



Maryland Renaissance Festival Vendor Manual

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General Information

Personnel

The Maryland Renaissance Festival is a wholly owned subsidiary of International Renaissance Festivals, Ltd., a privately held corporation expressly established to own and operate the Maryland Renaissance Festival to oversee all aspects integral to the ownership and operation of the event.

President..... Jules Smith
General Manager Julius Smith
Administrative/HR Manager..... Jacob Evans
Artistic Director Carolyn Spedden
Food and Beverage, Souvenirs Justin Smith
Site and Operations Marc Smith
Special Projects Coordinator..... Adam Smith
Costumer Cindy Andersen
Site Personnel..... Zack Gruzinski, Colin McGlennen, Mary Smith, Lukas Motivans

Office Hours

Off-season hours for the offices are Monday through Friday from 9:00 a.m. to 5:00 p.m. From the closing of the campground until the third week in April office hours are 9:00 a.m. to 4:00 p.m.

Office hours during the 9-week season are Monday through Friday 9:00 a.m. to 5:00 p.m. and weekends 9:00 a.m. to 8:00 p.m. On weekends, we staff the office with seasonal workers we have trained to answer customer inquiries. All administrative business with the festival should be handled during normal operation hours, Monday through Friday. If you need administrative assistance on a festival weekend, we ask that you please wait until between noon and 5:00 P.M. We will make every attempt to help you. Please do not become frustrated with the staff if they are unable to attend to your needs immediately. We have instructed them that customer service is their priority.

Site Hours

The festival site is closed to all participants and the general public from two weeks after the festival closes until the first business day in July after the 4th annually. Beginning then and until three weeks before the opening day the site is open from 8:00 a.m. to 7:30 p.m. each day seven days a week. Three weeks before the festival beginning that Monday, the site is open to season residents, and campground occupancy begins.

This festival opens to the general public on weekends and Labor Day Monday between 10:00 a.m. and 7:00 p.m.

Telephone Numbers

- Annapolis Area (410) 266-7304
- Nationwide (800) 296-7304
- FAX (410) 573-1508
- Website URL <http://www.rennfest.com>
- E-mail info@rennfest.com

Mailing & Shipping

All U.S. mail, including U.S. Express Mail packages must be sent to:	Maryland Renaissance Festival PO Box 315 Crownsville, Maryland 21032-0315
UPS, Federal Express and all other non-U.S. mail shipments should be directed to:	Maryland Renaissance Festival 1821 Crownsville Road Annapolis, Maryland 21401

Incoming Mail

THE U.S. POSTAL SERVICE DOES NOT DELIVER TO THE STREET ADDRESS.

The mail is collected from the post office by festival staff each day and is available in the postal box at the parcel pick-up across from the office after 2:00 p.m.

UPS and other deliveries are dropped off at the parcel pick-up, across from the main office. UPS generally makes 2 - 4 deliveries per day, so if you are expecting a package, you may want to check several times throughout the day. The festival is not responsible for lost, stolen, or damaged packages. Please pick up your packages promptly.

If you are expecting a COD delivery, payment can be left at the main office, and staff will take care of signing for the package and making payment. If you have not made arrangements with the office, UPS will attempt delivery three times. A yellow delivery slip will be left at the general message board outside the front office.

Festival staff **WILL NOT** send a messenger to find vendors with COD packages.

Outgoing Mail

Vendors with outgoing mail for U.S. Postal Service delivery may drop off letters in the outgoing mail basket in the front office. Be sure to attach proper postage.

Vendors with outgoing packages for a freight pick up need to make arrangements with the freight company directly. Packages can be left at the parcel pick-up across from the front office.

Message Boards

If you want to leave a message for another participant or check to see if any phone messages were received by the main office, there is a community message board found outside the front office. Due to space constraints, we ask that you limit the messages left to index card size. Festival staff reserves the right to remove any postings which are larger.

There will be two bulletin boards used by management to post important messages, updates on special events and policies. One will be next to the community message board. The other will be at the shower house. It is your responsibility to check the bulletin board for updated information.

Refuse Removal

Maryland Renaissance Festival provides general trash removal for the patrons to the show. Participants may place garbage in the dumpster but not in the cans designated for customer use. There is no crew to remove trash during the week.

Vendors clearing undergrowth or foliage should remove it to the dumpsters.

