Market Vendor FAQs

What are the required hours of operation?
Vendors must operate a minimum of 12 hours per day, with exact open hours varying depending on vendor tier:

- **Artisan Tier:** 10:00 am – 10:00 pm
- **Tier Two:** 10:00 am – Midnight
- **Tier One:** 10:00 am – 2:00 am
- **Service Vendors:** By agreement with the Vendor Services Manager

When can vendors arrive on site?

Lead Market Vendors may arrive between **7:00 am and 9:00 pm on Sunday, July 19, 2027**. Final check-in details will be provided by the Vendor Manager closer to the event.

When does the Market open?
The Market opens on **Tuesday, July 21, 2027** when Downtown Shambhala opens. All setup must be complete by Monday evening to remain in good standing.

When are booth payments due?
Payment deadlines and fees will be confirmed before applications close. Please note: **payment plans are not available for 2027**.

When is the deadline for extra ticket requests?
Vendors must request extra staff tickets by the **final payment date**. These credentials are for staff only, and a staffing schedule may be required.

Do vendors need to stay open post-festival Monday?
Yes. Vendors are required to remain open until **4:00 pm on Monday, July 26, 2027**. The vendor market will then be closed to public access to allow all vendors to move vehicles in their area safely.



When must vendors leave the property?
Vendors should depart before dark on Monday. If additional time is needed, departures can be arranged for Tuesday before dark by contacting the Market Vendor Team.

Are Market Vendors able to accept cash or use their own POS systems?
No. The Market is cashless in 2027. All vendors must accept electronic payments only, with no exceptions. Wi-Fi is not provided, so vendors must arrange their own connection and plan for connectivity interruptions.

What currency should vendors display and charge in?
All prices must be clearly displayed in Canadian dollars (CAD), even if your payment system charges in US dollars (USD). If you charge in USD, you must clearly inform guests before they pay. Vendors must identify their payment currency in their application.

Do displayed prices need to include tax?
Yes. All displayed prices must include applicable sales taxes, with no additional tax added at checkout. Vendors are responsible for confirming and meeting their Canadian tax obligations.

How much does a booth cost? Is there a waitlist?
Booths are allocated through an **auction process**. Reserve prices and bidding increments will be shared with selected applicants before the auction.

Booths that open due to cancellations are offered based on final auction placement and vendor category. Contact the team after the auction to be considered.

Can I share or book multiple booths?
Yes. Vendors may share a booth, but Shambhala will only communicate with and accept payment from the **lead vendor**, who must disclose all sharing parties on the contract. Multiple booths may be booked depending on auction results and availability, with options for side-by-side or separate placement.

When will I know my booth location?
Booth locations are determined through the auction. After bidding, vendors are contacted in order of placement to select their booth by phone.

Is there Wi-Fi, power, or generator access? Is there a water hookup or a greywater service?

- **Wi-Fi:** Not provided; vendors must supply their own connection.
- **Power:** Each 10'x10' booth has one 110v/10a hookup. Vendors must bring their own surge-protected power bars and extension cords.
- **Generators:** Not permitted.
- **Water hookups and greywater services are not provided.** Vendors must be self-sufficient.

Do I need insurance?
Yes. All vendors must carry **Commercial General Liability Insurance**.

What is the time commitment?
Vendors must be available for the full festival week: **July 18–26, 2027**.

What environment and conditions should I expect?
Vendors should be prepared for a **high-energy environment** with noise, large crowds, and overstimulation. Weather may include **extreme heat, cold, rain, dust, and wind**.

What are the staffing requirements? Will accommodations be provided?
Market Vendors must provide their own staff. Each vending operation includes **1 Lead Vendor Ticket.** Tier One and Two will receive **2 additional staff tickets** per booth, and Artisan will receive 1 additional staff ticket per booth, with additional discounted staff tickets available.

Market Vendors are expected to camp on site in a vendor area and provide their own accommodations. Off-site stays are strongly discouraged once the festival begins.

How much stock should I bring?
Vendors should plan to serve a population of **~23,500 attendees**.