

## FAQs

### **Who should I contact in case of a problem with the system?**

If you need help using the catering community, don't delay! Please email:

[concessions@freemanseventpartners.co.uk](mailto:concessions@freemanseventpartners.co.uk)

### **Can I use the community on my mobile phone or tablet?**

Absolutely! Simply download the Salesforce app onto your device or open the link in the email on your device's web browser. You can access all of your documents and your calendar in real time live at events.

### **Why do I have to upload images of my outlets?**

Uploading images of outlets, food and your team helps to complete your profile. Images are used for client presentations and supporting new work documents. We also use your pictures to promote your business through our social media channels.

### **Can I still sign up if I have more than one food/drink outlet?**

Of course! Just add one outlet at a time. You can sign up as many outlets as you like, for an outlet to be used it needs to be on the catering community.

### **How can I receive information on upcoming events?**

The Concessions team will send event updates. You will have a dedicated Account Manager who can support with any questions or queries.

### **How is my data used?**

Please consult our [data protection policy](#) for more information on this.

NB: While we aim to fit our concessionaires into as many events as we can, it is not possible to guarantee that registration to the community will result in an offer of work.