Vendors or their contracted laborers are not permitted to dispose of structures in the dumpsters. Structures must be removed to the county's landfills and all appropriate fees paid.

Trash bags must be tied or sealed. Boxes must be broken down and compressed.

When a dumpster has been moved or is being emptied, please do not place trash where you think it may eventually be. Find another dumpster or wait for one to be returned before you dispose of your waste. Please be considerate and try to keep common areas in front and back of booths clean. We have limited staff and appreciate any help you can provide.

Vendor Check-In

Every vendor will have their own access to the Renn Gentry portal to manage their owner and employee passes. Please familiarize yourself with the procedures in the portal. Passes are then available on each person's phone and can be used at the security gates to check in.

Participant Passes

A participant is defined as an event employee, performer, vendor or vendor employee required to be on site engaged in activities related to the operation of the festival. The participant pass is issued for the convenience of the participant. Maryland Renaissance Festival reserves the right to revoke the license of admission provided by the pass for violation of any rules, pass privilege abuse or dismissal from employment and/or participation, at its sole discretion.

Rules & Regulations

Management Notices

Each week, a management notice is posted in two locations. One is inside the UPS/Parcel Kiosk across from the office. The other is outside the shower house. Sometimes more than one notice will be posted. You are required by contract to read and comply with these notices. Failure to read the notices does not excuse failure to comply. Generally, the notices begin about ten days before the opening of the festival. If you are not planning on arriving until a day or two before opening, it is recommended that you call in and ask if there are any notices that apply to your business.

Parking

All participants must park in the participant parking lot located behind the campground on festival days. During the week, participants may park anywhere in the public parking areas. There is no parking outside Gate A, B, or C, behind the booths or on the service road for participants. There are a limited number of spaces available next to the handicapped lot for participants with parking passes. These parking passes are issued by the festival office and will only be issued for medical reasons. In order to obtain a parking pass, please submit your request in writing to the festival office.

Please do not park on-site during the week. Our crews need ready access to all areas inside the festival for cleaning and maintenance. This is very difficult with cars parked on-site. Loading and unloading is permissible, but parking is not.

Parking in the Campground

There is no parking in the campground. If you are parking in the campground, you are probably parked on someone else's campsite. Also, it is difficult to maintain adequate security with vehicles coming and going at all hours.

There is no camping in your vehicle, unless the vehicle is strictly for living purposes and will not move during the festival. On festival days, you may not move any vehicle in or out of the campground.

Handicapped / Vehicle Passes

If you are handicapped, your parking pass will indicate where you are permitted to park. These passes are not issued lightly and can be revoked at management's discretion. To obtain a special vehicle pass, please put the request in writing and give it to the administration. It generally takes 1-3 days to issue the pass. All vehicle passes are issued directly by the General Manager, at his sole discretion.

Parking Fines

If your vehicle is parked where it shouldn't be, it will be towed and there will be a fifty dollar fine per incident.

Campground

Living in the campground at the festival is not a right; it is a privilege. Management reserves the right to refuse to issue resident passes, at its sole discretion.

Lot Assignment

- Lots are assigned on a first-come first-serve basis. Reservations cannot be made in advance.
- Lots **will not** be assigned until eligibility requirements have been met, and all applicable fees have been paid.
- Lots are assigned in the main office, Monday through Friday from 9:00 a.m. – 5:00 p.m.
- Lots **will not** be assigned to employees of vendors.
- Lots must be clean before checking out. If the lot is not clean, the camping lot deposit will not be returned.

Pallets:

Due to problems with clean-up, no pallets, platforms or furnishings are allowed in the campground.

Vehicles:

With the exception of loading or unloading of camping equipment, no vehicles are allowed in the campground. For more details, please read the section of this manual titled Participant parking.

Visitors:

For security reasons, the festival has a “no visitor” policy. If friends are coming to visit, we suggest you plan to meet off-site. This includes fellow participants without resident passes.

Refuse Removal:

Please be considerate and keep the campground clean. Throw trash in dumpsters.

Chemical Toilets:

Do not use the porta-johns to empty chemical toilets. United Rentals / Reliable Site Services is the company we use for our privies. Their number is **410-403-2800**. Details for United Rentals/ Reliable Site Services is included in the enclosed Participant Preparation Letter.

