



Dear Vendor,

EAGLE RIDGE HOSPITAL'S VENDOR MARKETPLACE

The mission of the Eagle Ridge Hospital (ERH) Vendor Program is to raise money to enhance quality health care in the communities of Port Moody, Port Coquitlam and Coquitlam. Funds raised through the Vendor Marketplace help to support the purchase of many items in our hospital, with the majority of funds going to the purchase of equipment and patient care supplies bought by our Eagle Ridge Hospital Auxiliary (ERHA).

Through this program, the Auxiliary has been successful in providing a unique array of items such as fine hand-crafted jewelry, pottery, glassware, books, educational toys, skin care products, clothing and accessories to Eagle Ridge Hospital's patients, staff and visitors.

Attached is information on our Vendor Marketplace Program, along with the Vendor Profile Form and Waiver. Upon receipt of the completed forms, the information will be reviewed and added to our Vendor Directory. You will be contacted and allowed to book dates.

If you have additional questions or comments regarding the Vendor Program, please email concerns to the ERHA at eaglevendors@hotmail.com.

Sincerely,

Teresa Warner
Vendor Coordinator
Eagle Ridge Hospital Auxiliary

Vendor Marketplace Program Information

Vendors are provided with...

1 - 6 foot table, 1 - 5 foot table and 1 small angular table. No extra tables are permitted. Clothing racks are acceptable. Elevator accessibility must be the priority and considered at all times. ERH reserves the right to change the location and configuration whenever necessary.

An electrical outlet is available on the middle of the back wall.

Parking...

Parking is the responsibility of the vendor. Pay parking is available outside ERH. Parking tickets will be the responsibility of vendors. There is some free street parking available near the hospital.

Cancellations...

5 Full business days (Monday to Friday) are required to cancel a booking. Vendors cancelling with less than 5 full days notice will be charged the \$75.00 table fee.

Cancellations will be offered via email on a first come first serve basis to all vendors.

Payment...

Your participation in the ERH Vendor Marketplace Program enables the ERH Auxiliary to help fund new equipment and enhance patient care at Eagle Ridge Hospital.

Vendor Marketplace Program payments are as follows

- Weekday bookings (Monday to Friday) \$75.00 per booking.
- All table fees must be paid on the day of vending. If not, the next booking will be cancelled.

Payments may be made by cash or debit/credit card. Payment is to be processed in the ERH Gift Shop during open hours currently 11am - 3pm.

The gift shop number is 604 461-2022 local 542907.

Bookings...

All bookings will be done by email. Bookings for the upcoming year are done in the last 2.5 months of the current year. The signed vendor profile and waiver, must be received by the Auxiliary representative prior to any bookings being made. Vendors can book a maximum of 1 day per month excluding weekends. Scheduling is done at the discretion of the Auxiliary representative. Vendors may pre book either November or December but not both months, unless there are vacancies. Bookings cannot be traded without prior notification of the Vendor Coordinator. The Auxiliary reserves the right to cancel any vendor at any time.

When available, extra table bookings for the upcoming month will be done by email during the last week of the current month.

Vendors must adhere to all Fraser Health Policies....

All Vendors and their staff agree to abide by the Fraser Health **Respectful Workplace** policy. This Policy addresses respectful conduct in the workplace, human rights, discrimination and harassment.

All hospital COVID 19 prevention protocols must be followed including requirements for masks, sanitizer for customers, and cleaning requirements.

No gossip.

No discrimination of any kind.

Vendors must respect all patient, families and staff confidentiality at all times. *What you learn here needs to stay here.*

ERHA reserves the right to terminate relationships with vendors who fail to abide by these policies at any time.

ERH Vendor Marketplace Code of Conduct...

Vendors must exhibit high standards of personal integrity and professional conduct.

All Vendors and their employees agree to:

Demonstrate courtesy, respect, honesty and fairness to customers, other vendors and staff of the hospital in all interactions.

Conduct themselves in a professional and business like manner at all times. Courtesy, exemplary customer service and tolerance are to be extended to all customers.

Ensure customer satisfaction by providing full refunds, exchanges, credit notes within a reasonable time frame if it is within your vendor policy.

Staff the vendor table at all times. Family members including children are not permitted to loiter in the hospital lobby.

Maintain confidentiality of all information pertaining to customers, staff, patients, other vendors, volunteers and the ERHA.

