



## Market Terms & Conditions 2018 / 2019

**Market Hours: 9:00am - 3:00pm September to April  
9:00am - 1:00pm May to August**

Monthly markets are scheduled on the third Sunday every month of the year

### **Aims & Objectives:**

- To maintain a regular sustainable monthly market for all stallholders
- To promote a sustainable packaging environment free from plastic bags and strive for minimal single use packaging
- To offer a diversity of products
- To ensure customer satisfaction
- To maintain stallholder costs at a minimum rate
- To maintain administration overheads at a minimum cost

### **Stall Criteria:**

Emerald Community House is proud to support local businesses that provide quality items, preferably handmade, homemade, vintage and local produce

- a. Local product and produce stalls will be given preference  
Exceptions: if the product is of high quality and unable to be produced by hand, these items will require prior approval from the Committee of Management. Should a situation reflect any stallholder discrepancies, or disagreements, the Committee of Management will resolve a positive outcome in line with the Emerald Market Aims & Objectives
- b. Paid stallholders will be given priority over Community and Not-for-Profit Groups
- c. On occasions there may be stalls selling similar items, however, these stalls may have a point of difference and stall holders are encouraged to inquire per month. No mass produced or trash and treasure items will be accepted
- d. No stolen or illegal goods shall be sold
- e. No dangerous goods shall be sold, eg. Fire arms, knives, weapons, of any type or any form of chemical products

### **Set up requirements:**

- a. Market set-up is required from 7:00am and up to, but no later than 7.30am unless previously arranged  
If stallholders have not arrived before 7.30am, please phone after hours contact Non Blair 0419 345 750, as we cannot guarantee your usual location and these sites may be filled with casual stallholders
- b. Please let us know on the form if you have a trailer or any other special requirements
- c. All vehicles must be moved out of the market area by 8:00am sharp and across to the designated stallholder car park areas, unless prior arrangements have been made
- d. Parking designated areas are; at the Emerald Primary School, Gemco Theatre, Emerald Medical Centre – (refer to map)\*
- e. Full set up is required by 8:00am
- f. Stallholders are not permitted to pack up before the advertised market hours
- g. Full pack up is required no later than 1 hour after market advertised closing times

**Pack up early penalty:**

- a. Permanent Stallholders will be penalized and charged one (1) month's fee and/or lose their permanent location  
Repeat offenders may result in permanent disqualification with no refund of fees that have been paid in advance
- b. Casual stallholders will be suspended for at least one month with no refund of fees that have been paid and/or may not be allowed to return

**Stallholders Responsibility:**

- a. Stallholders who have large vehicles are required to set up ½ hr. earlier to reduce traffic congestion
- b. Stallholders are required to employ health and safety practices at all times
- c. Stallholders are required to provide a current certificate of currency for Public Liability insurance coverage or pay the additional insurance charge along with their stall fee
- d. Stallholders are required to supply all appropriate shelter, 3 x 3 metre gazebo, tables, chairs display stands etc.
- e. Emerald is a plastic bag free environment. Please provide alternative packaging for your customers and consider sustainable practices. Please note: This includes "bio degradable" plastic bags
- f. Food vendors are required to provide their Streatrader number along with their application form
- g. Stallholders are required to respond cooperatively to any direction given by Market Management in relation to the operation and occupation of their stall, equipment, goods and vehicle during operating times and any direction relating to security or safety issues
- h. Stallholders must not act in a verbally or physically abusive, dangerous, or disruptive manner toward any other stallholder, general public or Market Management. This will result in immediate cancellation of all future stalls and no refunds will be issued
- i. A stallholder may be asked to remove from sale, any goods or services which are not approved products
- j. Stallholders are required to remove all rubbish associated with their stall and leave the area clean and tidy. A fee of \$30 will be charged for any rubbish if left behind.
- k. No smoking is permitted during market hours
- l. Stallholders who do not comply with Terms and Conditions will be required to leave

**Stallholders no show or late cancellation:**

Stallholders are advised when a market site has been booked and paid for, in the case of a "No Show" where a stallholder does not turn up on market day, or is unable to attend with late notice due to illness or other reasons, there will be no credit or refund issued.