Pets:

Technically, the festival has a “no pets” policy. Pets who are well-trained and quiet are welcome in the campground. Vaccination records are required for any pets on site.

You will be held accountable for the actions of your pet. If your pet gets loose, exhibits aggressive behavior, is destructive or overly noisy, it will be banned from the site. At the sole discretion of management, the pet owner may also lose resident privileges.

Fires/Candles:

The site is a wooded area, so there is a very real risk from out-of-control fires. No campfires are allowed. No open flames of any kind are permitted, including candles in open holders. Candles with enclosed holders and hurricane lamps are allowed.

Water/Electric:

There is limited access to water and electricity. Priority should be given to those who live on the site full-time. Please be considerate and share the limited resources. Particularly during weekends, non-essential appliances shouldn't be used (i.e., television sets, air-conditioning when not in the trailer).

Do not dump “gray water” on the ground. Drainage of water onto the ground is strictly prohibited by the Anne Arundel County Health Department. **No one** is guaranteed electricity.

Quiet Hours:

The hours between 11:00 p.m. and 8:00 a.m. are considered quiet hours. Playing music, loud conversation, etc. should stop no later than 11:00 p.m.

Complaints:

Whenever possible, complaints should be handled in a civil manner between the parties having a disagreement, without involving festival staff. Formal complaints may be lodged, in writing, in the festival office. **NO** anonymous complaints will be acted on. In the event that festival management is asked to settle a conflict, management's decision is final and there will be no appeal to the decision.

Only certain participants are eligible to stay on-site overnight, whether in the campground or in a booth. Only registered campers are permitted on the grounds overnight.

Where Do I Find?

Inside the Festival:

Outgoing Mail

Outgoing mail can be dropped off just inside the front office in a basket provided for outgoing mail. If you have a large package, we suggest that you take it directly to the Crownsville Post Office.

Incoming Mail

Incoming mail will be left in the vendors' mailbox, which is located by the message bulletin board at the parcel pick-up across from the office.

Message Boards

There are two message boards for management notices to participants. One is at the parcel pick-up. The other is at the shower house.

There is also a message board for participants to check messages which may have been left with the front office, or for participants to leave messages for each other. If there is a message for you on the board, please remove it after you have read it. Messages will stay up for one week and then be cleared.

Showers

There is a shower house in the center backstage area and one in the campground. Please be neat and clean up after yourself. There is no cleaning staff assigned to the shower house. For this reason, the shower house is not open during operating hours on festival days.

Pay phones

There are no pay phones on site. The festival has installed a telephone by the message board at the parcel pick-up kiosk located across from the office. Service on this phone is limited to local and toll-free calls and are for outgoing calls only.

First aid

The first aid booth is on King's Field near the Market Stage. First aid staff is on call during operating hours on festival days. If first aid is required during off hours, contact the office. If the office is closed, please see the section of this manual which lists local hospitals and medical clinics.

Participant Parking

Participant parking on festival operating days is found just outside the participant gate. Do not park in the customer lot (in front of the festival) on festival operating days. The participant lot is open from Friday morning through Monday morning. By Monday at 10:00 a.m., all participant vehicles must be moved to the customer lot.

Participant parking is not regulated by parking attendants. Please be considerate and do not block other cars or park in rows so close together that it is impossible for a car to exit. Some participants leave the festival before the end of the day.

- No vehicles are permitted on-site after 9:30 a.m. on any event day.
- No vehicles are permitted to park in the campground.

- Parking is not permitted behind stands, with the exception of some storage and trash vehicles approved by the festival office.
- No vehicle will be permitted to enter the site until after 8:00 p.m. on event days.

Security

On festival days, security is only a radio call away. Calling the office will get your message relayed and addressed. Office number is **410-266-7305**. Sometimes it can be difficult to find someone with a radio. The following areas have stationary radios: Customer Service, First Aid, and the front office. After closing on festival operating days, there are two deputy sheriffs. One deputy is always stationed at the Washington entrance gate. If the festival staff is still on-site, problems can also be reported to the main office.

Off-site

Annapolis Mall: Annapolis Mall has restaurants, theaters, hair salons, a drug store, and the usual assortment of clothing and specialty stores. There are also two small strip malls behind Annapolis Mall with a couple of restaurants.

