



Dear Tin Ferl Paradise Village Vendor,

We are thrilled to extend an invitation to you to join us at Tin Ferl's new Paradise Food Village located on Paradise Island. As one of the selected vendors for this exciting venture, we believe your unique culinary offerings will greatly contribute to the vibrant atmosphere we aim to create at our food park.

We will host an orientation session to share the spots available, water and electricity access and to operating plans for Paradise Food Village and to provide an overview of the hours of operation. This orientation is a crucial step in ensuring a smooth and successful launch for all vendors.

During the orientation, vendors will have to actively participate will be asked to complete the setup process for Tin Ferl's Square POS system by populating their menu and pricing. You will need a smart phone (apple or android) or a tablet to conduct transactions before opening. We understand the importance of having your menu ready for our centralized POS system, and to show our appreciation for your cooperation, vendors who successfully complete this task will be **granted one free post prioritized on the Tin Ferl Social Media pages.**

Additionally, we kindly ask all vendors to review the New Park FAQs provided, and to come prepared with any questions or concerns for orientation session. Your feedback and input are invaluable to us as we strive to create the best possible experience for both vendors and patrons alike.

We look forward to seeing you at the orientation. If you have any further questions or need assistance, please do not hesitate to contact us.

Warm regards,

Tin Ferl Pop-Up Network

FAQ for Paradise Food Village Vendors

- ***What are the operating days and hours of Paradise Food Village?***
 - Paradise Food Village is open from Tuesday to Thursday, from 11:30am to 8pm, and Friday to Sunday, from 12pm to 9pm or later. The parks is closed on Mondays.
- ***Who is my primary contact and how do I reach them?***
 - The Tin Ferl Park Manager is your first contact. Communication is made easier for all when you share your questions or concerns in the PI Vendor Whatsapp Group. If you have not been added to the group, please email us at action@tinferl.com You can reach our park manger in the PI Food Village group.
- ***What are the rental payment requirements for vending at Paradise Food Village?***
 - Vendors must sign a contract and pay first and last month's rent before vending at the park. Rent is due in advance of moving your vehicle on property and on the 1st of every month.
- ***Do vendors need to use a specific POS system?***
 - Yes, all vendors are required to use Tin Ferl's centralized POS system. An orientation session for the system will be held prior to your move in. Additionally, menus must be fully uploaded to the system by 12 pm on your opening day.
- ***What devices can vendors use for POS transactions?***
 - Vendors need to use a smartphone, iPad, or Samsung Tablet for POS transactions.
- ***Is Paradise Food Village cashless?***
 - Yes, the park is intended to be cashless, however for the opening month, vendors are allowed to accept cash payments and record the transaction. For card payments, Tin Ferl has negotiated a 4% fee per transaction with Fidelity Bank Bahamas.
- ***Are there specific payment options vendors must accept?***
 - You Must have a sand dollar account.
 - Vendors must accept Visa, MasterCard, or **Sand Dollar** as payment options.
 - Cash collection during the soft launch is permitted, but all sales must be recorded in the POS system. Failure to do so may result in termination without a refund.
- ***Is storage available for vendors?***
 - Storage is currently limited to the vendor's food truck. Additional storage may be provided by Atlantis and the Strawmarket in the future.

- ***What utilities are provided?***
 - Water access and electricity are provided by Atlantis and included in the commission fees paid by vendors.
- ***How should vendors handle sewage?***
 - Vendors are not allowed to dump any sewage outside of designated receptacles. Further instructions will be provided during a mandatory orientation.
 - A sink and water supply is located on property.
- ***When are payments due?***
 - Payments to Tin Ferl, including rent, commissions, and credit card fees, are due on the 1st of every month.
 - Late fees apply as outlined in the contract.
 - Payments should be made to:
 - Tin Ferl Pop Up Collective*
 - #20784013*
 - Business savings*
 - Branch: Cable Beach*
 - Transit: 00705-007*
- ***Are single-use plastics allowed?***
 - **No, single-use plastics are not allowed on the property.** Vendors are encouraged to use recycled materials or vintage plates.
- ***Who is responsible for waste management?***
 - Vendors are responsible for their own waste and that of guests. Trash monitoring and disposal facilities will be provided.
- ***Who are the key partners of Paradise Food Village?***
 - The key partners include Atlantis Paradise Island, New Providence Ecology Park, and Sand Dollar by The Central Bank of the Bahamas. Vendors are encouraged to speak positively about these partners.
- ***How can vendors accept Sand Dollar digital coin?***
 - Vendors must sign up for a free merchant account to accept Sand Dollar digital coin. Assistance can be provided by Tin Ferl or through SunCash, Kanoo, or Island Pay.
- ***Are there discounts for parking and bridge tolls?***
 - Parking and bridge toll discounts are not yet available. Vendors are advised to consider token usage or carpooling to reduce costs. Tin Ferl is actively working on a solution. Vendors can access parking just next to the park if they park after 6pm.

- ***What are the park's closure days?***
 - The park is closed every Monday, and vendors are allowed to choose a second closure day, excluding Friday, Saturday, and Sunday.

- ***Is there compensation for closures due to rain?***
 - Vendors receive a credit of \$20/\$25 on their next month's rent (up to 2 days per month) for closures due to rain. Emails must be sent to action@tinferl.com to record closures.

- ***Can I move my truck on off days?***
 - Vendors must give 48 hours notice should they wish to move their vehicle off property. Please include the DATE of moving, and the exact date of return. Trucks cannot be moved between 9am and 10pm daily Or at any time on Monday.