The required notice to be issued with a credit is two weeks' notice prior to a scheduled monthly market. However a credit "may" be given for extenuating circumstances with less than two weeks' notice but only if a replacement stall can be found to fill your site.

We encourage all stallholders to develop a backup plan for a "stand in" assistant in case of illness or should an emergency situation occur.

**Weather Conditions:**

- a. The Market Management Committee will cancel a Market on dangerous weather days: extreme, Code Red fire ratings, weather warnings, storms, hail. **If a market is cancelled there will be no refunds or credit months issued.**
  
- b. The market will go ahead if the forecast is for rain and not reported as dangerous. Market organizers respect the right for stallholders to cancel their attendance on these days, however, **no refunds or credit months will be issued.** This will be treated as a “no show”

**Payment Options, Fees & Insurance:**

- a. Permanent stallholders are required to complete and return their Market Application form along with a copy of their current public liability insurance and payment to secure their preferred site location. A credit month for non-attendance ‘may’ be issued if two weeks “prior” notice is received before a scheduled market day. The stallholder ‘may’ be able to nominate a preferred month for their replacement, only if there is a site available.

**Permanent stallholder’s fees:**

<b>12 Month</b>	<b>Stall Cost</b>	<b>Saving</b>
Pre-Payment	\$ 275.00	\$ 85.00
Public Liability Insurance	\$ 100.00	\$ 80.00
Power	\$ 90.00	\$ 30.00
<b>6 Month</b>		
Pre-payment	\$ 150.00	\$ 30.00
Public Liability Insurance	\$ 50.00	\$ 40.00
Power	\$ 50.00	\$ 10.00
<b>3 Month</b>		
Pre-payment	\$ 80.00	\$ 10.00
Public Liability Insurance	\$ 35.00	\$ 10.00
Power	\$ 25.00	\$ 5.00

**Casual stallholders’ fees:**

1 month	\$ 30.00
Public Liability insurance	\$ 15.00
Power (if available)	\$ 10.00

**NB:** Number of casual stall sites are limited therefore if no sites are available stalls will be registered on the market waiting list

**Payment Options:**

Payment in Person: Address: 356-358 Belgrave-Gembrook Road Emerald, Vic.

Payment by Cheque: Payable to Emerald Community House PO Box 328, Emerald Vic. 3782

Payment via Tel.: Available for your convenience. A scanned receipt will be sent via email as confirmation of your payment

Direct Deposit: Available for your convenience. Payments must include a code to identify the Stallholder's deposit; Business name / surname. Direct Deposit payments that do not include a code will incur administration fee of 10.00  
ECH can supply individual invoice/receipt upon request

**Cancellations & Refunds:**

- a. Permanent stallholders will revert to casual status if three (3) consecutive months have been missed, unless prior arrangements have been made, or if a cancellation is not received two (2) weeks prior to a scheduled monthly market.
- b. Casual stallholders who have paid to attend the market and do not show up on a scheduled market day will not receive a refund or credit month. If extenuating circumstances have occurred, then the Market Management committee will address the situation on an individual basis.

**Market Management Responsibilities:**

- a. To maintain safe conditions for all Stallholders and the general public
- b. To create a family friendly and vibrant monthly event
- c. To maintain fairness and equity when assessing market applications in line with the Market aims and objectives
- d. To promote the market and maximise attendance
- e. To maintain a good mix and diversity of stalls
- f. To communicate and respond to stallholders enquiries in a timely and efficient manner

**Important Contact details:**

Market Address: 1 Kilvington Drive, Emerald, Victoria

Notice of Cancellations: Between Friday night & Sunday morning  
**After hours** mobile contact: Non Blair 0419 345 750

General Enquiries & Bookings: Email: [echmarket@iinet.net.au](mailto:echmarket@iinet.net.au)  
Tel: 5968 3881  
PO BOX 328 Emerald Vic 3782  
356-358 Belgrave-Gembrook Road Emerald Vic 3782

*The land owners Emerald Community House and Commonwealth Bank are not responsible for any loss, injury or illness associated with stallholders or customers*

