

## **Best Food Truck Policy**

Beginning with August dated vending opportunities, DMVFTA vending opportunity sign ups are through the Best Food Trucks online system. This is an automated food truck sign up system currently being used in 11 other cities.

Only members who are pre-registered with Best Food Trucks can sign up for DMVFTA vending opportunities. Registration for food trucks is available at <https://bestfoodtrucks.typeform.com/to/tSbEnv>.

To sign up for the first time you must download the Best Food Truck (BFT) app. After registering the Best Food Truck system will send you your login username and password to sign in.

Sign ups for vending opportunities open on the first Monday of the month at 9AM for the following month. For example: September vending dates will open on Monday August 6 at 9AM.

All vending opportunities previously listed as 'Events' on the DMVFTA website will now be listed "Book a Lot" on Best Food Trucks. The best food truck system refers to "gigs" and "properties" as "lots."

Every time you want to sign up to vend at a lot, you will log into the Best Food Truck app.

Trucks must only sign up for dates that they are committing to. With the new Best Food Trucks system you must pay the vending fee when you register for a spot. You will not be able to register without paying the vending fee.

When you select a date to vend, you are committing to that date. When you hit "Yes, book!" your card on file will automatically be charged.

The DMVFTA cancellation policy has not changed with this new system. Here is the link to the policy:

<http://dmvfta.org/resources/Documents/READ%20OUR%20NO-SHOW%20AND%20CANCELLATION%20POLICY.pdf>

With the Best Food Truck system, you can cancel a registration up to 10 days prior to the vending date. If you cancel a registration more than 10 days before the vending date, you can hit 'refund' and your vending fee will be refunded to your card.

If you must cancel for any reason within 10 days of the vending date, the only way to cancel your registration is to email [andie@dmvfta.org](mailto:andie@dmvfta.org). You will only be refunded your vending fee if you give more than 48 hours notice. If you give less than 48 hours to cancel, there is no refunded vending fee.

Please note that there are different sign up restrictions and requirements for every lot. For lots that require documents or special permits, only those 'authorized vendors' (trucks that have submitted to DMVFTA all the required documents) will have access to sign up.

With the Best Food Truck system, trucks are not allowed to sign up for back-to-back dates. Based on each property manager's requests, there are restrictions how many times a food truck can vend at a lot each week or month. The Best Food Truck System will only allow you to sign up for dates at lots based on those restrictions. This is explained in this video:

<https://www.youtube.com/watch?v=VsW9KCvvIVA>

You will be able to log into the app with your log-in information at any time and check all of your upcoming dates. You will have access to update your menu at any time. This is explained in this video: <https://youtu.be/N1xDSMOazQY>

If there are available vending opportunities at lots, you will be able to sign up on the Best Food Truck app. You should check the app daily to see if any lots available that you want. This is explained in this video: <https://www.youtube.com/watch?v=VsW9KCvvIVA>

You will get a notification reminder through the app about your upcoming vending dates two days prior to the date. Again, we encourage you to check the app daily to see your upcoming opportunities and available dates.