

Caloundra Street Fair

Stallholders Manual



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ABOUT

The Caloundra Street Fair is owned and operated by the Caloundra Chamber of Commerce and Industry Inc. The Caloundra Chamber of Commerce is a membership-based organisation, representing businesses in the Caloundra region. The Chamber is a not-for-profit association and its income is only sourced from membership, sponsorship, markets and grants. We are not part of the Sunshine Coast Council.

The Street Fair takes place on Bulcock Street, Caloundra city centre – between Otranto Avenue and Knox Avenue, Including Minchinton Street.



CONTACT DETAILS

Event Manger: 0488 222 805

All requests and enquiries are to be sent to admin@caloundrastreetfair.com.au

Team Members: Hannah Woods

Emille O'Donohue

Julie Connor

Jay Glen

First Aid can be provided by the Event Manager, Event Assistant or Event Security.

**Please note our office hours are Wednesdays to Fridays from 9am – 5pm only and Sundays 5am – 2pm.*

BUMP-IN & BUMP-OUT

Stallholders are reminded that these conditions are dictated by our permit arrangements with the Sunshine Coast Regional Council and is essential that these are followed at all times.

It is important that safety is considered at all times and that pedestrians can access footpaths. We are not to obstruct access to retail stores during bump in/out.

BUMP-IN:

- * All stallholders are to arrive from 6am with casuals being assigned their stall site on the day at 6:15 am sharp.
- * On market days please go directly to your site location discussed with the Event Manager.
- * Please park your vehicle within designated parking bays.
- * Before 7am the road is still considered open and all traffic rules apply. Parking on the sidewalk could result in a traffic fine.
- * Please ensure the safety of others around you while offloading your stock.
- * It is a requirement that you remove your vehicle as soon as you complete offloading.
- * Vehicles are required to travel at walking pace with hazard lights on when traveling within the market precinct.
- * Vehicles are not permitted in the market precinct after 7am.
- * The official road closure commences at 7am. At this time, you are able to place your marquee in the centre of the road and start to set-up.
- * Please ensure you are set up and ready to welcome customers by 8am.

BUMP OUT:

- * Stallholders must trade till 1pm.
- * You can start packing up from 12.50pm provided you do not disturb your neighbours or the aesthetic of the market.
- * At 1:20pm a partial road opening will commence for stalls on the Roundabout and in Minchinton St, and stall holder vehicles will be allowed into the precinct. Please note: For stalls in Minchinton St, all marquees and stock will need to be off the road prior to 1:20pm to allow for vehicle access.
- * At 1:20pm a partial road opening will commence at Knox Ave and Otranto Ave for stalls in the top and lower half of Bulcock St.
- * It is important to discuss with the surrounding stalls about the order you will bring in your vehicles during bump out. In doing this, it will reduce congestion in your area and assist in a quick and easy departure.



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- * Please have your marquee and products fully packed down ready to vacate before you bring your vehicle into the area. All items are to be placed on the footpath ensuring safe pedestrian access.
 - * Please ensure that you do not park your vehicle in the middle of the road.
 - * Our road closure permit is until 2:30pm - please ensure that your stall is completely off the road and you are parked legally by 2:30pm.
 - * Please leave your stall area clean and tidy.
 - * Stallholders are reminded that they are required to take all trade waste with them on departure.
 - * Please be sure to follow the directions and instruction from Traffic and Market Management and Security at all times.
 - * Please ensure any staff employed at your stall are made aware of these instructions and have a copy of the Stallholder Kit and Code of Conduct.

Vehicles in the market precinct after 7am

Some stallholder vehicles are not arriving to start unloading until 6:55am and unfortunately this means those in the top half of Bulcock Street are unable to start set up until all vehicles have been removed. To assist with the bump-in/set-up process please ensure all vehicle are removed before 7am.

Barricades/Road Open

There will be times that we are unable to open the road to stallholder vehicles at exactly 1:20pm (1:20pm for roundabout stalls), this is usually due to safety concerns.

