and bottled water offered for sale must be Pepsi products and must be purchased through the festival.

Q: Is ice available for purchase at the festival?

A: Yes, ice is available for purchase in 16-lb bags for \$4.50 per bag at the designated ice and Pepsi vendor purchasing area inside festival grounds. Vendors purchasing ice must bring a dolly to transport it to their booth space as the festival will not provide one.

Q: Are menu prices regulated by the festival?

A: No, the festival does not regulate vendor menu prices; however, price changes throughout the day are discouraged and all pricing, menu items, and accepted payment methods must be posted clearly and visibly for festival attendees for the duration of the festival.

Q: Can I change my menu after my application is approved?

A: Menu changes or additions should be emailed to festival organizers at pecanfestival@florencedowntown.com no later than October 1. All food vendors **MUST** prepare and have available **AT LEAST ONE** item on their menu that contains pecans. Vendors who do not comply with this policy will be required to purchase pecan products from the festival for inclusion on their menu and their future participation may be affected.



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FOOD VENDOR - FREQUENTLY ASKED QUESTIONS

Q: Are exclusivity requests for menu items considered?

A: No. The festival attracts 50,000+ attendees annually and food vendor space is limited. All food vendors must prepare and have available at least one menu item that contains pecans.

Q: Do have to bring a menu item containing pecans?

A: Yes. This festival requires all food vendors to prepare and have available **AT LEAST ONE** menu item that contains pecans. We encourage you to be creative—our attendees want unique pecan dishes to try!

Q: Are generators allowed for food vendors?

A: Personal generators are allowed; however the festival has strict requirements for the use of personal generators. Vendors must have their proposed generators approved by festival organizers before being allowed to bring it. If a vendor brings a generator that is not approved, the vendor will not be allowed to use it. Generators must be “quiet run” with internal mufflers. No exposed muffler generators will be allowed. Generators must be set up in such a way as to minimize injury risk to vendors, volunteers, and festival attendees.

Q: Is fire inspection required?

A: The City of Florence Fire Department will inspect each food vendor on-site on festival day for compliance with City of Florence Fire Department regulations.

Q: Are fire extinguishers required for food vendor booths?

A: Yes, all food vendors are required to have appropriate fire extinguishers in their booths and accessible for use. Vendors who do not have the correct fire extinguishers or hood systems (for enclosed units) will be required to correct the issues before they are allowed to operate. If a food vendor on-site is unable to comply with Fire Department regulations, no refund will be issued and the vendor will not be allowed to operate within the festival. Please review regulations carefully and comply to avoid encountering issues on festival day.

Q: Why are photos required, and what kinds of photos should I submit?

A: Photos are required so we can verify the items you plan to sell, look at the quality of product(s) you intend to sell, ensure product diversity in the festival, and look at your planned booth setup/display. Photos should be high resolution (at least 1MB) and be clear and legible. Please note that products you upload may become part of your Eventeny public profile, so you want to ensure what you upload looks great.

Q: Are any items prohibited from being sold at a food vendor booth?

A: Yes. Absolutely no nicotine-containing products or paraphernalia, cannabinoid-containing products or paraphernalia including, but not limited to CBD, or alcohol-containing products may be sold by vendors at the festival.

Q: I sell lemonade or another specialty beverage. Am I still a food vendor?

A: Yes, you must still fill out a Food Vendor Application. All food and drink vendors must adhere to the same SC Dept. of Agriculture guidelines for food service, food safety, and liability at community festivals and are all treated the same for fire extinguisher requirements with the City of Florence Fire Department.

Q: Can I check in on Friday night as a food vendor?

A: Only food vendors can check in on Friday night with advanced request. Request must be made at the time of application. Only food vendors assigned to spaces in the 100, 200, 300, 600, and 700 blocks may check in on Friday night with advanced approval. Vendors assigned to spaces in the D-, 800, and 900 blocks may not check in on Friday night because the streets will not be closed. Friday night check-in for approved vendors takes place from 7:00 p.m. until 8:30 p.m. Booths must be able to be secured overnight. No additional/enhanced security will be provided. All Friday night check-ins must check in at an approved entry point prior to setting up to receive additional instructions. Friday night check-in vendors will be required to move if they set up in the wrong spot.



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DAY-OF FESTIVAL OPERATIONS (ALL VENDORS)

Q: What happens if I arrive late for setup?

A: Vendors who arrive late (after 8:50 a.m.) will not be allowed vehicular access to their booth space. Vendors will need to plan to use personal dollies or other non-motorized equipment to bring their materials to their booth space.

Q: Who do I contact on festival day if I have an issue?

A: The festival will provide you with contact numbers in your vendor packet if approved for festival day.

