

➤ **Frequently asked questions (total 13 questions)**

- ✓ What are sales activities at fairs or exhibitions?

A: An activity with an organiser that includes more than a few traders offering the sale of products or provision of services within a certain period of time. E.g. carnival, market, wedding exposition, night market, craft market, fair, etc.

- ✓ The name of the activity organised is called “XX market”, “XX craft market” but not “XX exhibition”, is it still regulated by the Consumer Rights and Interests Protection Law?

A: The nature of an activity is not defined by its name but should be determined whether it fits the definition of law. An activity held by an organiser with more than a few traders offering the sale of products or provision of services within a certain period of time is regulated.

- ✓ What are the obligations of the organiser and the exhibitors of sales activities at fairs and exhibitions?

A: The organiser shall provide the Consumer Council, at least two working days before the start of the sales activities at fairs or exhibitions, with information on the venue, start date and end date of such activities, as well as the exhibitors' identification information, address and contact methods. A notification form made by the Consumer Council is available for download.

The organiser shall collect all identification information, address and contact methods of the exhibitors, the exhibitors shall also provide true and accurate information to the organiser.

- ✓ The notification form for organising sales activities at fairs or exhibitions made by the Council is available for the organiser to download. Exhibitors' information are to be listed on the attachment form, what does "identification information" thereof refer to?

A: "Identification information" refers to the name of the participating traders or the name of the businesses.

- ✓ Most cultural and creative artists participating in markets and craft markets are individuals and are not registered commercially. How to fill in the attachment form for exhibitors?

A: Individuals can also be traders as long as they fit the definition of a trader, truthful details are to be filled in when participating in sales activities.

- ✓ Exhibitors' information are too long to be listed in the attachment form, is Excel file accepted for submitting exhibitors' information?

- ✓ A: The organiser may choose to submit the information in other formats but the name of the sales activities at fairs or exhibitions, identification information, address and contact information of the exhibitors must be listed.

- ✓ Can the organiser notify the Consumer Council in advance for holding multiple sales activities at fairs and exhibitions? How to process if the activities are cancelled after the notification form is submitted?

A: The Consumer Rights and Interests Protection Law only requires the

organiser to inform the Consumer Council of such events at least two working days before the start of the sales activities at fairs or exhibitions. The organiser may submit the information to the Consumer Council in advance only after confirming the information prescribed in Section 1 and 2, Article 30 of the Consumer Rights and Interests Protection Law. The organiser shall also notify the Consumer Council regarding any updates on the status of the activities.

- ✓ If there is any adjustments in the number of exhibitors, can the organiser update the attachment form for traders' information after the statutory notification period?

A: Information on the submitted notification form should be correct, the organiser should inform the Consumer Council about any updates and keep the relevant evidence (such as documents on the rental of venue, participants' application forms, etc.)

- ✓ What are the ways to submit the notification form?

A: The organiser may submit the information in-person at the office of the Consumer Council or via e-mail.

- ✓ How to fill in the notification form if there are more than one organisers of the sales activities?

A: Information of all the organisers shall be listed on the notification form, however, it may be completed and submitted to the Consumer Council by one of the organisers.

- ✓ Signature and stamp of person in charge of the entity/organization is required on the notification form, is it possible to have the form signed and stamped by a department representative organising the event when the organiser is a large-scaled business?

A: The form can be signed and stamped by the person responsible for organising sales activities at fairs or exhibitions in the entity, provided that the entity acknowledges the submission of such information.

- ✓ Can the organiser entrust a third party to handle the notification procedure?

A: Yes, but it is required to specify on the notification form and submit an authorisation letter or supporting documents to verify that the relevant persons are authorised to handle the notification procedure on behalf of the organiser.

- ✓ If the organiser has entrusted a third part to handle the notification procedure, does that mean the organiser has fulfilled the obligation indicated in Article 30 of the Consumer Rights and Interests Protection Law?

A: In accordance with Article 30 of the Consumer Rights and Interests Protection Law, the organiser is obliged to notify the Consumer Council, the organiser should take note that if the entrusted party fails to handle the notification procedure, or submits incomplete or incorrect information, the organiser shall bear the relevant responsibilities.