Please DO NOT handle the road closure signs or traffic cones, this is a requirement of our permit that it is only to be done by market staff or traffic control that have been trained and have the appropriate safety equipment.

Queuing at the Street Fair entrances at the end of the day

Whilst waiting for the roads to open in the afternoons please ensure that you are not queuing at the entrances to the street fair. These include Otranto Avenue and Minchinton Streets.

We are in breach of our permit if we allow stallholders to block access to the intersections and access to car parks. Moving forward from this weekend if you are queuing in these intersections, you will be asked to move on. Please don't bring your car to the entry points before 1:20pm.



CANCELLATION POLICY

All cancellations must be made by 5pm Wednesday to avoid a 50% cancellation fee. Cancellations made after 5pm Friday will incur a 100% cancellation fee.

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 present and trading will receive a credit for the following week. Any stallholder who cancel before the market is cancelled or is a no show will not receive a credit.

ELECTRICAL COMPLIANCE

Access to power is strictly by approval only.

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 Street Fair.

Double adaptors are not permitted for commercial usage under any circumstance.

It is essential that extension leads do not present a trip-hazard to the public. Excess cords are required to be coiled safely within the stall and not accessible to the public. Exposed cords running between stalls require either covered with mats or taped with waterproof tape – please bring these with you each week.

Given the high safety risk, stallholders found with non-complying or unsafe appliances or cords will have power withdrawn without notice.

Test & Tag

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.

Please ensure they are up to date, we will be completing random checks as we conduct our walk of the market throughout the day.

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.

EMERGENCY EVACUATION PLAN

In accordance with Queensland State Legislation, the Caloundra Chamber of Commerce & Industry Inc has developed an Emergency Evacuation plan which sets out the procedures to be followed in the event of a major fire or other serious emergency.

In the event of a call for evacuation, stallholders are advised that the following procedures will apply:

A decision to evacuate the market precinct (or part thereof) will be made by the **Emergency Response Group** which will consist of the following persons:

- * Event Manager – Chief Warden
- * Team Member – Deputy Chief Warden
- * Security Guard – as Warden

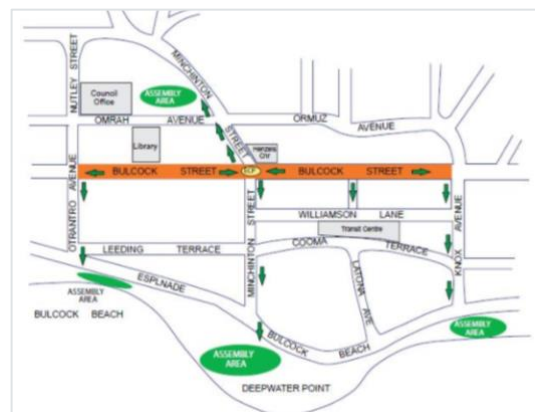
In the event of the absence of any of these persons, the person acting in the position will have full authority.

Action to be taken when an evacuation is ordered

- * Follow the instructions of the Wardens listed above.
- * Immediately remove any umbrellas or other temporary structures that may impede access of emergency vehicles.
- * Move away from the event as directed by the evacuation map in this document.
- * Assist and direct members of the public and other persons to proceed away from the event in accordance with the evacuation plan map.
- * Proceed to the nominated assembly area and await further instructions from the Wardens.
- * Encourage members of the public to remain in the assembly areas until the all clear is given.

Should you witness a potentially life threatening event, immediately contact Emergency Services via 000. Once Emergency Services have been notified, contact the Market Manager or Team member on the following number: **0488 222 805**.

Take whatever steps you can to assist in the emergency without putting your own life at risk.



FEES AND PAYMENT

Stallholder Fees

- * 1 x 1m - \$40 (Table only no marquee)
- * 2 x 1m - \$50 (Table only no marquee)
- * 3 x 3m - \$70
- * 3 x 3m Corner & Single site - \$90
- * 3 x 3m Food & Roundabout site - \$100
- * 6 x 3m - \$130
- * 6 x 3m Food site - \$150
- * Additional 1m per site - \$20
- * Power - \$10 per 10AMP
- * Late Payment Fee - \$5 (Payment made after invoice deadlines. Invoiced at next visit)

Invoices will be issued on a Sunday to all regular stallholders. Payment must be made by 5pm on the Wednesday prior to the Sunday of trading.