Turn left onto Crownsville Road from the Site
 Turn left onto Defense Highway (Route 450) at the first traffic light.
 Go straight through the next traffic light. You are at Annapolis Mall.

Gateway Village: Across from Home Depot on Housely Road has a Safeway Super Market, Dick's Sporting Goods, Staples, a liquor store, and Best Buy and in the adjacent center PetSmart and a variety of casual eateries.

Annapolis Town Center: Across Forest Drive from both Festival at Riva and Forest Plaza.
 Many restaurants, stores and Target

Restaurant Park: There are several restaurants in Restaurant Park.
 Turn left onto Crownsville Road from the Site
 Turn left onto Defense Highway (Route 450) at the first traffic light.
 Turn right at the next traffic light. *Oddly enough, you are still on Route 450, but the name has changed to West Street.*
 Turn left onto Jennifer Road at the next traffic light.
 Turn right at the next street into Restaurant Park.

Festival at Riva: There is a grocery store and several restaurants.
 Turn left onto Crownsville Road from the site.
 Go straight through the first traffic light.
 Turn left onto Harry Truman Parkway at the next traffic light.
 Turn left onto Riva Road at the next traffic light.
 Go straight through the next two traffic lights.
 Turn Right onto Hearne Road at the third traffic light into Festival at Riva.

Forest Plaza: Forest Plaza is almost part of the same complex as Festival at Riva.
 Turn left onto Crownsville Road from the site.
 Go straight through the first traffic light.
 Turn left onto Harry Truman Parkway at the next traffic light.
 Turn left onto Riva Road at the next traffic light.
 Go straight through the next three traffic lights.
 Turn right onto Forest Drive at the next traffic light.
 Pass Festival at Riva on the Right
 Turn right into Forest Plaza.

Harbour Center: Harbour Center is a smaller shopping center. It has theaters and a grocery store.
 Turn left onto Crownsville Road from the site.
 Go straight through the first traffic light.
 Turn left onto Harry Truman Parkway at the next traffic light.
 Turn left onto Riva Road at the next traffic light.
 Go straight through the next traffic light.
 Turn right onto 665, Aris T. Allen Boulevard, at the next traffic light.
 Take the first exit, Route 2, off Aris T. Allen Boulevard.
 Stay in the left-hand lane on the exit ramp
 Turn left onto Route 2 at the traffic light at the end of the exit ramp.

Turn left into Harbor Center at the first traffic light.

Building Supplies:

- Home Depot: 410- 571-0820
Turn left onto Crownsville Road.
Turn left at first light onto 450E - Defense Highway.
Turn right into the parking lot at first light.
- Garman Brothers: Rough Cut Lumber: 410-987-4600

Grocery Stores:

- Giant: 410-224-2264 (pharmacy 410-224-2850) - in the Festival at Riva.
- Whole Foods: 410-573-1800 - in Harbour Center.
- Safeway: 410-224-8890 - in the Gateway Village

Liquor stores:

- General's: Beer, liquor, and wine can be purchased.
Turn right onto Crownsville Road.
Turn left onto 178 at the first light. General's is about ½ mile up on the right-hand side.
- Liquor Mart and Deli: For beer, wine or something stronger.
Turn left onto Crownsville Road.
Turn left onto 450 at the first light (heading towards Annapolis Mall).
Liquor Deli Mart is the yellow and red building on the left just before the traffic light.
- Waterbury Liquors: Wine, spirits, and cigars.
Turn right onto Crownsville Road.
Turn Left at first light onto General's Highway (Route 178).
Straight through first light. Right at next light onto Veteran's Highway (It is still Route 178).
Just past the first traffic light on the right side of the road.

Theaters:

- Annapolis Mall has AMC movie theaters.
- Harbour Center has Landmark movie theaters.

Emergency Care:

- Walk in Medical Clinic:
 - www.patientfirst.com
 - Patient First - Annapolis
2051 West St, Annapolis, MD 21401 ·
2.8 mi Near Annapolis Towne Center Shopping Center
(443) 603-0758
- MedStar Health Urgent Care
 - Across from Annapolis Mall by McDonalds
2114 Generals Hwy
Annapolis, MD 21401
855-408-9834
Open Till 8:00 PM
- Anne Arundel Medical Center
 - The hospital is located at Jennifer Road and Medical Parkway in Annapolis.
 - 443-481-1000.
Turn left onto Crownsville Road.
Turn left at first light onto Route 450.
Go to the light by mall and turn right onto West Street.
Turn left at first light onto Jennifer Road, follow signs to hospital.

