

Frequently asked questions (12 questions)

1. What are sales activities at fairs or exhibitions?

Answer: An activity with an organiser that includes more than a few participating exhibitors offering the sale of products or provision of services within a certain period of time. For example, carnival, market, wedding exposition, night market, craft market, fair, etc.

2. 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?

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

3. What are the obligations of the organiser and the exhibitors of sales activities at fairs or exhibitions?

Answer: The participating exhibitor of sales activities shall provide the organiser with their identification information, address and contact information. The organiser shall provide the Consumer Council, at least two working days prior to the start of the sales activities, with information on the venue, start date and end date of such activities, as well as the exhibitors’ identification information, address and contact information.

4. How can the organiser submit the notification to the Consumer Council?

Answer: The organiser may submit the notification via the following channels:

(1) Online service of ‘Notification for Organising Sales Activities at Fairs or Exhibitions’:

- a. The organiser may fill in the notification form, upload details of the exhibitors, review contents of each notification and supplement any necessary documents via the ‘Consumer Online’ consolidated service platform or the special webpage on the Consumer Council’s website.
- b. The organiser may also complete the notification on the special webpage of ‘Notification for Organising Sales Activities at Fairs or Exhibitions’ by scanning the QR code of the Consumer Council.

(2) The organiser may download the notification form for organising sales activities at fairs or exhibitors from the Consumer Council’s website, and submit it to the Consumer Council (Av. Horta e Costa, N.º 26, Edf. Clementina A.L.Ho, 4.º Andar) during office hours.

5. Some cultural and creative artists participating in markets and craft markets are individuals and are not registered commercially.

How to fill in the notification form for such exhibitors?

Answer: Individuals can also be traders as long as they meet the definition of ‘traders’ in the Consumer Rights and Interests Protection Law. Truthful details are to be filled in when participating in sales

activities.

6. How to fill in the notification form if there are a few organisers?

Answer: All organisers should be listed on the notification form but the form can be filled in and submitted by only one of them.

7. Can the organiser notify the Consumer Council in advance for holding multiple sales activities at fairs and exhibitions? What if the activities are cancelled after the notification is submitted?

Answer: 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 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.

8. If there is any adjustment in the number of exhibitors, can the organiser update the attachment form for exhibitors' information after the statutory notification period?

Answer: Information on the submitted notification form should be accurate, the organiser should inform the Consumer Council and keep the relevant evidence (such as documents on the rental of venue, participants' application forms, etc.) when there is any update.

In the event of online submission, the organiser may update via the

“Supplement/update notification details” link on the online webpage.

9. Should the documents submitted to the Consumer Council be signed by the person in charge?

Answer: If the notification is submitted in person at the Consumer Council, the form can be signed by the person responsible for organising the sales activities at fairs or exhibitions in the entity, provided that the entity acknowledges the submission of such information.

10. Can the organiser entrust a third party to handle the notification procedure?

Answer: 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.

In the event of online submission, relevant documents must be uploaded.

11. If the organiser has entrusted a third party 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?

Answer: 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 inaccurate information, the organiser shall bear the relevant responsibilities.

12.If the organiser submits the notification on the webpage of “Notification for Organising Sales Activities at Fairs or Exhibitions”, how to confirm whether the Consumer Council has received the submission?

Answer: After submission is completed, a receipt number will be generated and simultaneously sent to the e-mail address provided by the notifier. If the notifier does not receive the e-mail, the receipt number can be used for inquiry on the notification webpage.