Casual stallholder invoices are issued on Wednesdays and are required to be paid by 5pm Thursday to confirm the site allocation within the Street Fair.

We understand in some cases this is not always viable so please email or call to advise if payment will be later.

FOOD STALLS

All food stalls require a license. 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 need to be displayed at all times during trading hours.

Given the high risks food stalls present, it is important that correct health and safety procedures are adhered to at all times and that the public are not able access your stall at any time. It is the responsibility of all food vendors to ensure their fire and safety equipment are current and up to date. Market management will conduct checks from time to 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.

Caloundra Street Fair promotes a “clean green” message in the community, contributing to local environmental sustainability by encouraging recycling, the use of biodegradable products and recycled materials.



INSURANCE

All Stallholders are required to hold a public liability insurance policy of not less than \$20 million dollars, which endorses their interest in operating an outdoor market. The Caloundra Chamber of Commerce must be noted as an interested party.

It is the stallholders responsibility to ensure that they are properly insured for product liability and personal indemnity and that a copy of this policy is available on site at all times.

LOST AND FOUND

Stall holders are required to take all lost items to the info tent and notify the market staff. All items will be kept by the Chamber of Commerce for collection if not claimed on day. Any public should be referred to the market staff should they have lost any items.

Any stall holder made aware of a lost child should contact the Event manager immediately. The Event manager and staff will take the child to the info tent and wait for the parent to claim the child.

PARKING DURING TRADE

Parking is available on the TOP LEVEL of the Transit Centre.

Stallholders are not allowed to park in the road closure areas or within immediate streets leading from the Market pedestrian entrances: Minchinton Street, Otranto Avenue, Knox Avenue, Carter Lane or Lamkin Lane and William Street.

Please park in the preferred 'parking stations' in (upper levels) located in

- * Leeding Terrace and Ormuz Avenue, or
- * Parking area adjacent to the Sunshine Coast Council building in Omrah Avenue.

PETS

While the Caloundra Street Fair is a dog friendly market, stallholders themselves are asked not to bring their own pets. The market can be hot, or wet, crowded at times and noisy and these are not ideal conditions for any pet.

PRODUCTS

To ensure consistency and fairness for all, you may only sell products that have been approved by Management and as listed on your initial application form.

Please seek permission from Management should you wish to add new products to your store.

It is your responsibility to ensure the products you sell conform to any safety and compliance standards pertaining to the product.

Stall holders will not have exclusivity to any product however it is the management's intent to offer as broad a range of product as possible each and every week for everyone's benefit



Stallholders must ensure that labelling of products and produce is in accordance with legislative guidelines and regulations.

Taste testing and sampling of any product must comply with Council and health regulations.

Produce must be of the highest quality.

RUBBISH/WASTE

It is the stallholders responsibility to remove their own rubbish from the Market area and to leave the site and its surrounds clean and tidy.

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.

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 and the new owner is to apply online at www.caloundrastreetfair.com.au

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.

SECURITY

Security will be present during the day, if you require assistance please contact the Event Manager immediately. Please secure your cash and valuables to avoid unnecessary loss.

Having displays which do not allow easy access to valuable items, keeping displays neat so you can see where people are in your stall and keeping cash secure or on your person are all good tactics. If a theft does occur stall holders should contact the Event manager who will contact and co-ordinate with local police.

SIGNAGE

Signs erected by stallholders must not impede pedestrian flows through the Market or display any offensive material. Signs are not allowed in garden beds or on walkways.



SITES

Please remember that stall holders do not own their site and while every care is taken to ensure you have the same site every Sunday, sometimes this is not possible. Your co-operation on these occasions is much appreciated

Caloundra Street Fair management has the right to cancel, alter or reallocate sites.

