

## **EXHIBIT A – VENDOR CODE OF CONDUCT**

All vendors participating in the Event must comply with the following Vendor Code of Conduct. Event Organizer is responsible for distributing this Code to all vendors and enforcing compliance.

### **1. Professional Conduct**

Vendors must conduct themselves in a professional, courteous, and respectful manner at all times when interacting with customers, other vendors, Mall tenants, Mall staff, and Event staff.

**No Carnival Barking or Solicitation:** Vendors may not shout, use megaphones, amplified sound, or engage in disruptive behavior to attract customers. Vendors may not solicit business outside of their designated booth space.

### **2. Noise Control**

Music, audio, or demonstrations must be kept at a volume that does not disrupt nearby vendors, tenants, or Mall operations. Event Venue reserves the right to require immediate reduction or cessation of sound.

### **3. Sales Practices**

Aggressive, deceptive, or high-pressure sales tactics are prohibited. Vendors must allow customers to browse freely and make purchasing decisions without pressure.

### **4. Language & Behavior Standards**

The use of profanity, discriminatory language, threatening behavior, or any conduct deemed inappropriate for a family-oriented shopping environment is strictly prohibited.

### **5. Product Standards – Family-Friendly (PG)**

Oviedo Mall is a family-friendly establishment. All events, vendors, displays, and merchandise must remain PG-rated and appropriate for all ages.

Prohibited Products Include (but are not limited to):

- Items containing nudity, sexual content, or sexually suggestive imagery
- Products featuring profanity, hate speech, or offensive language
- Violent, graphic, or disturbing imagery
- Any material that Event Venue deems inappropriate for a family environment

Event Venue retains sole discretion to determine product appropriateness.

### **6. Fire, Safety & Utilities Restrictions**

No open flames of any kind are permitted, including candles, burners, or similar devices.

Burning of incense or scented materials is strictly prohibited.

Vendors are strictly prohibited from using Oviedo Mall electrical outlets or power sources.

Tents, canopies, or enclosed structures are not permitted inside the Mall.

All displays and equipment must comply with fire code, ADA requirements, and Mall safety standards.

**7. Booth Setup & Cleanliness**

Vendors must keep their booth areas clean, orderly, and free of hazards at all times. All signage, tape, floor markings, trash, and materials must be removed immediately following the Event.

**8. Compliance with Mall Policies**

Vendors must comply with all Oviedo Mall policies, rules, and directives, whether written or verbal, including instructions from Mall management or security.

**9. Enforcement & Removal**

Violation of this Vendor Code of Conduct may result in immediate removal from the Event without refund. Violations may also result in disqualification from future events at Oviedo Mall.