GLENCOE CITY CENTER

PREFERRED VENDOR AGREEMENT

Professional Standards • Facility Expectations • Preferred Vendor Program

Thank you for your interest in the Glencoe City Center Preferred Vendor Program. This agreement outlines the professional standards and facility expectations for participating vendors. Preferred Vendor status is a ***privilege and does not guarantee referrals, bookings, or exclusivity.***

1. Preferred Vendor Expectations

As a Glencoe City Center (GCC) Preferred Vendor, the vendor agrees to:

- Conduct business in a professional, courteous, and respectful manner and communicate promptly with clients and GCC staff.
- Arrive on time and prepared for scheduled events and provide services consistent with the quality represented to clients.
- Follow all GCC policies, procedures, event guidelines, scheduled access times, setup and teardown requirements, and staff instructions.
- Leave all spaces used in the same condition in which they were found and promptly report damage, spills, safety concerns, or facility issues.
- Maintain all licenses, permits, certifications, and insurance required by applicable law for the services provided.
- Provide current proof of insurance, licensing, permits, or certifications when requested by GCC.
- Ensure employees, subcontractors, and representatives comply with GCC policies while on the premises.

2. Client Relationship

Preferred Vendors operate as independent businesses and are not employees, agents, partners, or representatives of the Glencoe City Center or the City of Glencoe. All contracts, payments, deposits, cancellations, service disputes, and other arrangements are solely between the vendor and the client. GCC is not responsible for a vendor's performance, products, services, employees, subcontractors, equipment, or contractual obligations.

3. Referrals & Preferred Vendor Status

Placement on the GCC Preferred Vendor List **does not** guarantee referrals, bookings, revenue, or a specific number of client inquiries. GCC may recommend multiple vendors within the same category and does not guarantee exclusivity. Clients are not required to select a Preferred Vendor.

Preferred Vendor status may include opportunities to be featured in GCC resource guides, event information packets, digital resources, social media, open houses, showcases, or vendor events. Participation in promotional opportunities is at GCC's discretion.

4. Marketing & Brand Use

The vendor grants GCC permission to use the vendor's business name, logo, website, social media information, and approved photographs for purposes related to the Preferred Vendor Program and GCC event marketing. Preferred Vendors may identify themselves as a "Glencoe City Center Preferred Vendor" while their status remains active. Use of the Glencoe City Center or City of Glencoe logo requires prior approval.

5. Insurance, Liability & Damages

Each vendor is responsible for its own business operations, employees, subcontractors, equipment, products, and services. The vendor is responsible for damage to GCC property caused by the vendor, its employees, representatives, subcontractors, or equipment, to the extent permitted by applicable law. GCC may require proof of general liability insurance or other appropriate coverage based on the services provided.

6. Compliance

Vendors must comply with all applicable federal, state, and local laws, regulations, licensing requirements, health and safety requirements, and GCC policies. Vendors providing food, beverage, alcohol-related, entertainment, or other regulated services are responsible for maintaining all required licenses and permits applicable to their operations.

7. Preferred Vendor Review

Preferred Vendor status may be periodically reviewed by GCC. Review may consider client feedback, communication and responsiveness, quality and consistency of service, professional conduct, compliance with facility policies, condition of the facility following events, and required licensing, insurance, or documentation.

GCC reserves the right to suspend or discontinue Preferred Vendor status at its discretion, including for repeated client complaints, unprofessional conduct, failure to follow facility policies, safety concerns, property damage, or failure to maintain required documentation.

8. Term & Termination

This agreement remains in effect while the vendor participates in the GCC Preferred Vendor Program. Either party may discontinue participation at any time. Upon removal or withdrawal, the vendor must discontinue representing itself as a current Glencoe City Center Preferred Vendor.

9. Acknowledgment

By signing below, the vendor acknowledges that it has reviewed and agrees to the expectations outlined in this Preferred Vendor Agreement. The vendor understands that Preferred Vendor status does not constitute an endorsement or guarantee by the Glencoe City Center or City of Glencoe and does not guarantee client referrals or bookings.

Business Name	
Vendor Representative	
Vendor Signature	
Date	
GCC Representative	
GCC Signature	
Date	

GLENCOE CITY CENTER | Preferred Vendor Program