It is the stallholders responsibility to ensure that the stall set up does not extend beyond the stall size they have booked and paid for.

The market has very strict guidelines to comply with the market permit obtained by council. If you are extending your stall set up beyond your limits you could be placing the market in jeopardy.

You might also be visually blocking your neighbour, which does not make for a friendly market. We are conducting site walk throughs to ensure that this is not occurring on a regular basis. Sharp edges are to be covered and food stalls, when not using a commercial style steel table must use a table covering which are easily cleanable.

Presentation

As we strive to deliver the best Sunday entertainment experience on the Sunshine Coast, it is important that your stall is presented in a neat engaging manner and all products are of the highest standard. We are happy to work with you should you require further advice in this regard.

Please note that you are required to take trade waste, boxes and plastic wrapping when you pack up, leaving your site and surrounding area clean, tidy and undamaged.

Layout requirements

All stalls are required to be back to back in the middle of the street, facing the retail outlets. Please make sure you are LINING UP with your neighbour and that there are no gaps between each marquee. The map clearly shows the layout.

All marquees will have backs attached **AT ALL TIMES**, this is to ensure that no trade takes place from the back or sides of marquees. This can be a mesh wall. The backs of your marquee are required to be installed prior to the 8 am trading time and stay in place until 1 pm pack down.

Marquee Weights Compliance

We are a coastal event and wind gusts are not an unusual occurrence. In the interest of safety, marquees are required to have a minimum of 3 weights of at least 15kg each, attached at all times. Market umbrellas need to have a weighted base with the umbrella stand able to be securely fixed to the weight.

THIS is a condition of your trading.



SMOKING

Caloundra Street Fair is a non-smoking precinct under Queensland Law and this includes set-up and pack down times. Please do not smoke at the back of your stall during trading hours.

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.

Caloundra Street Fair management has the right for promotional purposes to use stallholders images, photos containing images of the stall holder and his or her produce.

STALLHOLDER'S CODE OF CONDUCT

The Caloundra Street Fair aims to be the best Sunday entertainment experience on the Sunshine Coast. We wish to maintain an authentic market experience where friendly stallholders work alongside retailers to create an unforgettable day out for residents and visitors.

The Caloundra Street Fair management team will protect the integrity and authenticity of the Caloundra Street Fair by implementing and overseeing the market's Rules and Regulations and the accompanying Code of Conduct.

This Code of Conduct and the accompanying Rules and Regulations apply to all Caloundra Street Fair stallholders. The Caloundra Street Fair management team revises this document regularly as need dictates. Upon signing the acknowledgement and acceptance of this Code of Conduct and the Rules and Regulations, every stallholder agrees that they are bound by them as at the date they sign and any subsequent modifications and updates to these documents.

The most current Code of Conduct and Rules and Regulations documents are always available to read and download at the Caloundra Street Fair website (www.caloundrastreetfair.com.au). Stallholders will be notified of any changes to these documents.

Code of Conduct

- * We act with respect, courtesy and dignity at all times.
- * We interact with the public, members of the Caloundra Street Fair management team, fellow stallholders and retailers in a courteous manner.
- * We work safely and ensure the safety of others.
- * We strive to contribute to an honest, unbiased and unprejudiced market environment.
- * We refrain from any form of harassment, intimidation or unwanted physical contact of others

- * We refrain from rude, violent, aggressive, uncooperative or belligerent behaviour toward others.
- * We refrain from verbal criticism of other stallholders or their products.
- * We reject profanity or vulgarity towards any other person, either by actions or in any language
- * We conduct ourselves and our businesses with honesty, transparency and in the spirit of cooperation.
- * The Caloundra Street Fair wishes to foster a culture of support and cooperation between the stallholders, market management and retailers. As such, stallholders are asked not attempt to work out their grievances between themselves or with retailers and instead should raise any issues of complaint with the CALOUNDRA STREET FAIR management through the process outlined below.