Q: What should I do if my booth space is blocked or someone else is in my space?

A: Remain calm. If your space is blocked or someone is in your assigned space on festival day, please contact the festival organizer using the contact provided in your vendor packet.

Q: Can vehicles remain in the festival area during operating hours?

A: No. All vehicles must be off the roadway inside festival grounds after 9 p.m. If you attempt to park on the roadway inside festival grounds, you will be towed. There is no designated vendor parking inside festival grounds. Free public parking garages and free public surface lots are designated on your vendor map and in your vendor packet.

Q: Where is vendor check-in?

A: Vendors are assigned a check-in location based on where their booth space is in the festival grounds. Vendors **MUST** go through an approved check-in prior to going to their space. Failure to check in will result in loss of your vendor compliance deposit and may affect future festival participation. Vendors will receive their check-in location with their vendor packet two weeks ahead of the festival.

Q: Can vehicles remain in the festival area during operating hours?

A: No. All vehicles must be off the roadway inside festival grounds after 9 p.m. If you attempt to park on the roadway inside festival grounds, you will be towed. There is no designated vendor parking inside festival grounds. Free public parking garages and free public surface lots are designated on your vendor map and in your vendor packet.

Q: What happens if a vendor violates festival rules?

A: Vendors who violate any vendor policy or code of conduct regulation will be subject to removal from the festival, no refunds will be issued, and your vendor compliance deposit will be retained. If a vendor drives inside festival grounds at any time between 9:00 a.m. and 8:00 p.m., the vendor will be issued a moving violation ticket from the City of Florence Police Department, subject to fines and court appearance. The festival takes policies and the vendor code of conduct seriously for the safety and well-being of organizers, volunteers, vendors, and attendees.

Q: Can the festival remove a vendor for non-compliance?

A: Yes, the festival reserves the right to remove any vendor for non-compliance with festival policies and code of conduct regulations.

Q: I'm not an approved festival vendor. Can I still set up at the event?

A: No. Only approved festival vendors are allowed to set up inside festival grounds. Unauthorized vendor set-ups will be required to leave the festival and are subject to solicitation ticketing by the Florence Police Department.



VENDOR F.A.Q.

Please review our frequently asked vendor questions **BEFORE** contacting us. Most questions can be answered in our vendor application.

POST FESTIVAL OPERATIONS (ALL VENDORS)

Q: What time can vendors begin breaking down their booths?

A: The festival closes at 7:00 p.m. Vendors may begin breaking down their booths at that time. If a vendor needs to exit between 7:00 p.m. and 8:00 p.m., that vendor is required to remove their booth contents via dolly to their vehicles. No vehicle traffic is allowed inside festival grounds between 9:00 a.m. and 8:00 p.m. for pedestrian safety. Once pedestrians have cleared the area, vendors will be allowed vehicular access into the festival by the Florence Police Department. Please review vendor exit instructions in your approved vendor packet.

Q: What if I'm parked inside festival grounds?

A: Absolutely no vehicular traffic is allowed inside festival grounds between the hours of 9:00 a.m. and 8:00 p.m. Vendors who park inside festival grounds must remain parked until after 8:00 p.m. No vehicular movement will be allowed before that time.

Q: Where do I put my trash at the end of the event?

A: All boxes should be broken down and stacked neatly at your space or disposed of in commercial dumpsters or trash can units throughout the festival. Fats, oils, and grease disposal should be done in approved grease disposal bins and must not be disposed of improperly in storm drains, flower beds, or port-a-jons. Violators will be charged by the City of Florence Compliance office.

Q: Can vendors take festival decorations home?

A: No. Vendors may not remove festival decorations, flowers, plants, straw, etc. Vendors caught stealing these items will forfeit their vendor compliance deposit.

Q: How quickly must booths be cleared after the festival?

A: Vendors should be out of the festival ground area no later than 10:00 p.m. on festival day.

Q: Is feedback collected from vendors after the event?

A: Yes! Beginning in 2026, all approved vendors will receive a post-event survey. Please complete that survey so we can capture data related to festival operations and make future year adjustments.

Q: When do I receive my vendor compliance deposit back?

A: If all vendor policies and the code of conduct have been adhered to, vendor compliance deposits paid by credit card will be issued back to the card used for the transaction minus Eventeny card processing fees the week following the festival.

Compliance deposits paid by personal check will be cross-shredded and disposed of for security uncashed, unless the vendor requests that it be returned uncashed via mail. The festival assumes no liability for returned checks that do not make it back to mailboxes.

Compliance deposits made by cashier's check, money order, or cash will be issued checks back to the applicant on file within 10-15 business days post-festival.