

Festival Visitor's Charter



During your visit to an eat:festival we promise to:

Provide a good quality experience to you, regardless of how much money you are planning to spend. The festival is more than just a shopping opportunity; there will be things to learn, to taste, to have a go at and plenty of chances for all the family to take part.

Be responsive to your needs and those of your family and guests. All our venues are wheelchair & mobility scooter accessible. There are children's activities. Dogs are very welcome! There are water bowls around the festival site. There are stewards available to help throughout the day.

Ensure all areas are welcoming, safe and clean. There are First Aid points in all venues. Many of our activities take place indoors. Public toilets & seating areas are well signposted. All of our food & drink producers have been checked for Environmental Health registration & regulatory compliance.

Reduce the impact we have on the environment & encourage our visitors to do the same. We recycle all waste where possible & traders take their waste home with them for recycling. All packaging of food & drink-to-go is biodegradable as this works best with the town's waste management. We help visitors walk to the festival rather than drive by holding it in the town centre. We work with public transport services to cut down car miles. We reward the visitors who travel by bike.

Support the local community. We do this by hiring community venues, involving local groups, providing training & experience to volunteers. We involve students from local colleges, schools & nurseries. We invite local buskers. We bring thousands of visitors into the town centre to introduce them to the vibrant independent retail & culture in the festival town.

Involve local businesses. We encourage local businesses to take part in several ways. Our generous sponsors and partners enable us to offer more variety to a wider audience and receive positive exposure in return. We always use local suppliers where possible. We offer low cost stalls to local producers & bursaries to new traders.

Care about health. We do not believe in unhealthy food! Food is fuel. A healthy attitude towards how to eat and the knowledge to make the best food choices for ourselves are at the heart of the festival. We do education work between festivals. There are chances to learn about fitness, losing weight, gaining weight, growing your own food, volunteering, exercise and preparing all manner of fabulous dishes. Food should be fun too.