Unacceptable Behaviour

Unreasonable and negative behaviour including bullying, threatening and abuse, directed at an individual or group resulting in the individual feeling unsafe, offended, humiliated, intimidated, abused or at risk is not in keeping with the ethos of the Caloundra Street Fair and cannot be tolerated.

Single incidents of unreasonable behaviour can also create a risk to health and safety. They can include any of the following:

- * Bullying of any nature
- * Verbal or physical abuse
- * Sexism and sexual harassment – unwanted or uninvited sexual behaviour
- * Racism and racist behaviour
- * Offensive, insulting or derogatory language including shouting or yelling
- * Acting in a discriminatory manner
- * Offensive, insulting or inappropriate communications (including emails, social media, correspondence etc)
- * Unwarranted, unjustified or unsubstantiated criticism or comments
- * Intimidating behaviour
- * Victimisation
- * Stealing of intellectual properties and copyright infringements

All reports will be treated seriously and investigated promptly, confidentially and impartially.

Breaking the Code of Conduct

- * A report of failure to comply with any component of the Code of Conduct will be assessed and investigated by Market Management.
 - * Consideration of complaints will be guided by the principles of fairness, impartiality and ethical behaviour.
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- * If the Code of Conduct has been broken, the CALOUNDRA STREET FAIR management will take disciplinary action appropriate to the severity of the violation.
 - * Such actions may include verbal and written warnings, suspension from market participation
 - * and/or expulsion from the market.

Market Management Rights

The Market Manager has the right to withhold or cancel an approval to a stallholder to trade at the Market; or to remove or have removed from the Market a stallholder who is in breach of the rules and code of conduct. This is including but not limited to, where a stallholder:

- * fails to pay their stall fee in a timely manner;
- * fails to comply with its obligation relating to vehicle and traffic control
- * fails to abide by the market's set up or pack up conditions;
- * fails to abide by the market's trading hours;
- * commits a criminal act at the market;
- * behaves in a manner that the Market Manager considers is inappropriate or may bring the market into disrepute

The Market Manager has the right to undertake any of the following actions without notice:

- * re-locate a stallholder to another site within the market;
- * require the stallholder to remove from sale any good or service offered by the stallholder which are not Approved Products;
- * request that the stallholder undertake any reasonable measure which in the opinion of the manager will improve the safety or appearance of the stall.

Reporting grievances

If you experience or witness negative behaviour, please report it immediately to the Market Manager by phone and follow up in writing at: manager@caloundrastreetfair.com.au

All reports must clearly describe the complaint or grievance in as much detail as possible. Please refrain from using ill-chosen or derogatory language to describe fellow stallholders, market staff or retailers.

Verbal complaints or discussion of potential breaches of this Code of Conduct will not be entered into on site at the market.

Complaints not made in good faith or anonymous reports will not be accepted.

Disputes procedure



If a dispute arises between stallholders/between stallholders and retailers/between stallholders and market management, it is expected that all parties will act in good faith to resolve it as soon as possible.

If a complaint is made about a stallholder, the market manager will provide the stallholder with written notice detailing the claim. The stallholder will be given an opportunity to respond in writing.

Should the stallholder not respond, and market management decide the stallholder has acted outside the market rules and code of conduct, then market management has the right to ask the stallholder to leave the market.

If the stallholder wishes to appeal the decision, he/she can do so by writing to the President of the Caloundra Chamber of Commerce whose decision will be final.

Complaints about the Market Management can be made in writing to the President of the Caloundra Chamber of Commerce.

TOILETS

Public toilets are located in Minchinton Street (beach side), at the Transit Centre, and Portaloo's in Felicity Park.

If there is a problem with toilets, please contact any market team member.

TRADING HOURS

Open every Sunday morning from 8am – 1pm

WEATHER

The Caloundra Street Fair will operate in varying weather conditions, unless stated otherwise by Management. Stallholders need to be prepared for adverse weather, ensuring appropriate measures are enforced like weights on marquees.

Stallholders may pack up their stall due to adverse weather conditions but are required to notifying the Event Manager prior to leaving.

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



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