“Dos” and “Don ’ts” on Festival Days

Do:

- Be polite to customers and fellow workers at all times.
- Try to use an accent and Renaissance speech.
- Play along with the village and royal court story line.
- Keep your booth and surrounding areas neat and free of trash.

Don't:

- Smoke in costume while in public view.
- Go barefoot or wear anachronistic footwear.
- Drive vehicles on-site during show hours.
There is no vehicle access to the site until 8:00 p.m. or until patrons are safely off-site.
- Use anachronisms within sight of audience, including but not limited to:
 - ✖ Inappropriate costuming (see costume guide for details)
 - ✖ Plastic or modern cups, bowls, utensils, etc.
 - ✖ Foul or abusive language
 - ✖ Modern music
 - ✖ Lighting, charge machines, telephones, etc., should be concealed from patrons.

Event Information

Costumes

For detailed information on costuming, please see the costume handbook.

Speaking Olde English

Speaking olde English helps create the illusion for the customer that they have traveled back to the era. All performers should conduct all their conversations in olde speak. Vendors and workers are expected to use olde speak to make salutations, call out to customers, interact with performers and welcome patrons. When conducting a transaction most customers prefer to have you use modern English so that there are no misunderstandings.

Titles

Your Majesty	King/Queen
M'Lord/M'Lady	Respectful
Sir/Madam	Respectful
Gentles.....	Collective
Master Artisan	Craft Person
Master/Mistress	Friendly
Friend.....	Friendly
Cousin.....	Friendly
Lad/Lass.....	Friendly

Greetings/Partings

Good morrow God ye good den I bid you adieu Good day to thee Fare thee well By your leave
Good eve See thee anon

Thee/Thou/You

You is used when being very polite or addressing someone from a higher station than yourself (The King, however, is always Your Majesty).

Ye means the collective "you." As in, "Hear ye, hear ye!" It does not mean "the" (i.e., "Ye Olde Shoppe" would mean "You all's old shop").

Thou	For social equals and friends
Thou (Subject)	Thou art most kind
Thee (Object).....	Might I have a word with Thee?
Thy	Be this Thy handkerchief?
Thine.....	Be these jewels Thine?

Helpful Words and Phrases

Hither	Here
Thither.....	There
Whence From	Where
Wherefore.....	Why
Aye	Yes
Nay	No
Boon	A Favor
Comely.....	Attractive
Garb.....	Clothing
Lusty	Sturdy
Spy	Catch Sight Of
Privies	Bathrooms
How stands the hour?	What time is it?
Thy raiment is beauteous.	Your clothes are pretty.
The performance doth commence on the stroke of one	The show starts at one o'clock.

Harken to our tune..... Listen to our song.
How may I serve thee? How can I help you?

Theme Information

The Maryland Renaissance Festival is a carefully created event incorporating many facets that collectively are a marketable attraction to customers. The show is a blending of craft shops, entertainment, food stands, games and attractions, each with appeal to patrons. This make-up creates an event that becomes an experience for the customer.

Annual Calendar

January 31	Deadline for new applicants and existing vendors to submit new items for jury consideration, return contracts and pay fees
February	Weather permitting, the craft jury convenes the first week in February
February 15	Jury results are mailed
March 31	Deadline for new vendors to purchase shops and retiring vendors to sell shops
May	Auditions for character, court and Young Actors' Ensemble performers
July/August	Rehearsals
June/July	Employment interviews
August 10	Site opens for seasonal residents
August 29	Festival Opens
October 25	Festival closes for the season
November 9	Site and campground closed for the season

Participant Tickets

- Participants with a valid pass may purchase tickets throughout the run of the show.
- There is no charge for children under seven years old.
- Participant tickets may be purchased by phone through the festival office Monday through Thursday from 9:00 a.m. to 4:00 p.m., and on Friday between 9:00 a.m. and Noon.
- Tickets can be held for guests at the Will Call window.
- Pass holders must pay for tickets in advance. It is not permitted for pass holders to leave a name on an envelope at the Will Call window and have guests pay for the tickets when they pick them up.
- The festival is not responsible for tickets left at the Will Call ticket window.