CODE OF CONDUCT

All stallholders are required to uphold the Code of Conduct when participating with The Caloundra Street Fair.

Stall Placement

- Stall placement and overall Street Fair layout is at the discretion of the Event Manager.
- Management reserves the right to relocate a stallholder to another stall within the Street Fair.
- Regular site changes are essential to the life and the look of the Street Fair.
- We ask that all stallholders remain flexible and accept changes to site layout at any time.
- We remind stallholders that there are no 'permanent' sites available at the Street Fair.
- Management makes a sincere and thoughtful effort to meet all stallholder's needs and requests regarding stall placement in the Street Fair.

Operational Requests

- Management reserve the right to request that a stallholder undertake any reasonable measure, which in the opinion of the manager will improve the safety of the stall, or to raise the level of presentation of the stall and its products.

Product

- Please refer to Stallholder Selection Criteria document for clarity on product and stall inclusion.
- Management reserves the right to refuse, or request the removal of product that is unsuitable, or has not been approved by Management at any time.
- A stallholder may only offer for sale approved products as outlined on the stallholder's original application form.
- To add new products, permission must be sought from Management. Stallholders may be asked to provide pictures of their intended product. Products cannot be added to a stall unless approval is given by Management.
- It is the responsibility of the stallholder to ensure they conform to any safety and compliance standards pertaining to their product.

Running late and cancellations

- Please phone the Event Manager and advise if you are running late on trading day.
- Please phone or email the Event Manager to cancel your stall (please refer to Cancellation Policy in Stallholder Trading Guidelines document for details about costs incurred for cancelling your stall).

Smoking

- The entire Street Fair precinct is a smoke free zone under Queensland Law. The smoking ban includes all footpath and garden areas. This includes set-up and pack-up times.

Pets in the Street Fair

- Stallholders are not permitted to bring pets, (including dogs) when trading at the Caloundra Street Fair.

Social Media Policy

- Stallholders are asked to present positive messages about the Street Fair and their experiences with the Street Fair on social media platforms. Negative comments or airing of grievances with Management or the Chamber of Commerce on promotional pages owned by the Street Fair (used for promotion purposes) will result in immediate termination from the Street Fair. All grievances can be resolved professionally by other means.

Building a culture of courtesy and respect

- We ask that stallholders consider their neighbours, other staff and retailers and treat others with respect, and as they would like to be treated in all their dealings in the Street Fair.

Conflict

- We have a zero tolerance for conflict.
- Conflict will not be tolerated between stallholders and Street Fair visitors, retailers and store owners, Street Fair staff and other stallholders.
- We seek to maintain a harmonious, friendly and fun environment for all.

Unacceptable behaviour

- Verbal abuse (swearing) at Street Fair staff, security, retailers, Street Fair visitors or other stallholders is not acceptable behaviour.
- Physical abuse under any circumstances is not acceptable behaviour.
- There is no warning system in place for breaching these conditions at the Street Fair.
- If you are found in breach of either of the above conditions your participation at the Street Fair will be terminated immediately.
- The Caloundra Street Fair is a safe place for all stallholders, visitors, staff, contractors and retailers to work, to trade and to visit.