



STALLHOLDER TRADING GUIDELINES

Essential Info

The organising body for The Caloundra Street Fair Market is the Caloundra Chamber of Commerce and Industry Inc.

Event Manager: Nicci Gradidge

Mobile: 0488 222 805

Email: manager@caloundrastreetfair.com.au

Where: Bulcock Street, Caloundra city centre – between Otranto Avenue and Knox Avenue, including Minchinton Street.

Trading hours: Every Sunday, trading between 8am – 1pm.

Other info: Stallholders must provide their own marquees or market umbrellas, which must be in good condition. Management does not provide any stall equipment for hire or loan.

Stallholder Fees

- | Size | Fee |
|--------|----------|
| • 1x1m | \$40.00 |
| • 2x1m | \$50.00 |
| • 3x3m | \$70.00 |
| • 6x3m | \$125.00 |
| • 7x3m | \$140.00 |
| • 9x3m | \$200.00 |

Cancellation Policy

It is a requirement that stallholders pay their fees in advance.

Stallholders who cancel their booking after 5pm on Wednesday of any given week will incur a 50% cancellation fee. Cancellations made after 5pm Friday will incur a 100% cancellation fee. Exemptions are possible in an emergency but are at the discretion of the Market Manager.

If a Market is cancelled prior to the Sunday of intended trade due to adverse weather, stallholders who have already paid will receive a credit for the following week.

If a Market is cancelled on the Sunday itself due to adverse weather conditions, stallholders who are trading will receive a credit for the following week.

Adverse Weather

The Caloundra Street Fair will operate in varying weather conditions and stallholders must be prepared for adverse weather. Being in a unique area we do regularly get high winds so please come prepared.

Management will not be held responsible for any loss, damage or injury whatsoever resulting from adverse weather conditions.

If a market is to be cancelled due to extreme weather conditions the Market Manager will make contact with all stallholders. Announcements will also be made via social media platforms.

Insurances

All stallholders are required to have their own Public Liability Insurance.

Stallholder Set Up

- All stallholders are to arrive from 6am with casuals being assigned their stall site on the day at 6:15 am sharp.
- Bulcock Street is closed to public traffic at 7am.
- From 7am stallholders can put marquees on the road and begin to set up (not before).
- A parking map with approved stallholder parking locations and set up instructions is given to all new stallholders and all stallholders are expected to park in the approved areas only.
- All stallholders must be set up and ready to trade by 8am.

Stallholder Pack Up

- Stallholders must trade till 1pm.
- Stallholders are permitted to begin pack up from 12:30pm, but must not disrupt neighbours or the aesthetic of the Street Fair for our visitors, and must continue to trade until 1pm.
- Market closure is at 1pm. Stallholders must cease to trade and begin to pack up their stalls placing product on the footpath before bringing their cars into the street (one-way traffic only allowed).
- All vehicles must proceed in a safe manner at no more than walking pace, with their hazard lights on.
- Stallholders must park close to the curb for safety, while transferring product to and from their vehicles. Stallholders are asked to pack their cars as quickly as possible.
- Stallholders must negotiate with their trading neighbours to organise which order they bring their cars in, to avoid two stallholders attempting to park and load in the one bay at the same time, as this will cause congestion.
- All products must be cleared from the street by 1.45pm with the road opening to the public strictly by 2pm.
- Directions and instruction from Management and Security must be followed at all times.

Categories of Stalls

- There are two categories of stalls in The Caloundra Street Fair; Regular and Casual. All Casual stalls attend by application and booking approval by the Event Manager.
- Currently we are not able to offer any regular sites as we are moving into the 2018 Street Scape Project, Once the project is completed we will be able to offer regular status again.

Approved Products

A stallholder may only sell products that have been approved by Management and as listed on the stallholder's initial application form.

To add new products, permission must be sought from Management. Stallholders may be asked to provide pictures of their intended product.

It is the responsibility of the stallholder to ensure they conform to any safety and compliance standards pertaining to their product. It is the responsibility of the stallholder to ensure they conform to any safety and compliance standards pertaining to their product.

Presentation

All products and stall presentation must be of a high standard. Presentation is key to delivering a truly unique and high-quality market. Stallholders can be terminated for failing to meet presentation standards.

Waste and Rubbish

Stallholders are required to remove their own rubbish and waste from their immediate stall location.

- Boxes and cartons must be removed from the market area. Failure to do so may result in termination of your inclusion with future trading dates.
- The waste bins provided at the market are for general public use only.
- Stallholders are responsible for leaving their site and surrounding area clean, tidy and undamaged.

Marquee Weights Compliance

Marquees must have a minimum of three weights attached at all times, and Market umbrellas need to have a weighted base with the umbrella stand able to be securely fixed to the weight.

We are a coastal event and do experience wind gusts from time to time. If stallholders do not have weights, they will not be permitted to trade for safety reasons.

Electrical Compliance

Access to power is strictly by approval only.

- All electrical appliances and cords must be tested and tagged by a qualified electrical contractor in accordance with Queensland Electrical Safety Regulations 2002 and subsequent amendments. Stallholders are encouraged to diarise for renewal.
- Equipment & cords should also be regularly checked to ensure they remain in serviceable condition.
- Stallholders with higher power needs e.g. cooking/refrigeration appliances should connect using a suitable 'earth leakage protection device'.
- Please seek advice from a qualified electrical contractor in regard to the amperage draw of your equipment and seek professional advice prior to entering the Caloundra Street Fair.
- Double adaptors are not permitted for commercial usage under any circumstance.
- Stallholders found with non-complying or unsafe appliances or cords will have power withdrawn without notice. Non-compliance may invalidate your insurance and cause risk of serious harm to the public, your employees and yourself.
- It is essential that extension leads do not present a trip-hazard to the public. Excess cords must be coiled safely within the stall and not accessible to the public.
- Exposed cords running between stalls must be either covered with mats or taped with waterproof tape - please bring these with you each week.

Food Stalls

All food stalls must be licensed. Please contact the Sunshine Coast Council, if you require information about obtaining a Food License.

- Food stall applications will not be assessed without provision of a current Food License.
- Temporary Food Licenses must be displayed at all times during trading hours.
- Correct health and safety procedures must be adhered to at all times.
- The public must not have access into your stall at any time.
- Food stalls may not sell commercially bottled or canned soft drinks, as it is in direct competition with cafés. (Water and healthy/unique options of drinks are to be discussed with Manager).
- Approval from Management will need to be given before you change or add to your food stall or product range.

Emergency Management

Management will provide you with a copy of the Evacuation Procedure. Please ask if you have not been provided with a copy.

First-Aid

If you or anyone around you is in need of First-aid, please contact the event manager immediately. Event staff and security are first-aid trained and willing to help. All incidents, must be reported to management.

Generators

Generators are not permitted due to the urban environment that the event precinct is located within. We have to consider possible noise and exhaust issues for other traders and retailers in the street.

Smoking

The Street Fair precinct is a smoke free zone under Queensland Law. The smoking ban includes all footpath and garden areas.

Pets

Stallholders are not permitted to bring pets (including dogs) to the Street Fair on trading day.

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.

Sale or Transfer of Business/Stall

The Caloundra Street Fair enters into no permanent or written agreements about the location, placement and regularity with any stall/business.

Should you sell your business to another you are required to provide full written disclosure to Management.

Business/Stall owners are not entitled to promise, advise or instruct new owners of any ongoing arrangements with the Street Fair.

A change of ownership will result in the renegotiation of stall approval, placement and status with Caloundra Street Fair Management in every instance. Please keep this in mind with any plans of sale or transfer of ownership of your stall. These terms are not negotiable.