Merchandising, Product Lines and Signage...

It is the vendor's responsibility to merchandise their tables in a professional and aesthetically pleasing fashion.

Product lines...

All items sold should be available for sale on the day of vending. No home parties can be booked from the Vendor Marketplace.

Set Up and Take Down...

Vendors are to be open and ready to do business between 9/10am and 3/5pm Monday to Friday.

When setting up and taking down your displays, please be respectful of others and remember that this is a hospital setting. We request that you set up and take down as quietly as possible and clean up after yourself.

Advertising...

A monthly Vendor Calendar will be posted by the ERHA at various locations in ERH and on the ERHA website.

Vendor Dress Code...

Vendors are required to dress in business casual attire.

Excluded or Restricted Products...

Scented/perfumed products are not to be sampled in the Vendor area due to potential respiratory problems and allergies of patients, staff and visitors as per Fraser Health policy.

Food products may be included in your sales as long as they are sealed and no test tasting.

Health Food Products, Food supplements, Vitamins Replacement and Medical Supplies are not accepted.

ERHA reserves the right to terminate relationships with vendors who fail to abide by these restrictions.

Vendor Profile and Waiver...

Updating the vendor profile and waiver will be done annually to ensure all vendor information is current and to refresh the agreement with ERHA.

Liability...

ERH and ERHA are not responsible for stolen or damaged merchandise while the vendor is on the hospital site.

The ERH and ERHA are not responsible or liable for any injuries or an accident occurring while the vendor is on the hospital site or transporting and removing their products.

The vendor is responsible for notifying the consumer of potential health hazards surrounding their products, i.e., allergies pertaining to skin products.

The ERHA and ERH accepts no responsibility for reimbursement associated with returned cheques and declined credit card payments, etc.

The vendor is responsible for transporting and removing the goods to and from the vendor area in a safe and courteous manner.

VENDOR MARKETPLACE APPLICATION FORM

Company Name:			
Contact Person:			
Mailing Address:			
City / Province:		Postal Code:	
Website			
Phone:	Cell:	Home:	

Please provide a description of the items you will be selling:

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References. Please provide at least one other Hospital Site:

1.	
2.	
3.	

Signature: _____

Date: _____

FOR OFFICE USE ONLY	
Company Name:	
Date Application Received:	
Add to email distribution list:	
Schedule Dates:	

Vendor Marketplace - Waiver

RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY AGREEMENT in consideration of the rental of the Vendor Marketplace at Eagle Ridge Hospital.

I hereby agree to the following:

I, the Vendor agree to respect the comfort and well being of the patients, visitors and staff by refraining from direct solicitation.

I, as the Vendor and my staff agree to abide by the following Eagle Ridge Hospital rules:

- do not wear scented cosmetics or aftershave
- no smoking or consuming of alcohol
- no audio promotion or amplified music
- discreet consumption of food at the sales site is permitted

I, the vendor am responsible for leaving the vendor area in the same condition that it was originally received i.e., removal of all debris such as boxes.

I understand that all required licenses and business permits must be current and available for inspection, if required.

I, agree to make all payments to ERHA by 2 pm on the day of vending.

To waive any and all claims that I have or may have in the future against Eagle Ridge Hospital or the Eagle Ridge Hospital Auxiliary and their directors, officers, employees, agents and representatives (all of whom are hereinafter collectively referred to as "the Releases") and to the Releases from any and all liability for any loss, damage, injury or expense that I may suffer as a result of arising out of any aspect of my use of the Vendor area due to any cause whatsoever, including negligence or theft; or in respect of the provision of the failure to provide any warnings, directions, instructions or guidance as to the use of the Vendor area.

To hold harmless and indemnify the Releases from any and all liability for any loss, damage, injury or expense to any third party, resulting from the use of the Vendor area.

This Agreement shall be effective and binding upon my heirs, next of kin, executors, administrators, assigns and representatives, in the event of my death or incapacity.

I HAVE READ AND UNDERSTAND THIS AGREEMENT AND I AM AWARE THAT BY SIGNING THIS AGREEMENT I AM WAVING CERTAIN LEGAL RIGHTS WHICH I OR MY HEIRS, NEXT OF KIN, EXECUTORS, ADMINISTRATORS AND ASSIGNS MAY HAVE AGAINST THE RELEASEES.

Company Name

Print Name

Signature of Vendor

Date (M / D / Y)